

# PSCR First Responder Quotes

The Usability Team of the National Institute of Standards and Technology's (NIST) Public Safety Communications Research (PSCR) program works to identify issues faced by first responders surrounding the use of their existing and emerging public safety communication technology. The Usability Team conducted a series of in-depth interviews with approximately 200 first responders across the U.S. to understand the wide range of first responders, their tasks, and contexts of their work, as well as to examine their perceptions about their work and the roles that communication and technology play.

The data below were retrieved from over 20,000 first responder quotes from the first responder interview data. These quotes, accessed via the PSCR Usability Results Tool: Voices of First Responders, can be freely used to influence the design and development of communication technology in the public safety domain. Any quotes used in published materials should properly attribute the Interview Quotes Tool, as well as the appropriate NISTIR reports as indicated at [publicsafety.nist.gov](https://publicsafety.nist.gov). Information about the research methodology and interview protocol design, as well as instructions on how to interpret the results, can also be found on the tool's website.

For more information about the NIST PSCR Usability Team research, or for questions regarding the PSCR Usability Results Tool, please send an email to [usability@nist.gov](mailto:usability@nist.gov). More information about the PSCR program can be found on the PSCR website - <https://www.pscr.gov>.

*Disclaimer: All interview recordings were transcribed by a professional transcription service; as such, the accuracy of transcription text is dependent on the transcriber. To protect the identity of the first responders interviewed, all quotes have been reviewed for personally identifiable information (PII) and all identifiers redacted. Due to the large size of the dataset, context and/or descriptions of participant quotes may have slight inaccuracies. Any mention of commercial products or reference to commercial organizations is for information only; it does not imply recommendation or endorsement by the National Institute of Standards and Technology, nor does it imply that the products mentioned are necessarily the best available for the purpose.*

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Change	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	But, within the [City] area, as part of the EBRCS system, we have kind of migrated to a digital platform. And I don't know a whole lot about whether or not it's IP based. That's a [Name] question. But really, that system has taken us into the 21st century in my mind. I mean, we were on, basically, the radios where I could communicate in-house, but the minute I went mutual, it was very problematic. And we would either have to share a patch channel or we would have to just go, "Okay. Well, here's my radio." I'll show you here in a second. I'll go get my fleet map so you can actually see what products we're using--
Change	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Back in 1950, we had a very, very small fire department of about 20 people. It was volunteer, and we had a very, very small police department of about 20 to 30 people. Back in 1950, those two groups merged and they taught the firefighters how to be cops, and the cops, they went to a little bit of fire training, and they all knew each other. So back in 1950, 70-plus years ago, somebody had a really good idea. And, for us, it's translated forward into everybody tries to be public safety. Our neighbors have a police force, and a fire force, and an EMS response, but they really aren't. We have one chief.
Change	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	And when I started getting involved in our interoperable projects in the county and I started learning what it was, I started understanding, "Oh, okay. Well, that's our radio." So when I did that, I started going back and trying to understand how radio evolved. I didn't pay attention as I came up as a law enforcement officer. I just knew that I had something there. And I have been in an era for 21 years that I've always had a hand pack. I've always had a mobile radio in the car. And what I didn't understand was that in the '60s they only had a mobile radio. Prior to the '60s they had call boxes. So the hand pack was supposed to replace the mobile radio. So when they developed something that you can carry, when I started talking to people from those eras, "Oh yeah. We were getting this thing that we were going to carry and that was all we were going to carry. And they were going to stop putting them in the car because this was attached to us." Well, then they found that, well, the power of the



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								mobile radio was more, so they got better distance, and there were areas that that didn't work. So as they continued to improve that through the '70s and the '80s, and the '80s kind of-- I don't want to say perfected it, but did a lot better than in the '90s. I would say land mobile radio really kind of perfected itself and became extremely reliable. There was very little fault, there were very little failure, things like that. As you got towards the 2000s, you started to see some of the failures of the systems because they weren't maintained properly or they started to not spend money on them. And then you had this window in the early 2000s where broadband was becoming big and people were saying, "Well, you know what? You don't need these super costly Motorola systems to buy something that you can communicate with." So you had people that were trying to use bridge-gap solutions, or that's when you have the KENWOOD's or the Yaesu's or the other companies that come out-- Vertex Standard, that come out with these radios that are a lot cheaper and they say, "Oh, they work great." Well, you drop one of them and then it stops working. Well, why did it stop working? I was reading some articles on this and, oh, well, the speaker on the radio, the case was hardened, but the speaker wasn't, so when it fell, the speaker broke. So, well, okay. I can throw that anywhere I want and it works.
Change	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	And then you have the Motorolas of the world showing you how technology can work on my iPhone that can help me communicate over the radio. People think it's neat stuff. Well, then you get, again, the concern. Well, I don't have time to take this out of my pocket, open it up, unlock it, whatever, and communicate. I still need a radio. Well, what if the radio could go directly through-- what if the radio was a broadband radio? Now Motorola has the dual purpose. They have the broadband through a portable. I think the biggest thing we still see with broadband is the, I guess-- whatever. And since we haven't seen FirstNet in full swing-- but from a broadband perspective or Verizon, or AT&T, or any of them, you run into those traffic issues. Whereas we don't know what FirstNet's going to provide. I expect that we're not going to see any issues. Everybody I talk to with LA-RICS says they're not seeing

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								bandwidth issues as far as capacity. So they're not running into those problems. So reliability has been very good for them. I'm hoping that's the case. I think, as you mentioned in your email, looking at the next 20 years, I think in 10 years, I think you're going to see a lot more technologically advanced devices that could be used as a radio or over LTE. You're going to see different styles of portable or things that would be different types of form factor. I think you'll probably see a reduced cost in some of those.
Change	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	So just a simple thing. If I put out something and tell guys on patrol, "I need you to check this box in the report every time you have a case that involves city property or something like that," just a checkbox, it'll take us months to get people to comply. Some people do it and some people don't. Sometimes we don't catch it, sometimes we do. And it's just, "Well, I've never had to do that before. I've been writing reports for 15 years and I've never had to--"
Change	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	So the adapting to change is huge. When we started going to radio, we had all the naysayers coming and saying, "Well, I read this article that digital radio kills people and digital radio-- here are these articles in Fire about guys died because of digital radio." Well, no they didn't. You read the after action report and you'll actually find out it was-- no. It was protocol problems that they had with their operations, had nothing to do with the radio. The radio didn't fail. So managing change is huge. And the easiest way to do that is to provide resource. When we switched to our digital radio, luckily enough, I led the project but I had a team of about 20 people for our department that's 201 [inaudible]. So 10% of our department participated in my change team. And I did that and I wanted a big team, or at least a good percentage, because I wanted them to not only-- I don't want them to say ownership. I wanted them to understand. I let them pummel with the questions.
Change	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Yes. And you don't respond to them. I think that's the biggest concern people have. People know the Internet bogs down. What people don't understand is FirstNet's going to be a huge pipe for a small number of

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								users. It's going to be a dedicated pipe. It's basically going to be LMR in the same fashion. You had a private radio network. You're going to have a private broadband. Now we need to see how that works. And I think, I mean, we're going to see that very soon. If AT&T delivers the way they say they can deliver, in the next five years FirstNet's going to be either a massive success or it's going to be the biggest \$7 billion failure we've ever seen.
Change	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	[RE: technology] I think in the next 5 to 10 years you won't have an officer who won't understand it... That's very much changing. I think the problem that you're going to have is that the new technology has to be as easy as what they can buy off the shelf... So I mean, what did we have? iPhones came out and what did departments still have? We still had BlackBerrys, big cumbersome BlackBerrys that-- you had weird applications. And iPhone was you just clicked on the app store and clicked on this and you touched a button and it worked... And now we're getting the iPhones and the question is, is where in the next couple of years is everything going?
Change	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	And then the news media. So you run into-- I think that stress on officers right now is probably the number one thing. I think it's not under-- and it's hard because I think-- and I think there's some credibility, and I would say a small amount of credibility, to the fact that as a profession we've needed to adapt better. There's been times when we needed to adapt better to things. But I think overwhelmingly we have done a decent job, and the right job. And I think people overwhelmingly do the right thing. But sadly we have those in the profession that have ruined it for many. And I think that's the same thing in society with criminals. If criminals were the majority of society, we wouldn't be living the way we live.
Change	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S1]: Actually, it changed may be years ago probably, probably at least 10. It's been -- it started out as a slow transition but then became pretty fast. A lot of people don't have smart phones --
Change	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: 14 days yeah, we got really short several years ago. We used to run day shift, evening shift, and night shift like everybody else. We got really

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								short and we were looking into how we can cover more time with fewer people and we actually copied the hospitals, their nursing staff and ran their schedule.
Change	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: You don't ask what kind of changes we have seen. I mean, I remember the day when I was at the police [Crosstalk]. There was a phone and you got three lights on it, that's a 911. So, if somebody called 911, it came in there and I would pick it up and I would say -- "what's your emergency?" and they would say -- "I need a policeman." And you would say -- "okay, hold on a minute." And then you put them on hold. Then you pick up a phone and you call up the Police Department and say -- hey, pick up the line 1, and then they pick it up. So, we have come a long way from there.
Change	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5] Okay, because new technology and people are here and people are having trouble with it and misrouting calls so we're just going to wait. Okay, so we waited and we waited, and we waited, and we waited. So, finally we got to the point when we said okay, we need to do this because I think the States won't have it rolled out by, you know, end of the year. So, okay -- we are ready to do this. Well, that's where things really started to happen. [Everyone laughs]. Okay, first of all we bought a phone switch that is next get ready. So, okay -- we are ready for NextGen. Oh, well -- you're going to have to upgrade your phone switch to really be ready to go in there because things have changed in the past year or so, things have changed. So, you have to do an upgrade your phone system to make it compatible to go on NextGen.
Change	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S1]Now, as far as it's going to be [inaudible], you know, I mean, they are going to have plenty of capacity because, you know, there are going to be [inaudible] that's not going to be a problem but they have never been encrypted before and, you know; it's going to be all new them, new sound and everything, that's what we are waiting on right now.
Change	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: Well, it's going to be different, you know, once they do that and the call trackers and it's going to be -- it's going to sound different than --

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Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So ATCO has a program called ATCO Meds and we use it on our computer when we [indiscernible] calls. It's not very...it's a new program that's just kind came out a couple years ago and they partnered with another company. So we've been working with them since we got this program a year and a half ago, to make it better, to work better for what we do, this is where you'll find out most things that are set up for communication centers are set up for government, than just dispatch
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So I also have the third party compliance software called First Watch. We worked with them and we built a lot of triggers, we also built triggers for the health department. So there's things they watch during the year, such as heat emergencies during the summer, cold emergencies. Right now it's narcotic overdoses we're looking at, anytime those things come up, and they'll trigger in First Watch and they'll be able to go in and get that data out of our CAD immediately and by going through that third party there's no HIPPA data exchanging, all that stuff's clean, and I also pull my daily reports, hourly reports, compliance reports, because we have a county contract. We have to be at all emergencies in 10 minutes or less, 90% of the time. If we don't, we pay fines.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	The reason for that is politics. So the people that ran rural metro helped create some of the bankruptcy issues. They all quit, walked out the door one day to go start a new ambulance service and part of that they knew what was going on, so they entered into this contract that we're in now, some things to make it difficult for us to remain here, but we're smarter than they are; we're doing financially well and they're suffering so, but it's politics, so they got in and they agreed, 'we will do this for free, we will pay those fines if we can't do it', so it's a mutual agreement from our side of the company, those people don't work here anymore, so that's how you end up in a thing like that, but if you look at a lot of -- we've gone full circle so, we used to get at one point if I can remember \$90,000 or \$100,000 a year to pay for the indigent people in [city] who couldn't ambulance, to offset those possibilities. And then negotiated a way and it went down to \$ 30,000 and then it totally went away. So we

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								get no money for anything, for indigent.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So our dispatch is. We have shift work. So they used to be straight 6 am to 6 pm when I took over two years ago and it wasn't efficient, because everybody coming as 6 to 6, all the dispatchers and the call takers.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	It went crazy, the whole things. So I staggered the shifts, so we now have, we're looking at our busy time, so we have three: the supervisor and then two 6 to 6, we have three 6 to 6, we have a 7 to 7 and then we have a 10 to 10 and then at night we have three more 6 to 6 come in and relieve the other 6 to 6's, and then we balance it after 10'o clock at night, there's just four of them in there, because we're not as busy. Then we have my two IFT guys that one comes at 7, one comes at 8, they work 10 hours, 50 hours a week and then we have a 5 pm to 1:30 am Tuesday through Saturday, that comes in at midnight because that's our little busier time and they work 40 hours a week.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	No. you'll see more the private. Its union driven because of bad management practices in the past I think.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	I don't have any problem with it out here. I mean it's simple for me in Communications, so what I do is we build policies and procedures so something else I've really redone and still working on, over the last two years and we got to re-do EMS, so I have a set of policies and procedures that condone how we conduct business in the center. You come to work on time, you wear this uniform, and then I have a procedural manual about this is how the CAD works, this is how we put in a call, this is how we dispatch calls, this is how EMD is, and then when it comes to your volunteer fire department say [town], it's your policies and procedures on how you want us to dispatch it because it's your department. I will not make policy for your department. I will give you advice on what we should be and what the national standard is, which we have done and we've worked with them to build up policies, but I've gotten away from, EMS you make your own policies and procedures; if you want me to send you an ambulance an hour before off-duty so we can do these tasks, you put that policy in place, I will issue it, and we will

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								follow it.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	I'm 52 years old and I really don't want to keep doing what I was doing when I was 20. So this position came open and I migrated to here because I was really the only one that knew the CAD, knew the communications center and all that stuff, so we hired a new so I help him. The fire department, the fire chiefs, once I came from there [indiscernible] we need policies on how you want this truck dispatched on calls, how many trucks do you want dispatched on this type of call, this type of call, we built all those policies, and then it's easy for me training my dispatchers. If you're within policy, I got your back 100%. You violate policy; you're on your own. APCO; you APCO a call correctly and we find out the APCO codes need to be updated, you're covered. You don't use them, or don't do them, you're on your own, I can't protect you.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So we use the UHF frequency on land mobile radio for EMS, both are 911 and IFT side and then all the Fire is on VHF, only different frequency. So all our ambulances and all or our fire trucks have to go on that radio zone. Now we're going to 800 and everybody is buying tri-band radios. Fire, excuse me, is going to migrate from the VHF to the 800.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	EMS is not. So we're working on some legislation changes. So in the ambulance service requirements for the State of [State], there are certain frequencies that we have to carry - VHF, 155, 205, 295, and 304 those are the disaster frequencies. So the State does not migrate it, but all the hospitals are on UHF to talk to them. Now we're going 800, so I've been meeting with the State and other people so we got to change the laws, because all you're doing is creating expense. So for EMS to go to 800 right now is an added expense, because we still have to maintain those older channels because we can't get rid of them because the State requires them.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So, even though I know you're recording, but between us, so Motorola is going ...they went to a new Motorola radio system. I looked at that because I'm upgrading my radio system. I want to be able to hopefully talk and have those 800 channels, because if the fire department goes

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								through, I have to dispatch them, so I got to have them. Right now, I am full; I cannot add any more frequencies to what I have. I have old technology, it's been great technology, and we've been using it since the 90s.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Forever, and I can't get parts for them. So we're going to a new radio system. So for one console from Motorola is \$110,000. Through another company, I was able to do the whole center for a less than \$100,000.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	We are and I've been going to those meetings. I've been really keeping up. I've met with AT&T and I beat the crap out of that when I first talked to them because they are like, hey, we are gonna be the company and I go why? Your crap sucks.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	And they go like oh we know, we're going to put all this money in there and I'm like why are all the 911's suing you for money if you've got all this money? You know, it's a long story, but...AT&T here locally, it's terrible. I have seen huge improvements. We did a study when we did the ALLs. Those are off of SIM cards, just like you have in your phone. So we put AT&T, Verizon and...
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	The family's [indiscernible] so he's taking care of you, he's frantic, he calls one of your kids, your kid calls us, I don't know, they don't know the answer to the question. So anytime we have anything that's a flag like that, an emergency to the hospital, we look at every one of those calls; two reasons, one is the medic new and should've been an emergency to the hospital, did we code it correctly, so anything that we could learn from any of those calls we do. So we don't have those much anymore, rarely have those types of calls and then we really, we went from the cards to the software on the screen, so it pops up because the cards are hard, you got to know where the card is...
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So that's part of that. We didn't have a card for -- in May of last year, we had no card for narcotic overdose
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	The good thing is we're going to go with APCO who we've been working with the last 18 months, and when this comes out it's pretty much going



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								to be set up exactly the way we want because we're the only one's been giving them feedbacks; and hey, can you change this; can you make this fluid, this is difficult for our dispatcher; these questions pop up and they shouldn't pop up, can we fix that? I love software.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	They're going to a new 800 that is supposed to make it more easier to talk to each other once everybody gets to 800. But there are a couple of different frequencies. So this is an 800 radio, but I sit and listen to it because I always want to make sure we're playing nice together here in there. This is our EMS UHF radio, the big and fat antennae's are VHF radio, and then the others are 700-800 radios that's on our TBRS system. Now the new system that the 800 is changing to will combine this radio and that radio on the left.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	I will still have three because the VHF, UHF and 800. The goal is for all of us to get to 800.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	[town] is on 800, they're moving to the same new technology, so [town] like great we're going to go 800 too. [county] just went to a brand new 400 trunk UHF trunk...
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Yes. So the great thing is we worked on that with EMA and through the [state] we now have -- so it's kind of we now have this TBRS system, which is the State system. So we have what's called Tac. We have a U-tac, a V-tac and an 8-tac. So if I - I don't know if I will find it here - I don't know which band it's in because I don't use this that much. [state], I don't want [state] - fire department. They have a bunch of fire department mutual aids, but there will be a - and we have EMS mutual aids. But we have a V-tac, a V-tac, and an 8-tac, so if I am on a UHF and I go to U-tac, and you're on an 800 radio and you off to 8-tac, and a VHF radio goes to V-tac, they're tied together in the building and we are on the same channel even though we're all on three different frequencies.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So they're in the process of trying to up and fix it. The great thing about new technology and me changing my phone system to a voice system which I'm still not keen about because I'm learning, so phones are my

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								weakness. I don't know very well about them, I'm learning. I'm pretty good with radios,, but what I like is if we put everything on servers and pull up an internet protocol and I can leave this building and go somewhere and we can flip that switch and take that phone with us. Right now we have, my backup is seven cell phones.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Because nobody's using it that I know of and they're struggling with their phones trying to get it done. But then their system and we're talking about piggybacking on their system to replace my phones and the part of that is we can get the texting, that why I want to do it.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Mine's antiquated, that's why we're replacing them. So another good thing about going to the new systems is we're replacing very old antiquated systems. A trunked 800 works a lot better than our portable or our mobile repeater system, it's either you do or you don't, there's not multiple a lot of places to go, so the new technology is safer for the crews, it's more apt to work -- you know all the stuff is great, it works, but some of the stuff is 10, 15 years old and so we're - and its ageing.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	-- and now for the same amount of money you can upgrade to newer stuff. So the problem with us was we weren't in a financial place when everybody else started doing it and now we're playing catch up.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	The other is, is if somebody would do that and not communicate. We're really, really fortunate here. So in [city] and [county], we all meet all the chiefs; we have the LAPC meeting once a month. After that meeting, all the chiefs, we have a meeting and we talk about these things. Fire department, police department, sheriff's department, rural metro, we're all there. So we do great; our EMS region, Region 2, our 16-county region, we meet monthly. We have the best of the best people to work together. I'm a private ambulance company, and we work great with all the other private ambulance companies and the other government ambulance companies.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	I would like to see technology to continue to move forward to true total interoperability between every agency. I've heard that my whole career.

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								For 30 years, we've been talking about interoperability and politics always gets in the way of interoperability. More than money; egos, politics. I'm in charge. There is no "in charge" and there is less of that here than I see in other places but, you know, over the years the police and the fire get about -- [State] code states that if a fire department on the scene of a fire then the highest ranking fire official is in charge of that scene. The police hate that.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	And get you included and those are the things that I have been working on tremendously over the last 10, 12 years trying to fix and get those -- and we have that here; we'll talk, we'll communicate, and they'll say something and I'll go "I had no idea that was an issue for you" [indiscernible], alright, let's look at changing that, how do we fix that? How do we make it better for you, but not punish us? And then they're like "oh we didn't realize that went on for you" and it's all about that relationship and communication and that talking. Because if you don't have those talks then [indiscernible] freaking pigs. But if you're not out there, you don't know, if you're not having those talks, you don't know. I mean there're a lot of people the thing you say, "I didn't know that", people won't know.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Honestly, what it comes down to, we all got to go to it, so we got to find the funding so that we can get there and it'll be and it'll work, because there's going to be some small counties in this State that can't afford to do this, and that funding's got to be there for them.
Change	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	And that's what we have you know, they went to a new system and we didn't because it wasn't talked about, planned financially, or any other reason to plan and then now the ones with the most money [indiscernible] the technology get farther and farther away from those who can't afford it, or have the knowledge, I mean they may not even have the -- I wouldn't be surprised that there are some [City] 911 centers that have no idea about next gen.
Change	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] It's going to change things a lot I think. It's going to change how the calls are processed. It's going to change the transfer information will be

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								I don't think a lot of people will even consider what the capability will be for the transfer of information, patient's records going to the hospital you know patient's records dumping into your CAD and then dumping straight to the hospital just because they've signed up for you know like the smart what is that smart 911 which even now through our text to 911 if that person has already signed up we can go in and pull that information if it's necessary. But in the future that's you know just pretty much with a push of a button, you'll get the recordings, you know people will be able to submit pictures, videos you know whatever the case may be so it will change the dispatcher's job dramatically. Right now they are trained to draw pictures in their head of you know envision what they build the picture of what is happening so they can accurately reflect that to the responder and the next generation they'll actually be seeing---
Change	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	Q: Yeah. Are people worried about the effects of seeing those pictures? [S2] SME: They haven't really started talking about it. They will as soon as they know it's starting to head in that direction and I would imagine when that day comes those positions will be more specific so call taking will change in that way. I think the day that's going to get driven is going to be handled differently as well so I don't know I don't think anybody knows what the real picture is going to look like.
Change	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] And I think it's going to take quite a while to get it up and running and actually I think we'll be operating in two worlds for a bit of time on legacy and the next gen so just as the transition goes through.
Change	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Well we were just talking like with the teletype. I mean it used to come out on the [system name] and you'd have somebody with a long criminal history that would you know like a 4, 4 and how loud that used to be you know and so you'd be trying to talk on the radio and that's going on so trying to get that information to the officers or whatever where now it's sent over their MDT's and so that's come a long way. Let's see what else? Obviously not using type printers anymore or index cards so all of our records management. We moved out of our card files and implemented them into the records management system so that it

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								shared across all the agencies so they have that access to them. You know if they'd come across an individual they can see well okay this guy's been doing this, this and this you know or whatever so that's definitely been useful.
Change	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S3] No you've moved to some software as a service. Solutions now are public notifications that we send out to citizens. Those are hosted in the Cloud. I think [name] is consistently looking at customers and trying to find pieces she mentioned that they're implementing a fire piece into their ProQA their query software so that they can better gain information from the customer. I think when I first got here you guys had foot cards exclusively that you were using now that's automated and so I've seen a lot of changes since I've been working.
Change	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S3] This is is the first time I've worked with a piece out in my career and so it was eye opening to say the least at first but I think that it's more for a lot. It's changed from when we used to have our own selective router here in the [County] because had multiple ESOPS in the [County] that was consolidated and the way that we received calls, the equipment that takes the calls is new. We're looking at replacing that with nex gen. It's constantly involving the changing.
Change	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] ...We just got it last end of last year I guess so we're still working on getting that up and running with quality assurance but it's another piece of just being able to provide a full picture to the person who is handling the quality assurance so they can make an accurate analysis of how that call actually went so for providing better customer service.
Change	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] We get a lot of 911 hang ups mostly off the mountain. Now with the smart watches doing 911 hang ups. They move their wrist. That's a real pain. That's worst than the pocket dials.
Change	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Yeah that's a big one and I know that that is definitely in the works out in the world. That's a big push and really what next gen is about or one of the things that it's about. You know I guess the rest is just really just ease of use for on the end user. You know some of these systems

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								come through and I've even seen it in other 911 centers where the technology is really supported and it's a great system but when the person on the end tries to use it it's useless and so just having that focus of what are you trying to accomplish? It's great if you can get it going here but if you can't use it it's not worth it. And we run into that with our CAD system it's somewhat outdated.
Change	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Not at one time. Yeah, so we just did that big change and then re-cabled everything for all the different computers, and we finished that, but we replaced six dispatch consoles with eight. But we didn't have enough money to put the radios and phones in the two extras. So that's what we're looking at for next year.
Change	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Yes. This one has been-- the remodel has been fantastic. These consoles-- if you look, they're linear. Our last console furniture was when I was in training. And they put in for the old CRT monitors, the big heavy ones-- that's got all that space back there that's just wasted because all we have is this flat panel computers, and we were able to put eight consoles in where we had six before we had more room and in the room.
Change	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	We just changed over to a new [software name] with [manufacturer name]. We had an older computerated dispatch before from Motorola and this is a newer system, and right now because its just a few months old, nobody likes it because its new. We're trying to-- we have years of experience with the old system, we were fast and efficient with it. This isn't an easy transition either because its a completely different type of system.
Change	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Yeah, exactly. It has a lot more capability, but at the end-user perspective, doing our day to day functions are different, because everything we input, all the commands that we have to type in are different now. So from before where it was like muscle memory and we were fast and proficient typers, now we have to pause and think, "Okay, I used to be able to take an engine company that was out driving around. Now they're back in quarters. They're available in quarters now. Now I

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								have to do a different thing for them." And so, as long as we continue to practice this new set of systems and new set up, I think we'll get better.
Change	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Very little, and it was a long time ago because this was such a major changeover. As an end-user perspective--
Change	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...There wasn't any continuous, it was very difficult and they changed some of the components afterward. So like our phone system, it changed three times from what we were used to, to a temporary one, to a new one, and we felt like the old phone system was good. We took a step down in the temporary one with promises it will be better, and everybody on the floor thinks its worse than the temporary one. So we went backward in our trust in the phone system.
Change	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	So based upon the old commands that are gone and we haven't been given any new training, we're very deficient with that. So our quality of 911 in pinpointing people have actually gone down in the past six months, than in the past 60 years. As far as the dispatching goes, the dispatching in some ways is much faster, much better because have more variables with the P1 software system. We can drag and drop fire trucks, we can just click on the fire engine that's in the station, just drag them over and drop them on a call if we want.
Change	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	When I first came onto the department, on the ambulances we had something called a [name]t. It's just push button. We had no computer screen, no laptop, no nothing. We had pagers for each unit, in case something happened and it would give us an address. So there's no cell phones or anything like that. We pushed a button and it said, "En route." We pushed a button that said, "On scene." And we pushed a button that said, "We're going to a hospital." Not which hospital, just a hospital. And then we'd have to come up on the radio and tell communications specifically what hospital. Then we were going down the road. And all the medical technology stuff was also very hands on. We had to do automatic blood pressure cuffs, all these other things. Nowadays there's a lot of machines that do a lot of that. And then so that was that. And then the same thing with the fire trucks. The fire trucks were very basic,

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								handled a little bit of water, could only do a little bit of pressure. So over the evolution of radio technology, now we have laptops, we can talk and the laptops inside all the fire trucks and the ambulances, we can talk to each other, there's AVL. They can see all the calls other people are running. They can talk to the police, they can talk to the sheriff. They can talk to us.
Change	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Yes, text to 911, we are getting ready to implement that here. We haven't had any training so it's still in the background supportive stage for that, but when that comes in it will change the feeling on the floor considerably, because we're a little intimidated, like we're understaffed as it is. Once you add in, from before, landline phones, people call, we send them help. Now with cell phones, you have 400 people calling for the homeless man on the corner who appears in distress. That's a waste of 911, it's a waste of resources because the guy is fine but all these people with cell phones don't know. None of them wants to stop and help, they just use their phones--
Change	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	I remember when we didn't have email [laughter] back in the day. Everything was done by paper memo and you'd have to go to your mailbox--
Change	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	--technology as far as communication via email, cell phone. I didn't have a cell phone until probably the late '90s, I would think, or early 2000s? So that's changed communication quite a bit.
Change	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Like I said about listening to a radio recording that we just heard, as a supervisor, I used to be able to just, "What did they say?", and go to my [name], my phone, console, click on IRR, which is the incident repeat, whatever, tab. And then double-click on the recording and listen to it. I can't do any of that now. Because the one we have now just doesn't work.
Change	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Exactly. And so right now our training model uses hours and then kind of as subjective evaluation from the trainer as to see if you're where you need to be. It's not the most robust training model and it's something



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								that I think we're looking at reevaluating. I think what would be a better model to look for is like a core competency model and then if you happen to meet this core competency within 2 hours of being on training then you should be released you know but that's something that I know that's in the works and above my pay grade but I know it's something that they're discussing and looking at so in answer to your question it's complicated.
Change	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	I mean my call taking has changed and approved since I became a police dispatcher you know because I'm looking at things in a different way. Exactly. And then on the other hand you know answering questions about you know warrants or teletype or something like that dealing with the officers is very different now that I've been basically trained in teletype so (you know it's nice to have that but then at the same time it takes a while to train everybody in everything and we are spending a lot of time and investing a lot in each individual which other agencies don't do. [city name] they train in call taking and then---
Change	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	We do. Yes we do have an interim. That's what we call it text to 911 and we're using it through a third party web based application. It is not integrated into our system at all at this point. We are getting a new next generation capable or ready telephony system and that will have the integrated text to 911 into it but we do have it and we've had it for about a year and a half now roughly.
Change	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So it's a lot different when we do have to go over to our backup center. So with combining the two centers we do have some additional options once the rest of our technology catches up, once we get an integrated CAD, once we figure out our radio system and how we're going to get them to work together then we'll be able to in those instances when we need to leave [name] when it just effects the courthouse area we will have a second backup center that we can go to as long as they're not as well occupying it.
Change	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So there are also some talks in the area of potentially building a geodiverse co-inhabitable backup center. So it's somewhere where

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								multiple jurisdictions could go to and all of us would pay into this backup center. That's been in the talks for quite a few years and so we'll see what happens as we start sharing servers and start getting integrated CAD systems together and start buying stuff as a region.
Change	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Exactly yes and with the new technology that is coming out we will have more capability of being able to grab command center laptops and go to somewhere and set it up and answer phones.
Change	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	It's a very it's getting more and more robust as the years go on and it's been establish since 2013 since it's working on its fourth year of kind of being up and running. It was late 2013 so in October actually [Date] was the first day that we were full time in the Watch Desk yes so it's evolved a lot over the years and because it's evolved the EOC team that I had originally created has melded into that so they have taken over that bridge responsibility.
Change	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	... Things are very spread out so the old CAD I used to be able to just I knew all the commands, my hands could stay on the keyboard and I never had to lift my hands. I have a foot pedal that I can push to talk on the radio and my hands I would just type commands, I had it memorized how to type the line segments and it was great. We get a new system that is great on the technology side but it takes me 2 to 3 steps to what used to take me one.
Change	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Where I used to just view a type of command out into a line, line string out I now have to start a command hit tab find which section I want to go to so the location might be here but to enter a license plate it's down here and to enter a color of a vehicle here and it's a makeup. It's you end up using your mouse and for me having to remove my hands from a keyboard when I don't need to look away from I can look away from the keyboard and keep doing my job.
Change	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So it's a lot of credit to him as well for who he is fitting into those positions and trying to pull in to help with the overall for [City] and with [City] now because we are going to be partnering with them.

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Change	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	And then with this new system, every time we do a report, other officers can look. Like if someone just had an incident in their jurisdiction with that same person, they'll see that last week we had contact with him. Whether he assaulted his wife, or he committed a retail fraud at [name], then they can see something [crosstalk] history up, but they can see the contacts we've had. Whether it was five drug overdoses, that wouldn't show on his [crosstalk]. Just kind of gives a little background for that person.
Change	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Q: So the next question... is how things have changed? And you started talking about the fact that well, we've got computers now, and a lot of this autofills from 911. And we do have some old technology, but it does sound like things have changed. SME:Right. Things have changed.
Change	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Because back when I started, I mean, we used to have-- they were called Dcards. You wrote everything down. Our [inaudible] printers, or that you would type everything in free-form. And then there's this big, huge printer, and it was like a [name]Data, and it was loud. It was da-da-da-da, like a dot matrix [laughter]. So I mean, we have come a long way [laughter].
Change	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	I think so. I mean, usually, anything we get, we usually get training. I mean, sometimes it takes a while to get used to, especially when there's a new change. But most of the stuff that when we get something, in the long fun, it's better and easier to use and probably gives us more information. We all have to adjust to that little change, which some do better than others [laughter].
Change	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	I don't really think they have really. I think things are pretty much the same. You got a phone, you got a radio that's about it. Maybe we use the computer a little bit more for reports or something but in general it's about the same
Change	COMMS	S	Other Public Safety	36-45	11-20	Male	COMMS-S-001	[S3] Yeah. Primarily, my daily job is technology project management. So I run different technology projects. For example, we're upgrading our helicopter's digital video dialing system right now. We're doing radio

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			Personnel					reprogramming across the county right now. So it just runs the gamut. But technology project, primarily. I also do application development and support as well so.
Change	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah, so last year we rolled it out entirely. We have a little more than-- almost 700 users on the platform up and trained. That means they've been through the training classes and gotten their credentials and all that kind of stuff to use the application. So yeah.
Change	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] So this whole building becomes the EOC for our county. So every room will have a designated purpose in this building for a different function. And they used to have to be physically here before they could even start their job. Now they can access it from anywhere and they can start and or work it from their own offices if that's the only option.
Change	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] There are some people that don't understand that concept, right? That those problems were there all along, you just didn't know about them [laughter]. And now you're getting it out, right? And so I think we're working our way through that phase right now. And I think things are improving and then we'll just get to a much better place where hey, yeah, it's not that difficult for a fire guy to call a law guy and a law guy to call a fire guy. And we're all the better off for it.
Change	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] I would say it's probably been live since last winter, so eight months. [talking about the commercial size drone]
Change	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Just making sure that everything is connected and then how to monitor it all once we do get it connected so that it can be seamlessly monitored. We're building a new EOC so that's where my mind is also going. So a lot of video and audio technology is what we're looking on with things. There's a lot of fiber-based stuff out there now so we can push a ton of video. Which is really nice but not everything is connected to fiber. So now we're doing cross--
Change	COMMS	S	Other	36-45	11-20	Male	COMMS-	[S3] Yeah. That's not cool. We just got rid of our MDC's and went to

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			Public Safety Personnel				S-001	tablets. So part of the reason for that is so you can pull your tablet out of the car and utilize it. We also dropped hard-wired modems in the cars and exchanged for a modem built into the tablet so that if you do pull it out you can actually still get connectivity. So those kinds of things. I mean, they're small but they make a big difference for some, in some cases to have that accessibility.
Change	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] I don't think so. I'm looking forward to this whole [name of technology] discussion. I have some significant reservations from a technology perspective. Specifically around using the for both commercial and public safety. So I'm interested to see what comes out of the [name of technology] discussions.
Change	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Yes, they have. Ten years ago I can say that we would write down more versus technology. I can say the programs that we use, they come in handy so, so much. It's like a lifesaver. It's way more that you can save rather than putting everything on a paper and filing everything. You can save it on your computer, and you go back at any time and get that information.
Change	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... But long story short, there is the inevitability we're going to end up having to go to a paid or four different departments. It's not how, but when. It's just so, daytime hours is just so bad for us as far as fire coverage, so it's coming.
Change	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	And you talk about the technology. Think about a flip phone or bag phone that we had first, and now all of a sudden why you never answer my email? Well I was in a two-hour meeting. I couldn't answer your email. It's like everybody expects something at the snap of a finger, which doesn't always happen.
Change	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Dependent on text notification. Before when we had the old pagers, not even the two-way pagers, did that person receive that text, I mean I'm sorry, receive that page? To where now you can see on your phone if somebody's received that message right away.
Change	COMMS	R	Field	18-25	5 or less	Female	COMMS-	It hasn't really, like in here really, we went from, I started working in an

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			Responder				R-012	outdated building. So when we switched, it was a big difference. We went from slow computers to faster computers. That's essentially, that's all about the difference.
Change	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	... Our record management system is actually where our CAD is at which I am involved in greatly and I love that fact. We do probably updates every 3 to 4 months on it. And it's constantly evolving and growing. We're developing a hurricane module right now so it's going to track everything we need for the hurricane including whatever FEMA needs at the end of if which will make it super easy to do.
Change	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	I would have never thought 15 years ago we'd be doing the things we're doing on a computer. But being involved with our record management system, as I am, I constantly see day by day where we can improve and get further and do more and more into the system. So technology to me is what it is today but tomorrow it could always improve. It can always get better.
Change	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	... It doesn't allow them to do signatures just yet and a couple of other things that we would prefer if we're going to go for it and buy into the cost of that technology at the moment for the amount of employees we have for it to be truly worth it just yet. So we're waiting for it to develop and like I said they update every three months so we know there's more coming. [Laughing].
Change	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	So day to day it's constantly... constantly improving in that records management system 'cause we think of one thing and we have--we have a person at our agency that specifically does that record management software. That's his job. Find ways to do this or fix this or make this better. So each day that we think of, well, can we do this? And we call him and he'll work out the backend of making sure it doesn't interfere with anything else or change anything on something else because we change this. And if that makes it simpler then that's where we're going.
Change	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Vastly. We have went from our own radio system that our sheriff's office managed to we are on now the [State] Wireless Network System which

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								the coverage in itself for our officers is huge. We went from a basic CAD that we inputted information into and deputies never saw and they just heard us over the radio and that's it. They never saw the actual call for service to now they can pull their own if they want [Laughing] in their car. But they can see everything that we're tying right now. I started just after we went to basic CAD. So I never got to actually experience paper but I heard it wasn't fun [Laughing].
Change	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	We've gotten... we went through a couple of supervisors since I've been here so we've gotten better equipment, better programs and... yeah, it's improved since I've been here. A whole lot.
Change	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Well... normally for communications we'll at least bring in 3 dispatchers instead of the normal 2. And the road, on the road deputies like a lot of them will come out so it'll be more people to talk to, more people to keep up with and all that. So that's the main thing that changes.
Change	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	And I really like our CAD system. Ad we just got a new phone system that we're still learning [Laughing].
Change	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Well like I said we have our multi-select button now which I love 'cause we can talk to all of the different departments at the same time. We have the... I forgot what it's called. Oh [Laughing] I forgot what it's called... the pairing thing where they can talk to each other if we just click the button, they can talk to each other. Our CAD is has been updated to where it's not just like you type everything in there or whatever, like we can send the pages now to the officers. Like if they didn't get an address or they didn't copy it because we were talking over the radio we can send them a text and the address will come through their phone directly. So I like that part of it. Our computer screens are bigger [Laughing].
Change	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	...And we had just signed a contract to construct this facility that we're in now which is the third floor of the new courthouse. And so that kind of sped that project up to get us moving into a new facility quicker than what we had planned. But also gave us the opportunity because we had

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								planned on moving some equipment and purchasing some new equipment with having insurance we were able to apply those savings or those insurance claims to the new facility.
Change	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	People sit up further towards the edge of their seat and they [Laughing] they just answer as many as they can and as quickly as they can, getting the pertinent information. It's not a--it's not something where you can say, hey, call me, get me one of the secretaries from downstairs to come up here. Myself and the lieutenant in communications will try to sometimes go out there and help do what we can. But again it's--by the time we--they call us and say, hey, can you come in here, it's usually, okay, we're slow again [Laughing].
Change	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	I mean we're 1984, '85? At our best right now. And they're using notepads and writing down information. They're handing it to someone else and they're keeping notes of that. And I don't mean just a stack, a small pad, I mean stacks of paper. And they're using their mind, their brain to figure out problems. They're not relying on the technology to solve the problems.
Change	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	... Used to, we had to bring it to them, sign it and bring it back. Now electronic signatures, ship it to you and you've got it over, over the applications, faxing applications or email. I mean technology has really helped us there being able to share data about certain events.
Change	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Okay. Yeah. And so it sounds like things have changed since you started.
Change	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Mostly. State police, say I mentioned national crime information computer, we get that information in. And I don't, they keep changing how to put in certain, like your cell phone was stolen, they might have changed that, what that code is in the thin, and I have to call them. That happens a lot. I think they've redone a lot of stuff, when I'm actually working on stuff to get an actual breakdown of what we need to put in things under. So that comes off on me. That's another task I do, is I find things. If it doesn't work for me, I find something else.



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Change	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	I think that people are understanding that it's not just a person sitting behind a desk doing nothing. I think that people are starting to realize oh, you're having a lot of drama about it now. There's one I think that came on Fox called 911. You get to see, people are now understanding that oh, I have to give them the right information for them to come help me, or they're not going to be able to find me. So I have to be, I have to give them that information. I need to respect them more. You're finding a lot more people respectful of it. Getting raises, we're not just making like \$7 an hour anymore. You're seen as the first point of contact for everything. You're seeing oh, this person, if I call 911, they're taking all of my information. They're sending me help; they're doing something. There's federal money now that's getting put back in the system for that to even update radios and what have you.
Change	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	I mean, it's--I like it. I mean, I don't necessarily like that we're up in the front, but, I mean, that may change. I think [inaudible] is going to be leaving, they're going to have their own, so we're going to have this whole building at some point, I believe, and I do--I enjoyed it, I enjoy the people that work here and everything, so I enjoy it here.
Change	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	I mean, it hasn't really changed too much. I mean, I've been doing this three years. I actually worked for [City] Police before I worked here, and--which I like it here a lot better, because at City, you don't really know the officers. They're just a voice on the radio to you. Here, it's like, we work with them every day, so it's very personable, and I like that, but things haven't really changed since I've been in.
Change	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	It can be. We have mutual aid agreements. We all have very similar SOPs, whether it's fire and EMS, but once again, talking to some of these jurisdictions can be difficult. It's gotten much better. Years ago we could not talk to each other. Had different radio frequencies. We also used to have separate radios. So if you worked in a border station, like down in [City] or [City], you had separate portables to be able to grab when you want to call into their area, but now we're able to utilize our radios, and go to their channels.

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Change	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...But we have taken a lot of steps in [County] to be able to communicate with other jurisdictions now...
Change	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...we just went to a brand new computer-aided dispatch program and fire alerting system at the firehouse. And that was an extensive project that was done that took many, many-- probably well over a decade to develop.
Change	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	The computers would turn off just going down the road. A lot of the communication from those computers to a cell tower would be horrific. But over the years we have invested a lot of time and money into improving our technology so that the computers don't shut off. So that we are getting the most up-to-date information. So it's kind of trial and error as we get something. It's better than what we had, but there's a lot of hindrances as well to it because the technology had not caught up to what we were operating under
Change	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...I remember the days of mobile data computers going in and we could be going on the road. I'm looking at a dispatch on a computer, and all of a sudden, the computer just completely shuts off on me. Or I'm trying to respond on a call and the computer communications is too slow. But I know we've had to change things up... It seems like with each generation of technology, we are improving our service.
Change	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...So yeah, have things gotten better? Absolutely. And as our new reporting system has come into effect, things have definitely gotten a lot better. But it's just a few things that I see from my view that would help out.
Change	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Technology advances can be an issue, maybe as not catching as fast as we want. Or maybe we're using a system that's one down from what's already happening because I'm sure you know as well as I do, technology is always moving, and a jurisdiction has to operate under here because they've already spent a lot of money on a particular ends, and it may not communicate with that technology because it's outdated...

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Change	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...But yes, so some of the technology can be more advanced than what we're able to operate within, and that can be definitely a hindrance. And that's certainly something that we were watching unfold with our old system, but now we've come in line. And it may be another 10 or 15 years before we get another system, and what technologies are going to come out that we won't be able to communicate with.
Change	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Within the last couple of years, it's the the first that I've ever had to really work hard to maintain that professional image, in a sense of a lot of negativity within community or the changes of social media, civil unrest. And not going into too much depth of that, but everybody loves a fireman per se. Some people may not understand salary or taxes or why we're sitting in front of a grocery store, but I think education's the best part of that.
Change	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	[RE: police] ...I think we've gotten better with some time, but I also don't know every officer that's in my area. I don't know their first names. I don't have their cell phone numbers. I don't know their radio identifiers. We don't have that relationship to communicate that personally, I guess.
Change	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...We do have the new tracking system, AVL, that you may be a little bit more familiar about, or others have spoken of. So that's a relatively new technology that incorporates a lot of different things.
Change	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	I mean, I guess it's the day and age radios have changed a lot and I think we're just talking about more or less the interview was communications in general. But if you could take a smartphone and put it on a radio, it would be ideal. So I could have five to six dependable apps that I use on my radio, I can utilize it as a phone if I needed to or wanted to, as well as to a radio communication and delivering messages. So the radio does not make noise if there's a tornado coming. My own phone does [laughter]. I'm not required to have a cell phone. I'm not required to have it activated, but I do so because the two together make me successful.
Change	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	[RE: CAD via tablet] ...I don't know if they took the at at-quarters button off or not because they recently changed policy and we had the status

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								in-quarters from the terminal in the firehouse now instead of doing it from the mobile unit. So I don't know if they took that button away, but that may still be there. No, we don't use it [laughter].
Change	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...they're allowing us to actually-- if the person is in cardiac arrest, we don't transport them as often as we used to. Because it used to be we would just start CPR and do what we had to do on the scene, and then take them to the hospital. Now, we've kind of changed our policies a little bit, where mostly ALS care that we can do is the same thing they do at the hospital anyway. So rather than transport them to the hospital and have them declare the patient dead pretty much when we get there, we'll work them for 20 minutes on the scene-- at least 20 minutes on the scene. Do everything we can. If we don't get a rhythm back or anything, then we'll call our medical controller and ask for permission to just terminate there on the scene. And at that point, it becomes a [City]PD issue because then they got to call the-- they'll handle notifying the coroner and anything else to do with their investigation. Usually, it's an apparent natural, so usually, it's not anything related to a crime, but they still have to do their little investigations.
Change	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...it's changed a little bit over time. They've changed their criteria for when we can terminate on the scene and when we can't, so. But the initial push started probably about two years ago, I think
Change	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...I mean, basically, a lot of the advanced equipment that has been used on ambulances for years is starting to become more technology-enabled. For the EKG monitors we have now, have modems and or Bluetooth, and they can transmit that EKG directly to the tablet, into our report as well as to a server. We can transmit EKGs to the hospitals for them to look at. If we have a STEMI, we'll [transmit?] the EKG to the hospital we're transporting to. And I don't know for sure-- I've been told that when we send the EKG to the hospital, it automatically alerts not only the ER attending physician, it alerts the cardiac cath team, and a cardiologist as well. So that everybody's pretty much looking at it, seeing what they got...

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Change	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Yeah. So it attaches and again, with upgrades in the software and everything else, things have changed a little bit. It used to be that it would attach it as a attachment to your report and you had to actually open it up separately in a separate application to actually view the EKG that's provided by the monitor manufacturer. Now, with the latest software we're using now, it'll automatically put the EKG in your report. If I go log into the server right now and pull up reports that I've done in the past where I did an EKG and transferred it over, right on my report will be a picture of the [inaudible] that I did. So it's almost become part of the report. Now, it's even more so-- I guess, I would say it's easier now because instead of having to open up the EKG in a separate application, it's right there on the report.
Change	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	It's a little bit of a mixture. I mean, most of it's fairly new, relatively new. It's stuff that's pretty much probably still up-to-date as far as enterprise and business stuff goes. The tablets up front that we're using up front for the CAD are probably about, I want to say, five years old maybe. I mean, it's a guess but-- and they're running Windows 7, which again, most businesses enterprises haven't switched over to Windows 10 yet, anyway. So I mean, they're getting kind of older, but they're not really outdated for what's currently being used yet. The tablets we're using for our patient care reporting in the back of the unit are actually Android tablets. And those, we just got the beginning of this year, end of last year. So those are really up-too-date as far as technology goes.
Change	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Not too often. I mean, the original software we're using was designed on Windows XP, actually, but we have been using that since 2007, I want to say, and we just now changed over to the Android version. The software developer actually-- this, I think, about the fifth major version of the software [inaudible]. And I think it's the third one that we've had because I think [they were already?] on version three when we first started with them back in 2007, and then after that, version five, so...
Change	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...But, again, not all of those have had major changes, especially, not for the user on the front, and this is the first time that they've changed it.

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								There was actually a significant change to the front-end user [thing?]. I know when they changed from version three to version four they changed some back-end database structures and it required a lot of IT work in the background on the back end, but it wasn't something the user actually had to deal with [erstwhile?]
Change	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...So [when?] running two databases simultaneously while we're in the middle of changing it over. Because the old version of the software wouldn't talk to the new database, and the new version wouldn't talk to the old database properly. So it's like we had to-- during the changeover, we were actually running two separate databases and two separate versions of the software. And the tabs that hadn't been switched over went one way and the other went the other, but yeah.
Change	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	That's probably not anything that's necessarily atypical of any kind of software thing. Anytime, we have a software upgrade-- and again, that's back-end stuff that the end user didn't have to deal with or have to see. As far as they were concerned, everything was the same as it was before.
Change	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	There's a number of patients that we run over and over. And the other thing is, the database maintains a fairly significant history. And again, I don't know how it's currently configured, but last time I knew for sure, the database actually maintained at least three years of data in the active database. Then it would archive it off into an archive...
Change	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...The way that the current system's working, I'm not sure how far it goes back. But basically, because it maintains that large currently-used data set, that active data set of like three years. If we've transported somebody anytime in the last three years, it'll pull up at least...
Change	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Oh, fairly-- well I would say fairly significant since I first became a first responder and that's for sure working here 17 years, in the last 17 years. Well, for one thing, the department as a whole has had a different structure then, too. The EMS side was a lot more-- it wasn't completely separate but it was kind of a separate-- more separate from the

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								firefighting side than it is now. They were still both kind of in the fire department, but the EMS was like a separate bureau or a separate division within the fire department. They've kind of combined it all into one operations division now. When I first came on, the firefighters in the fire apparatus and on the [A buses?] used two separate radios. And we couldn't even talk to the fire engines that were on the scene.
Change	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	So now, of course, we're all on the same radio, have the same radio on the same radio frequencies, the same radios. So we can talk to them. And that was several years ago. That was probably back in 2000, 2002, somewhere between there that they actually-- we would be able to [serve?] with the same radios that the fire department was using...
Change	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...Other than that, I mean, other than just administrative changes in terms of what channels we use to talk on for different stuff, I can't think of any real big changes with the radio communications. At least, not from a user standpoint. Again, the tablets up front that are [inaudible] CAD [inaudible] those are new or relatively new. So again, we used to have to do all of our status changes verbally on the radio. So we would have to tell one [inaudible] that we were responding; that we had arrived on the scene...
Change	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...Then, we moved from that to the radios actually having an integrated data keyboard into the radio itself. So it wasn't real-- didn't have any kind of a graphical display or anything, it just had eight buttons on it and we had little reference guide taped to the dashboard of the unit that said, "Okay, Button one is, arrived on scene. Button two is in service or whatever. And we would just hit the button and somehow the radio was keyed to the [inaudible] and changed our status...
Change	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...And then we went to the tablets that have the whole CAD system on there, so. And the move to the tablets has probably been, as far as I'm concerned, the biggest benefit as far as the first responders and actually responding to calls because of the fact that it actually has the CAD information on there so while we're going to the call, I can look through the remarks, and notes, and see exactly what the dispatchers have put in

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								there. And instead of just having the dispatcher say, "Oh, yeah, it's an asthmatic, probably." Usually, we had basic information before. Now, I can actually look through and see and get a little bit more detailed information on exactly what may or may not be going on.
Change	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Well now it's a-- I say the majority of the personnel are cross-trained to do both. There are some like me - there's still a few - who were EMS only. And again, that goes back to when it was separate. The EMS had put their hire just for EMS. The firefighters have been cross-trained to do EMS since '87, I think... at a basic level...
Change	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	At a basic level, yeah. And then, I guess, was around 2000 or 2002, somewhere in-between there, they actually started working on putting paramedics on the engine companies. And the first way with that was actually taking paramedics who were already paramedics in the EMS division or the EMS side of it and having them run on a couple of the engine companies as a pilot program. But since then, they've started actually hiring firefighter paramedics. And when they initially started putting medics on the engines, those medics were still just single-role medics. They weren't trained for firefighting at all. They were just riding on the engine to say they had a medic on the engine, that they could possibly get to the scene faster than a actual ALS transport unit with a medic on it. But as I say, since then, it's become a lot more. [As I said?], almost everybody the fire department hires now is cross-trained...
Change	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	There's private ambulance services in [City]. In the past, they haven't been used for 911 services at all. I guess it was starting about a year and a half ago, I want to say - I think it was last March - they did start using a private ambulance service for some of the basic calls to try to reduce the load on because it was getting to the point where we just didn't have enough ambulances and personnel to transport everybody.
Change	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Yeah. So [City] done a really good job at promoting themselves as a more of a year-round thing than just a summer thing. And I started here in 2010, so I've seen I think seven winters. It'll be my eighth, I think, seventh or eighth winter this year. And I've noticed an uptick just during



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								that time, significant. It used to be dead in pretty much April, May, and June, and dead in half of August, September, and October. And now it's slow in May and slow in September, and then it's pretty busy in the middle of the summer, and busy in the winter. So yeah, they found a way to fill it in pretty well.
Change	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...And we used to be two separate agencies. One in the west end. One in the east end. So there was a little bit of cultures to mix when we merged...Around 2012, 13. It was kind of a slow process that was happening behind the scenes without the people knowing that it was happening. We all kind of had our suspicions [laughter] that it was happening, and then it was announced that it-- I think they had to do some legal things behind the scenes to make sure that it could happen before they told us it was going to happen, and then said, "Oh, never mind. It's not going to happen." So there was that. And I worked in the east end first, and we had three stations, and they had two and we merged. So now we have five. But it's gone fine. It just took a couple years to transition into and changed things for both ends of the county when it happened.
Change	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	And you're coming from the slow end and this sort of seasonally busy end, and that never end transfers and their end transfers, and had a way higher property value, and that was managing themselves okay financially. But because of financial downturn, and because a lot of our money is based on property taxes, and because it takes two years for the property taxes to actually trend one way or another, even if they're going down, it still takes two years. They were in trouble financially. So it was to their advantage to merge with us. And their person that was in charge of them, saw all of that. And I think it also makes us stronger overall as an agency, to be together with five different fire departments. Fire departments sometimes like to take over EMS agencies, and if you have one through out the county with five different fire departments, it's a lot harder for one fire department to say, "I'm going to take your whole thing over when they only cover a certain part of the district."

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Change	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Yes, we do. So we have cruise scheduler which is I believe created by Zoll. I just found out literally an hour ago that they're phasing it out. So in the next 18 months it's going down.
Change	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	In a lot of places, they work in a fire station. They're a part of the fire department. They're either cross-trained as firefighter paramedics, and then they work in a fire station and they do that. And then what we have is a county-based, tax-supported system that is separate. It's a separate tax district. So it's a special tax district, a health services district, and it's a-- I don't know if that's only a [State] thing, or if it happens all across the country. But they had to go and create this thing 30 years ago. We used to be part of the hospital. The hospital thought we weren't revenue-generating enough, and they didn't realize [laughter] the potential. And so they dropped us and then they created a special tax district...
Change	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	So we have four or five different apps I would use. And some people use them more than others. So we have a Whiteboard. So basically, it's like a-- it used to literally be a whiteboard, like a grease board that you would write on and wipe off. And I would have everybody on the schedule that day, and where they were, and who-- whatever. All that stuff was on a greasy board. And since I've been here-- so in only six or seven years, it's gone to a-- it's a computer monitor that's like just big Samsung television. It sits on every station on the wall. And it's a computer. So you just update it with a keyboard. And you use the scheduling technology to tell you who's working that day. And then the supervisor, in the morning, updates the board. So who's there? Then you update it throughout the day. So if a crew goes on a transfer, you're going to "x" them out and say, "Now, these people are working," or, "Nobody's working that station while they are there," or, "These people are covering for them," whatever it is. So that's how we do it. Then you can see the whiteboard on the phone and that's a newer thing.
Change	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	And then we use the Map, just the Google Maps. I use Google Maps and the Apple maps. And there are addresses that do not exist in there, in both... And we have map books for old technology. When the dispatch

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								tells us where we're going, it gives us a cross street and a map page. So technically, we should be able to find it. It's just that sort of new, younger generation of people just saying, "I'm not going with a paper thing when I can just ask Siri where I'm going, or ask Google," You can start it finding where you're going while you're walking down the stairs rather than walking down the stairs, stopping, not even turning on the vehicle, opening the book to the page, trying to find the cross streets. You could have already been driving. So it's just faster. So we don't use the map books nearly as often as even six years ago.
Change	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	I've worked in systems with radios mostly, and then I've worked in systems with pagers and radios. And I've worked in systems with that little phone that would chirp-chirp, where they would call you specifically, so nobody else would hear what you're doing, usually combined with a pager. And then, I started with pagers in [City], and radios, and a phone that was hardwired to the ambulance. And actually, before that, in [City], they would have a radio-- it was like a radio phone. So it was like a-- it would only call certain hospitals, and it would do it by radio. So you'd kind of have to hold and talk and then let go and listen...
Change	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...the radios have gotten smaller and lighter throughout the time that I've been doing this. I mean, they used to be like-- you could them as a weapon if you had to [laughter]. And now they're as big as old cell phones. It's happened so slowly that-- I can't really think-- I hated the chirp-chirp thing because I'd like to know what other people are doing, and where they are, and that kind of thing. That was the biggest reason why I hated it. And I also thought it was just-- they only did it for financial reasons. I mean, it was cheap, so that's why they did it.
Change	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...These radios have improved, technology-wise, since I've started here as far as they've gone from I believe it was analog, although, I'm not sure, but they've gone to digital. And during the transitional phase, it was kind of bad. It sounded really digital, like you'd hear a weird thing, or it didn't work as well in [City]. It didn't work as well in places with more canyons, with higher mountains, with more obstacles, physical

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								obstacles. But they've added enough I guess repeaters and antennas, stuff like that. So it works a lot better than it used to work...
Change	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...And same in [City]. It used to be fine, and then they kind of went for this transition, and there were lots of problems. It wouldn't work in elevators, wouldn't work in garages, wouldn't work in concrete buildings that you're in, parking garages. Wouldn't work in certain parts of the city. You could park 10 feet away and it would work, but right here, it was like, it wouldn't work. But that's gotten better also.
Change	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	But I think we've gone way more towards phones. Everybody has a phone, everybody texts. So a lot of that. And then pagers are gone for the most part. I mean, some services use-- the volunteers, use pagers, or very rural places use pagers because they can reach places that phones might not reach, or radios might not reach. But the pagers cost money for services, so [City] got rid of pagers. So now, you can get a pager but I would say 5% of the crews use an actual pager. And they almost all get texts. So they can just get a text instead. And you get all your information on a text and or on the radio...
Change	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...you used to have-- in [City], you used to be able to call the hospital on the radio. It didn't happen that often. But you'd do it 5 to 10 times a year. That hasn't happened in years. They still have the channel, but nobody ever uses it. So that's gone away. So some things have changed like that.
Change	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] ...some of them, they can drop-- the dispatch can drop the patient information into their call... They can drop the address into the call. They can drop the times into the call. They can drop the miles into the call. They can drop the hospital address where you take them into the call. And those are good, and we like that... And this place is just slowly moving to that...
Change	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] ...And this is not happening with anyplace that I've ever worked yet, but I've heard it talked about so It's probably going to happen, where if somebody doesn't want to go to the hospital you can

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								be like all right, "I'm going to video tape you, and I'm just going to talk to you and say, here's the risks of you refusing. You understand that this could be going on with you? This could be going on with you and you accept those risks?" And they say, "Yeah." And that's way better in court if the family's saying, "This paramedic--" ... That look, they clearly had decision-making capability. We clearly explained to them the possibility. We told them five times, "Will you please come with us?" And they would go. So now I think it's better in some ways...
Change	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] ...Some agencies have ways to track how fast you're going. If you make dangerous turns at high rates of speed, that kind of stuff. And the ambulance, some of them have cameras in the ambulance. Some of them have-- some paramedics have cameras now. No place that I've ever worked, like the cop cameras...
Change	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...so we used to have a technology here that would, you had fog and you would beep it in when you would drive, and it would keep track of your driving, your speed, around the curve thing. I'm sure it had some kind of driver scope inside the ambulance to tell you if you're taking the turn, all that stuff. Everybody hated it and the day it got uploaded every month. And they didn't really use it punitively. But it made noise. So it clicked when you come around a turn. And if you take the turn too fast at all, it would alarm. It was so annoying. And even if you were hitting this at a normal speed, it was telling you you were taking it too fast. Let alone when you were actually going fast, then it would just alarm the whole time. So everybody hated it. We kind of mutinied. And when we merged, we got rid of it...
Change	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: new ambulance setup] ...But now we're getting a couple of new ambulances with a multi-hundred thousand dollar grant that we got. The grant's awesome, the technology is kind of back with the new ambulances in some form. So there's technology that isn't good, or that we don't understand the use for it. It doesn't make our job easier. The goal is safety, but it doesn't really seem to make it safer.
Change	EMS	R	Supervising	46-55	11-20	Male	EMS-	we've gone from-- so I've started where we had van ambulances, which

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			Field Responder				R-007	they still use in some places, but they're all diesel, and they've slowly, slowly moved. If you want a certain size ambulance, specifically one that works best in a city or isn't huge. And mostly, people that buy the huge ones are firefighters, and I'll leave that alone. But a normal size ambulance, like we have, that's basically a pickup truck [inaudible] or whatever, nobody wants to make them anymore. So Ford and Chevy are the last two-- Mercedes makes something, but they've gone from diesel. Nobody makes diesel anymore. So now they make gasoline like a V10 engine. So they get five miles to the gallon. But they're powerful enough and they're more reliable than diesel, but there should be so sort of incentive for companies to keep creating ambulances and there's not. They've stopped. There's no money in it.
Change	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I find often, technology drives us in directions that we aren't necessarily ready to go yet as a small organization.
Change	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Well, that's exactly it. You learn how to use something, you get used to using it, that's obsolete, next generation, or that company just went out of business. I just got an email today saying that our scheduling program, which is very complex and I schedule 65 employees, they're discontinuing it. Yeah. So [in the service?]- I mean, it's 12 months, 18 months from now... Now I have to go research all kinds of new schedule programs, what's going to work best for us, how it connects with payroll, how is-- you see what I mean? ... So one little change suddenly creates enormous amount of work.
Change	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Everybody else in the agency has to now get used to doing this right. So it has payroll implications, over time implications, it's just-- in EMS, they say there's three things you don't fool with, the three Ss: schedule, salary and spouse [laughter]. You don't mess with those three things... So messing with people's schedules, even if it's just to go to a different technology platform, is stressful. And change management in healthcare is a huge deal right now because everything is changing so

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								fast. And it's not just reimbursement, it's what you got to do to get reimbursed.
Change	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	When I started here, there were six people, six employees and one station. And now we have 75 employees and five stations.
Change	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: GPS on ambulances] That's going to be kind of the next big step for us...
Change	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: ambulances] I mean, in the last five years, we've gone completely over to LED warning lights because they draw so much less power than the old incandescent ones. That's been a great thing. But we've made up for it by hanging all this other [laughter] stuff, this other new technology.
Change	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I mean, we just signed on to a new billing add-on to our technology and basically, it's just an aggregator. It takes information from multiple different places, that their billers have to open, one screen for this and another screen for that, go to a different program for that. It brings all of that into two screens. So that you don't have to keep changing screens, looking back and forth, going to different websites, to get this bill ready to be sent out... So it has great promise, like all technology. It's affordable, we think we can support it because it's written by the vendor we already use. So we're going to try it.
Change	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: change in communication] I'm not really sure they've gotten all that much better, from paper to what we are now. I mean, I understand why we're forced into using technology. I mean, it's volume, basically. We just couldn't do what we do any more on paper, it just takes too much time, and it's, shuffling the papers around. But, like I say, the time wasted on technology is enormous. I don't think anybody admits what it really costs. Yeah.
Change	EMS	R	Other	56-65	31-40	Male	EMS-	Radiologists in the hospital, they used to actually go look at a patient

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			Public Safety Personnel				R-008	sometimes before they'd take an X-ray to make sure they were getting the right thing or whatever. Same thing with the [ER docs?], they won't even go see a patient without X-rays, or cat-scan, or something first. They want the X-ray, they want the cat-scan, they want the lab results. They want everything when they walk into the room to see the patient, because it's time. They're allotted so much time to see the patient. They want to have everything in front of them before they do. And so we are spending billions and billions of dollars doing this, instead of just going, looking at the patient...
Change	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...doctors and paramedics and other people who take care of people used to-- people who had done it a long time had a finely developed sense of when somebody was sick. They could look at him and go, "There's something wrong there." They don't have that anymore. It's like firefighters, there's a whole generation of firefighters who is out there now who have never fought a big fire because there aren't any, other than wildfires. A lot of agencies don't have big structural fires, especially if you're not in a city with all the buildings. I mean, I can't even tell you when the last big fire we had was here. I mean, structure fire. It's dumpster fire or it's hazmat spill or brush fire...
Change	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Ask anybody in this county or anywhere [inaudible] area, really. I mean, you could go to [City], same thing. It's a nightmare [to?] staff because how do you staff full-time, qualified people when your call volume in May might be 200 calls in a month, and my call volume in January is 700 calls in a month. So I have to be able to expand and contract responsively, because you can't build [the church?] for Easter Sunday [laughter]. Taxpayer's money, it just doesn't work. It's not sustainable. So I have two paramedics in every ambulance, and then in the winter, I hire EMTs who do seasonal work, and have some other job as their main job. You have to get very creative about staffing around here.
Change	EMS	R	Other Public Safety	56-65	31-40	Male	EMS-R-008	--people just don't understand all the fall out that a new technology involves. It's, like I say, a lot of unintended consequences. You deploy this thing, and somewhere down the road, somebody didn't think of,



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			Personnel					"Gee, why is that happening? Oh, it's because we didn't change this."
Change	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	. I was at a technology conference that's put on by our vendor of a lot of our software, and it was-- everybody was complaining about this one software program like, "Why hasn't this been updated in years?" And they're like, "We bought this company from a company that bought another company that bought another company. And the guys that wrote this code, there are still people that are using the initial version. If we change something here, we have no idea. We might shut that service down that's still using that old technology." So backwards compatibility is a big deal, too...
Change	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Our department has those MDCs, but it's kind of underutilized for a computer. I mean, all we do is get this generalized information that we probably could have sent in the '80s. We just didn't have the ability to make it small. Nowadays, it should be like an iPad. Something simpler that's easier to touch, and you could almost pick it up and take it with you so you could continue relaying information...
Change	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: nokia cell phones] I had to pull the antenna up. Obviously, that's leaps and bounds different from where we are now. The first ambulance service that I worked for when I got out of paramedic school was out in the middle of [State] in the woods, and we had to call the hospital by radio. We would do the actual radio mic. They didn't even use cell phones yet. And then I got hired with the full-time department in 2005, and then we started-- then that was my first real opportunity to use a cell phone to call in, so. It's changed a lot...
Change	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...I mean, it went from that to then having computers get dispatch information and with the GPS technologies, able to automatically be on scene within 500 feet of something, which has its own problems of its own. To now, I feel like our department kind of underutilizes technology for that. Yeah. It could be so much sharper. I mean, I get text messages from my ex-wife more than I would like [laughter]. I can't get information from dispatch straight to me that says, "Hey, this is a dangerous--" without having to make it out loud and everybody hears it [laughter].

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Change	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	But from the EMS side, we do so many things where we talk and we experience, based on what we see. Whether your face is drooping or if I'm talking to you and you're not quite making sense. You are making sense, but I'm picking up on something that isn't quite right. So how do we portray that to the hospital sooner? EKG monitors. Our monitors don't have WiFi or Bluetooth capability. They purchased them right before I got hired here, so I think they bought them in 2006 or 2007. And if you think back then, WiFi was still kind of limited. We can't send our 12-leads. We can't send our heart monitor pictures to the hospital. If I thought it was important, which I never do, I could lay out their EKG and take a picture of it and send it. But again, we don't have that capability with the department...
Change	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Currently, [City] fire has their own dispatch center, and that is soon to change in the next year or so where [City] fire will be going to a [County] communication center. So it's a county-based dispatched center with all the fire and police in one house. That's essentially all I know about it. I think countywide it's a good thing. I think there's going to be some challenges in the short term going from in-house to countywide dispatch, but the red light goes off in the fire house, we've got a call [laugther].
Change	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I came from very small single firehouse fire department, mostly volunteer, to start and it was one radio amongst the entire fire truck. We had a county-based notification center that was not a really dispatch center for fire. So it was really self-made. So you live or die by the decisions you make versus when I come here, it's very systemic with policies and procedures and guidelines and very rank-and-file. And the guidelines are all put in place for you to just try and apply those guidelines to your daily routine and incidents you respond to.
Change	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...We're currently just finished up doing an RFP for a new LMR radio system, so I was involved in that. If anything breaks, I get involved in making sure the right people are coordinating to fix it. And then just the everyday stuff, too. I just listen to the radio, I make sure ambulances are

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								behaving themselves on the radio, dispatchers are behaving themselves on the radio. When mistakes are made, I send a lieutenant out to investigate, and then I take the results of those activities and would go ahead and take whatever action's appropriate there, so.
Change	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: pre-plans] ...every once in a while, something really weird will happen. President [Name] decided he wanted to address a crowd. I don't remember what it was but at a local high school. So the man can draw a crowd [laughter]. Basically, on four or five days' notice, we had 20,000 people showing up to hear the president speak on what was essentially just a high school football field. So it's not really geared for that kind of crowd or anything and you just wing it. Those are the ones that are a little more interesting in terms of getting that information together and then out to everybody, especially because those change up until the last moment when you get-- he, the president, whether it's [Name] or not, they're just notorious for-- I mean, the president, if they change their mind, everybody else changes around them, not them. But other events do it to a lesser extent, where you're adjusting on the fly and you need to get all that information out to everybody.
Change	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: interoperability] It actually works pretty well. It's had a lot of work put into it. It was not good initially. So, like many things in EMS, a lot of this work came after big system failures. Probably the first of them was the [Name] did a [Event] here back in the early '90s and they had a volunteer medical system that essentially collapsed. They had the not such a great idea to have all the kids do a day of fasting and then walk from Downtown [City], the 20 miles, to where the [Name] was going to address them. And it was in August, so it was a very hot day, and the obvious mass dehydration occurred and it overwhelmed them. And so we sort of cobbled together a system that nobody had talked to anybody else...
Change	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: interoperability] ...The famous [City] shootings, there were a few more like that where things really just didn't go terribly well from the communication's setup which led to a lot of committees and

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								interoperability committees. Here in [City], they mostly operate under the aegis of the [Name] region of UASI, the Urban Area Security Initiative, which is the federal program for large metropolitan areas. So they have a communications committee that has kind of become the lead organization for planning all of this stuff. They produced a TICFOG which I couldn't tell you what [laughter]. It's Tactical Inoperability Communication Field Operations Guide.
Change	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...Basically, there's a committee that's made up of representatives from all the public safety agencies, a few of the state like the state government coordinators, communications coordinators, and all of the various radio technical IT departments, and they put a lot of work into-- initially, they used a kind of an ad-hoc. They called it-- was it Network First? Network First, which was an ad-hoc, behind-the-scenes set of operability channels which had a server. What did they call it? Star Game. I think they named it that [laughter] - why not - that could talk on a limited set of channels, that could talk from central server for the various systems up and down the front range, and that has grown as P25 technology. We're pretty close to being P25 compliant here in the front range...
Change	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...so all of the interoperability stuff has been taken off of the old Network First servers and been transferred to P25 ISSI connections. And that was challenging technically, I'm sure, although I didn't have to deal with it. But, of course, the political piece of it is a big chunk, too, making sure that everybody has permission to be on everybody else's channels, getting the various programming keys shared around for the radios and sort of basically coordinating who can have access to what, and the inevitable argument over who pays for the talk paths, the interoperability talk paths, who can use them, how we keep them from-- that has been the function of the NCR/UASI committee. And they've actually come a long way to smoothing that all out...
Change	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...so now, actually, the front range does all the work, not as tight-knit I would like to see or as ideal. Every time somebody buys a radio system

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								or wants to make changes to a radio system, all that stuff does get taken into account. And we don't always get the answer that we want, but we spend a lot of time hashing it through in an organized and efficient manner before people start doing stuff. So that helps a lot.
Change	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	So fire, EMS, police, the sheriff's department which, in [City], is not a field law enforcement unit. They just run the jails, essentially, and the courts. [City]'s a unified city county, so we just have a police department. All the sheriff's department does is provide jailer and court-martial services for the court, that sort of things. Public works. Everybody who is or was City of [City] or is ex-City of [City], like the Paramedic division which has been independent for about 20 years, works under one unified radio system with one organization that takes care of it...
Change	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: communication with frontline supervisors] ...cell phones, of course, make up a big chunk of that. And then we have-- although they are not used very much, we have some car-to-car channels and a command back channel that we can use if we want to talk to them off of the main dispatch channel. Or we have the ability to do what's known as an ICALL which has become almost obsolete now that cell phones are so widespread. When I first started down here, we had cell phones but they were the kind that were still attached to the car [laughter].
Change	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	So every person, and that's a choice. So we actually will issue them an alphanumeric pager. Most of them, at this point, and this transition has occurred over the last probably four or five years, four years, have turned in their alphanumeric pagers. They don't carry them anymore. We can turn the pages into SMS messages and send them to cell phones, or we can turn them into emails and send them to an email account on a cell phone. And the overwhelming majority of people, probably in the order of 75%, prefer to just carry their cell phone and use that as a pager receiver via that system as opposed to actually carrying the dedicated pager.
Change	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	we've actually recently-- we've started using all of our ambulances because of the need to get data up and down to the PCR laptops, which

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								meant we didn't have to wait in the hospitals. So now, all of our ambulances are essentially a broadband hotspot via commercial MiFi Wi-Fi. Or no, I think we use Verizon Jetpacks right now...
Change	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...Our main dispatch channel before-- we just split it into two main dispatch channels. Prior to that split, which occurred about six months ago, was three million transmissions a year on one channel. And so you physically couldn't give them some of the information you wanted to give them. You just didn't have time on that channel. And now we've taken care of that problem but at the expense of splitting everything into two. We have to have a second dispatcher. You can't monitor both channels, so you're only listening to half of the system at any one time...
Change	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: district chief of EMS operations] There used to be two people to do my one job that I'm doing now.
Change	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...Now communication with the firemen, that was easier because we did have a channel that we could go to communicate with them if there was some distance between us. Otherwise, we would be we knew all the companies that were around us, and we constantly had runs with them. And so they knew what to expect from us and I knew what to expect from them. But otherwise, communications via radio was simple because we would just turn the switch over to that channel and communicate with them. And now that everyone has radios, I would assume that it's much easier.
Change	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	I could tell you that paramedics are better at the radios because they constantly have to use it on every run. We used to be able to communicate with the hospital through our mobiles, and we have to give reports over a clinical radio to the hospitals. So we were in tuned to using the radio then than a regular fireman because back then, not all of the firemen had their own radio. Only the officers did.
Change	EMS	U	Supervising Field	46-55	21-30	Male	EMS-U-010	[RE: Google search] ...now we have our standing medical orders on a app. So yeah, I think they're still used to look up medications, to find out

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			Responder					about diseases that we're not very familiar with, or that we don't encounter a lot of.
Change	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: changes in technology] Absolutely, they have been for the better. It has made our job a lot easier. It's very difficult for us to change but it has improved. It's easier for us to do our reports. Whereas before we used to have to write everything out, check boxes, remember what a 1B means on a report but now we don't have to do that, so yeah, it's much easier. As a matter fact, now I prefer to type versus write. So it has improved our ability to do things easier, I think. At least from my point of view.
Change	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: change in communication] The shift has gone from, like I said, something personal even when you're writing something. You're writing a letter and whatnot, it was personal. Now it's not personal anymore, now it's just a message and a screen. With what is it, Twitter's 150, 200 characters and that's it? So yeah, it's taking that personality out. So I think that's for the worst.
Change	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...As far as communications with your partners. Because of our different characters, different backgrounds, sometimes people-- I don't think it's as bad as it used to be. Where I'm saying bad is, there were people who were on for 20, 30 years and when you have that amount of time in a certain company, you're set in your ways and whatnot. Versus today we have a lot of younger officers, a lot of younger people coming onto of the job, candidates out there now. Just in the last 4, 5 years we've had over 300 new candidates. So we have a lot of new people on. And again, they come from different backgrounds, different areas. And sometimes, communication is lacking where there's a three or five-year officer who is still learning the job, trying to communicate with a candidate who has a month in the job and trying to teach them what they know to survive the streets of [City]. So yeah, there are some challenges out there.
Change	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...I guess technology is constantly getting upgraded. As a matter of fact, we're in the process of upgrading our mobile computers, our patient care computers to newer versions, so they have to relearn it. Even if you've known the system for a while, even though we've kept the same

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								company, it's still a new program. You're going to have to relearn the whole thing. So that may frustrate some people...
Change	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: paramedics] They need to know the streets. They need to know the cross streets, the hundreds. We're in a grid system, so they need to know where they're going. They need to have an idea of-- depending on what kind of emergency they're responding to, they need to know what their closest hospital is, what the trauma center is. And as a matter of fact, nowadays I think it's even a little bit more difficult for them because they need to know their cardiac centers, their stroke centers, their pediatric centers, their OB centers, their specialized OB centers. So there's a whole host of new things that they have to know. So that can be challenging for them. And then they have to know the people that they're delivering the patient to. Some nurses and doctors are nice and kind to them. Others don't give them the light of day, which is unfortunate. So they're not partners in that way. But I guess they're out there to do their jobs. And for the most part they do.
Change	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	From my experience, the work of a paramedic is very important and it's not often publicized because they're just doing their job, and I was in the military. In the military we used to take care of our medics. Sometimes that doesn't translate over to the fire side. Whether it's here, whether it's in New York, whether it's in Boston, whether it's in Los Angeles, a lot of the paramedics don't get the acceptance that they should get. Like I said in the military, first thing they do is take care of their medics because their medics are going to be taking care of them. So I think it's just important that we recognize our paramedics.
Change	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: recognition of paramedics] Why do I think that is? It's just the culture, the culture that we developed here and it's difficult to change. Like I said, when I was in the military, a record meant something. As a firefighter, you only have this. In the military, if you have a record that means you went above and beyond, and that's what I tell people. You have a record, you've gone above and beyond. Be proud of that record... So that's just from my perspective, from my experience. So yeah like I



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								said, sometimes we don't get the credit that we deserve [laughter]... But it's changing slowly. It's a huge cultural change and we have some good leaders out there that are trying to make that change.
Change	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: congestion] You get used to it. My partner came from the Southside of the fire department where there's not that much traffic to this. And he was like, "Oh my God. I can't believe how much lights and sirens." The biggest thing here is that they still don't pull to the right. They don't. They don't pull to the right. I'd say about seven or eight years ago, we did a campaign here. I think CFD did a campaign, pull it to the right. That was great. We had stickers. We had billboards. And I noticed that worked out great. And we haven't done that in a while. So lately, I've noticed that the community has failed on that because we could be stuck on traffic and everyone's pulling to the left. And we got to zigzag especially in downtown.
Change	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	So if we are unfamiliar with the area and we're not on a call, we will go up in-service, through the alarm office, called area familiarization. So we will go around the community and just look around to see what's new, new roads, especially in the [city] area, they're building and subdivisions... [City], they're building a whole new community in that area. New roads are being built. So, the summertime, me and my partner will drive around and see what's new, road closures, there's always road closures, there's always construction. So if it's not a busy day, which every day is busy, but if it's not busy, Sundays, maybe we'll go drive around, see what's new and get to know the area a little bit better.
Change	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: problem using dedicated hospital frequency] Not if you're trained and you do it a lot. If it's something new to a paramedic in charge who's becoming a new officer, it's going to be a headache for them for a little while. They have to learn it. They have to learn it, it is. I remember when I first started, I was like, "Oh my God." Shuffling, "What channel is this? What channel is this?" It's a little headache but you got to work it, you got to learn it.
Change	EMS	U	Field	36-45	6-10	Male	EMS-	Just recently in the last couple of months, we've been told that if we do

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			Responder				U-012	get a subway call we have to get a firetruck or an engine truck, a company with us, for line of communication. So it will be the ambulance, and then it will be the company of the firetruck in the subway station because we have one fireman up at the engine, and then we'll have a channel called fire, and we'll be able to communicate through a fire line. It's a short-distance channel. We're able to communicate. So kind of like telephone, we'll have one channel to the fire station and to the fire channel, and then back to the firemen that's up on top who can communicate to the alarm office, kind of like that. And that's just recently in the last few months we've been told to. If we get a fire call or a medical call in the subway, we have to get a fire truck with us, which is great.
Change	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: experience] Going on a little bit over nine years now. So of course, we get a lot of people that have been on the job for many, many years, even. And they'll tell us stories and I listen to it and I take it in. And to tell the truth, I think we've come a long way, [local FD]. My dad who's been on the job, he's retired now, he was on the job for 29 plus years and it's come a long way. Growing, learning, technology, equipment, I think it's grown, so.
Change	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	So here in [County], when I joined, it was six years ago, and we've updated the software, and we've gotten newer Panasonic Toughbooks. But our radio channels, our talk groups, have remained the same. They've added a couple of encrypted ones, which is nice, so we can talk about-- we don't give patient names but we may get into a little more detail on the overdose or whatever. And that can't be scanned, which is very good. So it's just us and the person we're talking to. That's been a new addition, which is nice. Overall I've served in Rhode Island, [City], and [State]. And I got started in [City] and Rhode Island, and I know that it depends a lot on the jurisdictions tax base and how much they devote to this stuff. In Rhode Island, we were using, basically, just VHF. They weren't digital. They were analog. It was not by county. It was by region. So three or four different towns shared one radio channel and so you

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								heard everybody at all hours of the day and night. We didn't have station alerting systems. Here, we have a system that will set off certain lights and it used to open doors. It doesn't anymore but it'll announce the call. It'll do all this stuff. Up in Rhode Island, we just had to listen to a specific tone that meant it was our town. And then we had to listen to which unit was being sent out. So we had Motorola pagers that would only go off when that specific tone was set off. But that was something that we did to kind of prevent us missing a call. So it depends on what the resource allocation of the jurisdiction is. We're very fortunate here to have this technology we have.
Change	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] It's improved dramatically in the 10 years that I've been in EMS. And with the new dispatch updates, it's improved a little bit more just with the access to different frequencies that we've never had before. And it can be pretty technical. There's a lot of federal laws with a federal merger like the FCC. They regulate all kinds of things. And having us, as field crews access all of that can sometimes be tricky. Historically, the city has had a single channel for kind of mutual aid, and it was traditionally just called grain, and it was just a frequency that all of the varying agencies used, and it was at times difficult to transmit back and forth. There was a lot of relaying between dispatch between different agencies. And with the newest update when we went to the two-channel dispatching, we had access to a lot more of those radio channels for the metro area.
Change	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] ... I mean, it was only in the '60s that we landed on the moon and all these radio communications were still fairly new. And the Internet didn't really exist until the '90s and now look. The world moves fast. Everything is connected. Everything is technology these days. There's wires, there's cables, there's radio channels, and there's computers, and it's just sort of the way it is. You have to be current. Things evolve. Things change, some for the best, some not so much. You just have to accept what you can. Hope it's for the best, and if it isn't, it changed.
Change	EMS	U	Field	26-35	Not	Not	EMS-	[S3] That's a hard question. I guess the short answer is no. There's a

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			Responder		specified	specified	U-004	<p>huge culture with EMS, and fire, and police, and some of that culture is very, very-- EMS as a whole is a fairly new culture. Fire, for example, is a fairly old culture from the very early days of this country. And some of those traditions and those things are very, very slow to change. Sometimes some certain cities-- [City] moves along pretty well. Certain system, I won't name any names, but they are a little bit more archaic in their practices. They read on the paper some practices that are maybe dated and should be changed. They are eventually with varying degrees. But sometimes as in the case of [City], [City] Fire was fairly resilient-- resistant I should say rather, to certain changes and certain economic problems. And ultimately, that agency, unfortunately, went out of business. They completely disbanded and were absorbed by [City] Fire, and [City] Fire is no more. It's gone. And I could say there's a lot of examples. I wouldn't be able to definitively say any of them are a factor, but things happen. You have to evolve. You have to change.</p>
Change	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	<p>[S3] I would hazard to say anything definitive, but it would just seem to be an accurate guess that yes, a greater surplus at the end of the year. We certainly need a greater potential for the ability to buy that new equipment to the best of those-- in those new researchers or that any research and new equipment and that type of thing. Maybe a more efficient ambulance. We went from an entirely diesel fleet to an entire gasoline fleet a few years ago. And whether you believe in a change or not, it has its pros and cons like anything. But that was certainly-- that was a long process to do that. It's very expensive. You have to retrofit those ambulances to have a gas section on a diesel one different. Lots of different things that they do when those ambulances were retired. They would rebuild it on the same frame to save some cost, but they're very, very expensive.</p>
Change	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	<p>[S2] When I started in the EMS, we used manual stretchers, and they were super light, and it was all I knew because that's all that existed since EMS started. And medics are very resistant to change. We get comfortable in something and then we don't want that to change. So</p>

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								when they started rolling out the power stretchers in my service, I hated it. I was like "Ra-ra-ra-ra, this is terrible. This is heavy. What are you talking about?" But then when I actually began to use them the way they were intended, which is a two-man lift and not a single-person lift, then it actually was lighter, easier on me, and I saw the benefit to them.
Change	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] I don't know. Those two activities are fairly different. Some cases, like the case of a cell phone, well, when I first started EMS we had just, we just had a pair of brick phones, and then everyone had flip phones. But no one used their phone to navigate. You had fold out maps. For years, and years, and years, I just had a cheapie phone if anything. Now I had a smartphone that I can use for that type of things. Certain things, I mean, I guess I would say my computer at home is faster than the computer I have at work. It's also less durable. I like amateur radio. I have a very, very good radio that I use when I'm out in the woods with my friends that would be useful potentially in the city, but it's just different. It's not quite the same construction as the radios that we use. We use a government commercial grade radio that's built to be durable and can handle the abuse of that type of work. I guess certain technologies, hard to really pick one or the other.
Change	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] So not necessarily. Generally, when they're doing a huge change like new monitors, new chart writing, there's always anger with people that are involved in it. Frequently, they put it out as for volunteers. If you want to be part of the committee per se, then you certainly can be. And there's committees to design new ambulances that we would get. We trial a bunch of monitors because those affected everybody, and there are people that tested the various strip writing softwares. There's really not that many companies that do the EPC or the electronic patient care rewards. But there's still subtle differences between that you have to go through, and so it really depends on what the change is and how many different options there are, if there really is options to choose from. And if there really isn't, then it's just going to be something that sort of happens, and then we all get trained in it as it is. With the case of

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								monitors, there's a lot of different heart monitors. And so there were demos, and we were all involved in surveys, and testing, and that type of thing. So it depends. But for the most part, they're pretty good about saying, "Hey, this is coming down the pipe." The timelines, there's some changes, of course, with that. That's just business and life. But they're pretty good about letting us know when things are changing.
Change	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	Well, I'm sorry. We still do have the Toughbook. I can't think of the name of the one we had before. I really liked that. That was in 1997. But the Toughbook, it's a great system. It works. I mean, no issues.
Change	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	Yeah. I've been on CFD now almost four years, so I mean, I've had the same radio-- nothing's really changed. New monitors, that's about it for [laughter]--
Change	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	I am career now. I used to be, I used to volunteer here and when I got I kept going with that but I was responding from [Name] so it was I was spending a lot of my own money trying to get here so when I went to EMT school and got hired here I quit volunteering because it let me focus on my actual job where instead of in the volunteer field you may go, you may not go really you know you're not responsible for anything. I now have responsibilities so I needed to focus on that rather than dealing with the drama and you know things that go with volunteering. So like I said I don't live in the county so it was harder for me to volunteer especially with the long hours that EMS works. I worked in [City] and here so back then I was working you know four or five shifts a week so you don't have time to volunteer. You know if you're gone for 24 hour periods you can't make calls, you can't make meetings and stuff like that.
Change	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	We're using paper here right now. We just went from an iPad back to paper because something happened with the copyright of this company yada, yada above my pay grade so I'm just filling it out on paper. My other both of my other companies I work for use computers.

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Change	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	[Date] is what I was told today. We because of the problems with the copyright or whatever it was on the old system we had to stop using it and they've been testing out other systems trying to figure out what's going to be best between the field to the billing to you know our records and I'm sure that that's a balancing act you know that the director has to work on but that's just not my thing. I worry about user friendliness you know of the software.
Change	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	It was yes it was very user friendly. It was probably the easiest report to do. I mean I just want to tell you what's wrong with the patient. You know I don't want to have to go through and search things. I don't have time to do that so I just want to go through yes, yes, no, no narrative you know. If I can get my point across as simple as I can it's better for everybody because we can catch another call in five minutes and now we're two reports behind so then you run that report thinking oh man, what was that other guy, what was I going to say about him? I can't remember you know and now your report is down.
Change	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Sure I mean paper reports are the easiest you can get. I mean they were quick. I had paper reports down to a you know a 10 minute deal and it could be a complete report you know now I got to write my paper report but I can't write my narrative yet so I write my paper report with all my demographics then I go on to the computer and write my narrative then I have to go to a separate computer app to pull up my times to write on my report and then after that I got to take a copy of it and put it with whatever drugs I use, submit that, then I've got to put my we used to have to put that into a computer system then after that.
Change	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	We're pretty far behind compared to other counties in the state and elsewhere I'm sure. We're one of the few I think that even do paper reports. We did have a system they finally got one last year and it was horrible, didn't work out so they've done away with that so we're waiting now to see if the county picks up something different.
Change	EMS	R	Field	36-45	5 or less	Female	EMS-	Q: Right so have things changed in terms of communication since

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			Responder				R-019	you've started as an [Job title]? SME: Not really. I'm new to the game so not much has changed since I've been here.
Change	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	But there is definitely a push for people to follow their SOPs, their standard operating procedures more. And to communicate less of the stuff that should be assumed. Like, I know if we were in a fire right now, our job is to do a search. That's our primary job. That's our primary job. Our secondary is to is to control utilities. No one needs to tell us to do that. So if we're really adhering to this policy of less radio traffic, no one should have to tell us to do that. When we're done with those things we'll say, "Rescue squad 741 to command, we've completed the primary search and it's negative. The utilities are gas and electric and they're both controlled." That transmission right there took 20 seconds, and that should be the only transmission...
Change	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So, yeah. Man, it's kind of hard to track it exactly. But the most recent change is there's now this-- there's different systems for the computers and dispatch, which has been a very big change. So I can talk about that real quick... So now they track your unit based on its actual location.
Change	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...The other interesting thing that I don't think it's always been there, but I just recently learned about it with the new roll out and the training we had to do for that, is that they have pretty good information about the address, the incident address. So if this person calls 911 every week about something minor, it's in there.
Change	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	There is an app that already exists that our county doesn't use where you can actually listen to the radio on the app... so if I'm sitting right here, and I see that they put out a vehicle overturned 10 miles from here, I can just swipe on it and pull it up. And I can listen to the communication on my phone. The thing that the county has done that's pretty good is that now they also changed, with that new dispatch system, they changed what we listen to in quarters.
Change	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So I guess not in this room, but in most of the rooms, there's a scanner too. So you would hear any relevant transmissions over that scanner as



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								well. So that's a new thing. In the past, it was just Alpha, which is the main dispatch channel. You didn't have any of the operations channels. But now you do. So that's actually a really good feature that they just put in too. So I think they put a lot of work into this whole new thing, and it's definitely addressed a lot of the problems or wishlist items. But I do like that, that PulsePoint app is what it's called, where you can hear these things going out and listen to the call.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. Right now, everything's done on paper. We've looked at a couple different ideas of going to a digital system. But without building it ourselves, nothing really exists that does what we need because the physical check are just a database of saying yes, it's there, or it's not there. It's pretty simple to build. And we've actually kind of, here, worked on a real simple process of doing that. But what really needs to be done is to have a log of, it's there, but then a log of how it's working. So is it working? Then, if you did a repair to actually notate or maintain record of the repair. There really isn't a system that's there. And then, the other thing would be is if it's not broken, but there's still something that's... whether it's not quite right or not operating right...
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So we have a technology, it's called LifeSize... And what that allows us to do is, you have a TV screen, and every station, basically, is on camera. And we'll go through each of the stations. They can tell us what they're doing for the day, any trainings. If they're going to be in service, out of service. And then we also use that for critiques. Where before, we'd meet at one central location, and we'd talk about an incident, whether it's fire, a large incident, EMS, mass casualty. So now what that has allowed us to do is stay in our primary area. So if we get a call, our response time is a lot less...
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: data analytics program] it also shows where the need is and where the need isn't. And so that's been one of the big changes in the last 10 years that we've seen, is a lot of stuff went on paper, or a lot of stuff went into unusable databases. And now, we're finding that there's programs out there that we can extract some of that information. But

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								we're also finding that there's 50 different vendors, and nobody wants to work nice with each other. And so you have to then hire-- you have to hire a programmer to make the patch from program A to program B so that you can get it to spit out some information that would be usable...
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...So you can get these hot and cold zones. You can get the hours that are more busier than others. And then you can even-- in [State], we can break it out into season because we can see that-- during colder months, we get more CO calls. We get more things of that nature. During the summer is when we get the outside broken arms, broken legs... all that adventure rafting and stuff. So it's interesting when you really start to look at the data. The things that we knew in the past just by experience and rumor, now we can actually see a true example of what's going on.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So they're trying to create a standard. But to do that all across the United States is almost [tough?] because you got to look at data back in the history of years past. And you might have done yours in Excel, and he did his in DOS, and I just did mine on paper. So there's really no set system, just like [Name] said that we had Fire Zone, we have different software programs, but none of them communicate with each other. So it's just a lot of data entry. Then all of a sudden, we'll start doing it. And then all of a sudden, the computers don't run on certain programs. So then you got to get rid of that program, and then you end up with a new program. So it's constantly changing.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...I mean, we send our gear out for a deep cleaning. Our station, we clean after every fire. And that's come around a long ways. It used to be you have your gear, you do your fire, you go back and wear your same gear. You don't wash it. Now we changed it so we have a backup set of gear. So it's changing, it's evolving, but there's not just one program that communicates with everything. It'd be tough. I mean, I think it can be done, but there's a lot of aspects.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...these guys track it, our payroll, but we just changed it, and it was a nightmare. And it's still a nightmare. And we weren't getting paid. And

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								nothing against these guys, but it's just another program that this program wasn't communicating with our scheduling. So it's constantly evolving. Like [Name] said, the CAD. You change the CAD, and now this program doesn't communicate with that CAD. So then, all of a sudden, you got to change the program, which is what we've being going through. We used to run everything through Gmail. We got rid of Gmail, and now we're on Outlook and totally different.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Gmail's an interesting thing, because at a firehouse you can move, and you can go to different places. And so when everything lived in Gmail, it lived in the cloud, which was really nice because you could go to the firehouse, and you've got access anywhere. Outlook and Microsoft products are a 50/50 split between the cloud and a desktop. And so if you're not on the particular desktop that it worked really, really great at, they have a really terrible user interface for their web version of anything. And so we made the transition for, I think, the wrong reasons, but it's been a hard lesson here in the fire department.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: switch from Gmail to Outlook] The reasons were financial, because we're also in a weird-- I mean, I'm sure you know that, doing interviews about technology, there's a weird transition right now between gen X and gen Y, who are very technologically savvy, and the boomers, who are on their way out into retirement. And so I think that that older generation is still stuck on Microsoft Word, Microsoft Excel, those types of programs, because that's all that they were exposed to for 15 to 20 years. And Google and the cloud-based softwares don't work exactly like the software that they were used to. And so they have this big affinity to going back to what they know and not learning something new. And even though Google Sheets worked as well as Excel, it's just things are in different places. You don't have the ribbon on the top or whatever. You can do everything you need it to. It's just different.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: switch from Gmail to Outlook] And then there's just the compatibility issue. So some of our admin is pretty old, and they would do something in Excel and then send it out for the membership to look at or to use.

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								And then that creates a compatibility issue of having to upgrade it or change it. And then, when they would get something back, they would get it back from Google Sheets, not in Excel format. And they didn't understand how to change it back. And so, finally, they just said, "Okay, we're going to buy Excel for everybody." But then you could buy one for every desktop and then still continue a cloud-based service, which is now buying two programs. Or they just buy Microsoft 365, which gives you the web version, but then also gives you five free licenses, or desktop, or whatever. Then, that creates a whole nother problem for our IT department because there's-- and I don't know what your background is in computers... But you have to support them, and you have to load it on the computer. And then access and all of that, so.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: in-house IT department] ...And then just one of our programmers-- or, not our programmers. One of our latest IT guys does a lot of building forms and sheets for us now, which is kind of a new technology that's started to come out. And we're using that more as a patch to fill the need to track some of our data in a very simple form because when you build a form, it just dumps it into a spreadsheet. And so it gives us at least something, but it's not a great something because you still have a lot of back-end work with the spread sheets. You have to stop the form every year and start it on a new spreadsheet, or you end up with this giant data set... And then how do you break up the original sheet into useable data? And then it's just a sheet, so it doesn't talk with all the other sheets, so.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So it's definitely come a long ways from where we were, especially as a volunteer. Because we used to get a printout from matrix computer, dot matrix. When we put it out... So it'd spit it out and it'd tell you best way in, and then it'd tell you where your closest hydrant was, the address-- God, I don't even remember what was on that sheet. So now, it's all in the computer.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So it's definitely evolving. The technology's gotten better. But between the computers, the radios, they're constantly changing. We still have,

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								with the radios, we have dead spots. It's a big concern. So [when you?] get inside of a building, you have no communication. We don't carry our cell phones in fires, obviously. Now, we have is a voice amp. So when you have a mask over your face and it's muzzled, now you can actually communicate, and you're a little bit more clear and precise. And we can hear each other. The problem with that is you're going to be getting some feedback on your radio, based on how loud you have your radio up. So there are definitely pros and cons...
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...With our masks now, you can-- we call it what? A heads-up display. Tells us where our air level is and how much air we have left and when need to get out. Then we have vibe alerts, where basically it starts to tell us, depending on where our air level is, they need to start going out. So technology's definitely changing in our advantage...
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We have-- we call it TIC camera, thermal imaging camera... Where before, we'd tear this whole wall out, and now we can pretty much isolate certain areas and move it a little bit more beyond that...
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...we had the dot matrix, which was the Rip-N-Run. It was really cool... That was what the manufacturer called it. Even in the industry, it's still referred to as a Rip-N-Run because it's all your information in just a little piece of paper, and you grab it and run out the door. The CAD is actually what kind of-- or the MDTs is what replaced the Rip-N-Run. And so we went to really generic DOS-based MDT, the black with the green lettering and stuff like that. It worked well, but it was in transition. Now we've gone to a full MDT, so we have the Internet and everything in the trucks...
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	We have an MDT-- we have an MDT in each one of the apparatus. And then they've actually put a cellular antenna into each one of the trucks. So the trucks are tracked by cell and by GPS. And so there's two-way communication now from the apparatus over the Internet.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	We have our radios, which, like [Name] was talking about, we've gone from a VHF, when we were in the low frequency. We've gone into a UHF, which started some of our communication problems because we used

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								to have a longer range. And it was actually a longer-- it was a lower lower frequency which got out of buildings better. But when they've gone to a completely digital system now, it's clear, but it's also a shorter length that it can transmit. And it's also susceptible to more interference.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	And so when they first did the system, we had a lot of interference because of cellular, because we're moving closer to cellular bandwidth. We had a lot of bleed-over from a cell tower. And they brought out a company that did monitoring around the entire city for about a year and try to find all the cellular bleed-over. And it was actually a digital system that was between two points. And I don't know the exact information. [Name] may be able to tell you. But it basically sounded like it was sending a Morse code between two points. And depending on the weather and other things like that that affect radio signals, we would get the beeping of the Morse code, the dee-dee-dee-dee-dee-dee through our system. Or it would either just be this low-tone static through our system that was just bleeding over because the bandwidth has become so used. Or not the bandwidth, but the radio waves had become so used that it's just saturated. But it's gotten really cool, because when we were in the other radios, we couldn't talk to anybody. Now we have the ability that every one of our radios has FERN on it. Everyone of our radios has-- that's the Fire Radio Network.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yep. And then we also have green channels now, which are EMS channels. And then we have blue channels, which are police. And silver, which are the feds. And so all of our radios now have that. And all of our radios can connect to these networks, which is really cool when you're starting to work with other places. But you get one thing, and you're starting to lose something else. And the other thing that we lost was just the distance and how well the other radio used to work. And so they're doing things now to fix it. In the city, there's a new push to do an amplifier into large buildings. And so it's just a based repeater that they actually would have to install in new construction. But that doesn't--

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Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Well, and that's why the big push was for the in-mask communication. But then it had the Bluetooth pairing problem, and we abandoned it. And then we went to this radio, which has a microphone on the back that's supposed to do noise canceling, but it works 50/50.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: exposure tracker] And then we just had a guy that came up with prostate cancer, and it was before all of this. And so he doesn't have a good record of the calls that he ran on, things like that. I would say the follow-through is probably 50/50 on whether guys are doing it or not...
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Communication's changed a lot from the radios that we use to have to the radios that we have now... Now we have the MDTs in the truck, so we now have a lot more access to information, which is great. But it's just getting everything to talk...
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...Having the Internet so available for hazmat calls and stuff like that is actually really great. Because on our hazmat truck, we do the research side of things. That's what our primary goal is on hazmat [forward?]. And we had a whole bank of books, and that's where we did all of our research. So from the ERG, the emergency response guide that comes from DOT, to the CHRIS manual, which comes from the navy, I think... It comes from one of the armed services. And then we had just chemical dictionaries, things like that. Now you can just type it in and everything gets queried for you...
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...And we've actually just got a new program from the county, which is kind of an-- it's an interesting concept. They pay a ton of money to a company and they gather all of this free data and put it into one piece of software. And so you type in ammonia, and it brings up the ERG. It brings up the NIOSH Pocket Guide book. It brings up all of these free pieces of information but it's all together. It's called PEAC Software. PEAC-WMD made by AristaTek. That's out of Gillette, Wyoming. So it's really cool, but it's unfortunate that it's that expensive. So it is kind of cost prohibitive for other places to probably purchase...
Change	FF	S	Not	Not	Not	Male	FF-S-022	...But to have all that information in one piece of software that once you

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			specified	specified	specified			click on Ammonia, it just gives you a bunch of tabs. And you just click on every one of the tabs, and you can get all the information, so. That used to take half an hour to pull up all of these books to find that one particular product... And now, it's all there in one place, so.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. And then that's one of the other technologies that's kind of neat is our Tier II reporting used to all be paper. And it used to actually sit in a box underneath the captain's desk, and that's where it lived. And now, the Tier II reporting is in PEAC. So things are getting there. Things are getting a lot better in forms of communication, access to the technologies, access to the data. But it's moving slower than the world, I think. It's the politics and the... how fast government works to make the change...
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	I know we do-- we use the red channels a lot... Because of the hazmat and because of the rescue. So we go to a lot of other jurisdictions because of that. And then [City] decided to split their-- or [State] split the state into four quadrants... So we have red northwest, red northeast, and then so on and so forth. And then they actually used [Street] and [Street] as their kind of boundary because it actually works as a perfect square through the state. And so that's been pretty neat around here. And then the fact that, up until we went to the digital radio, we couldn't talk to our neighbors. And so that's helped a lot... And now you can just switch the channel and get there.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We used to do inspections, and now we do what we call pre-plan. So any new construction, we walk through the building. We look for hazards. In the event that that building starts on fire, we'd say, "All right. In that corner, that's where an ammonia is. And that's a roof access over here. That's our FBC." ... "These are exits. This is how we're going to lay hoses, and this is where we're going to throw our ladders." So it helps us out.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...It's a small [crosstalk]. We just have to do it. We have torches. We cut stuff, and then we have people that walk in and we've got a ring on their finger and it's swelled up, so now we got to cut that off... Now, you can't



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								cut every ring. I mean, some rings cut easier than others, but. So it's constantly changing.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...we can always have more access to more information. I don't think that there's ever a point that you can say you have too much information. And it's finally getting to a point where we can have all of the needed information in one place. As first responders, to have access to the water maps, sewer maps, gas shutoffs, all those kind of critical infrastructure, would be ideal. We're not quite there yet. But one day we'll get there. Having access to the information that's on the web and out there in books in digital format so you can carry all of it on your phone and not in your pocket. It's getting there. But we've found a tremendous amount of work-arounds to make that happen. At some point, we'll get past all the work-arounds...
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	I mean, there's things that are in place. And our AED's come a long way. And as you know, most places have AEDs. That's a big advantage. Our prams are a big thing now... They're stretchers. They're automated.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...Even little things to-- like our ambulances, the way they ride. And we just got a new fire truck compared to what our old truck is, and just the ergonomics. That in itself is [better]... So that's constantly changing.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We had an RMS from ZOLL, which was neat because it integrated with our monitor. So they could actually download all the information that was in the monitor instead of-- in the past, when we had the LifePaks, you would turn it off or do a summary, and then all the information was gone. And all you had was the printout of the summary. Now you can actually hit Download, and it downloads anytime that there's a change or event that happens, they're recorded on the monitor, which is really cool...
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	We're moving to a new RMS on [Date]. It's not made by ZOLL. So the interface is there, and it works pretty well. We've seen it now in training twice. But the idea now is, is this new RMS will actually integrate with the hospitals. So the hospitals can see all of our data now, and we can

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								also see the outcome of the patient. And so that's really cool.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...the thing that is here, at least in the metro areas - and this is from the manufacturer of the new RMS - that it just so happens that the [City] metro area has the largest integration into this one particular program. So where we're at, out at the hospitals-- what'd they say? Six of the eight? Six of the eight hospitals that we commonly transport to are going to this new RMS program... And we're in that RMS program. So it just happens that it's working out now... That wasn't planned... That's a happy coincidence...
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	That's a happy coincidence. So that's some of the neat things that are happening with EMS. I know all the monitors now have the ability to send the EKG to a hospital. But it's just the receiving hospital has to have the right technology to receive it... And somebody looking at it. We're getting there. One of the hospitals we go to, they're only a trauma... so they don't have a doctor on staff for strokes at night. But they do have this little robot that drives around. And then it's got the camera, and it has a screen. And the doctor can actually drive it around, move up, move down.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	In the EMS world, there's a lot that's happening. But it's just the same thing that's kind of happening with the fire services. ZOLL put out a monitor that has the ability to send an EKG strip, but you have to make sure that the facility has the way to receive it and see it...
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...they're still doing calls on the phone. So every time they take somebody to the hospital, they're calling the hospital and saying, "Hey, this is what we have. This is what we're bringing you." And so that used to happen over the radio. Now it's a lot clearer signal because we're using phones...
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: sending EKG strip] ...So there's still a lot of steps that need to be taken to make the thing work. But I think it's just-- there hasn't been the big push to get EMS, and hospitals, and everybody working together... the thing is, one's government. One's the hospital. The hospitals are a

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								business, I guess... They're out to make money. And so they want people into their system. And so now they're building these outlying EMS places. And I don't know if that's a big thing where you're coming from, but.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	We have stand-alone ERs everywhere. And so the idea is, they want to funnel in-- they want to funnel in somebody to their system. So if they build a stand-alone ER in suburban areas, they can take care of a certain amount of things. But then, if it's really bad, it already puts them into the system and they kick them over to the hospital. And so now we've kind of become the transport between these stand-alone ER's and the big ER. Or if somebody goes to the stand-alone ER, but they're really, really, really sick, they won't even take them. We just go pick them up and then take them over to the hospital.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	I think it's evolving. It's going to be to where you'll have ambulance show up on-scene and they'll help you transfer to the hospital. Hospitals are inundated, big time. So you cut your finger and you need a couple stitches. We'll send a unit. We'll stitch you up. We'll give you some [of your?] medications. And then after that, you get with your pharmacy. I think that's kind of the wave of the future, I really think, now.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: stand-alone ERs] You save that money. You save that ambulance transport... Puts us back in service quicker for the next patient. There's still a lot of kinks that need to be worked out. A lot of it's insurance and what they're paying for, and what they're not paying for. So I don't know how it's going in [City], but we've had it here through a private agency. It's called a CCT unit... Critical Care Transport. So that unit would show up and then, like I said, based on what it is, they [would either?] take care of you right there and send you a bill or transport you. So I really think that's the wave of the future for multiple reasons, and I think it's a great idea. You're going to have those people where you absolutely have to transport them... But from the hospital's perspective, they don't want you to do that. They would rather see you in their building...
Change	FF	S	Not	Not	Not	Male	FF-S-022	It does. With the transition to the technology, there's been a lot of-- [!]

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			specified	specified	specified			do say that-- we've started to depend on it a lot. There's a lot of dependence on it because we got away from the Rip-N-Run. If the MDT doesn't work, or if the cell phone module in the truck dies, everything goes bad because we went to an IP-based alert system in the stations. We had Comcast. Their line got cut one day. And we had no alert system in the firehouse, so nobody could go to bed. You had to stay up and stay with the radio...
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...So I, personally, think we're going to have a drone, eventually, where the drone will go out before the chief. And he'll basically get on scene, and he can do a 360 of the house. Then the chief can say, "Yeah. The whole back of the house is on fire. This is our action plan, based on that." Where now, basically, they show up on scene, and he's waiting to hear what your size-up is. So you go to the back of the house, you say, "Yeah. Half of the house is burned." Well, really the whole house is burned. So your envision and his envision are two [different?] things. You may say, "It's two story at the back and it's three in the front." He's like, "How's it two? It's three in the front." Well, it's a walkout or whatever, you know what I mean? We've had that happen. So again, that's back to that communication thing, where it's your vision and my vision are two different things. I could tell you it's red, and you're like, "That's pink." You know what I mean? Kind of like that. That degree. So I think, eventually, you're going to have where that drone is going to be in front of the chief, and he has a better of a view. And then he can say, "Yeah. We don't need all these apparatuses, based on what I see."
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	--so you don't have to put one of us in harm's way. I'd work on the meters and stuff like that, as well, and so. That's one of the things that's come out is we have the meters work over radio frequencies now... So we can actually take a monitor-- we have to physically take it. But we take a monitor, and you can actually leave it inside of a structure. You can leave it around a facility, and then we can actually monitor that remotely... So it's one of the things-- it's cool, but that's on another piece of software that doesn't talk with anything else. But it is cool. It's neat. It's neat

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								where technology's going.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We've lost a lot of the older dispatchers that were really good at the run cards. I've done it for a while. So you start losing some of that once you get the-- when I started, we had two monitors [laughter]... I think ours has eight. So there's the EMD card, then there's the map page, and then there's 911. Now that we're moving into the new Annie Alley system and the level three 911, it's really cool because we used to just get an address. But that was really neat because everybody had a landline. Now everybody has a cell phone.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...we're going to a regional dispatch center next June or July. So that'll help in halving the transfers. You'll just be transferred in house by primary dispatcher to maybe somebody that specializes in fire EMS, because they can ask the particular questions. Because we do EMD. We also do the EMD for fire. So they have all the cards, and they'll ask the particular questions to be able to get the information that they need. And it's helped. It's helped a lot on the streets...
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...When I first started and we were just on the streets, you would just get an address, very generic information. Now we actually get pretty specific information. So age, gender, hopefully a good idea of what kind of ailment they have or how big the fire is. The dispatchers now have a very regiment set of questions to ask, which it was just more of kind of conversationalist and trying to get what you could out of them. But when you start to ask those questions, you can then determine whether the apparatus needs to go emergent or non-emergent. And that puts a lot less strain on the system. It puts a lot less strain on the citizens because you're not going lights and siren and tearing through a city when it's just a car fire...
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...So for the dispatch side, it's neat. I think our dispatch side, we could get a few more technology things that would it make it nicer and better. But it's neat where it's gone. The Rip-N-Run was a concept that's actually kind of coming back into vogue. But it's coming into vogue in more of a technology standpoint. Not the rip the piece of paper off, but they're

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								doing a monitor next to the garage door so that, once I type in everything in the dispatch center, you hit the button to tone the truck. It pops on the monitor next to the apparatus. You can actually physically see something instead of having to hear it.
Change	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We try to do a silent dispatch here. And, again, it was more admin and technology than just-- admin didn't agree with it and the technology wasn't quite there. That was about five years ago. We haven't brought the idea back up. I think, personally, it's a great idea if you could prove it to happen-- prove it to work 99% effective.
Change	FF	S	Manager	46-55	21-30	Male	FF-S-023	Eight stations. Six engines. One truck, and one rescue. And then we have five medics. Five ambulances. We do our own EMS transport. And that started in 2013, so. That seems so long ago [laughter]. It's really not.
Change	FF	S	Manager	46-55	21-30	Male	FF-S-023	...Let's see, as far as the community goes, primarily a bedroom community-- well, I guess bedroom community-- primarily residential. Most of the commercial and we have support that. So... restaurants, shopping centers, that kind of stuff. We do have some light industry. Not a lot. There's some light industry. And then we have a couple of pockets of bigger industry out west. Our northwest area used to be all rural and within the last five years this huge development, actually, two huge developments have come out there. The [Name] and [Name] communities have started building our there and it is by the end of it I think we're looking at 3,000 homes plus all of the stuff that goes with that, shopping centers and that kind of stuff.
Change	FF	S	Manager	46-55	21-30	Male	FF-S-023	it's growing at about, I want to say, 300 hours a year. And at the beginning, it was vacant land, and now it looks like a big urban center is moving up that area. So they're all stocking mid-rise to high-rise buildings in there, hospital, that kind of stuff... So by the end of it, it's going to be a fairly dense area.
Change	FF	S	Manager	46-55	21-30	Male	FF-S-023	So we have two properties and we use time analytics like a GIS modeling. So I've got a part-time GIS guy, one of my IT guys do [JAZ?] pretty well. And they run response times from those stations and then

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								we look at call volumes in those areas, growth in those areas. And we're trying to dictate which one we're going to build. So we're going to build probably next year or the year after.
Change	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: medical supplies] Yeah, it's all about the money, I think. So anyway, so we're trying to reduce the waste that way, by using data again, to analyze how much they need: what they really need at the station, what's expiring, and maybe move stuff that's not expiring, or expiring to a more busy station so it can be used up. Yeah. Exploring things like how do we, maybe, partner with a hospital to get the stuff that they're going to use in a heartbeat, and just do a swap with them so that it doesn't expire, because that's just a waste of money.
Change	FF	S	Manager	46-55	21-30	Male	FF-S-023	...We're now moving to a web-based PCR in [inaudible] reporting. So now I've got all of this historical data that is out in SQL and other places, and we're going to this other thing that-- when we were buying this system, they swore up and down that they had two systems, that PCR and Fire weren't just going to be the same, and that is not the case.
Change	FF	S	Manager	46-55	21-30	Male	FF-S-023	So when I first started we had UHF and VHF radio. So the 100 and 400 frequency radios. The 100 stuff we still use for aviation and I think wildland is still 100. So it's the VHF stuff. Those radios were pretty much radios. They were crystals. You'd tune it in and you had only a select number of channels you could get to. They were highly reliable and they had good penetration out of buildings. You didn't have to have as much infrastructure. You didn't have to have as many radios on repeaters and all that stuff in the area because they had a little bit more power, UHF is slower wave. One of the reasons wildland hasn't gone to any of the 800 or anything like that is because you don't have repeaters and you don't have-- and that 100 level radio that we have is actually much longer distance. It's still line of sight but it goes a little bit over the horizon I kind of thing.
Change	FF	S	Manager	46-55	21-30	Male	FF-S-023	...So that was the 100, 400 era. Then we started with the 800s, which is all digital. And it's not UHF, whatever 800 is. It's the ultra-high frequency or whatever. So we went from mechanical radios with crystals and

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								tuning and solid-state information-- or solid-state stuff in it to what we have now in the radios, which is all just pretty much a computer. And these digital radios, they have to be in a system. So they have to have a key in a computer somewhere that the computer recognizes that this radio's talking...
Change	FF	S	Manager	46-55	21-30	Male	FF-S-023	...And going back to the 400s, the 400s I tune it into a radio frequency like 401.02, whatever. The 800s now have a bank of those frequencies and when they key it up it picks whatever's open, sends it out and then when it comes back it could come back over any one of those frequencies... So you're not actually tuning in a frequency anymore. You're tuning in a bank...
Change	FF	S	Manager	46-55	21-30	Male	FF-S-023	Yes. So, over the last several years, we've gone through a couple generations of these radios. We're now on the most recent generation, and we've added some towers. We've added some computer capacity and some communication between computers and stuff. So it's pretty reliable, but we still have a lot of weird dead spaces. Valleys where [City]'s radio can out broadcast our radios, and all of a sudden we can't talk. However, the interoperability of those radios is remarkable. I can put 15, 20 banks and have a bunch of different talk groups in each bank. In the past, we'd have to pick a couple of fire agencies that we wanted to talk to, and then we would tune that in to our 400s. Right now, I have [City] PD, [City] PD; I can talk to the state PD. I can talk to [City], [City]. Anybody in the area, I can talk to on their channels or we can code to a common channel...
Change	FF	S	Manager	46-55	21-30	Male	FF-S-023	So there's several different facets to that I think. I've been trying to look into the future, my IT administrator is futurist. So we talk a lot. There is technology that's coming, that's going to make us safer. Robots, drones, that kind of stuff actually doing some of the hazardous work. So there's that kind of technology that's coming. And it makes sense, you've got building on fire, it's just like a bomb. We sent robots to go defuse bombs, why not send a robot into a burning building? If it's not something we have to actively go search for somebody. That way if it collapses, what



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								do we lose? ... A million dollar robot, who cares? It doesn't have a family, so there you go.
Change	FF	S	Manager	46-55	21-30	Male	FF-S-023	So one more piece of technology is, how do we prevent all this? How do we get people to start sprinklers and all that stuff, but that's different. That's probably not radio technology stuff but that technology-- there are so many ways we can prevent all these incidents from happening anyway. How do we get industry to change how they build stuff so that that they're not building pretty much just liquid flammable stuff? Which is what they've built in the last several years...
Change	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	SME S2: It's better. So we recently, is it the last two years, we switched radio systems? We went to a new... So about a year ago. So our communications prior to this switch to Motorola, we had a freestanding MACOM system. We could talk on a Mutual Aid, kind of regional-- are they the first net, the Reds? SME S3: No, no, no, just we are in the state's DTR system. They have designated specific interoperability talk-groups that all systems are programmed with. SME S2: So we'd go to this interoperable talk-group, [Name], a regional channel. And we would use that for all Mutual Aid calls. Sometimes it works, sometimes it doesn't. It really wasn't meant for us to run large-scale operations on, and we were, and sometimes you could have multiple events going on. Our radio system, because it was freestanding, didn't really interact with anybody else's and the range on it wasn't very good, once you got outside our four antennas really. So then, last year, we switched up radio systems, so now I have banks over the state channels. Is that correct?
Change	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So we have the state channels now and on my banks of state channels, I have the ability, when we run with [City] Fire, I can go to their channels, their operating channels. When I operate with [City] Metro, I can go to their channels. When I head out east, I can patch together. I can have our channels patched to their channels and we can talk. Our biggest problem right now is we're waiting for one of the departments to absorb the other department. And when they do, then we will go-- right now, we're still using Red [City]. We're not using each other's channels

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								because of these multiple comm centers that are involved. Once [City] Metro takes [City] and absorbs them in, they'll be one comm center. And we will then start going to a policy that states whoever dispatches the call, as a Mutual Aid or a dual jurisdiction call, will have oversight and we'll use that channel and we'll be able to switch over and start using each other's channels and talk on their talk groups. That'll make our lives way easier.
Change	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So they have a call taker. They have a group of call takers. They take the call. And then depending on-- we just went to priority dispatch. So depending on how that is set up, it is either sent to PD or to fire. And then they may ship it over to PD or fire depending on which one went first, what additional resources you need. We don't see duplicate calls unless it's something where you're just getting multiple callers and they're all loading the system at the same time, the dispatcher grabs one and adds resources to it. I just go in and get rid of them so they don't show up as incomplete reports.
Change	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So some of the projects I'm working on now is working with the training bureau and the engineer that has oversight of our fleet. And we're purchasing new hose. So, inch and three quarter and two and a half inch hose. Purchasing new nozzles. We're looking at the way we do water supply. So we are looking to changing and adding gate valves on to our hydrants so we can get more water out of our hydrants than just using the five-inch supply line. So working on those projects to do the R and D. And there's crossover between training and operations, so working with them to kind of make-- right?
Change	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	I think really good. We work very closely with a similar size or smaller departments. We have a good working relationship with [City] Fire, but they're big city fire department, with a lot of big city calls, a lot of issues going on. We have some border calls that we work together. We don't do a lot of aid back and forth to each other. But I would say, otherwise, and especially now that we've improved the radio systems, that's made it even better. I think as our technology opportunities change, if we get to

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								a point where our CADs are talking to each other, we could look at some-- we have some areas where dual responses, coordinated responses would work out really well for us. But it takes some time for us to have the comm center, notify a comm center, and then they process it. A call gets shipped out, and there seems to be some delay. Whether it's a training issue or a technology issue, not super sure yet because we haven't pushed that far into saying, "Yes, we're going to run dual responses together." But I think there's some opportunities in the future as money gets tighter, and that you just can't build fire houses wherever you want anymore. You have to figure out how can we work together to cover areas on the fringes of your protection area. So I think there's some opportunities in the future. It's just, okay, how do we work through that?
Change	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	For our city, if you look at a map, our fire department really blew up. And we came into existence, we really started with paid firefighters in the '50s. So we had a fire department starting around 1900, the price is on my stuff somewhere. But we went to a paid fire department in the 1950s. As the city started to grow, so did the department. We saw a huge growth in the '70s and '80s, things kind of slowed down. Back then, you had a neighborhood fire house. It wasn't uncommon to-- the fire house was part of your neighborhood. And a lot of times when a developer came in to build a neighborhood, a fire station was part of it. And, really, that's part of the city's philosophy now as this land is dedicated by a builder for a temporary fire house and for a permanent fire house. But back then, the neighborhoods were kind of smaller. You've got a neighborhood firehouse, and if you look at our fire stations in the older parts of town, their response circles lay over each other so they're 6-minute, 30 or 8-minute circles lay over the top of you. And you have circle over circle over circle over circle. When you get out to the new portions of town, the circles just barely touch each other.
Change	FF	S	Supervising Field	46-55	21-30	Male	FF-S-017	[RE: AVL] So, we have it. And right now the only rigs that we use the AVL technology in is the battalion chief vehicles. So it picks the closest

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			Responder					battalion chief. We have it in the fire trucks. Organizationally, to this point, we haven't chosen to turn it on, because we've tried to control how many responses our rigs get by setting a response area that will control how busy they are. The new fire chief-- we just got a new fire chief, and he's interested in turning the AVL on for everybody. We know that it will cause some of the apparatus to spike. Their call load is going to spike because they will be the closest. So really, I think we didn't turn it on to try to balance our call load by setting response areas versus having the AVL turned on.
Change	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	We're working on going to a move-up module or we may even be into that but we're not using the move-up module yet. So right now we're manually-- I sit there and look at what calls are there and I know where my resources are and I just start shifting them around to make calls. And then we had an area where we had all our resources in the southeast part of the town were being used. So I started using Mutual Aid resources to cover into that area because we just had too many calls going. We had a house fire going on and then our extraction rollover, and a chest pain, and all in this southeast part of town, so my responsibility is resource management at that point.
Change	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...We used to have free standing fire dispatchers years ago, and they were really good at free-think. I mean they'd be like, "Have you thought about this? What about this? Do you want this resource? Should I be calling this?" That's just not the way our comm center works right now. They're super busy. They crank out a ton of calls and try to process a lot of information for us. And with priority dispatch, I think it's really increased that. I mean, the demand on them is tremendous, I think. Just trying to keep a full workforce for them, I think, is a battle, let alone teaching them how to be advanced in free thinking for the fire department. I just don't think they have that opportunity right now.
Change	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...Yesterday, we ran with [City], so we went over to [City]. So now they were trying to monitor [City] and we had a working fire going and tons of medicals going on and a dispatch channel going on. So, it's interesting

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								to watch them try to manage our call load, especially when we hit a peak, when we just get busy. I'm just trying to think of what else we do. Those are really our primary channels. We really don't meander off too often off of the dispatch channel and TACs two through six, and then [City]. We're hoping to move away from that as soon as this merger is done and we start moving over to their channels.
Change	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: working in Arson] Radio-wise, by the time we got there, everything was over, everything was done. Most of ours was face-to-face communication or cell phone comms with each other, the other investigators, or the state investigator. Everything was cell phone or text message. It was rare we do a lot of radio comms...
Change	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: working in Arson] People were touching your stuff and moving your stuff and dropping your stuff, and at some point, you just went, "I'm going to write on a piece of paper with a pen." And that's it. And I went back to pen and paper. And a good pen that could write when it was 20 below and that was it. Because trying to use technology in that-- it made sense, but it just was impossible to do. It was just too hard.
Change	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: communication with LE] So they'll request entry. We can communicate on this. So we recently had a SWAT activation for a guy who had some hostages. So we had an in-sync commander who will do unified command post. And then, we'll listen to whatever PD channel they're on. And then, we'll operate on our own fire channels with our fire person. We usually only have the in-sync commander go to the PD channel because they really don't want us talking on their channels if we can help it. But we have access to all their channels. And within the last year, they've added our channels onto their supervisors radio. So they can come up on our channels now to-- up until a year ago, they didn't have that access. They didn't want it. All of the sudden, something happened where they couldn't get a hold of us and they realized they really wanted it and they've got to add it on to their radios.
Change	FF	S	Supervising Field	46-55	21-30	Male	FF-S-017	The new radios where we have the ability to have our radio system and the state system-- so most of the, I think-- I'd love to give you an

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			Responder					accurate number. There's probably 10 free-standing agencies that have their own radio systems. And everybody else is on the state system. For us to have access to the state system makes it nice because we occasionally will go out as a strike team. So five departments with five-like resources will go to an area as a strike team. And to now have radios where we can communicate or we can go to state interoperability channel and operate is fantastic. We didn't have that ability before. So it's really cool. The new radios are really nice.
Change	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	The old one was just as free, truly free-standing MACOM system that worked well within the city, but was incredibly frustrating when you try to leave the city because other than going to the red channels, you really-- or the statewide Mutual Aid channel, you had nothing else to communicate on. And if you had a complex multi-agency incident, you weren't able to communicate. And, like I was saying, the red channels were not meant to be this large intense operation that system just can't tolerate it...
Change	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...So now having it where we can move to somebody else's tactical or fire ground channels, just makes it so much easier. Now we can communicate. I had no way to communicate other than red north east with the departments up north. And now I have multiple state channels that I can go to the top right on. So it just makes my life easier as an incident commander.
Change	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...Hopefully, with our mask, because talking on the digital radios, we've-- when we switched radios, we went all digital. We still had a lot of analog channels. Our organization embraced and loved analog channels because the communication was so clear and we have struggled to make that transition to digital because you get those digitized or scrambled communication. We just weren't used to those and we're finally understanding it.
Change	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...We're going to new microphones that have five port-- five, I guess, speakers because we're having issues with people. We don't like to wear our radio belts. So we all talk like this. While the microphones are on the

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								front, and we all talk at the top of our radio. And now the new ones have a microphone on the top so they have five microphones. Back, front, top. Hopefully, that'll improve some of our communications too, as we switch to those. Because you're supposed to take them and turn them and talk at them. And we don't because we're all wearing these. We all talk into the top of our-- in analog it, would pick up fine. In digital it does not.
Change	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	I don't believe we have the-- our old radios did, but we can't just talk to each other. It'll go through everybody. Everybody will hear it. There's no just portable-to-portable or unit-to-unit transmissions. We can just go on the tac channel and just speak and everybody'll hear it.
Change	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Oh, wow. I mean, when I started 20 years ago, we had Minitors, basically, pagers. So you just wore it around all the time when you were a volunteer department. So that would alert you that there was a call and then we responded to the station to get apparatus and stuff. Obviously, we had different handheld radios and radio. But other than the technology changing, we use them in the same manner. And that was a handful-- I didn't even have a cell phone when I started. That was pretty ways off. We still did reports written, handwritten reports, which is kind of a big difference. So then shifting into being able to do those on the computer was a big change. And we've changed a handful of times how we're doing those reports, the different software companies and things like that. I think we've progressed in the right direction.
Change	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	And when I started, obviously, you didn't have a smartphone. It was 12 years ago. So you'd have to log into the computer and check. But it seems like email has been the, pretty much, standard for the official announcements and everything because that encompasses everybody versus the daily-- if he's on vacation, he's not going to get some of the info. So seems like email is our main official communication. Yeah. We've gone through different programs in every different aspect of it through the years, some good, some bad. But I think they're always trying to find the best one which it's hard because if there was one

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								program that did everything, I think that would be the best. But they all don't talk to each other, so.
Change	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	And then reporting software, we went from-- for me, it's the third different one that we've had. And it seems - this new one, we just did a training on - it seems really good. We've changed email servers three times since I've also been here.
Change	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: switch from Google to Office 365] SME S2: And it was a process to do the change. And then, once we got it-- again, it may just be me, personally-- but, how I use it. SME S3: I think it's frustrating because, I think, you have this huge Google platform and we never had any issues from it. SME S2: And then everybody learned it. And everybody was fine with it. SME S3: So then, sort of, changing to change.
Change	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: switch from Google to Office 365] I don't know. Change is hard in the fire services sometimes because, for the most part, I would say people are pretty good with technology. But not everybody's an expert. And when you change the whole system, it's hard for people to make that transition on just basic stuff on how to use Office 365 and transfer documents and opening documents and what it'll read for Google and what it won't read, all that stuff, so.
Change	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So with that, yeah, we've have changed payroll because we have high plans for our scheduling and payroll and all that. From what I hear is that they were going out of business so they can't sell their payroll stuff. So weve had to search for a new one of those which, obviously, with any program change, there's growing pains and it doesn't do everything you want it to do. We've had different CE platforms for continuing education, whether it's a fire training or medical, stuff like that. And we've had several different ones. And I don't see any of those have ever been bad.
Change	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Yeah. Wo we're transitioning from our maintenance to this new one. It's called Dude Solutions?
Change	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	I mean most of it's just been the difficulty of learning a new system. Like he said with our pre-plans. Everybody got used to one thing and then we



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								switched it. And then that didn't really work, so we switched it again.
Change	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Yeah. We have a newer fire truck, so it has a screen which shows which doors are open and all that. And it has all the interface to show you. I mean, it's new, it's nice. It has a screen and tells you a lot of information. You can click through that, cameras around the truck and stuff like that, which... It's a separate command zone. [City] fire trucks, they put it in there. And it has the cameras so you can see around the truck. You click your left or your right blinker out. Ambulances have that, too. The screen pops up and it shows just like a vehicle backing up. And then the right and left blinker shows the-- I think it's safer. It keeps us from accidents and all that, so yeah.
Change	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	I think truck six is the only other apparatus with cameras and-- oh no, engine one. So I think the newer ones, as they're getting replaced, all come with cameras and the upgraded stuff like that.
Change	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Financial and staffing are the two biggest-- volunteerism across the country, we know, is plummeting. The expectancy or the expectations of firefighters continues to astronomically grow, and so it's becoming more and more difficult to have volunteers who have time, commitment, and ability to do what's expected. And then with all those expectations comes enormous cost and trying to keep up with everything.
Change	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Back in the day, when I started, it was more of the community. You are a part of your community. It was a way to give then your community, and so it was that volunteer community fire department. Nowadays, because of all the challenges that we've discussed there, and that change in the society, the only volunteers we're getting are the young college-age level kids that want a fire job, and so they're using this as a gateway to get experience and get in. And then as soon as they have the opportunity, they're gone. So our average is about three to five years
Change	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	My long-range planning is really what I spend a lot of time on because it's hard to determine, again, with our transient volunteers, again, through no fault of their own, what are their needs going to be. How do we need

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								to make them successful in our organization? What classes are going to be available and at what cost? Classes are getting more and more expensive. We were just talking this morning. There is a class-- we're getting our last guy through it, which as we've gotten everybody else through, was 100 bucks just to-- the tuition to get into class. That doesn't include the supplies, and hotel, and everything to get through it. But that class is now 500 bucks.
Change	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	So, I mean, everything is getting more and more expensive. There are classes out there that are 1,000 bucks for a week. There are classes out there that are 3,000 bucks for the week. And so the more active the volunteer, the more we're going to be able to throw at them for training, but anticipating those needs is really long-range...
Change	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Yeah. So I wear a lot of hats and it doesn't all get done. And one of my frustrations that I've always said is, as a firefighter, we're the jack of all trades but mastery of none. And so back in the day, I like to have projects and see them all the way through. And it seems like I'm getting on the project and I always hit the good-enough phase, then I'm on my next project. We're never actually completing or mastering anything, or finding efficiencies because we're just-- all we're doing is just putting out emergencies and going on to the next thing, so.
Change	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...I mean, it's funny if you look at personality and look at how people behave, when you analyze people communicating or working together, they tend to work together if they can talk to them. It's that simple fact that back in the day, when it was up valley, down valley, they had different radio systems, and so then there was rivalries and stuff because you don't really know what's going on. You can't really interface. But as soon as you make it so they can just casually talk to each other, then the relationships grow. And it's not even an intentional thing but it just-- because that foundation is there, they talk, and then they work together more. And I think that's important. That's a subconscious thing that actually happens when you look at interpersonal dynamics.
Change	FF	R	Not	36-45	Not	Male	FF-R-019	Currently, we use Motorola as our vendor, and that can change any day.

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			specified		specified			We're not stuck on them. We use the digital trunk system because that's what we're on in the county, so whatever best works there. We issue radios per person, which is very expensive, especially with the cost of these radios. But we've found that then you can ensure accountability of them...
Change	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Well, when I started, you rode beaver tail in the back of the truck. There was a horn, a button for the horn. One horn for stop, two for go. That's so you knew, if you were driving the truck, if everybody in the back was ready, so [laughter].
Change	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	And we used to-- our radios were bad enough that we used to do click. It was the same thing. You'd kind of get the message out, and if you copy and everything was okay, you clicked twice on your radio. And you'd hear that [inaudible]. Yup, I got that. And just one [inaudible] was no I didn't hear that or repeat. So, I mean, it's almost Morse code. So now we're able to talk plain language for quite a distance, so it's improved quite a bit.
Change	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	So we're putting our people in the way to have that problem? There's got to be a better way. I don't know. Our trucks just started having piercing nozzles. I mean, just fill the thing with foam or something. So I think as our fires have changed, especially structure fires because of all of the plastics and all of the different products, we have to change how we're fighting fires and have different products that do it. Just going in and putting water on it is not working.
Change	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	You're no longer pulling your volunteers from your community because of the change of society. It's those who want to. So they might live in [City]. They might live in other towns. So you have very few of our volunteers live in town. They have to commute here for the full shift.
Change	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	And it had to change. And that wasn't budgeted. Our budget certainly doesn't support a million-dollar building. And it's obviously not a Taj Mahal. We don't have marble. We don't have all this stuff that really costs a lot of money. This is bare bones, drywall and wood addition, so.

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Change	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So we're currently moving forward with our drone program. We haven't actually purchased the drone yet, although we are in the process of purchasing several drones. We've done all the research on it. The other captain and I have taken several-- we've gone to different conferences and have talked to various people around the country in the industry, both from a public safety standpoint and the commercial user kind of TV commercials, bridge inspections, and we've collected all of our data and kind of-- we're at the point right now where we're actually next week sending out for bid the drones that we actually want to get, so.
Change	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Yeah, and I think there's only two-- there are two departments in [State] that are currently using drones. They're not using them 100% the way they-- I shouldn't say the way they should. There's just some certain regulations and rules that are needed to be followed but they just started so they're kind of moving down that path, so we didn't want to-- because we wanted to make sure that we were-- we had all of our ducks in line prior to starting the program. We wanted to make sure that everything was vetted through the city attorney's office, through the state. Governor [Name] actually formed a drone commission.
Change	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Yeah. So we don't technically have the drone program yet. We're right on the cusp of actually bringing it forward.
Change	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...Recently, the police department and the fire department and the sheriff's department took our radios and we made them all the same so that we can-- where police has their main channels and we have ours, fire can now access police channels and police can access fire. So incident commanders can actually-- we can actually talk significantly easier now because of the way our radio channels and our trunk [inaudible] is set up.
Change	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	With that said, we're right on the outskirts of the [Name] district, so a lot of business. What we've seen recently, honestly, is we've always had a fairly large population of homeless but it's exponentially increased over the last few years because of the marijuana legalization. So every 16-year-old that's angry at Mommy and Daddy because they don't let them

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								smoke marijuana decides to leave home and come out here. So if you look out right where they're going, right over here is a high-density area for homeless people and drug usage. So it becomes, for us, we've seen that increase dramatically and with the homelessness comes-- and the marijuana, it just takes-- it goes from the marijuana and then they come out here, the next thing you know, it's some type of cocaine, heroin, just whatever. So we're trying to-- and there's not a lot of places to put them, so the mayor's priority is really trying to get people into some type of housing so that they're not out there just-- and programs that really help the people that are out there coming in and just getting addicted to stuff, so. But this firehouse really has just a wide-- if you just head just a little bit that way, it's low-income. If you head a little bit that way, upper-end business... So this area kind of hits it off... This area just totally sees it all.
Change	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Our call volume has increased tremendously. We're reaching a place where, as we're looking and staffing and we're trying to track and trend the data that shows, okay, this is how our call volume has increased, and here's a direct correlation to population increase and some of the other various factors like marijuana. And so there's a direct correlation between the population increase and our call volume. It just is. So as the [City] keeps doing better and better and better, which we have, we are growing and growing and growing. I think there's a projected 187% increase in-- yeah, I think we just surpassed Baltimore in size, which is... crazy.
Change	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...when I moved here 20 years ago, we were about 500,000. Now, we're pushing 700,000 just in the city. The metropolitan area has increased-- I mean, it's grown also. So we went from this area of 500,000 in the city and in and around the metropolitan area, maybe close to 2 million. Now, we're 700,000 in the city and close to 4 million. So the infrastructure from a first responder standpoint has been taxed, so.
Change	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...The mayor's baby is this peak performance thing, which really is-- peak performance is something that he started, which brings city employees

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								together to really empower them to make change at the lower levels. To see things that need to be changed and have a formalized process that says, "Here's what we're seeing. Here's how we'd like to implement these changes." So it really engages and empowers people at every level to say we need to make change. And it kind of forces the various levels of management to take a look at it because of the way it's set up to look at money, error, time, various inputs that say, "Oh wow, wow. I never really realized that if I did this, I could save time for a citizen who's a taxpayer. Instead of them coming down and taking eight hours to get a permit, it's only three hours. That saves them time with their business." So there's a lot of that that goes on...
Change	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So I worked with a group called the Special Event Group which is a city-- basically, about four years ago the mayor realized that as the city was growing, we were getting more and more events in the city of [City]. And I think we were doing, just on public property, about 1,700 runs, races, walks, just various events. From things that are a couple hundred people to hundreds of thousands of people. And the city was lacking in standardized processes as well as interdepartment communication. So it made it really cumbersome on somebody coming in to want to host an event. Going through the permitting process, and how do I close roads down, and how do I get [bag needers?], and how do I put out community outreach to these businesses? And so how do I get my fire permits? What do I do to go to excise and licensing, and environmental health to get a food truck to be at the park?
Change	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Situational 360 program] If I have 18 fire trucks working here and a bunch of police cars because we had a Boston Marathon bombing, something like that, we still have all the other calls for service in the city. People are still having heart attacks. There are still fires. How do you service that, is through mutual aid and prearranged agreements that you have with these other jurisdictions. Well, if you're operating on an island, kind of hard to start communicating those things. So trying to increase that. Increase the common operational picture for all these agencies.

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								And so this is a tool that we're trying to-- this is the first iteration. It just came out two weeks ago.
Change	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Really, I mean, just from a basic level, when I first came on, only the chief and the company officers would have a radio. Now, everybody has a radio. Everybody also has a voice amplifier that's hooked up to the face piece that allows us to communicate face-to-face easier. While I'm talking like this [laughter] I now have the voice amplifier which makes communicating face-to-face easier in a-- what we call an IDLH environment. So--
Change	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...So now with that, in addition to looking for that specific problem, one of the things that we did is on our software in a program that we were using called Firehouse, which now we're using a different program, we created a safety hazard box, which is-- essentially, if I go on a call and there is a safety hazard, I can click that box and write in what that safety hazard is. That safety hazard, when I click that, gets sent to the highest levels of the [City] Fire Department. The chief sees it, the deputy chief sees it. The division heads see it and some key other people. And that safety hazard will be immediately looked into.
Change	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So now instead of the company officer calling dispatch to call the ambulance which is essentially a different company, a different entity, the firefighter can call the ambulance.
Change	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...We're using a new program as we're-- in EMS for-- it's an iPad-based system for patient contact, where it has everything there, and we can actually share. So when the paramedics get on scene, our iPad will link up with their iPad and they can see, "Yeah, we already wrote down all the medicines they're on. Here's their history," and it links up with them so they have it. And then when they get to the hospital, subsequently, it just shares with them. And it also gives us the ability to see resolution with the patient outcome. So that piece that we've always been missing, "Hey, this five-year-old girl, she had anaphylactic shock and she wasn't breathing. We took her to the hospital," and the firefighters are always saying, "I wonder what ever happened to her?" You'd actually be able to

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								see a patient outcome on that, days later. So it's a pretty interesting little tool that we're using, that we're going to. We're not actually there. Probably within the next four to six months, we'll be-- it's called ESO.
Change	FF	U	Manager	46-55	11-20	Male	FF-U-021	Recruitment, there's never a problem with recruitment. It's more really just trying to mirror the city and the citizens that we served. So obviously, just like most other major metropolitan departments, we have difficulty recruiting people of color and women. As far as being staffed, we just added another full-time recruiter last year, so we have two full-time recruiters. We are very fortunate in that aspect. And we got a chief who's very supportive of all the things that we're trying to accomplished. So we kind of looked at the past of what has worked and mostly what has not, and we've kind of blown it up and we've shifted the paradigm...
Change	FF	U	Manager	46-55	11-20	Male	FF-U-021	...So what we do now, we only have with civil service-- I'll back up a little bit, they are in charge of the hiring process. It's completely separate from [City] Fire so it's civil service commission. It's a different entity or arm of the city government. And there is a limited number of spots...
Change	FF	U	Manager	46-55	11-20	Male	FF-U-021	...So what we did now is we started something new where we actually have an orientation class and we built basically it's an eight-hour classroom, and it has our component where we got buy-in from civil service. So now, 50% of all the test logs come from our mentoring classes. So everyone that spends a full day with us, gets a guaranteed testing position. So we have more of a say of who's eligible to register for the test.
Change	FF	U	Manager	46-55	11-20	Male	FF-U-021	You know we have a MDT, we'll have it on a portable MDT, Well we only have so many of those and we-- with the new individual we just added for PIO, my PIO person shares responsibilities with the two recruiters, so it's kind of three of them kind of working together because it's too hard for one person to be PIO 24 hours a day. So they have that MDT for them, for their use, so that's why I don't have it in here.
Change	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: TICs] ...So there is a lot of technology that's up and coming where they're built in rather than a camera you're physically having to hold



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								where they have it built into the mask now.
Change	FF	U	Manager	46-55	11-20	Male	FF-U-021	...So the big thing is in the past, you may or may not have chalked a car whether it needed it. But if you have a hybrid, you don't hear it running. You don't chalk the car and maybe you're just going to put spreaders and move it away from the Jersey barrier to get someone out that doesn't need to be fully packaged and put on the backboard. They can walk, but they just can't-- you don't want them to open the door on the busy side. We've had instances, not here but in the country, where they moved the car away and the car goes driving down the highway because it's silenced.
Change	FF	U	Manager	46-55	11-20	Male	FF-U-021	Not as much as I would like us to. That's something we teach now to new hires in the academy but just like communication technology, automotive technology is no different. I mean, you had a car with two airbags two years ago. Now you have a car with 20 airbags. So is it a one stage? Is it a two stage? There's capacitors involved, how long do they hold electrical charge? So there's a lot of things that can hurt us as firefighters, and it's something we need to be more diligent about...
Change	FF	U	Manager	46-55	11-20	Male	FF-U-021	...You need to stay in shape, so you don't have a heart attack. You need to train people on the importance of recognizing the aspects of cancer and what we're facing. At the same time, you have to drill to make sure you can operate functionally as an engine person or a truck person. You need to know a little about a lot. But it's something that we need to take a step back and, at least, maybe twice a year put people through classes.
Change	FF	U	Manager	46-55	11-20	Male	FF-U-021	...We've got different types of headless and communication sets where it's kind of a throat mic for a confined space. Things of that nature. So that's something we're-- We're definitely always behind technology-wise but those are different types of communications that we use, and they keep getting clearer and clearer. Obviously now we've got-- rather than having to have a radio with a microphone, they've got the headpieces now. So an engineer at a pump panel, you're not holding the microphone to your ear. It's kind of built in to the headset. So they've got those as

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								well in headsets. So wireless communications.
Change	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: search and rescue operations] We used to get called in for those, and it was very disorganized. So what happens now is there will be someone lost or someone injured out off of the grid. Away from highways, if you will. And what they do is they will alert the fire, EMS, mountain rescue, and law, whoever's in charge for the day. They tone those four people, we meet on a certain channel, dispatch issues the information, and then the four of us decide who's going to do what. Most of the time, mountain rescue handles everything. Occasionally, they will ask us to help. We're just not outfitted for that, but we will help.
Change	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	It does. I mean, our call volume will follow that. So our busiest time is basically middle of December through New Year's. That's when we have the most people. 20 years ago when I started, this whole valley was a ghost town after the last lift went up for the year until the middle of summer. Now it's becoming year-round, but we still have tremendous fluctuations in the winter and a lot in the summer.
Change	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[City] has a resident program. So [City] is all career, and then they have student residents. They live in the station for free, they get their own room, their own kitchen. They pay for their schooling, and in return-- and now, they get an hourly rate of-- some sort of hourly rate. And then, in return, they work at that lower rate for the fire department. I went through the same program in [City] 20 years ago, and it was-- they paid for my schooling and that was it. They didn't pay us. We had to go get jobs, and then we would work two days a week, but it's gotten a little bit better than that. I thought they were going to get rid of it, but it's just too much potential savings on paper for the town council. They just can't ignore it, even though it's-- anyway, we got rid of it.
Change	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	And that was one of the selling points for going to 800 megahertz up here was we could talk to road and bridge. I mean, none of us talk to road and bridge. I mean, it was-- I am very anti 800. It is terrible. It's gotten better, but up here, we have to deploy technology hardware. We have to deploy hardware to get through and around the mountains,

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								where in the Front Range or in the Midwest, they can use half the hardware because there's nothing in the way...
Change	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...so the first-- man, I was here-- so I've been here since the implementation of 800, and it was tough in the beginning because you-- it take care of the valley, the [Highway] corridor, we call. Everything on the ground was-- on the valley floor was covered, but so many neighborhoods are up in the hills and stuff, and it's taken years to figure out how to place everything, microwaves and what not, to make sure it all works. So we still have some dead spots...
Change	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...VHF, UHF, I mean, that was awesome, but the voters-- in '96, the voters said no and then sheriff was-- we're three sheriffs away now. Then sheriff said, "Okay, we're just going to pay for it and just do it."
Change	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	That was the biggest change. So when I started in [City] in '96, it was still VHF or UHF, one of the two, and at the time I didn't have nearly the responsibility or the knowledge, so to me, it was fine. It worked. It worked great. And then throughout the whole 800, it's just taken years to try to get every coverage where we need to get it. It's gotten better. Depending on the size of the structure, we'll require BDAs, bi-directional amplifiers, so then that just takes the radio communication that's outside and available, and it pulls it in through the concrete into the buildings because we could go into a parking structure and have nothing...
Change	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...So if Motorola decides to change their portable radio, it doesn't mean we have to change, but if we have to replace any with the newer model because they don't make this model, that's when we will make the change. So they're pretty good about giving 7 to 10 years before they make changes. This one has been pretty good. I don't know if they'll do that even at 10 years. Bu anyway, so we have an equipment replacement fund where we will take that amount that we paid for all these radios, we add a 10%, and then we divided it up into 10 years. And then every year, we have a budget, a line item for that, and we apply funds to that so that when we get to the 10-year mark we can just pay cash and we don't have

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								to fund it.
Change	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Well, I mean, I can't keep up. One of the complaints I get is that we're trying to use technology to fix all of our problems. And there's some truth to that and I don't like it. I can't remember the name of it. Oh, [Organization]. We're trying to bring something called [Organization] on, and it's been a nightmare. It's been 30-some thousand dollars and they've been trying to help develop it to our needs and I'm still not sure exactly what it's going to do. And we haven't even implemented it yet. So it might be something that we need. But purposely, I just don't get on those committees. I don't. I just don't.
Change	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: station alerting] ...So each bedroom, for instance, will, when there's a call, the sound will come over, the light will come out-- will also come up. The red light's important because it preserves your night vision so that you're not turning on the light and then going right back out into the dark. There's a lot of components. They add a lot of bells and whistles to entice people to buy it, but I just want us to get away from this high-low thing. In the '80s and '70s it was a bell, like a bell, a buzzer, so we've come a long way. But we're just stuck here because with station alerting-- because it's an all or nothing thing. Everybody has to have it or nobody gets it. And so then you go out west to [City] and [City], where they don't have a lot of money so they can't really invest in it. [City] doesn't even have people in the station every night, so what use it for them? ...
Change	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	We have a system for callback, but we don't require it and it's rare. We might get one or two. But now, with five-staff stations, we have a minimum staffing of four, which is [Organization]. The chief, we spend hundreds of thousands of dollars in overtime to make sure that these engines have four. So we can do a lot more now than we could 10, 12 years ago. 10, 12 years ago, we were doing callbacks for a lot of things, but it's rare now.
Change	FF	R	Supervising Field	36-45	21-30	Male	FF-R-024	[RE: dispatchers] They generally are four on, and I think from 3:00 AM till 5:00 AM, there's a two or three-hour gap there where they're down to

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			Responder					three. And that's improved. That's gotten better. There were two people on at night in the past. One fire at 2:00 in the morning and nothing else-- I don't know how they keep up.
Change	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Well, I mean, I think, I guess, for me is if we're going to explore technology, let's explore and keep it and quit jumping around or trying to solve this with that. I mean, technology evolves so quickly that I don't know how anybody keeps up, but we're not going to slow the private sector down. They're going to keep evolving and keep creating all of these incredible, awesome things, and we're just going to keep shelling out the money for it. Yeah [laughter]. We can't keep up so.
Change	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	And we still take care of the problems that we're called to the same fashion that they did 100 years ago, so all of this technology is not even-- some of it doesn't even have to do with our daily duties, our most important duties.
Change	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	I don't know. I think nowadays departments communicate with each other much more freely than the '80s and '90s, when there was a big territory thing. Consolidations are happening. Now, we haven't gotten that far up here in [County] yet. There used to be two EMS agencies, and they consolidated. They figured out that it was better, but the fire agencies just-- we just can't come to that, but at our level, the responder level, pretty good relationships. Yeah, people, they do things off-duty together, that kind of thing, and even the chief level, it's gotten much, much better, so. Unique? Probably not. Getting better all over. Probably back east, very territorial where you're from. Very territorial. You look at [County] which is 1,500, 2,000 firefighters, and half of them are volunteer and half of those volunteers operate in stand-alone-- I don't even know how it works, and then they have fist fights in the front yard. That's been on the news, by the way. It's probably different back east than out west.
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	It was kind of a-- it used to be, when I first got down here, almost kind of like a retro-type community. But it became so hip that a lot of new people have moved in, so it's not even really retro anymore. Now

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								everybody that's here is all kind of nouveau [laughter]. So there used to be kind of these kind of grunge dive bars and now they're all kind of these hip places, and it's really kind of weird in that regard. But a lot of art. So, it's basically a big mix of business and residential down here, so.
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...At the local level, our region is replacing their 800 megahertz trunked radio system [with] a new P25 Phase 2 system. But I chair the operations committee, which is all the end users kind of advising that project as far as, what our needs are, what our problems are, shortfalls, training, all of that... I believe the ballot measure was passed, I want to say like two years ago, so it's an expected or anticipated completion date somewhere in 2019, 2020.
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...So, one of the biggest challenges that I think that we've had in the fire service - actually just public safety in general - is we have had to adapt other preexisting technologies to meet our needs because our user base just isn't that big...
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...So, I mean, when I first came in, everything was on paper forms and carbon paper, and everything like that, right. So you start to move into computers, and then, "Hey, isn't this slick? Well, boy, can we automate a lot of this? What can we do? Or how can we share this information? Oh, yeah, boom." So there's the next step and it's like, "Wow, we're collecting all this data. Now, what can we do as far as sifting, and sorting, and analyzing, and disseminating it?" Boom, boom, boom. So now computers get bigger, faster, so we've got smartphone devices now...
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: communication with LE] It's gotten a lot better, and I would say that it is incredibly regional as to how good or bad it is. This area of the country, this greater metro area, has been working on it for a long time. 15 years or more. And so, in this area, I would say that it is really good. If we're weak in any one part, maybe, in some of the training. At technology level, every responder in the region has the ability to talk to every responder in the region, but sometimes, people aren't using it a lot. They may not remember or they may not know where do I turn in my radio or whatnot. It's a perishable skill. Use it or lose it. But this area of

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								the country's worked really well. I know from a lot of my national stuff that there are areas of the country where it is not very good at all.
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...we just switched to a new medical records platform, and so they're still populating a lot of the databases. But being able to have information on that patient from previous calls and previous history is really cool because filling it all out the first time can be very time-consuming. What medications do you take? What medical history do you have? Have you had any surgeries? All of this stuff. If somebody else sees that patient later and you've already mentioned that or put that into the medical records, if they put in the right name, a little flag pops up that says, "Hey, is this [Name]?" If you click yes. It's like, "Oh. Last time we saw [Name] was this date and time. Here's all the medications she was taking. Here's what we saw her for. Here's her concern. Here's all of that type of stuff." So being able to get that information. We're not there yet just because it's a new enough system. But that would be huge in being able to share that with hospitals and stuff.
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: NG 911] We have not rolled out, yet. So in this area, the 911 services are administered at a county level. And so we have, I want to say 12 to 14 PSAPs in this county. And so trying to coordinate those and getting everybody going at the same time has been kind of a challenge. So I know that they started buying some equipment for some of the 911 stuff, but they have not installed and configured it as of yet.
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So, I mean, we all studied the whole communications model in undergrad, right, as far as sender, receiver, feedback, message, content, and all of that. Those are where the breakdowns are, right? I mean the technology's there. Again, after September 11th, you literally get almost any device to talk to any other device. But coming back to our communications model as far as the people, if you're not willing to receive a message for whatever bias, or if the feedback loop is not there, you may send the message to me and either-- so our city has-- when we put out voters' pamphlets or something like that, I think they publish them in 32 different languages. So the message may be coming, but

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								[laughter] if it's in a language that I-- I can't even recognize what language it is, let alone pick out some of the important words or something like that, that's a breakdown in communications, right? Again, an important one...
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So the fire service, we used to be able to monitor-- we used to have annual industrial-hearing testing. And the industrial hygienists were able to find out-- they could tell you without seeing that part of the form, how long you had been in the fire service by where you were on the hearing chart, and how much hearing you had lost... Just again, air horns, and sirens, and chainsaws, and all of that stuff.
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	I was a paramedic for years. Same thing with communications or radios. And then they've kind of moved to the use of cell phones. There's some cell phone use when you're calling hospitals and stuff like that. So they do utilize a little more modern technology in some things. Now, actually, we are looking to go into more of a laptop or an iPad kind of device for communications. So we are kind of evolving a little bit with technology. I think where we may run into some issues are the durability of technology because we're not very delicate with things, so everything that we use that is going to be-- whether it's a tool or a communication device, has to be durable, for sure...
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	They are going to those iPads, so right now we have little computers, little laptops in there that we use for hitting a button saying we're on-scene, or returning, or doing other things. But you can also get on there and type. So we do have little laptops on there, but they are looking at going to more of an iPad type of technology...
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...something that they're also looking at is, which they should have done years ago, are more of a GPS-type direction of travel, which is huge. City's big. And if you are moving around from one area to another, say, I was a relieving officer, so I would go this firehouse and to that firehouse and then that district. So there was a lot of areas where I wasn't real familiar with, so even going from point A to point B, I couldn't tell you. So it would be nice to have that immediate, boom, hit a button. It shows you



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								the travel route, just like the GPS that we use to go anywhere else, should pop up immediately and give you the quickest route and the more-- so those kinds of things are coming, hopefully.
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Well, a few things have changed with communication is that everyone has a radio now versus when I first came on, there was minimal radios, so not everyone had a radio. So a lot of things were based on face-to-face communication or they were based on an officer-directed communication. He would get information from the outside and then relay that to the members inside who didn't have radios. So there was a lot of face-to-face, but now everybody has radios. So that's one change with communication, which has certainly helped tremendously...
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...I think maybe different improvements in radio function or capabilities have changed. Radios we used to have years ago just didn't have the transmittable capabilities, didn't have as many channel selections. And they weren't really high-tech radios. They were very basic, which is okay too. But I think the level of high frequency versus very high frequency and those kind of things, the capabilities of radios have changed. But I think that our biggest change, just in fire ground operations, is that now everybody has a radio, and I think that has really changed a lot.
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: state of communication technology] I think it's good. I think at first, there was a lot of overtalk. There was a lot of-- everybody had a radio, so everybody felt like they should use it at first. So there's been kind of a transition of learning with that and more listening versus talking. So when you have a radio, a lot of times, it's really to listen to what's happening. Listening to the progression of the fire attack. Listen to what maybe could be dangerous about the building. Are there holes in the floor on the third floor? Are they getting the fire under control below you? Those kind of things, is the more listening when it comes to communications...
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...what's really advanced, too, or helped us, too, is that having everybody have a radio, now everybody has the capabilities of transmitting things that are dangerous, whereas, let's say, you and I were upstairs and we

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								didn't have a radio, we may run across something that should be good for everybody on the fire ground to know, and there's no way of transmitting that. So that's really improved. So I think that's improved the safety of fire ground, and it's helped us really stay aware of our environment and the progress.
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...now it's getting better with them letting us know that these are dangerous buildings. So that's kind of changed where if it comes in through dispatch that there's a fire in this building and an address, now our main office has addresses that are built into the computer saying that these are dangerous buildings, or abandoned buildings, and those kind of things - Those are good to know - or what may some of the contents in the building be. That's good to know. I think for me, as far as my experiences go, is it's good to know that. But at the same time, what's imperative for us to know are, is it unoccupied or an occupied? Are there occupants in the building? That changes our game plan. It changes our risks versus benefit, which I've talked about before...
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...So now, the radios that we have, they're digital. So if I click and talk and half of my message doesn't go through, you don't get any of the message. You don't get, "Hey, this is Engine 93. We've got this," or, "We're looking at this." And then somebody say, "You know what, 93, we didn't hear that." What would happen is they wouldn't even hear me say, "Engine 93, we've got this." The whole message would be deleted. So there would be no reason or any kind of a reflex to say, "Hey, 93, what was that?" You know what I mean? So that's kind of changed our communication in a bad way, a little bit...
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...I would say technology for us, engines, pump panel, and engines, whether it's you got a digital readout versus dials. Sometimes when you first come on this job, you're used to reading just gauges, right? And you're focused on reading gauges and understanding those gauges. But when everything became computerized, touchscreen, and digital, that was a little complicating. So I think what it is is that you've just got to kind of evolve and learn, and there's a lot of resistance to learn or to

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								accept new changes...
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	I think it's time. I mean, it's time to progress to those more sophisticated areas of communication. And one thing that we have seen happen in the fire service with interior tech is the thermal imaging cameras in which, if you wanted to go back to that one question, that technology is something that could be hindering to someone who doesn't understand it and doesn't understand what they're looking at, what color forms they're looking at, what does that mean. And that's improved. The ability to get a better picture's improved with the technology on the cameras...
Change	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Drastically. I think we're just entering the 2000s right now as a fire department. When I go here, they were at telegraph. We were still on a telegraph, right before I got here. So I mean, it's drastically better. Not everybody had radios. The radios worked sporadically at best. So yeah, it's definitely gotten much better.
Change	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	[RE: radios] They work better. I mean, there's times where they don't work as well, especially in high rises. You may not get out as much, but apparently, they're always working on that. Subway incidents are another hard thing to use radios at. They have phones in there for us to use. And now they've put repeaters down there, hopefully making in better. But it's definitely much better than it used to be.
Change	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	[RE: cause of communication issues] It's probably two-fold. First, a lot of it is operator error. Like I said, radio discipline - being able to use your equipment and also being able to make the correct communications at the appropriate times. And I'm sure there's also a technological aspect where you have to make sure it works. If anything, there's a tendency that things may break, need to be replaced. As a whole, our department, we don't embrace change very well. So we have a lot of people that-- I mean, I don't think it's as much now, but I know that whenever I get a radio, in the beginning, some people are like, "I'm never going to use it." Just like the computers, "I'm never using that." 150 years tradition unimpeded by progress. We're just getting to the part where we don't file forms with carbon paper anymore.

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Change	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	[RE: equipment en route vs. on scene] I don't know if it'd be different-- well, once I get there, I'm going to rely on my radio because I won't have anything else. I'm sure for the chiefs and stuff above me, they like to have more equipment. I know if I was the commander, you feel like-- I know they're piloting a drone program here where the drone can kind of leave and show the command van. If you're at the command post, you only see one side. You're relying on your other members. Maybe they don't see what you see, or maybe they don't see it at all, whereas something like that, where you could actually focus on areas that you want to look at would be good. But as I said, that's way above my pay scale [laughter].
Change	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	It seems like we're definitely moving in the right direction. I know they're going to roll out-- for the medicals, I think we're going to get iPads soon where you can do all the information, capture patient information via the iPad, and then have them fill out their paperwork instead of being on paper like we still are.
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...a great majority of our runs are EMS related. And now some of us are paramedics, some of us are EMTs. Now we have to know about life-saving skills, what to do with a [neuro?] addict, get people to breathe, CPR, identify a medical component that's giving someone a big problem or an issue, and address it, and fix it for them. It's at the snap of the finger. How much time to go and get your medical book and say, "Ah, this might be happening to you." See the flow chart and how to treat it. And then, again, it can go off into another hauler of hazardous materials, water rescue. I mean, it's endless. Trench rescues. These guys are doing outside your confined space rescue, which is a discipline of rescue. So it's all-encompassing to have knowledge in every little aspect, to make you very proficient but very efficient on it and get the job done. That's the whole main goal, is to get the job done. And that's why they call us. You are the jack of all trades.
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	I haven't had any issues. I think our equipment is pretty much up to date. When we compare ourselves, you have to have a comparison to other

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								people. Other big departments are pretty much on the same wavelength as us and we're vice versa with them. So I think our technology has finally caught up. I can't really think of any issues that could pose a problem, but we could be operating portable radios, for instance, in dead zones, high rise, metal, concrete buildings where you might not be able to get that transmission out. That's what's important because their transmission may be very important. It's important that everyone hears it.
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Excellent means of communication and then I think that one is still in its infancy, still developing. Because you can also relay a very critical building components from preplans. For example, fire department connections, where are they at and where is the gas shut off. Where's the water shut off? How was this building made? Is it a light-weight construction? Is it a truss roof? It's giving you the information that would help use any sort of commander or the first officer arriving, help base your decisions, what your actions you're going to take. They send a lot of this information, has come about. Without that, it was all either guess work or you had to go and investigate how buildings was made, where the sprinkler connection was, which side of the building we shot the gas off. Hit it just the-- what a great concept and I think, yeah, it's starting to evolve. We can put so much information on these computers for us today.
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Well, things have changed. When I first came on we had the - what was that - dual band radio or [megahertz?] working at 154 whatever X amount of megahertz, now we're at 800 or digital trunked systems in there. I think that's a very big step, again, in keeping up with other huge metropolitan departments. And I think it suits us. It suits as well with the communication system that we have now. Again, it's not something that is not problematic. If things were problematic, you can sit here for quite some time and explain it at length. But if you're not having the problems, you only have subject of discussion.
Change	FF	U	Field	46-55	21-30	Male	FF-U-028	Technology does not remain static. It's always dynamic. All right? It's

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			Responder					always changing and evolving. So one day you may be at state of the art. A year or two later, that stuff that you had was state of the art is not state of the art anymore. So trying to just even keep up with pace and that's pretty prevalent in everything, even with computers and these phones that we use. They're always continuing to get better in each model. So the one that you have would be obsolete back then. People make fun that I still have the iPhone 3 or whatever. They say, "That's outdated." But it served its purpose in that time period or that time frame. But technology will continue to advance with that. As far as I think with technology advances, I think there's a form of complicity that comes with it. I'm speaking for myself, too.
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Perhaps, we may have locators on our bodies through technology to find out where is Lieutenant such and such or five-- here to see where they are in actual real time on the fire ground, what floor, and in what room? ... for accountability purposes. What companies you have, who's in there and where? And also, it's evolving with our breathing component system too, with built-in heat temperatures, to know what environment you're in. What is the heat of the ceiling? Thermal imaging for victims. Air pressure in your tank. CO levels. It's all in your heads up display. Wow. Is that something? That's technology.
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	... When you come back 20 years from now and ask these questions, I'll be long gone, but ask them to other firemen or fire officers, they might say, "Oh, it's real easy. We got this on the rig and it tells us where the fire is at. We've got pointers and lights." It's going to be amazing what fire service is going to be like in 20 years. The name of the game still hasn't changed or you still got to get water on the fire, but things that help us increase the safety to work in our favor is going to be greatly enhanced through technology.
Change	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So there's this balance of public safety versus network security. And we've moved forward a little bit. Now we have iPads that are cellularly connected. Just like this iPhone.
Change	FF	U	Supervising	46-55	21-30	Male	FF-U-001	I'm much better off than two years ago. I'm way ahead of the game in

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			Field Responder					terms of the ability-- just the other day we went to a call where I was like, "Man, I'm not really sure."
Change	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So our preplan used to be just paper. So people would do a couple of things in their territory, they'd make copies and put them in a big book. We had a period of time when that kind of faded away, and now we are moving into an electronic.
Change	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Right. Okay, so I'll tell you, when we were doing the RIT Pak training, the old style that allowed you to see their air, and there was also a device called a Pak-Tracker. So on our SCBA, currently, if I push a button, it will make a big loud noise. And we know that somebody could be hurt and then it's going to help us find them. So that's called a PASS alarm
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Yeah. We just went through a new class with them about all these things that these radios can do. To us, at the end of the day, there's really not that big of a difference between the radios we were using that are 15 years old
Change	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	...And then you have-- it seems like we're always kind of tweaking and changing things a lot and that gets a lot of people frustrated because they don't remember, "How am I supposed to do this now?" So sometimes if we change things too much, it gets some feathers ruffled.
Change	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	...I do feel like-- and not just in communications, just in, we. And, like I mentioned, we're kind of resistant to change. So I feel like some of the issues we have, there might be solutions out there, but maybe it's just a fear of that technology failing.
Change	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	...We strive to keep our communications short and to the point. And there's lots of different tactical benchmarks and things that you're expected to say depending on the call that you go to. So that's something that's changed in the last few years, that becoming more structured and rigid and paying more attention to what you're saying on the radio.
Change	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	...I mean they're always doing different technologies for the equipment we use, but I don't know if maybe like the AEDs. I'm trying to think of

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								something electronic that I can use for an example. I mean they're always changing. I don't know if it would be better to have a consistency with it. They're all pretty similar. I am kind of reaching for that one, but--
Change	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	Yeah. Now, it's becoming very suburban. Yeah. I grew up not too far from here, and it was very rural. This was farms. I mean, I remember what basically all of this was farms around us but it's been very rapidly developing for about the last 10 to 15 years, and the master plan has a population of [City] for about, I want to say, 60 or 80,000 people--
Change	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	Yeah. And that's over several decades but we're heading towards that rapidly. They're putting up condos and garden apartments and townhouses and single-family homes all over [City], so it's rapidly developing. So that presents challenges for us because there's constantly new streets and new buildings that we need to be getting ourselves familiar with. So unlike some areas in the lower portion of the county where you have occasionally they put up a new building or maybe they rework some street or something like that, we come into work some days and, oh, there's a whole new neighborhood going up over here. They closed off this street. Actually, one of our main response routes, [Street], right up here, there was a section of [Street] that was closed for over a year while they were rebuilding it, which had a significant impact on our ability to get into parts of our response area.
Change	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	Right. In the upper part of the county, where we are here, in [City], high rises are essentially a non-issue. But we do have a challenge in the lower part of the county, which basically is really from [City] down south in the county down to the D.C. line where those older neighborhoods that used to be more suburban are becoming much more urbanized. And where there used to only be a few high rises, we're starting to get into a highly urbanized area where it's predominately high rises. If you look at [City], [City], even parts of [City] are starting to develop into--
Change	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	In the SCBA, just when you stop moving. The not moving alarm. And changed where the emitters are on that. So now they're more on the back. And that's helped a little bit. Now, the radio folks have come up



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								with noise cancelling technology that's very efficient at cancelling out a lot of this noise, even the vibralert that got-- because that's set to specific frequency. They've gotten pretty good at cancelling that out, particularly the Motorola products
Change	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	No. No. No. So we started to do Internet-based, I guess, management back in let's say, maybe '98, '99, 2000. So it's been well over 15 years. And it started out very small where you would only get stuff that, normally, they faxed, and you would post it on the board like that. And then it became-- okay, well, it became everything. Everything. So most people have their notifications sent to their phone. Some people don't. I would say the ones that aren't involved in the movement of apparatus or supervision of personnel like Fire IIs, Fire IIIs, Masters, those people don't. But unit officers, battalion chief, assistant chiefs, it goes to their phone.
Change	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Well, if I include the volunteer stuff, we used to have the old Motorola, basically the old-- I don't even remember what they're called. But anybody could buy one. Anybody could go online-- or not even online back then, but anybody who had the [inaudible] or knew where to go could go buy the radio for like \$300 a pop because we only had one per unit or per rig where we volunteered, and this is at [County]. And then if the department wanted to, we'd then maybe buy a second one for the wagon driver, the truck driver. But all the [wackers?], anybody who wanted one could just go buy one. You didn't even need a scanner, you could actually have a radio. There was no way to block people from keying it out. There was no identifiers. There was no way to know who was talking on the radio. And now it's gone to the point where it's basically a computer. It's not even a radio. It's a computer.
Change	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	It's not even a radio. It's a computer. Yeah. 5 to 7,000. And then if you want the encryption keys you're paying even more. So basically having truly a two-way radio to now having a computer. And that's how it's changed.
Change	FF	U	Supervising	46-55	21-30	Male	FF-U-044	Well, we had rotary phones, and onion skin carbon paper [laughter]. So

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			Field Responder					things have changed dramatically [laughter]. For a long time there-- so we were in a period where we had a deputy fire chief in charge of IT, and I thought he did a really, really good job of bringing us into the future for a lot of this stuff. And they eliminated that position - I don't know how many years now - four, five years ago. Maybe more than that by now. I feel like we desperately need that and from little stuff-- there's no policy on how a file name should look.
Change	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Yeah. And even past devices in locating downed firefighters. That didn't exist. Well, it sort of existed when I got hired, but was never used. And now we've integrated into the SCPA, and I think eventually we'll have something where we have a 3D model.
Change	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	We just went to digital, and it's getting better. I mean, when you first went digital all the voices were very metallic. Now I can recognize voices on the radio, so it's much more natural now. Add an extra alarm where the-- the problem with everybody in my opinion-- the problem with everybody having a radio is, there's people who are on the radio that don't need to be.
Change	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	When I first came on there was no portable radios. There was one radio on the rig, and that was it, it was all. The chief had a radio, and that was it. I started in [Date].
Change	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	I would have to use one first. And if it's a pain in the ass, then it wouldn't be-- I mean, our first TIC cameras are like this big. The batteries lasted like maybe half hour. Now, they've progressed where you could use the battery for an hour. And they're smaller and they're not-- I mean, I got one that hangs right here. It's just small. The problem with that is the screen's smaller. But it's color coded. The hotter it is, the redder it is. I mean, it's fantastic technology.
Change	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	... And our department was a little slow on the uptake of having a shared drive where we can all access the same things, but in the last couple years they've really stepped it up a notch. So it's getting better as far as accessibility to video or PowerPoints that people may have wanted to

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								attend but couldn't, things like that. So we're starting to go in the right direction.
Change	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	... So it's a condition of employment now to keep your EMT license if you're a new recruit. I want to say the cut off was maybe 1995. If you were hired before then, you can be a firefighter without being an EMT, but we're kind of slowly phasing that out, where you're always going to at least be an EMT. And now we have so many paramedics now that they either-- we have the ability on our department to come on as just a single-role paramedic and then cross over and become a firefighter paramedic. Whereas in the suburban area, it's mostly firefighter paramedics. But that wasn't the case here in the city. So once again, the city was a little slow on the uptake of that, but we're almost getting to the point, I would say in the next 20 or 30 years, everybody will be firefighter medics. It looks like we're going that route. But about 80% of our calls are EMS-related, so a new recruit or your standard firefighter working in a firehouse out there every day really has to prepare for that.
Change	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Okay. So it's a good thing, because when I came on 28 years ago, only a warrant officer on every piece of apparatus had a radio. And he only had a fire ground frequency which would only be good for me to you on the fire ground but not transmit to our firearm officer, I think. So in the case of something that went horrible, we could only talk to each other, or actually, that one officer could talk to another officer. And his four firefighters that were with him couldn't talk to anybody--
Change	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	--no radios, we had one radio. And so, that was a big issue because the lack of availability of the radio. And then you had the whole human aspect of, is that person using the radio properly? Because as a young up-and-comer, I worked with officers who did
Change	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Good. But there's always room for improvement. We're much better at radio communications, the equipment itself has gotten a lot better. Our frequency availability, at least from the chief officer's standpoint, I can direct companies.

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Change	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	At the chief level, there's a little bit more than in the lower ranks but not too much. And actually, in the last, about 18 months or so, we're starting to use less and less hard copies of anything. Everything's going into our Clear Site which is like a cloud and it's all being stored there, so that helps a lot, too.
Change	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	... We used to fax a lot of stuff. As well, at the lower ranks, in the firehouses, there's computers available for, really, pretty much anybody to use. Not one for everybody, but there's a mainframe computer that anybody can get on. Email's really big on the fire department now and that's only popped up in the last 18 months or so.
Change	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	I mean, thermal is the big one, recent, as of the last 10 years or so. And it started off-- now that I look back at the first one that I had in my hand, compared to what's out there now, it's unbelievable. The clarity is unbelievable. I mean, just being able to see in a fire is a-- I mean, if we can incorporate thermal-- well, they're already doing it.
Change	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	...But starting off with a physical map book or a map on the wall, and cross-referencing the streets based on the dispatch, that's how you found your responses. I would have to say probably in the last ten to 15 years, the introduction of the mobile data terminal computers became prevalent. Where instead of getting on the radio you'd push a button responding. And when you get on scene, you push a button that you're on scene. But the platform for that delivery failed at the dispatch center. The failure rate of communication and system failures and software crashes was predominant, and
Change	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	And then there was a vendor change, and a program change, and the stability became much more unified. And so now, it's very, very rare that your mobile data terminal in most cases will not function properly
Change	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Necessary, I suppose is a good one. There's definitely an element of change that's involved in the job. But yeah. So I would say yeah, necessary. [Asked about How you feel about your job]
Change	FF	S	Field	36-45	6-10	Male	FF-S-032	In-house, yeah. And we have an IT department that at least facilitated

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			Responder					that. Now it's not a large enough department to continue to improve it and deal with all the bugs, so we've had some issues on that front. But all in all, the adoption of technology and the level of technology that we have is pretty outdated, it seems. Yeah. And I think that that-- as prevalent as the kind of hesitation to change is throughout the department, I would say it's also, maybe ironically, there's also a very common feeling that our technology is old and outdated and doesn't work
Change	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Yeah. So the smartphones, the tablets, the pre-fire application, those things all changed. When I came in, those things were not here. The MBP, the software on the computer is almost exactly the same. The radios are almost exactly the same.
Change	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	So it's not like they're not-- they're not used to the point that they've become completely necessary or dependent. So the technology change in the department over the last 10 years compared to what technology has done in society or in other industries in the last 10 years is a huge, huge, huge difference. We've moved very slowly--
Change	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	--compared to the world around us and the industries around us. There's a little more-- I suppose people are a little more familiar with Outlook email, but even some of our processes of just interdepartmental communication and the way that we utilize technology. The mindset, I think, is the thing that hasn't changed. So the people that are trying to develop systems to make this department work are very much in the technology of 10 years ago that they experienced when they were maybe coming up in the department. So there's not much in the way of training on new technology, or certainly no incident for motivation for us to try to reach out to the newest, latest and greatest because of those reasons, that reliability and resistance. Any change that we see in stuff that typically is kind of forced upon us. Maybe the thing that's kind of on the forefront is we're changing-- 89% of our calls are EMS-based responses. And currently, we write all of our forms on carbon copy type paper, and so we're changing to a tablet-based reporting system which

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								will send that information to a database and facilitate better communication with the hospital and, basically, the electronic patient care record kind of system. We're finally starting to adopt that. But so yeah. That will be a significant change, I suppose. But most of it, not a lot of change.
Change	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	And yeah-- and uses that that transition has been done in other industries but it really hasn't in ours, I think.
Change	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Yeah. I mean, again, the first hump is getting passed the resistance to technology, and change, in the department. And we did try on our individual specific level. We attempted to do that in our own in-house with the pre-fire program, with the application we utilized to help streamline our pre-fire process. So instead of just relying on a paper-based system, which we still use as a backup in case, the system goes down, we still need those maps, we try to process or to produce a system where we developed an application to house this data online and to disseminate it in a much simpler fashion to everybody to keep things much more current
Change	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Personally, no. I think it's way beyond this. But you just look at kids today and society, and everybody's so wrapped up in their phone and their texting and the computer, that there's a lot less interpersonal communication that I don't think is a good thing.
Change	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] Yeah, in the last three years, four years, we've really slammed these guys with a lot of technology. We were actually kind of on the back end of technology for several years, and we've had a shift in leadership and then finally we felt like the technology was to a point where we needed to sort of step up and could jump in because we're always kind of waiting. It's a moving train and you've got to get on it at some point, and then so since we've been kind of lagging for a long time, we sort of put ourselves out there more. So now we're sort of on the leading edge of a lot of the technologies for communication, patient care, patient transfer information, things like that. And one of the leaders here just because number one, we've lagged long so far behind.

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Change	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4]... And we need our people to be relating to our patients. We need our commanders to be looking at the fire. And there is a saturation point too. It's like, okay, now we got this new app that's going to do this. Because things revolving. And this job is dynamic enough and if you're continually hitting them with new stuff, they never get a sense to get sort of centered and be able to do their job really well. So that's kind of, I have to triage a lot of that out.
Change	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] I think it's worth looking into in the future. I think it's-- we have a new chief coming in. It will be anxious to see his view on what he thinks, how he communicates. But I think there's a few things to try.
Change	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] So it's change in the fire services can be tough sometimes. We get a lot of very type A personalities. Everybody's got a way that they do it, that are usually not exactly in line.
Change	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] [inaudible] when Chief [Name] started, [until when I?] started, we had three air masks and three air packs 3,000. We shared it. Right. That is you, don't share you air masks. That's your own. If you plugged it in, then that's yours. Back in the day, we'd have to buy 15, 20 of these voice things and heads up display. Well, not now. That safety and all the other stuff we'd have to buy 300.
Change	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Yes, exactly. Exactly. Whereas I think 10, 20 years ago, we were able to give our message to the media, and they typically just went with what we were telling them. Whereas now it's like, "Okay. [Name]. Public told us this, and you're telling us this. Why is it different?" And so then you have to explain those differences, and--
Change	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Just, I think, the reliance on computers just to function in your day-to-day life. I mean, I started here in 1994, and the Internet was kind of just getting going, right [laughter]?
Change	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Well, I think I have found it to be very beneficial. Well, one for me, I've been in the service for almost 34 years. So I came in way before all of this business. I mean, we had one portable radio on a fire engine for the crew of three. Well, crew of two in the beginning, then we got three. So I

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								have a good understanding of the benefits of face-to-face versus just the emails and the texting. I understand the benefit that it's easier for me to communicate with you face-to-face than a short little blurb on an email... I could walk into any fire station at any time with any crew and feel comfortable and they're comfortable with me being there. They're not saying, "Oh wait a minute. What's the guy in the white shirt doing here this morning?" because they've come to expect that, "Hey, [Name]'s going to stop by and maybe have a cup." And it's just by generation. I mean, I wasn't brought up on this. I'm just learning it as I go in this position and in life. I'm learning how to deal with this. I call my daughter a lot and she helps me because she understands it, so.
Change	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	We're kind of phasing out the standalone GPS unit. Those are kind of on the phase out because we've seen this new technology come along with the Active and the MDCs. So that is still out there, but it's not being widely used right now. And we put those in place
Change	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	... Yes, there has been and I will give you an example of when we implemented the electronic reporting in the field. I'll say back in the day when I worked in the field we had a clipboard and we had carbon copy pads and had all the information that we would fill out, and I'd start writing and it was quick. And if something came up and I needed to give a hand, I'd put that down, give a hand and then get back to business. It was very quick and it was very easy for the field. I could rip a copy off, give it to the ambulance company say, "Okay. Here's your copy. Here's my copy." So then I would get back to the station, I'd-- and that was basically just an information sheet in the field. And then I'd get my paper report, the official paper report, and I'd sit down, have my cup of coffee, and I'd fill out my report and turn it in, put it in the box and I was done. Granted, once it got put in the box and the admin person would get it, they'd do their thing. So I understand moving forward with the technology piece. But now having the technology in the field-- and it's gotten a lot better now. The guys have gotten more used to the program and more proficient at using it. But it slows things down a little bit in the



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								field sometimes because there're so many steps, so many drop down boxes that you got to do for each field, versus back in the day I'd just scribbled some information on there, and then I would decipher it to the report once I was back in the station.
Change	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	.... And with that new technology, we've kind of changed the way we do business on fires or bigger incidents. We keep our battalion chief in the vehicle, our incident commander stays in his vehicle back. Prior, he would get out without with his portable and run around and point fingers. Now they command from their vehicle. They have headsets they put on that's attached to the radio. So they don't miss-- we used to miss some radio traffic that was important because of the old system. And even the new system, I mean, you can miss radio traffic if you're not paying attention or if you're being distracted as an incident commander. So now we've kind of focused on that that you have to pay attention to the radio because we have a great system.
Change	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	The reality has changed. Yeah.
Change	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	So I think there's always room for improvement and communication. But that's just-- I think things like that are bound to happen, especially when you're behind an incident and trying to catch up. But it does happen.
Change	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	I would say it's up to date. It was old for a while [laughter]. And it seems like they're doing a better job now. We've got brand new MDTs in most of the rigs. We have nicer radios than we had before. They have LCD readouts on them and everything. And they have a lot more channel capabilities than they used to, which is nice.
Change	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Yeah, it's like the land God forgot. I mean, it is the definite-- and then it has a big immigrant population of Vietnamese, Laotian, and they're not necessarily very demanding of services or whatnot. They try to keep it low profile, and they shelter in place. They leave early and come home late, and they don't-- and then the rest of us-- I mean, so many people are

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								so poor that you can't even go call them impoverished, and it's--
Change	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Yeah, and so that-- it's up to the driver to know if it's a Friday evening, if there's an event going on, if you've lived in the area, which routes get congested. So if we're going to a fire, you avoid the freeway on a certain time.
Change	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Well, just if you look at that number, you have to put that together with, between 2007 and 2011, 2012 - probably that six- or seven-year period of time when there was a huge downturn in the economy - in [State], in particular, nobody was hiring anybody because shutting down fire houses-- yeah. A lot of fire houses that were shut down during that period of time - not in [City], but across the [City] - have not opened up again because of the economic downturn that happened. Fire departments didn't hire, and so they ran short firefighters and they used overtime to fill the gap. And then all of a sudden, we're hiring a third of our department in the last five years. And so we are probably the norm of what's happening in [State] and probably across this country. So you take those 400 people that have been hired in the last five years, I would venture to say that more than half of them have not been first in at a working fire. So they don't have that experience, right? So the first time they burst in at that working fire, they might do some things that-- and you can try and train them all you can, but--
Change	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	And I think we are probably the norm across-- at least in [State], we're probably the norm. Because there's been a lot of hiring that's happened over the last few years.
Change	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	...So trying to get that-- I want to say it's challenging to get the law enforcement to come over to the inter-op side of the world. They're learning ICS. As of 10 years ago, they couldn't spell ICS. Now through grant funding and kind of through Department of Homeland Security, it's becoming the norm of communications, clear text, and the structure of how we run incidents. It's using ICS. So it's becoming easier, but there's still that gap of having them come over to one of our inter-op talks to share information without going through the dispatch centers. I'm sure

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								it's better in other parts of the country than it is other places,
Change	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	... Whether it's an earthquake, flood, we use that [bottle?]. EMS, they don't practice that nearly as frequent as we do in the fire side. And law enforcement, they're getting better, but there are certain pockets that trying to get them all in the same spectrum, meaning some of them are on VHF.
Change	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	We have some radios from the early 90's still in service, a whole bunch of them actually yeah that's the ones we're trading out.
Change	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	So being a [Name] community we have a lot of second homeowners. So we have kind of a small full time population but with that we have massive influxes of tourists coming so we can go from being very quiet to then getting into the holiday period where we have large influxes of people which actually kind of then strains emergency services because you've got to be prepared for that year round but it's kind of it changes so much.
Change	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Well when I started here in [Date] we had a limited number of brick portable radios and mobile radios on all of the fire trucks and we had huge pagers. What was interesting back then those big brick radios worked really well. A lot better than today's radios and narrow bandit for this terrain. Everything has been VHF for this fire service here because we do wild land fire their VHF and helicopters are VHF so and a big push to go to the 700 megahertz system but while it works fine in buildings it doesn't work so good out in a canyon so and then over the years we didn't have computers back then.
Change	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Well its changed in the past five years. I think we've went through four or five different call out systems by [company] which is your insurance grading of your town or fire department in the town. They want it to be radio so [county] that's our dispatch center in [town] at the sheriff's office and all of us now have radios. We didn't before we just had a handful that we lucked out here but now everyone has a radio or fixing

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								to. I put on a couple of new ones that don't yet but anyways they will page us out on that radio first over just a 2-way radio and then just recently we got a new app it's called [application]
Change	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Oh I would say not as far as communication. We did have trouble with communication but within the last year we brought in a company out of [city] and they came to every department and they redid everybody's radios, got all the exact same channels in everybody's trucks and handhelds and everything in all the departments and I think [county] also I think we purchased a new tower repeater out there west of [town] so I'd say within the last year it's gotten a lot better.
Change	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Yeah. I mean like I said we have protocols that it's mandatory that you take so much training but just for safety reasons you know. You can learn a lot from the training but you know they want us to have you know continued education and continued and continued to keep up on things and the medical side I can see you know because a lot of things are changing there...
Change	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Currently we have just switched to an app on our phones on our smartphones that's called [App] out and then it will give us the information for the call, it will be followed by a text through text messaging through that system we can either say we're responding to the scene if we're closer than where we're at to the scene or we can respond to our department or we can stand down and in doing that through the app it goes directly to everybody on the department so everybody knows who is showing up and it also goes to dispatch and they can know okay we have a firefighter or EMR that is in route either to the station or to the scene.
Change	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	They're getting better. They're getting better. We do have pretty good service out here. We have a cooperative cellular company that does pretty good in our immediate area and there are some outside services that do pretty good too so it's usually not a problem. I mean we do have our dead areas that I mean we get down along the river and not much is going to work down in there.

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Change	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	It is a huge issue. I mean funding is a huge issue. Up until I think we're coming up on the first year of having the sales tax for our county and other than that we were funded by a yearly fundraiser. It was basically the town donating their personal money to protect them basically you know and that was I think the state did allow some funding but I mean it wasn't enough to make a difference. If a truck went down that truck's gone until we can save up the money or get a grant or figure out something to fix that truck. I mean we were living year to year as a department you know and that depended on the size of the department and the size of the town.
Change	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Let's see here. Our dispatch here is pretty decent. I think we've come a long way with getting them a card statement of what we need. We'll just say a structure fire for example we need to be alerted which can be we use a tone out, we need to know who needs to go, we need to know what it's for, we need to know the involvement so that's units that need to be dispatched, what type of a call is it if it's a structure fire we need to know the involvement, is it fully engulfed as descriptive as possible, paint us a picture, paint us a picture, are there people entrapped things of that nature and it's gotten a lot better out here. Over the past 10 years we've got some good people dispatching now.
Change	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] They have a newer version of the MDT more so of a tablet form MDT so they've been using that a lot lately. That's more easy for them to carry around. They really have to carry around a used tablet like that so more so of a tablet.
Change	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Right now is we're trying to upgrade. They say by the beginning of next year we will have four new systems but that's still kind of it works right now so hopefully that will fix all of our issues right now.
Change	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] We use I used to have a pamphlet in my office that I'll give you for Hazmat we use what's called e-plan which UT Dallas developed and that platforms allows again as we go away from paper the big industrial companies that make the chemicals they now electronically submit their tier 2 reports into inspections...

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Change	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] We were still doing fire reports with pen and paper and the station log book I think we were still writing books well some of the captains do. They'll do a handwritten daily log but everything else is done electronically what he pulls up so if you need to query something so it has come a long way.
Change	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Mostly not since we've switched over. We just got new radios in the last two years so we've been issuing them out to everybody and these radios have bigger buttons on them and a lot of the issues.
Change	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] ... when I was coming up there were no computers to regulate how much water was going to flow through that truck. You really had to be sound in your math versus now the truck can do everything for you so the technology is here you just have to accept it and my running joke here and he hears me say it all the time.
Change	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] So when I went to I left one department and came to this department so everything that I get over there it didn't matter. It's like starting over when you go to a new department so we weren't in the same trainer class to learn how to drive and operate the rigs but the younger guys got through it a lot easier.
Change	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S1: Oh okay, so yeah so that is a difference yeah, okay, okay. According to this, you have been in the service for a while. How have things changed in terms of communication since you...? S4: Growing leaps and bounce.
Change	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] But then with the upgrade of repeaters there is more repeaters than there used to be.
Change	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S1: Oh I see okay. These changes that made things better for communication? S4: Absolutely.
Change	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	The big thing about that is they just went to a new radio which is like a, it is called Digital, it is like the quality when you are talking on it, say like there is noise in the background on there you can hear through these radios but on theirs it like blurs the background out so you can hear the actual person talking.

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Change	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	I mean they practice like they teach you, like we train on how to do communication better. We used to not tell what we have when we were on calls, like what do you have you know, like say we had a wreck, it tells what you got and that way we can prepare [indiscernible]. We got to do that plenty of times, no one has actually told us what you know was going on.
Change	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S1: When was the last time you guys upgraded the radios? S2: Actually we got these about...how many years ago? S3: Probably ten years ago.
Change	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	I have one and I can get a hold of Dispatch in -- I have a personal, but we are about to switch over to digital. We are trying to get a jump on digital before the county does because we have (what I call them) Scanner Queens [laughs] that get on there and they listen to everything that is going on and then get Facebook and just blow everything out and it is like, you don't even know what is going on, like the school thing the other day at the high school, they blew that all out proportion.
Change	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	I'd say they have changed a lot as far as, you know, communicating with other people as far as other departments. I think our dispatch and their dispatch have gotten better communication because when we had the big fire, I mean, the radios were going beserk. I mean, they had a big mobile command unit up there that was an RV and it was nothing but telecommunications and radio. And it was huge.
Change	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	We switched to the 700 system pretty much last year because we have a 150 megahertz system. And in the terrain we're in it works pretty good. Portable to portable. We've got multiple tower sites and repeaters and Vodor systems and it's kind of complicated but it works until lightening hits it and just fries a bunch of it. And the last time it took out most of it. And we're still trying to put it back together. That's our main dispatch where we get our tones from. But we switched to the 700 system that the state takes care of.
Change	FF	R	Supervising Field	46-55	21-30	Male	FF-R-051	...We have some excellent dispatchers. We have some that just like anybody else, you can have a personality issue here and there. But from

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			Responder					where we were... let's say 15 years ago, today is night and day. This building has a little bit to do with that. But they train. The person who had [Name] job before [Name] got it came from a whole bigger organization, brought a whole bunch of different ways of doing things and was better in terms of who he hired.
Change	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	And we've seen that. Before you would get hired--before our dispatchers were just jailers. You know? Whoever was working in the jail was who dispatched us and what information you got, our biggest problem right now is we probably need a third one in there all the time because if you get a good call going, you have somebody on the phone and somebody trying to talk to three agencies at a time. And to you get to where one takes priority where maybe it shouldn't be at that time.
Change	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Dispatch has gotten to where they give us cross streets which we didn't get always. They give us a cross street, they give us numbers, you know and all that. Part of our problem here is a third grader numbered our [County]. Actually she wasn't a third grader but the way the system is supposed to be... you can go put it in Google Maps, Google Maps will tell you that you should go to this place for this particular address because Google Maps knows that you're supposed to assign a street number every so many feet. Okay? That's not the way it was done. They would look in the book and say, oh well, so and so lives here and so and so lives there and they live in the middle. They live a little closer to this one maybe but I'll say--I'm just going to give you this number.
Change	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	I think that technology is kind of evolving daily. Just like you know with anything else, you buy a computer and in, you know, 8 months from now or a year 2 years from now it's obsolete because of technology changing. And we have--we're faced with the same problem in the fire service. The technology evolves so often that you know you get one thing and at the time you get it, it's the cream of the crop but you know months later or just a year or two down the road it may be, you know, still good and usable but it just may not be as advanced.
Change	FF	R	Field	36-45	21-30	Male	FF-R-052	They've come a good ways. Of course, you know just like with phones



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			Responder					and things and everything was this size when it first came out and then it goes down to this size and then they bring it back up to this size and you know everything was, you know, make it smaller, make it smaller, but like just one example is the pagers we used to wear were great big old pagers that we wore on our hips and now they're, you know, a little smaller. They're a lot smaller pagers and they barely, you know, cover like the width of your belt or whatever.
Change	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: department issued iphones] ...We just got our patrol but everybody at the Sheriff's office has an iPhone. Text messages between co-workers and bosses about things you can need. And sometimes it's as simple as, during the workday, "Hey." I'm interviewing somebody in the jail, "Can you bring me a form?" Cool. Or it can be 10 o'clock at night, "Come find me in the morning," or, "I need to do this in the morning." And some of that bothers me, some of it doesn't. That's why I try not to go through the emails. But some of them are-- there's a lot of junk mail. And being me, I get my Cabela's emails sent to my phone. So that way I just-- but on weekends, I'll spend 10 minutes at a time just waiting through it. I haven't gone on. And I've just waited through...
Change	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: department-issued iphones] So the detectives got them and command staff got them before everybody else. Patrol just got them the last year and a half or two years. And I want to say I've had one for-- well, since the five came out, so probably three to five years. They don't buy some nice ones. I mean, the one I got now is a 5C. C stands for crap [laughter]. But we get the ones that-- they're not upgraded if I break it. I might break some stuff. I'm kind of clumsy like that. Because they'll give you the new Penny phone, the new Penny iPhone. I'm like, "I cracked the screen on one of them. I'll just go get it fixed. I'll pay you the 20 bucks." ... No, just give you a new. And everything is backed up through our cloud. So it takes half an hour to swap everything over, so is what it is.
Change	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	So there's that. But yeah. English, Spanish, and German are the three most spoken in [State]. I know people that, if I need to, I can call, and they can handle all of those. We have deputies that speak Spanish. We

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								have deputies who speak German, deputies who speak Portuguese because we get a lot of the ski resorts. They bring up people, and I think they're J-1 visas. So they bring a lot of South America. And then you'll get Portuguese up here, and they commit crimes and-- I'm sorry not Portuguese but Brazilians who speak Portuguese. And then so we've got somebody that speaks Portuguese that can speak to them. And their eyes about fall out of their head when they run into somebody because-- but if you run into somebody that speaks Mandarin, you're not going to know it's Mandarin. You're just going to know, "I don't know what the hell you're saying." We have phone call language lines that we can call up, and they'll provide translators for us.
Change	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...Our records management system are-- so we can look up inmates. So we can look up names and stuff. I would absolutely love that. I mean, [Name] down the [City]. And this was 10 years ago when I first started getting in the dope patrol. They already had that on their cracky Blackberries. But they could look up [Name]. They could look him up and they'd pull up his picture. That kind of thing.
Change	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...I'm a different level than the patrol guys. It's not that I'm better than them by any means. I have to answer some questions, how to do stuff. If I end up pulling a patrol chief, I'm lost. But as far as the detail in the type of reports. When you're typing a homicide report, and it's your initial report, you're typing 30-plus pages, where on patrol, I don't think I had anything more than 3. Maybe an ugly domestic is 4 pages. But you're craving in so much more detail. And you can't just put in. The old days, they're doing a DUI [inaudible] arrested same, they're gone. You got to spell it out. My DUI report as compared to somebody else's is twice as long. But it's because I've got the extra training, experience so I'm able to learn how to articulate it, so.
Change	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...when I first started as a cop, we had NBTs in the car. And they were about the size of colon cooler. And we drove the big Crown Vics, and I mean, they were huge, but it was only like a four-inch screen. And it was DOS-based, and it was just black and white and an old keyboard. And

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								then when I moved out to [State], because I started in [State], we had nothing. It was a notepad, your radio, and your siren box. That was it. And since we've got progressively better MCTs, or whatever the hell they're called, and all those computers in the car, more and more stuff...
Change	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...the new [State] driver's license, they've got so much information on them. It's - I don't know - like a six font. These guys have literally gone out and bought the Home Depot or Walmart and got magnifying glasses so they can read the-- so you're doing this. There are workarounds, [State], and there's other states that are now going to like a QFR code on the back so you can scan it... But of course, it doesn't work all the time.
Change	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	It's a lot different. Radios have gone from VHF to digital. And in [State], one of the-- I recall, but it was a horrible event. But one of the benefits are there is state-based radio system. So I can talk to-- we'd have to go to a certain channel, but I can talk to somebody anywhere in the state on the radio shy of, I think, two counties who are part of it. So there's that. That's different. And that's awesome compared to when I started...
Change	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...the data that's available, information gathering. And I think it's a skill the newer guys have lost, or they don't have is go out and talk to somebody. That's like, "Oh, no, no, no. I can't do that." "Yeah. Go talk to them." And a lot of guys want to solve stuff from behind the keyboard. And you have to go out and talk to people. So there's good and bad. But just the technology, you have computers in the car. You've got the video systems in your car. You've got tasers. There's all kinds of stuff. And I think most of it it's for the better.
Change	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	I think for the most part. I can't think of any technological advancement that is bad. Some of them aren't great but going from handwritten reports to dictated reports, to a crappy DOS-based report system, to now, where you can have a word processor, that's easy and the information sharing is great because through the various systems, we can communicate all over the world. If I need to email copy [Name] on something, he's going to get that email within 30 seconds of me hitting send. You can't just bounce jurisdiction to jurisdiction, state to state and

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								get away with the same crimes.
Change	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...Technology does the lack of communication and the lack of governmental agencies like our [Agency]. it's the [State] version of NCIC, is still primarily a DOS-based. They've added a little bit of color. But it's a very basic code-driven system. They just in the last-- I want to say six months to a year, we got it so we could get driver's license photos. We could always get them before, but you'd have to go through a long-about route. But now, you can just check a box, and it pops up. And we've been getting stuff from Florida, Georgia, other places, where it's built into the format. And some of that is state government. Some of that's federal government. But just the inability or the lack of wanting to change is frustrating. So some of that stuff-- and I mean, a lot of it you think would be just, "Oh, you have a picture of this person? Just put it in there." ... I'm not saying we need a picture of they drive a red F-150. We don't need the exact red F-150. But when it comes up to the plate, it comes back to a red F-150. Show a generic photo of the-- just simple things like that. But they don't have them.
Change	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...I guess nationalized reporting database, or so maybe not reporting but name database. When I first started here, there were, I think, five or six agencies in the county. And we each had our own report writing system. In that report writing system, you each had your own name section of names, the addresses, and everything. Well, then we all joined up, and we got on one common one for the country, so all agencies because you'd have the same person entered six times in each of these things. Now, we're all just entered once, one big name database...
Change	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: radios] No. If we go out, I have one. Yes. But just walking around, if I was going to run get lunch, go to the deli, I don't carry a radio. I don't call out. But I go in plain clothes. And I'm not under the [inaudible]. I mean, I love for vest to get lighter, and stronger, and more powerful, and all that kind of stuff. I mean, my first vest compared to the one I got now, it's night and day.
Change	LE	R	Field	36-45	11-20	Male	LE-R-017	...So I can remember when I started to where it is now. And I'm jealous of

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			Responder					the people that will be here in 20 years because I might still be here. I probably won't be. But the cool stuff, they're going to have. Being a cop is being a cop. You can drop me in New York City. I could handle a domestic. But the technologies, and what still works, and what doesn't work, and what's been replaced. I think that's fascinating.
Change	LE	U	Manager	46-55	31-40	Male	LE-U-020	Yeah. Well, it depends. Currently, we're building a new dispatch center in [City]. Projects today that I was working on, we're actually moving another one of our dispatch centers. We're actually combining State Patrol dispatch centers into the traffic operation centers with the Department of Transportation. So those are two that we're actually actively working, and that's taking up a lot of the time that I have now. In addition, I'm on the [State] FirstNet Authority Board, so working a lot with that specifically, the [State] Plan came out in June. We're doing evaluation in that. So that's a meeting I go to this afternoon.
Change	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: new CAD system] That was a good thing, and that's kind of why we stuck with Motorola, that there are very few dispatch-related changes. It's more functioning-type changes, working with our RMS, a smart copy feature... And the ability for the officers to take, say, a response from our DMV and be able to put it into our RMS system, eliminating duplication of entry and those type of things. So those are some of the big upgrades that we did functionality-wise.
Change	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: new CAD system] ... On the dispatch side, there's very limited. But on the officer-trooper side, it's more intensive, and that's where we're having [inaudible] issues on that. But in the long run, it's going to be good for everybody, so.
Change	LE	U	Manager	46-55	31-40	Male	LE-U-020	...when our CAD went down, we went back to manual. And we used to be on a card system, and writing things down on cards and the frustration level of our dispatchers was through the roof because they're not used to it, writing things down. There's very few people left in this business, you don't stay in this for 30 years. So they had no concept of what writing things down were and then the ability, when it came back up, they had to go back in. The frustration of back-filling information. And so

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								it's gone from a-- when I started, we-- the radio system, we shared channels. It was VHF. So we still had multiple-- we actually had more dispatch centers. We had 17, now we have 6. So, we did consolidate
Change	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: consolidating 17 dipatch centers into 6] Part of it was we were mandated by the legislature to do it. So it was a mandate, but it was one that was a money saving, instead of having to keep up 17 individual dispatch centers we can consolidate. So, you don't have 17 recorders, you don't have 17 copy machines, in the equipment end of it. But people, mostly all of them, we kept the majority of what we had. So it wasn't an FTE savings, it was more of an equipment savings. And an efficiency savings with one of the biggest pieces-- most of those were one-man centers. So, if you got into a situation, you were it.
Change	LE	U	Manager	46-55	31-40	Male	LE-U-020	In a consolidated center, you've got multiple people there to help you all the time. And typically each area doesn't have an emergency going on at the same time. So a lot of pluses on that, the ability to talk and have different channels and those types of things. I've seen it evolve...
Change	LE	U	Manager	46-55	31-40	Male	LE-U-020	...And I think the next step when we move into the FirstNet broadband, I think that's going to be the next significant step because once it gets done-- I mean it's not eminent, but once it gets done it's going to be very good in the next step. I see that that's where it's headed. So things we're doing now, again, will be kind of archaic, like writing things down, like it was in the past...
Change	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: text-to-911] And that's new. It's a new thing, I mean, it will get more and more...
Change	LE	U	Manager	46-55	31-40	Male	LE-U-020	One of the things we have, it's called the Safe2Tell program, which is it's for kids to call anonymously to report incidents involving in schools, whether it's bullying, suicide attempts, all those type of things. It gives them a unique perspective to be able to call into-- when it started to-- it was a toll-free number, totally anonymous. And when we started this back, maybe 10 plus years-- and it was good, it was busy, it was those type of things, but a year and a half ago, they implemented the app and

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								it went through the roof.
Change	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: text-to-911 Safe2Tell program] Because you have to look at the generations you're dealing with, and yeah, we went from just total talking to people, and kids don't talk to people. My kids don't like to talk to people, those type of things, so it was marginally-- it was effective but marginally effective but we've seen two consecutive years over 70% increase in use.
Change	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: text-to-911 Safe2Tell program] So we found their sweet spot. Unfortunately, we don't have a lot of extra personnel to handle those now, but it's amazing the number we do have, but that's just the technology leap. And that from a text-to-911, it's-- and that's why I went with the correlation that they just haven't grasped it yet. And we went to text because we went to text before the app. We did see a little bleep but not anything else. But when it went to a full blown app, it's gone crazy because you hit their sweet spot and that's how they're going to use it.
Change	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: text-to-911 Safe2Tell program] Yeah, and when we first started is-- when we had just the phones, it came into our [City] dispatch center and that was the only one statewide that it came in to. When we saw the-- we were looking at texting and then the app, we needed to open it up. Oh, and there's also the web bit. They can do it over the web as well... Yeah. So now we get 20% phone calls and 80% apps or web tips, so.
Change	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: text-to-911 Safe2Tell program] So I said, "I can't have one center doing this," so we gave first the web tips and text tips to our Pueblo, which is our second largest center. And when we did the apps, we gave it to Pueblo as well. But we went from-- when we first started the web was like 75% voice and 25% web or text, and now we've flip flopped it... Yeah. So now we get 20% phone calls and 80% apps or web tips, so.
Change	LE	U	Manager	46-55	31-40	Male	LE-U-020	A lot. Everything they do now is MDC, it's computer based as well. So the ability for putting docks into cars, space inside the cars, the ability to put modems in the cars, in addition to their radios. As state patrol, we carry both DTR and VHF radios, so they have two radios in every car. The lack

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								of space-- even as patrol vehicles get smaller with cages and those type of things. The ability to put shotguns, rifles, those type of things. Space is very limited. There is new technology coming out where a lot of the stuff gets moved to the trunk. Even the ability to turn on lights and sirens, and those type of things. The smarts, the technologies in the trunk...
Change	LE	U	Manager	46-55	31-40	Male	LE-U-020	...And then it's kind of like your car, if you have hands-free radio and stuff, so, they're able to-- and it's a newer technology. We don't utilize this, but it's something that we're looking into in the future where on the steering wheel, he can maybe flip a switch and lights come on or sirens come on. So, they're trying to deal with the space issue and the technology inside of patrol cars as well. So, real estate's a big deal. The ability for us to have an MDC. We don't have an MDC for each person right now, so they do swap them out sometimes. So there'll be multiple troopers using the same MDC type of thing so--
Change	LE	U	Manager	46-55	31-40	Male	LE-U-020	And we've gone a way to-- another trend that we got a way with, there use to be a-- we build the patrol car and then we put in all the other stuff. You know, the light bars, the radio, and everything, so a lot of stuff, push bumpers. Now we're ordering a lot of that on the car. So where we use to switch out type things, for a budgetary person, it was probably a really good thing, that you can-- but the down time of the cars and the ability that you've got four-year old light bar on your car that you're going to run for another four years is probably not the best thing. So we order these things and then they come in one package. The only thing is when they're done, they belong to our fleet management. Then everything involved, we take the specialty stuff off of it, but like the push bumpers and type of things, they go to sale at a fleet so-- it's a good thing that we have the ability to tap into it because we know those cost and we don't have to retro fit-- And our build outs are a lot quicker.
Change	LE	U	Manager	46-55	31-40	Male	LE-U-020	...One of the things now, typically, and I'm going to update myself a little bit, that calls that came in were sporadic. For an accident, you might get one or two calls because they either had to go to the next exit, find a pay



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								phone to actually call it in, those types of things. Now with cell phones and everybody, we get dozens of calls for one accident. So the volume, which is good that we're getting more calls, so we can piecemeal better information. But just the sheer number is so much before, so. You talked about, we don't get the information. We got less information before, but now we just have to-- where we run into trouble is when we, our centers, don't get the person to ask the questions that we want answered. We can go from it's a three car accident, or a two car accident, and then everybody's walking around to turn it into a fatality involving seven cars, in reality [laughter]. So that, the information-- we only give what we have, so. I don't know.
Change	LE	U	Manager	46-55	31-40	Male	LE-U-020	And one of the things we have in [State], we set up a-- it's Star CSP line which we use for road rage, and impaired drivers. And those calls are directed to State Patrol dispatch centers whether they're in a metro area or not, because we're not taking away from true 911, it's not a 911 call. But they did direct it to us and we typically are responsible for the highways. Those calls obviously go through the roof as well. One of the huge numbers that we have. So, again, it's a technology that we saw an issue and said, "If there's a way we can get some of these calls direct to us, we'd get better information." So we worked with the carriers, all the major carriers, we met with them and set it up. And initially, when we did that, time on phones was an issue, people didn't want-- so we got it to be a toll-free call.
Change	LE	U	Manager	46-55	31-40	Male	LE-U-020	So there was never a-- so you call Star CSP, *277, those type of things, where it was a free call, so we got people involved. But as technology changes and-- just for an example we-- Star CSP, we tell you to call Star CSP. But, typically, and on a lot of phones the alphabetical piece is tiny or non-existent. So that's--Although it's a good-- it ties us to State Patrol, CSP marketing tool, *277 and people go, "Uh, how do I do that?" So--
Change	LE	U	Manager	46-55	31-40	Male	LE-U-020	Florida does have it, and actually, it was one of the initiatives that when I was-- I had went to Florida with my family to Disneyland type thing. And I saw it on that they have Star FHP, so we did some research on that and

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								then got in talking with them and says "Yeah, this is what we do." So then we brought it into [State] and set up the program and got it going.
Change	LE	U	Manager	46-55	31-40	Male	LE-U-020	...in this day and age it takes a while to implement things, and especially if there has to be money involved and going out to RFP and those type of things where you're line level person has no idea of the frustration that that is.
Change	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...we're just now getting into drone deployment, and I'm sure that's going to escalate and be a big deal in the future. We haven't done too much of that yet... Right now we only have three pilots who are-- can do this, and we've been doing a little bit of training. We have one drone for the department. Hopefully we'll get a budget for a little bit of more stuff, but we are able to do some crime-scene mapping. We haven't done that yet. On certain types of SWAT calls, we're allowed to go out and assist on that part around the outside of whatever the target area is, and we have on one instance deployed a small drone inside of a residence to try and get an idea where the target person was.
Change	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Just a few months. Yeah, in fact our policy is still awaiting signatures, so we're trying to refine going through ICP's best practices, that kind of thing, to establish our program... we have three individuals who have attained their FAA certification to be able to fly them. It's kind of in its infancy stage as we're trying to take things slowly to do it right basically.
Change	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	the three of us have all been in the department for a long time, and have seen even before we had an electronic support section, just the department tries to stand-- I think we were one of the first agencies in the nation to get computers in the cars. And that was back in the late 70s, I think.
Change	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...we talk about the MDTs that we used to have. I came from another smaller department here in the [city] area, and we would have to go under the station and do it all, but we typed all of our reports, added all of our comments and notes to our calls at the station at the end of our shift or throughout the day, and then I came here, and we hadn't gone to

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								computerized report writing yet, and so I got here first, and this is 2000, or-- okay, which forms do I need. I need six of these, three of these, four of that, and now we're into your ten-page report, and you got your writer's cramp...
Change	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	from my perspective what's happened over the last probably five years is that there've been so many advances in technology that's related to law enforcement that it's, I guess, I don't know if overwhelmed is the proper term, but it's overwhelmed some officers that worked for years with really the only real technology they had was the laptop in the car, the MDC, but really nothing else, and now with the advent of the body cams, the surveillance cameras, the license plate readers, we have our motorcycle enforcement team has hand-held e-citation devices. Or exploring now, putting printers in all of the patrol cars, so we can do more electronically and print in the cars...
Change	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...So I think particularly a lot of the younger officers that don't have that history of doing a lot of the paper, it's probably not affecting them as much as the officers who have been around for at least 10 years, and they're getting hit from all sides of okay this is all being changed now, and we're making things-- this technology is going to make things easier for you, and really, it's not. From their perspective, it's, "Gosh now I've got to make sure all my video from all day long is tagged correctly."
Change	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	I was the first one to start writing reports in the car on our computers as the guinea pig, and I started teaching at the academy when everybody started doing it, teaching how to do that, and I have ever since taught out there as to how to do that, and the difference in officers from when we first started doing that as far as how adapted to technology they are and now, it's just night and day. It's completely different. So everybody is much more computer savvy now.
Change	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...we just went to a form for putting our property in, booking in property and evidence. That is getting rid of the paper form. So in a sense, it's easier. You're not lugging around-- you don't have a briefcase, you taking in the car that weighs 20 pounds because it's full of stacks of papers

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								and forms that you need. But now there's additional steps you have to do on the computer to print out your barcode to slap on your property before you turn it in, and those extra steps, people are like, "Easier, my foot. This is a pain in the butt." When it is kind of-- actually, it's a lot simpler in the long run.
Change	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: technology] They're just don't like the change.
Change	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: technology] Yeah, change. I think this biggest thing we fight, and cops are the worst, I think about that, about changing and--
Change	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: change in technology] And part of this is they don't see the backend results, and just using the property thing as an example, by an officer in the field electronically entering evidence into the system and then printing out an evidence tag, when they get into the head quarters, where they push a button that prints out the tag, they can put it into evidence, that then saves a property technician behind the scenes from having to get a paper form, and then enter it into the system, but the officer on the street doesn't see that, that backend. It's the same with the e-citation stuff. Electronically printing a citation into the system allows that data to be electronically transferred to the courts, electronically transferred to a records management system. The officer on the street doesn't see that there isn't the records technician or the court technician now who asks to take that paper taken and transcribe it, so.
Change	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...we have over the last few years any of those things about as fast as we possibly could because of all the new advances and stuff...
Change	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...One of things we're exploring is making the transition from a typical laptop configuration in the patrol cars to more of the tablet configuration, so the officer can take the tablet out on a scene, and that's probably going to happen this year. That's going to be just another change. Functionality, they'll work about the same with the exception of the Windows 10 operating system as opposed to what we are using now.

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Change	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: switch from laptops to tablets] Really not doing anything new. I mean, it's not going to be a huge change for us. They're so used to using the machines now that the computers that being able to take the screen off and walk into the house with it, it's just going to make it lighter and a little more mobile. Because they can do that with the whole laptop now.
Change	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: mobility of laptops] ...I used to when I was on patrol. If I had a burglary, I know it's going to be in there for a while, put in a bunch of the information, you have to [inaudible] safe. Get the computer, come back in, "Can we sit down?" Okay, give me all the information. SO yeah. And hopefully more and more if we make that change to more of a tablet style. Hopefully, that will help.
Change	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	It's another new thing they just did was a got to [inaudible] dispatching. I hope you are familiar, but that scripted thing that the call-taker do when they get a call. It affects how the call prints out, or how it displays in the car, and it affects how it's aired, and when it's aired. And so there's been some growing pains with that. But everybody is getting more, and more used to that too. I think they, for the most part, they do pretty well. There's been some problems, some complaints, and one of the solutions that they just went to is to bring dispatch back under the police department umbrella rather than having it as a separate entity that it was before, so that means they can do rest here.
Change	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Well, one of the things we haven't mentioned so far that's been a big change just in the last year probably is our public information outreach, using social media has changed considerably in the last year, so.
Change	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: mobile fingerprint readers] Just from what I've heard from the radio and from talking to people, I feel comfortable saying they probably get used two to four times a day... As people get more used to them, they get more use. And now we have two of them out there that it's going to help to increase that use, I think.
Change	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...One that comes to mind is facial recognition is a huge thing. There are some significant privacy concerns revolving around facial recognition,

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								so my advice to our chiefs now has been let's hold off and wait and just kind of see how this technology shakes up. First of all, it doesn't work really well, and secondly, there are just some huge privacy concerns over the law enforcement use of facial recognition. So I think that will come at some point...
Change	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	And there's also some technology emerging for triggers to turn the body cameras on because that's a big issue every day in the news, so with stuff like a gun shot, or taking your gun out of a holster, or turning on the sirens, something like that, there are some news out there causing those sorts of things causing camera to turn on, so probably further on down the line that will be probably a good deal.
Change	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Right now, our primary focus with crime scenes is we're using 3D laser scanners. So we've gone all the way from-- when I started we were using tape measures, where your plus or minus six inches is good enough. Then we've moved on to two-man total stations, then semi-robotic total stations, which is one man. We've moved onto the 3D scanners. So now we're down to about two millimeters of accuracy. And the next move, sometime before the end of the year, is what we have in UASes to do our outside scenes.
Change	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...When I started, I started in the age where cell phones were just beginning. When I got here, I started in '95, we had a cell phone in the car, and it was mounted into the car, and had the cord and everything. You really weren't supposed to use it. And then as we've progressed, we've gone through-- I think we're on our fourth or fifth generation of issued phones. We're all issued Samsung smartphones now.
Change	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	All of our patrol cars have MBCs. We do have a few unmarked, I guess, pool cars or command vehicles that we use, that do not have computers. Our detective vehicles don't have computers. And our motorcycles at the moment do not, but probably by first of the year, they'll all have tablets on them as well. And then, all of our newer cars are actually WiFi hotspots with the tablets that they can be removed, and we have about a 400 foot range around each car.

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Change	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	When I started, we didn't have computers in the cars at all. So we started just from that, no book sitting between the seats. And moving on now, and we're now getting ready for our next RMS system. We had one when I started, and this'll be our third change going to that. Then the scene stuff, all that technology has changed over time. We're on our second radio system since I came here. Our first one had run out its life, so we had to move on from that. That's about it.
Change	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...back when I started, I could listen to the radio and on a Friday night, where we have 25 guys working, I could tell you exactly where everybody was in the city. As we've become more and more dependent on computers, I can't do that anymore. Which I'm doubting that anybody here can do that anymore, which kind of makes it hard for me to understand why we don't use more the technology, instead of using the radios...
Change	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	We're in the process of-- just kind of rambling on here, but we're going to a regional comm center... It's been a two or three-year process, and they've had to fire the director a couple of times. But when that comes about, it will be the entire team of [county], ongoing CAD system, which is between police and fire, there's like 26 agencies. Which in my mind, is a very big step backwards as to where we are now because our dispatchers now know us. They can hear differences in our voices. They can tell when something isn't right. They have an idea as to how our city is laid out, how it works. And I think we're going to lose that when you go to a comm center...
Change	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: transition to a regional comm center] ...They say they're going to try and keep people the same from this agency because our comm center-- they essentially lose their jobs here, and they're offered a job at [regional comm center]. And so, very few are actually going to go. We've been losing dispatchers over time since they made that announcement. But I think, in reality, we're going to have a dispatcher on the radio today, that may have never worked with [city] at all. And tomorrow they're working for [county] or [city] ...

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Change	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: transition to a regional comm center] ...while it's one regional comm center, each agency is still going to maintain their own radio systems. So we're on Harris. [city]'s on Harris. I think [county]'s on Motorola. [city] on Motorola. And so, we're not going to combine radio systems, just dispatchers... So that patching is going to be an issue. Even though everybody's working out of the place, and could just scream across the room at each other, we're not going to hear that...
Change	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Well, the computer has the ability that I can see every call that's on the screen. I can click on it, and I can technically hit the button to assign me that call, and I would pop up, and it would be assigned to me. But patrol's not allowed to use that. Our animal control officers, they can look at it, and they can hit the button and self-dispatch. So again, I think it's just stuck in the-- the biggest fighters we had about going to self-dispatching, which we tried a dozen years ago, was we had a few old time sergeants who wanted to hear absolutely everything that happened. And they told their people not to engage in the testing, so then it went downhill. And without support from the supervisors, it didn't progress. So then we're back to the radio, and most of those supervisors are gone now. And most of the supervisors we have now, frankly, started way after I did [laughter]. And I think technology is moving that we can move more in that direction now. Just a slow process.
Change	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...In my house, our radio works just fine. I can call back and forth, no problem at all. I get down here to [street] and [street], half a mile from here, and the radio's drop because we have dead spots. We have interference from-- we have interference from the high-rises in [city] that it's ricocheting back off and it's blocking the signal so it's dropping. So we're building extra towers and stuff like that, but we have areas of our city out west that we don't have coverage. They're building now towers, but that takes time, so.
Change	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: MDTs] it's a Panasonic tablet. Well, the newer cars have Panasonic tablets that then they dock. And then we have a-- the screen is mounted into the dash of the Explorers. They're now changing that, and we will



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								keep those Panasonic tablets, but then we're changing the screen configuration because some people didn't like it built into the dash. And then some of our older cars still have a Panasonic Toughbook laptop. They're then mounted in there. And those are actually mounted in the back with the PRC screen up front. So we're kind of in a blend at the moment, but those old Toughbooks are going away. One, we can't get the screens anymore, so that's why we're going to the tablets. And the idea's that now the car's a hotspot, you can take your tablet out, and you can go in and do a report. Easier said than done [laughter]... Nobody does it.
Change	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...have an app to resources that I can pull-- the Line of Duty Death resource, the Patrol Pocket Guide, and all those type of resources. We have access to them in our phone, as compared to the plastic cards we used to carry in our pockets...
Change	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Well, it's really weird. You would think that our younger officers would now be more technologically inclined since they've had cell phones since they were born and that type of stuff. But we still have some that come in, "I don't know how to use a computer." You have a four-year degree. I'm pretty sure you had to type something for a class sometime. But then you have others that are just permanently attached to their fingers. So it's kind of unusual there, even though they are the same age there is that difference. I think eventually, as time progresses down, we'll get rid of the dinosaurs and we'll get more into that type of stuff.
Change	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...The thing with technology, we used to dictate all of our reports. We never typed. I mean, we'd fill out the face sheets but then our narratives we would call in-- when I started our records department typed them. They ended up getting so far behind that we ended up laying off our [inaudible] clerks, and we moved to a private company, a dictation company. And we'd call in there, and they would type our reports for us, and we would get them back within a day or two. Or within hours if they're a emergency type thing. And again, that's a quarter million dollars a year...

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Change	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: drones] Policy's written, we just haven't made the purchase yet. In fact, two of us are going to [City] on Sunday to the training to get our pilot's license. Because we're the government, so you have to go through extra hoops [laughter]. Yeah, I could buy one on my own and fly it over my house today. But because I'm the government, I have to get a license and all kinds of other approval. So yeah, it's coming. Strictly for the purpose of [inaudible] crime scenes, search and rescue, tactical situations, and that type of stuff. It's not for the spying. So we've had to--everybody gets concerned, so we have to put all these special caveats in our policy that this is what it's for. Again, [Name] can do it, but we have to be careful.
Change	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Fire has access to our encrypted channels because we share a radio system. But the channels that they use primarily are not encrypted. And we thought that that was going to be a big issue, and so our PRC, our Public Relations Coordinator was all freaking out because the news was going to be able to get our radios. It has not been an issue at all. It has actually improved because we used to stop cars, and they have the app up, and then we could hear ourselves key it up, and it's coming through their phone. And now that doesn't happen. So it's very good. We still let the news know what's going on. Tweet them or whatever [laughter].
Change	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...The evidence one is actually new as of last year, so we're still kind of working the kinks out on that one. But for the evidence system, it's got a bar code printer and a bar code so you can just scan where it's going and this that and the other. We've got a tablet that we have just for the detectives that we can take out to a crime scene if we need to and do evidence remotely or connect to any of the computer systems in our office remotely if we need to, which would work a lot better had I not dropped it two weeks after we got it.
Change	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	So when I started, dispatch had one computer screen, and an analog phone, and one radio screen. Now, I think they have six computer screens... And digital phone system and digital radio system, so it's grown significantly since I started

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Change	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...As far as communications, cell phones were just coming into their own when I started, so I don't know that that's changed things a lot from what I've seen professionally, but certainly, it helps...
Change	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: comm center] there's the computer aided dispatch system. There is the [state] CIC system. Like I said, there's an alarm monitoring system. The phones are on a computer screen now instead of-- you actually hit the button for the phone line. We've got email, and they've got access to our records, or our report writing software stuff. So they've got access to a lot of different things. Yeah. And it's been a while, so I don't remember exactly what's on all of them.
Change	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: dispatch CAD system] ...So if you get a call and its cardiac arrest, or abdominal pain, or a poisoning, or something like that, usually-- when I started it was you had to flip open a card, and find it, and open it up. Now, it's just integrated into the CAD system, and it will just bring up exactly the questions that you need to ask...
Change	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: report writing software] Not as much as it used to. When I first started in dispatch, 2001, 2002, the software that we had - which is different from what we have now, obviously, because it's been 16 years - that would go down, I think, once a month for maintenance, or updates, whatever. And it was scheduled, more or less, which was good. And sometimes obviously it would just crap out and go down. But we had a system of cards and so write everything down by hand, and file, and hand off, and whatnot. Which I don't think they have to do very much at all anymore. I think it's gotten a lot better.
Change	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	The body-worn cameras we just got last year, I think, so those are relatively new. The in-car cameras we've had for 8 or 10 years-- well, probably 8 years. We've had those for a long time.
Change	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	one of the other things that is our responsibility is if let's say, there's a DUI crash and there's injuries, so we have to write a search warrant to get blood draws. I don't necessarily need to drive 30 or 40 minutes into the office to write that if I have the tablet, and I can just type it up on that

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								just as if I'm at my office. So taking that home while I'm on call, it's a huge time saver. It saves me an hour, at least, of drive time. It saves the department an hour of paying me drive time. And I don't have to leave. I can do that in my pajamas [laughter]... That's a huge, huge piece that we just got this year, probably within the last eight months.
Change	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: e-ticket machines] That one, I think, has only been in the last year... It's relatively new.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I started off as everyone else, the traditional out there in uniform, responding to calls. Did that for about three or four years, and then I transitioned into the training section of the office, who was in charge of all of our new hire training. From there, I realized being in charge of the training that we had some tools, particularly the computer system, that nobody knew how to use. So I figured out how to use the computer system, which then went back to rewriting the training manuals for more efficient work flow and using the database and other tools. And these computers were pretty new. And at that time, it was a DOS-based system. I remember when we got our first PC, which everyone thought was kind of funny. So seeing the evolution and staying involved in that, which transitioned into more technical stuff and true computer work...
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...So as I tell people, everyone starts off getting into law enforcement and you're the street cop out there answering calls, but then there are other career opportunities. And that kind of moved into the tech world. I started going down that path and decided I didn't want to support computers my whole life so I pulled back and stayed more on the training and application side, dealing with the new stuff that came through for law enforcement. And then the mobile data computers started coming in so I got put into that...
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	When I first started, there was a bag phone in the car, but don't you dare use it because it was so darn expensive...So that was only for a true emergency that you can take it, and you had to unplug it from the wall and then plug it back into your car. So you didn't really have the cellphones. And then as it progressed, then I started supporting more of

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								the in-car computers as those systems started getting more robust and they could do more things...
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...We've had a big challenge lately with the increase in surveillance systems that private businesses have and which formats or what types of files do we want to bring in to our evidential storage system, and which files and formats we're saying, "We can't really say these are secure." I can't testify that the video's authentic because I didn't take it anyway. So do we treat it the same as a witness statement? Because whoever owns the system is going to have to come testify. So what's our procedure for making copies of that to get to discovery? So more and more of these things keep coming up...
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...the frontier and the work always has to keep going as new things are always popping up, such as you've got a box of thumb drives that we're issuing to everyone because we realize people started using their own private thumb drives. When they go to the gas station, the guys say, "Well, I've got this video I can give you." Well, how do you transfer that stuff?
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	So yeah. Did I drive fast, and have a gun, and go out and shoot stuff, and that's what I did growing up, and studied in college? Absolutely. But has it gone a whole different direction? Yeah, I think so... And as I say, what I'm doing now didn't exist growing up or when I was even in college... Because technologies change, and products have changed. And that's a hard one to get through to people of-- what you know now is not what you're going to know later so make sure your mind stays open because it's going to change.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: body-worn cameras] And the data storage, cloud-based, and then how do you get that file to the defense for discovery purposes. Sometimes we don't get to have the final say. Most often, we don't get to have the final say. It's going to come back and the attorneys and the courts that are going to make us change our practices, whether it's in evidence storage...

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Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...We've gotten state-wide a new electronic discovery process. Just adds that much more time to our records folks to do what they used to do. And, okay, now stop and now go into another system and make sure everything gets transferred over from our system and uploaded. More stuff keeps getting added in. I'd like to look at it holistically and say, as a system, we're saving time and there's efficiencies. You, as an individual person in this position, it may not help you.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: evidence discovery process] Today, if they [district attorney's office] were to call us up, we'd just make a new copy of whatever and take it to them, which we probably already gave them a copy and whether it got lost, got misplaced. So there are a few safeguards built in and a few potentially helpful things as these systems come up. And that's sort of the tracking, the data integrity, all the other stuff that people think that any system should have when you're talking about data and data transfer.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: evidence discovery process] certainly the CEJA standards start coming into play with that, who can see stuff, and how secure everything is, and is it encrypted, and the FIPS standards start to come in where you're talking about the in-car stuff. So all these new layers keep coming in that you have to incorporate in as well.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: department-issued cellphones] Even for a while, it was kind of the-- I don't want to say it was a running joke, but as technology improved, the cellphones we had didn't have texting. They were more of a basic cellphone.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: app for situational awareness] ...But it was kind of a new concept at the time since, as I mentioned, the department wasn't using cellphones yet, or the smartphone, so the concept of having apps that did all this stuff wasn't there. The chat was more encrypted than I think if we just think of the standard messaging apps that are within the phone. Sometimes that comes into play, sometimes it doesn't. Sometimes the tracking of those messages can come in if we're all using one app. And so we go through a server and we tell everyone, "Hey, guys, all this stuff

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								is cataloged. Just be aware it's discoverable." That's always the issue guys want to know. A lot of time guys will use apps that aren't official apps because no one knows they are using them, so it could never be discovered, just like a phone conversation... Everyone knows everything on the radio is recorded, but if you call me on the phone we can talk about whatever we want.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...there's probably more apps to come. There are wildly creative people out there who can come up with all sorts of interesting things that we didn't know we ever needed... and that becomes such a part of life from then on and people don't give it a second thought.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...Kind of a paradigm change from how it was before of, I'm going to show up at your house. People don't want us showing up at their house anymore. They only want to talk to you on the phone. If you suggest, "Well, I can come to your house and meet you," "Oh, no, don't do that. I just need to have a question." I don't know if that's a change in attitudes in general with society if we can deal on the phone and just resolve it then, I just wanted the information so it's done. I don't know. I haven't given that one that much thought... But it kind of relates back to the equipment that's in the car and why we have all that equipment in the car now... The boosters are the big one. They get the fringe areas...
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Now, the cars we picked up this year, so now the cars themselves are having more technologies with the backup cameras with some of the other display. You can set up the dashboard on your car to display whatever you want... And going through all the menus looking at those. The other day when I picked up a car, I knew I wanted to display my clock and my miles per gallon and where's my temperature thing going to go, and then the display for the audio and the climate stuff, and how can I configure that myself when I back up. Do I want the little lines to turn when I turn the wheel?
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: assigned vehicles] For the most part, they are, but things break. Cars get hit. It's never an always. For the most part, yes, they're assigned and people customize them. I'm amazed how many cars I get in to do

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								work on and there's a satellite radio receiver. I mean, these guys live in their cars and I understand that...
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...the old days of the police car had an AM/FM radio and nothing more... Now they've got the auxiliary audio input. There's USB ports for charging your phones. When you first get into your car, you have to log in to the video system. Everyone has an assigned USB stick with their identifier that they have to plug into a port to log on to the video system so the display shows their name. So all those things just keep building and more power and more plug-in stuff. Again, it goes back to customizing the cars and all the technology that's in there now far exceeds just the cost of the car.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...We're fortunate that we've got the [military training site]. So they bring in helicopters, crews from all over the country, the world. I know we've had Israeli troops in here and they do the training. We benefit from that in our mountainous area with some of our search and rescue stuff. Back in the day, if you will, things were much looser and we could just call up the station and the commander would drive up there and say, "We've got a lost party in this area. Can you guys launch a bird and go look for them?" or "We need some support." ...
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...It was a challenge when the MHz stuff first came out because, on the VHF world, that air-to-ground communication was pretty clear and they could just dial in whatever frequency they wanted. With the 800 stuff coming out, for a while the standards didn't allow a direct air-to-ground channel. They're worried about, on a repeated system, the helicopters getting up too high, lighting up too many repeaters, and tying up resources...
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	When I started, we were on VHF single system, the dispatcher would change which tower they were broadcasting from. So you regularly get half the conversation because you can hear the tower but not the person talking who may be on the other side of the county. Within our county, we were split. East end of the county was on one radio system, west end was on another radio system. At the sheriff's office, we carried a pack



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								set that had the east end system because, obviously, we drive through their town, and if we needed help, they had to come out of their town to help. Just staffing level being what they were. We still have that today. It's going to be mitigated in one part of our county where they're still on different radio technology than we were. So the cars assigned over there get those radios in the cars. So they have our 800 MHz system and they still have a VHF system in the cars. That part of the county is now switching over to 800 so it will be easier to communicate. In the late '90s, when one dispatch center left the county, we consolidated...
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... we stood up an 800 MHz system within our county. So we all had each other's talk groups but everyone was still afraid to change the channel on the radio or talk in somebody else's talk group because they just didn't do that before. So that took a while to convince people that we have new response protocols. And if multiple agencies are responding to a scene, we're going to move off the various dispatch talk groups and go to one response talk group. It took law enforcement a long time, and they're still not really there, that they're going to go off their channel to go to that response channel because their thought is they're always waiting for the bigger and better deal to come along and go do something that is more fun than directing traffic on an accident scene. So they always listen to their talk group. So we try and do that from a resource utilization standpoint, from an information sharing standpoint. If we're all driving up and down the interstate and no one's found the accident, it's nice to know that...
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... The biggest thing we used to joke about is the law enforcement officer does not need to tell the dispatcher that the fire truck is on the scene. The fire trucks knows they're on scene [crosstalk]. This goes both ways. We have lots of tapes of the fire truck telling the dispatcher that the law enforcement is on scene. So that was the training years ago. They know they're on scene. You don't have to tell anybody that. Resource utilization, talk time. So we finally said, "Okay. Look, if the tow truck gets on scene, we don't track the tow trucks. You can tell them the tow truck's

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								on the scene, if it makes you feel better." But again, just something we would sit there and laugh about, going, "They know they're on scene. Really?" But it made them feel better, I guess, to somebody was on scene.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... So early on, a couple of radio sites, much higher power, so you could get a little further away. Now, on the 800 stuff, a little less power. We need more radio sites as they start to fill in coverage areas...
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... I know a lot of other areas, they have got enough repeaters within their sites, the certain talk groups they designated are always turned on. So if it was on your scan list, you'd always hear it. But that was a big change early on when people were complaining they didn't hear traffic, they'd call each other. So the result of that it goes to a little more talking on your main talk group that everyone is listening to, to tell them to go to their secondary talk group, and that's just the only way to get around it.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Now that we're on this shared state system, we don't know how many units the Department of Transportation has that may be using the same tower I have. We're no longer an island, where it's just the people in our little county and our responders. Anybody could be driving through here and tying up those resources. And I go to hit my radio and I get a busy signal. I'm like, "Why am I getting a busy signal? It's a clear day. There's no accidents." Well, there's more people out there now. Or it could've been somebody didn't turn off their radio and they drove through and they're dragging a talk group and tying up my resources. So trying to explain some of those to people, again, we try and mitigate it by putting more repeaters in a site if we have to so we don't get busies...
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	So then, in response, a lot of agencies have gotten to encrypting their radio talk groups. And then the press is like, "Well, wait a minute. What are you hiding? Why can't we hear what's going on?" Kind of a whole nother discussion on privacy and just the way our system works. So we have been able to change our protocols on how vague can you be. You're on foot patrol and give the town. And if I want to know, I can go look on the computer and see exactly what business complex you're at.

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								But we expect people are listening. A lot of our guys have the scanner app on their phone because they like when they go on vacation to listen sometimes. I don't know why.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	And so we know how ubiquitous that is, and everyone's out there doing it. So rather than trying to hide all our radio traffic, let's take the steps to safeguard ourselves or our procedures to still get our job done but not let anyone think we're trying to trick them, or hide anything, or be the big, bad government that a lot of people suspect we are.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	"Boy, things are so good today. Look at all this technology we have." And I'm sure every generation thinks that, and we all think that today, but when I think about what we had when I started, and how little technology we kind of had working, and now how much we're expected to deal with, so then it gets, "Do I want more technology or do I just somehow want it to integrate and work easier?"
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Unique to this area we're starting to deploy as many places are more AEDs in the vehicles. As a first responder, if you're the closest, and it's pretty easy to run with an AED and pop it on somebody, and we know that saves lives. So if we're the first one there, or the ambulance is the first one there, the fire department is the first one there, it's not who gets the picture in the paper and the hero award, it's that you saved a life...
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: AEDs] ...So we kind of recognize, and as those costs have come down, and we start to deploy those countywide and nationwide as we're trying to put in our can in the cars. So in our county, we've got that deployed now through a program with the state. We've already had a few times those reused. So more and more stuff are going into the cars as it's recognized as people are out there in the public calls in, well, who can sort of solve their issue.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: difficult to read driver's license format] ...they're trying to use more security in their driver licenses. The REAL ID Act necessitated that, so responding to the federal stuff. I know some states have now the actual enhanced driver's license. I think there's two or three of them. We're not

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								one of those yet but that may come along, so there's going to be more and more stuff going into the driver's license to get a chip. Yeah, so things to think about if somebody actually has to read this still while talking on the radio and watching ahead of them and that eye focusing thing. I mean, I want to look down at my license to read it but I'm still keeping an eye on the car I got pulled over, so now as I know my eyes are taking a little longer to focus from close to far away, how do I change my work practices?
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: FirstNet] At this point, I guess everyone just has the expectation that it's going to work and that it will someday replace the radio system and do all these things that we hope it's going to do, and I think we're too soon in the planning stages. I guess I think more of we're in the-- well, when it's actually deployed, what are all the things that we expect it to be able to do? But we'll get to the specific applications and what benefits that are going to be there. Remember, it still won't put out the fire. It still won't determine who the bad guy is.
Change	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	And [information sharing database] ended up going away because they weren't going to continue maintaining it. And another company, [company], took over. And so they bought out [information sharing database]. Well, [company] owns [information sharing software] and [information sharing software] is actually, basically, a storage of data. So it's a new version of [information sharing database] and it's a better one...
Change	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: information sharing software] So what it does is it-- you log in and then after you log in, it asks you for verification, so previous indicators that I've put in here, so I gave them an email address and I gave them a phone number. It will then text me a pincode. I put that pincode in here and then I can log in. So most users have [information sharing software] desktop which is just a desktop version, easier to see on a big screen, or [information sharing software] Mobile. I have CJIS. We'll go into that in a minute but that's a little bit more-- but this is something that they just came out with which is an even easier template search engine. So they

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								have it by person, vehicle, or location. You can go in person. You can just type in their names.
Change	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: person of interest information lookup] before, what we were having to do is I would have to contact dispatch on my radio and I'd say-- tell the type, DMV, and request from them for a DMV photo. And then they would email DMV and say give me a DMV photo and then you have to wait for a person at DMV to go to a computer, type in that person's photo, download that photo, email it back to our dispatch, then our dispatch emails it to us. Then we have to log in to our computer in our car and then get the photo and then you-- meanwhile, you're sitting on the side of the road with this guy
Change	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... So anyone that has a [information sharing software] login, they can now view our photos from our crime scenes, from our booking photos, anything else, surveillance videos from bank robberies, anything like that. We don't have to now try to find an encrypted way of sending it, they can just log in and view it. We're the only agency that stores it like that so nobody else has that capability. But if you go to the desktop versions, you will now also be able to read any agency's reports from any of their systems. So while you don't get the media, you still get the reports, so it's all great sharing.
Change	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... When it comes to the radio systems themselves, we got these new ones which I think are better. They still, of course, have issues. We have issues. We need more towers all over the place because you go into a low spot then... you lose it. If we go south and we go east, we've got a straight shot, no hills, no bumps, or anything, you could go miles and miles and miles and still listen to the radio. You go two blocks in our city north, and you hit on the other side of the hill, and you lose transmissions. So the more towers we can get, the better. The more signal that we can get out, the better...
Change	LE	S	Other Public Safety	26-35	6-10	Male	LE-S-021	[RE: vehicle dashboard with built-in tablet] ... once they put in the tablets, and then people started saying, "Look, number one, I can't brighten my screen anymore." Before, with the old rotation ones, if the sun's coming

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			Personnel					in one direction, I can rotate it and block the sun. Now, I have to sit here and do this [crosstalk] to try to see on the screen. Or I turn my brightness way up and then it starts making the dash real hot and everything else.
Change	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So in the cars, too, I'd say, is one of the biggest problems. They did it, a revamp of the way that they put all of the computer systems in the car. So in the back, it's now on a folding tray. So it used to be, before, in the Crown Victorias, they used to take up basically the whole trunk. And then we had a storage box that had blankets and flares and stuff like that. But it still took up a whole lot of space back there. You had an extra computer in the back, a extra computer in the front, and then all of your boards and everything else are in the back supplementing it. So it takes up a lot of space. So they were actually, somehow, able to reduce a lot of that and then put it on a folding tray, so now we have the SUV crossover Ford Explorers. And so you open up the back hatch and we've utilized the space that's beneath where the spare tire was. And you open that up and you have some storage down there too. But then they also have a folding tray that folds up against the back seat. So they just pull a pin, fold it back down, slide it out, and they can work on the system, and it doesn't take up a whole lot of space. Now I still have room for full-size cones and flares and all that sort of stuff.
Change	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...right now, we're getting a new CSI vehicle and we're having to figure out how to structure that, what type of monitor we want, where to put all the data because it's going to be a pick-up truck where we need the whole back for storage. So now do you put it under seats, do you put it where...
Change	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So if we could just-- so one great thing that we've done here is our fire department has the same channels that we do now. So when they go to an incident to help us out, they pull up on scene or they get dispatched to it, they flip to our channel, they answer up on our radio, and we know that they're hearing us and all we have to say is, "You're good to come in," and they can come in. Whereas before, we call our radio, our

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								dispatch, they call their dispatch, they send them, and actually, we're sitting next to each other-- So that's been beneficial, but if we could expand it to include other agencies, which, I know, again, it brings in a can of worms.
Change	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	For investigations, they have-- so unmarked cars, but generally, there is, I want to say, 10, maybe 10 total for all of investigations. And they're just basically keys hung on a board and, hey, there are known cars of these are these people's cars... It's known like that. But at the same time, we don't have enough for everyone. We used to have enough, and then if a person is on call, they can take one home with them every night. So we're on call, generally, from week to week, so 7 days at a time, 24 hours. So they can take that car home with them and then they can switch off.
Change	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: take-home vehicles] ...So as far as CSIs, we don't have one, but we're on call 24/7. So that's why we're trying to get a new one. So we just got a grant that allows us to do that.
Change	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: surveillance video] ... So where it comes to the size too, we're starting to go to a online paperless system through the courts. So [county] has had this for a while, where they can do online submissions and they would upload-- they scan all the documents and then send them electronically, but then they would still send a disc of all the photos or surveillance or whatever else. Well, now they're able to upload that electronically, but it's got a limit of two gigs... it's not helpful at all. So for example, for one of our cases that we had at the beginning of this year, we took 3,800 photos. I'm trying to think. How much was that? Oh, I can't even remember how much surveillance, I mean, but it's-- man, if I could remember the gigs. It's astronomical... a single officer taking an average amount of photographs on a domestic is going to be close to a gig and a half at least, but for this case, I mean, it was-- it took, I think, like seven DVDs in order to get all of the photos onto there...
Change	LE	S	Other	26-35	6-10	Male	LE-S-021	[RE: data sharing between LE and DA office] ... So we create what's

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			Public Safety Personnel					called a web share which is actually giving them not just the raw data, but the raw data that's been turned into the product so they can view the product up there. When it goes to the public defender's and they get the raw data, they have to create the product themselves. But it comes into constraints of, "How do we get this up there?" [county] is soon going to a paperless system. And we've been learning through [county]'s problem that if they don't make the pipe bigger, we're not going to be able to get it up there. And at this point, there's no solution for it. It's just flash drive after flash drive. And so every photo disc request that we send to the DAs office, we have to send three copies through. So three discs of the same photos up to them, so that one goes to the courts, one goes to the prosecution, and one goes to the defense. And that's per defendant. So then if you have multiple defendants, you're having to do it multiple. But if it exceeds the capabilities of the DVD, you either make multiple DVDs or if it's a phone dump, then you have to do flash drives. So at this point, they're willing to accept one thumb drive to accept it, but then they will have to make their own copies, but if they're trying to get away from the paperless system, it's not going to work unless we figure out something else.
Change	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... So we're getting a drone too, maybe, at some point, but it's not been approved yet, but we've been looking into all the issues, positive and negative, with it. And we've seen that Ford is actually implementing a new cruiser that actually comes with a docking station in the back of it for a drone... So that you could just open up the hatch and the drone can fly out. And it's tethered to the car so you don't lose it. Yeah. We just heard about this...
Change	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: radio systems] ...I used to, when I first started here, we'd drive in certain areas and we just knew, "This block to this block, I'm not going to have coverage, and if I try to key up, I'll not be able to get out." So we would purposefully wait or call out ahead of time and say, "I'm on scene," and then not really be out until you get to that location because you know once you get there-- and we still have locations like that. [Street] in



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								[City]. It's a dead zone. They've tried to do everything that they possibly can, but there's just certain spots.
Change	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... we used to have a program that's called Dragon or something, which is just the dictation service. That was prior to when I started working here...
Change	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: communication issues] I mean, the technology aspect is hard. I don't know how you would solve it. I've heard other people discuss, we need better radios and stuff like that. I don't know any different, so I use what I have and that's about all I can-- and you hear the older guys, "Oh, back in the day we didn't have anything." And a few months ago, the line got cut to Xcel, so we didn't have any Internet connection to our vehicles, and so it was like reverting back to 1950. And so you kind of get a perspective. It was like, all right, well, you do have a lot to work with, and these tools are very valuable, so complaining about them isn't making anything better. It's just utilizing what you have and making the most of it...
Change	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: vehicles with CAD] They've replace a lot of them with the newest generation, but they're still-- they go down for maintenance if the car goes down and we get a pull car that PDT doesn't necessarily work in that car because it's different mounts and since it's just a pull vehicle, they're not going to put all the newest latest and greatest things that are going to work in it. It's just a car to use while yours is being repaired.
Change	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: comms with other officers] Within our department-- within the police department, I think it's very easy, where you could send a message on the PCAD. Now that we have the department phones, that's an option, and most of us have each other's cellphone numbers. So that's the easiest action, probably.
Change	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Obviously, the body cameras are very new. I think most of the in-car camera systems are the same. That seems to work for the most part. Unless something is messed up, it works [inaudible]. There's not a lot of bugs in that system. We recently got a lot of our computers updated, but

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								prior to that, buggy or broken [laughter]. I think the computers are probably the most dated, but they're probably the most expensive to fix as well.
Change	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: phone and computer use] You're distracted no matter what. You're not paying attention to your surroundings. I mean, back when I started, we didn't have computers [laughter]. Or we got these fantastical green screens that all you could do it type in a plate. But now, with all the different functions, it makes actually seeing what's going on in the neighborhood harder. And somebody's looking at this box to tell them what's going on as opposed to actually looking at the surroundings and figuring out what's going on.
Change	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: body cameras] I think they're not-- I'm newer to the district. Did they get them last year? So I've had it since about March. I think it's more of a-- it's not too conscious yet to say, "Okay, now I got to turn this on." Because you're used to hit the lights, "Okay, where am I going? What hundred block is that?" And sometimes you're figuring out your route and you're doing a lot of other things in your head and you get to the call and you're like, "Oh, I forgot." So I think it's still-- it'll eventually be in most officers just your natural thing to, "Oh, I'm going to a call, I turned it on." But it still has to be-- it has to get to that point. Time will fix that, but it's you push a button, it's really not that hard to use.
Change	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Personally, I think eventually the radio, the body camera, it'll all be integrated into one where you've got your microphone hanging and have a camera built into it. So eventually, you would think once you get dispatched a call, if you're signed up for radio, you should just simply be able to have the camera turn on.
Change	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Before we didn't have tasers, we didn't have-- probably, they had no cell phones. I mean, the PDTs were just coming into the cars. And they've really, from the time I started to now, it's kind of like going from an Apple IIc to this brand new gaming system that you almost have in the car. You could say the same thing about cell phones. I mean, before your cell phone was to make phone calls, and now it's [laughter]--

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Change	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I think, partially my generation, but definitely, the generation that's coming after me, we're more apt to text than make phone calls. And so I think we're not as good of communicators because of that. We're used to being able to plan out what we're saying before we send it and stuff like that. So that phone calls, sometimes you-- when I first came to the department, we had to start making notifications. I'm like, "Oh my God, I hate talking on the phone this much." It was just, it was something to even get used to, to be on the phone regularly.
Change	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: cars with license plate readers] A handful... I think some officers do not like it at all. I don't know how to describe it. It's just more noise in the car... Between the computer making noise to you hearing, like you said, you listen to the radio, but not always, it's just kind of it almost becomes chatter some days, and then if you turn the talk show radio on and then you hear this thing go, "Boop, boop," and then you run the plate, and I think it would be nice if the plate reader knew if you were in motion or not...
Change	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	... So, for example, if I'm driving, I may get a hit on a suspended plate. Well, I can't do anything on that car if it's parked. I can pull it over if it's moving, but I can't do anything on it. So then I have to sit there and acknowledge that, yes, this was a positive read or a misread, and it's a little cumbersome to actively be on the plate reader all day... But, at the same time, it's nice. I think now we're starting to learn how to use it a little bit more.
Change	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	The vigilance system, I mean, the city has it, but there's limited access to it, and they wanted to give it to certain districts, but they haven't done that yet, and that to me would be fantastic to have, like if a private company has a hit, it should automatically somehow get transferred to dispatch, like say, "Hey, there's a stolen car here," not 10 hours later when somebody at headquarters, runs it and finds out where it's at and then sends it to us, and then by the time we send a car there, it might not be there...
Change	LE	U	Field	36-45	11-20	Female	LE-U-026	[RE: same car daily] No. We used to and that was nice. We no longer do

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			Responder					that... It's very random. You can have a nice car this day. And you can have one that's-- like your brakes are maybe not so good. It changes every day.
Change	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: SSO] That they think they're-- well, we're being GPSd all the time anyway so I don't know what they're scared of. It's just new. Change is hard for policemen. They've been used to doing things their way. Sometimes they're just not willing to adapt as easily as, let's say, newer officers who just grew up with all of this technology. Because there are some older people, probably most who have retired, they wouldn't log on to their PDT. They did not like them.
Change	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Well I think I personally don't use it but our patrol guys have mobile data terminals in their vehicles. [Name] might be able to speak more to how they function or work because I don't really know to be honest but I think yeah in our county we've had some issues with inoperability which I don't know if you're going to touch on but it's something that you know we have our law enforcement partners here in the [County] are on board with our getting a grant when a national grant when we switched over from UHF to 700 and some of our fire departments chose not to make that switch and so I think when I hear from a radio communication standpoint a lot is the inoperability issue...
Change	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I think all in all the communication is a good system for us here. We do have some geographical challenges. We have parts of our county where we have no radio coverage at all and it's been that way for many, many years. We have started trying to work towards installing a repeater in the north end of the county. We're actually just in the process of that right now. We've met with the forest service, we've met with the radio tower owner and I think our goal is in the spring once the snow melts and we can get up there is to have it all installed and up and running by early summer.
Change	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...Certainly for our body cam systems I think so far we've not run into a storage issue but we will at some point. It will get full but we've only had body cameras for about a year and a half or almost 2 years perhaps but

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								you know as far as the video systems we have the surveillance systems in the building, we have the in car video and the body cam video and I think at some point you know it'll be maybe more difficult to manage...
Change	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...I remember when I started my career in law enforcement we didn't have cell phones. I remember email kind of becoming big. I think it existed I mean I started in '95. I don't know when email started. I'm sure it was before that but I don't remember email being a significant player in communications then. I know over time it certainly became that. I think the radio systems are better, more reliable. Like when I started we were UHF radios and we had several repeater sites throughout the county and now I think that technology is vastly improved although we still have challenges.
Change	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	We certainly didn't I think I remember we had maybe one video camera and it was like a camcorder and you lashed it to your dashboard and you pushed the button. It was a handheld type of thing and I think I remember people didn't like it. Officers didn't like it because it recorded them doing stuff they shouldn't be doing or saying things they shouldn't be saying and so I think that's just a sign of the times but I mean yeah I don't want to sound like my grandpa or anything but it has changed a lot since we all started I'm sure.
Change	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Certainly and in this valley originally there was a 19-2 modem system with a repeater just right up here on this mountaintop for county because we have such a wide or big geographic area. The cities we use 4.9 broadband modems and so we have several different technologies that we utilize in the vehicles to communicate back to the Sheriff's department and so now that they're all on 700's and cell based communications for the in mobiles I think it's a lot more reliable, the coverage is vastly better, the ability to interact not just with local agencies but across the state and federally has come a long ways to BHS, DHS the different organizations that have come in and helped make these more robust and so just the radio systems alone have vastly improved.

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Change	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I know the probation department has systems and they work directly with the juvenile offenders, the correctional institutions, the prosecutors are constantly working with different agencies throughout the state. We're tied into hub and spoke network with the [State] Supreme Court and so there's a centralized brand new system in the State of [State] where the Supreme Court has servers both at each county and also centrally located and so there's constant communication, probation prosecutors, public defenders and defense attorneys are all tied into that system as well. And so that information is funneling from law enforcement to the prosecutor's office to the courts to probation and it all ties in seamlessly...
Change	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...Another thing that we see within our department as a challenge is the constant change. My daughter is kind of a social media junkie so it's hard to keep up with the platform that she's currently using. Am I looking at her blog? No dad we don't use that anymore. That's a fake account. I don't even use that...
Change	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	So the different channels and how quickly the latest flavor of communication arises sometimes somebody says hey, you know send me a Marco Polo. I don't use that anymore so it's just diversity of technology that you can use to reach out to someone sometimes causes confusion and delays in communication.
Change	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	You got a three and a five year plan. You can't keep much past that. I can't envision what's coming so it's just too tough.
Change	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	... Our further facility is down in [town] which is about 40 miles down the road here. We've got a road and bridge shop there. We've got a road bridge shop in [town] which you drove up through and so all of these different business units need to be interconnected and secured and how do we do that and how do they seamlessly connect? The applications that ride those pipes they're going to change over time...
Change	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	... if [name] comes to me five years from now with his list it's going to be totally different than what's available today, the capabilities and the ease

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								of use, the interfaces that they have the ability. You know we see a lot of head's up displays in certain applications. We'll see high in military and stuff like that. I'm sure someday that officers will have the ability to broadcast information from their vehicle upon the dash so that they're head's up and they don't have to be looking down at their mobile touching media buttons. It's all visible and they're not worried about endangering citizens as they access all this information coming at them so it's all coming, it's all there. It'll be here before we know it.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	Okay. Yeah. When I first started, there was no computers. I think there was five inside the car. There was about five of them. They came on a big sheet of plywood, and the screen was maybe [laughter] three inches. And it was very, very, very slow. Of course, now it's a lot faster, and everybody has one. So I think they have one per district. I remember when I first started on the department, my FTO, who's the officers that train you once you get on the road from the Academy, he told me, "Make sure you have change in your pocket in case you have to use the--
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	Yeah. In case you have to use pay phone. I mean, that's how far we've gone. I mean, we had cell phones--
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	I had my personal cell phone. We had radios, but there may be a time where a detective wants to talk to you on the phone, and you may be away from the station to call [inaudible]. And if you're not near another county building, you'd have to pull into a gas station and use the-- when the dispatcher would call you-- now, the radio was even worse back then. I mean, the reception was bad. But there was no computers, so you had to write down every call. Then once you write down the call, of course, there was no apps to find GPS or anything. So we had the old maps. We had to pull them out and find which way to go and stuff like that. Report writing and everything we did were-- when you arrested somebody and you charged them was all done by paper. I'm trying to think what else we did that-- I mean, it was all-- everything was either hand-written, or-- tehe one thing that was nice about-- we had a radio system when I originally came on the department. The only thing that

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								was nice about it was, it had a button so you could talk on the main channel, but all you had to do was flip a little switch. And we called it the talk-around channel. You could still hear the dispatcher, but it would no longer be on a repeater. It would be a direct channel. It would be more of a walkie-talkie function. So I could talk to you, and you could talk to me, and the dispatcher would not hear it. And then, if the dispatcher was trying to raise me, I would just flip it back to the repeater, and then I could talk to the dispatcher. So that was the one thing I kind of liked.
Change	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Well, we have two systems as technology has quickly changed. The system I have only calls my cell phone. The new system that the newer cars in the last two years essentially, they now have an app on their cell phone that they can actually live monitor the temperature in their car.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	Well, the old system used to be like an instant message. The new system has been out, I want to say at this point, three months maybe. It's more of a-- sort of like an email.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	There's more, I guess, reliance on the computer. I don't think we had phones-- I don't think we were issued phones. So we're relying more on the phones also, where before it was all through the radio. I remember we had cell phones, but we didn't really-- I don't know if text messages were big back then and things like that. We didn't rely so much on, I guess, the electronic portion of it.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	I think it's good. I think as technology moves forward, we should move forward. Instead of staying behind the times because there are so many different things that have come out that would make our job easier, like GPS on the phone, the computer telling us where to go, how to get there. So I think as technology progresses, we should progress with it.
Change	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	Well, I mean, in the past 10 years, the methods of communication, the whole social media platform, things like that-- I mean, it used to be, in law enforcement years ago, we had call boxes. And then, finally, it got towards radios and handheld radios. And we still use handheld radios as we call it. But really, they're more computers than they are truly radios. I



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								<p>mean, there's integration, some-- [inaudible] radio is what they really are, some walkie-talkies as they call it. There's integration through apps, through cell phones. So you can use apps and you can talk on your radio through the apps. There's a lot of things that technology has allowed us to do where, years ago, even radios, they were very limited. So a radio of the size that we used, you couldn't transmit anywhere. You had to go through a repeater system and things like that. Where now you don't have to have in-car repeaters and the technology is so much more advanced. The battery life is so much longer. If you need to upgrade the radio, you don't necessarily have to get rid of the radio. You can plug in the computer, upgrade the software, as opposed to having to replace the entire hardware. So I mean, the life longness of the object itself or the hardware, this can last for a longer period of time because it might not be outdated. You can upgrade the software, kind of like your cell phone. You're updating your operating system. You can get more features and things like that until, eventually, the device is kind of past its usefulness. But it extends longer and longer and allows for the integration. It allows for integration through a lot of platforms. I mean, we use-- in the cars, we have the tablets that we use and that's integrated through the CAD, the computer-aided dispatching.</p>
Change	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	<p>So me, as a patrol officer, I'm in the car. Maybe there's a theft at a store. The dispatcher can come over the radio and say, "Hey, 3051, there's a theft at the store XYZ," and they'll send the call to you on your tablet. And you can see, boom, you have all the information that the call-taker at the office [inaudible] communication has put in there. You can read everything. If you need to run people's names and tag numbers, and all that kind of stuff, you can do all that. You have the integration right there. And then if you need to take a report you can take it on a tablet as well. So just being able to do all that is much more effective and efficient. When I first came on we had hand reports. So if you needed to communicate with a dispatcher, you had one option and that was use your radio. Or if you had a cell phone, you could call them on a cell phone. But we didn't really issue cell phones. Now, our officers have cell</p>

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								<p>phones that are associated with their body cameras. So just about all the patrol officers have them. The lieutenants and above, they have cell phones already. And then our specialized units - gun dogs, K9, bomb techs, things like that - they have cell phones anyway because they're on call 24 hours. So if there's a bomb somewhere or a call for a suspicious package, they have to be able to call them. So they'll page them, call them. So everything now is kind of connected. It's no different in law enforcement than it is in the rest of the world. You have to stay up with the times. So as social media becomes more popular, we have to adopt that, and embrace that, and move forward because if not, we're behind the times. And a large majority of people-- 20 years ago, you had your major news networks, and CNN pops up, and Fox News. Now, people get their information from a variety of sources. And if you don't embrace that, then people are missing your message. So if you're not pushing out your own message, then yeah, it's kind of lost. You have to be your own best advocate. So when we're doing good things, we have to make sure we broadcast that as well. If there's issues or concerns that we're addressing, we want to make that [inaudible] as transparent as possible. So by being able to push out your own message to social media-- there's a lot of good things that happen in law enforcement that, in the past, unless the newspaper or the local media kind of want to pick up and do one of those feel-good stories, it kind of got lost in translation. Now we can push that out ourselves. "Hey, our officers just rescued these folks from this burning building last week." Maybe the media would have got it. Maybe they wouldn't have. But if something bad had happened, it's always out there. So being able to push out forward things out there-- and then a lot of times the media will grasp on, "Hey, this is a really good story," and then they kind of re-tweet it. They push it out. Maybe they'll make their own story that goes to a larger audience-- or more traditional audience, I guess, is kind of what you say. But young people today, they embrace it. And as those young people get older more and more of the population is using social media, using these electronic platforms and less so much of newspapers and things like that, so.</p>

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Change	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	Yeah. Communications-wise, it is the ability to have the mobile data terminals. The ability to have the iPads. The ability to have-- I have a phone now instead of a text pager. I personally didn't even have a pager until I went into the academy, and I didn't have a cellphone. That's my generation. I didn't get an iPhone until I had my kid, which was like four years ago because I wanted to take a lot of pictures. So the department changes as technology changes. So it started with phones, text pagers then Blackberries. And moving from floppy disks to thumb drives. Each piece of technology has moved. Body cameras, our body cameras don't have to be docked to get the evidence, we can do it off our cellphones, things like that. So as the technology for the world increases, it increases for us. But there usually is that lag time to be able to figure out how to apply that securely and safely to a law enforcement entity. Because we don't want everybody else to be able to hack into our body cameras.
Change	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	Yes. Sometimes you do have to end up going to paper and pencil for-- a lot of signatures are not electronic and there's no way to be able to do that anymore. It's definitely not like we-- we had carbons and handwriting and all that kind of stuff when I came on. So, yeah. And that was just 20 years ago. So there's not a lot of paper and pencil other than there is-- I think for me, it's generational. When I correct something, I'm a red pen kind of girl and so is the chief. And it's a lot easier sometimes than trying to electronically correct something because people miss it. You're not going to learn with an accept changes, but you will learn if you're looking at red penned document, and we literally use a red pen, so.
Change	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	So once the transfer came in, we would get none of that person calling information. Now we do. So that's another good upgrade.
Change	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...So Chief [Name] and I, we met and we're going to be working with him on making some adjustments to, like I said, tweaking some capabilities that we have. So giving EMS access to communicate with us in the subway, for example. There are ways to putting this tactical

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								interoperability channel in all our radios, all their radios. So there are some things that we've done to optimize our interoperability. So ESU, our Emergency Services Unit never had an iMac. Now they have an iMac. So you make changes along the way, and you make it better. I mean, that's what we do. If you're not assessing, identifying the issues and gaps, you're not making the changes, you'll stay stagnant and you'll never solve the problems
Change	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	I think it's everything. It's challenging, exciting. It's scary at times. I guess you never know what to expect. You got to be able to adapt to the minute's notice, not even a minute, a moment's notice, from what your reaction is to what somebody else's reaction is.
Change	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	That's what I like about the job. I have had other jobs in the past and I sat in an office once, I didn't like. I like being out and about. I like not having the same thing to do day by day. So that's the thing with being a police officer. You never know really what to expect the day that you go to work. It can be a slow day with really nothing going on, or it can be a busy day where it's just out of control. That's what I like about it.
Change	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Well, yeah. It's the lieutenant standing at the podium with the-- they call it the-- I can't even think what it's called. We call it the book, but the roll call book. And the roll call book, it's a giant binder from any type of information brought from the commander's office, and they post it in the book to be read at roll call, like you've got restrictive time due, if there's openings in other districts, if there's-- I don't want to say important stuff, but stuff that maybe the average officer who's not computer literate, who doesn't go every day, check their emails, doesn't log on to a computer just to see what's happening in the district, that's more or less the old school way of doing things.
Change	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	... And that was years ago where you didn't even have access like you do now. I could go on my phone in here and look up the major incidents that's happened in the last few days in the 10th district.
Change	LE	U	Field	36-45	6-10	Male	LE-U-025	... We've got new PDTs now which basically every car is outfitted with

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			Responder					newer PDT which is-- I think it's phenomenal. I remember being younger on the job and I always had the crappiest car. No PDT. No Air Conditioning. But I learned how to work through that. A lot of these new FTOs and everything.... But I think the PDT is that the information now is coming real fast compared to maybe two years ago. I can't remember when they had the last upgrade. I want to say about three years, maybe three years ago or four, that you'd run a license plate and it'd take maybe a minute to get that information back. And there was a serious lag between the responses coming. I don't know if you've ever seen a PDT hit on a license plate but when the first one come back, clear, whatever, and the next one, it will tell you it was stolen. The next one will come back to the registered owner. Well, now as soon as I send that information, you're getting it like three seconds later. So I think that's really, really helpful.
Change	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Yeah. I think the city chairs do the best they can to provide us with up-to-date electronics and everything. This is something new with it they've come out. I think more or less due to the shooting. But they don't want us using our personal cell phones anymore to use these.
Change	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Yeah, they're mobile. They could take them out. That's nice about them, that you could take them out. If you're in a crime scene, you got to be close to a door. You can always take it out and start typing away and stuff. Back in the day, you weren't able to save it, but now you're able to. As long as you're close to the car, you can save that report and you won't lose it.
Change	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	I think that things are getting better. Okay. Like I said, when I first got on, they had the old PDTs or just letters, words. That's it. No pictures. And then along came the new PDTs where you could access a picture. And now they're even faster now, okay. And now we've got report writing on them, okay. And now we've got traffic crash reporting on them.
Change	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Yeah. I think they would-- because, like I said, this year I was worried about do I have it on me? Because I've dropped this so many times. I think it's slowly-- just like society, you see how basically the mobile

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								phones have changed in the past 10 years, how much faster, how much bigger they are, and what you can do on them. It's like personal computer now. I don't even use it at home anymore. I do all my online banking with my phone and everything else. But I think as time goes by, and I'm going to be the dinosaur because I'm not going to be up-to-date on these newer features.
Change	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Okay. So Sector is what [State] State Patrol put into place a long time ago to do traffic [app?] accidents. And then also, it's our ticket manager, so all criminal citations and tickets are done on the computer, and then they get printed into your car. So that, for me, was-- so when I first started in patrol - it was in a different department - we had to write out accidents and then also paper tickets, which those still exist. But traffic accidents on a form, you had to do a diagram by hand on the car. Now, it just came-- it's existed for a long time, but for me, some of the smaller departments-- it just showed up at my first department right when I started. So I had a transition of-- I was doing a few of the accidents, and then I got this. So with that, all you do is you stop somebody or whoever, you get their driver's registration, and that's where you scan their driver's license, scan their registration. It automatically populates into the computer. And then you just hit print, and it prints out an exchange of information or the accident report.
Change	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	...So I've seen a huge amount of change when it comes to using all the technology, but using the new social media and all those things. That has been the biggest change over the years, how we use it. Because our city, we use Facebook. We use Instagram, Twitter. I mean, almost every department is using them now. So it's definitely a big change....
Change	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	It's eight years. Yeah, 8 years. Yeah. So yeah. I almost guarantee they're going to be different, and are they on drugs? Have they been using drugs? Are they a lot skinnier? So you can change a lot, so.
Change	LE	S	Supervising Field	36-45	21-30	Male	LE-S-028	This is a town that's growing very fast. I've been here for almost 14 years, and we've more than doubled in population.

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			Responder					
Change	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	I started in a very small city in [State] and there were only four officers in the department I started with. So I mean, we're talking-- was it '93? We didn't have computers in the cars. Up and where I started my career, they still have to change in between the different repeaters depending on where you are and on-- I worked on [City] and depending on where you are on the island, you have to switch between talking off that repeater or talking of that one. And you have to change it manually on your radio.
Change	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Well, I mean, technology, in and of itself, is always a blessing and a curse because you're expected to be able to do more, and more, and more, and more things, and more things more efficiently with technology, so. But I think if you look back at me the police officer 24 years ago and me the police officer now, if you put me in a car without a computer in it, I probably wouldn't know what to do now. So literally the first 10 years of my career I didn't have a computer in my car, but I'd be lost without it. So it allows us to do so much more to investigate, so much more to be more responsive, to be more efficient. And as far as radios go, I mean, I feel like any issues that we've had with connectivity haven't been much. And you could certainly see areas in the city where the connectivity isn't as good as it is in others. But I don't know that anybody's been helpful or not helpful. You know what I mean? I feel like it gets better, and the dispatch uses-- the technology that's been in dispatches increased and stuff like that too. So I feel as the technology inside our dispatch center changes, our job becomes easier, and we become more efficient at it as well because their job becomes easier, so. And we replaced systems in there. But like I said, for the most part, what we use-- the software has changed, but the actual hardware has remained pretty stagnant, so.
Change	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	I think where it gets in the way is the over reliance on it. Like I said, for me, after 24 years, even though the first 10 years of my career was in a car without a computer, if I was to get into a car without a computer now, I would probably not know what to do. And so I think that's where

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								your barriers are. I wouldn't say that there's ever been a situation where I thought that technology got in the way. There's an expectation, I think, out there in this day and age that the community, having watched all of the crime shows that have been on over the years, there's an expectation that we have technology that isn't available. Everybody thinks that, well, you can get DNA in 45 minutes because they do that on TV. And whereas even though that technology is certainly-- as you go to the crime lab, that's certainly more widely used than it was 5 years ago and more widely used than it was 10 years ago, it's still not technology that's available to me in every single case. So I think there's an expectation of the availability of technology that's been more of a barrier than maybe technology in and of itself, so.
Change	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	... And when you want to present that information to a jury, you can put up a diagram on the screen, and people understand it, but it doesn't give you the same feeling as actually seeing the scene. And they're already working on hologram technology now where they'll make a 3D version of the scene where you can actually stand and look at it as you would if you had been standing there. And so that is-- the ability to take the data that we collect and then communicate it to another individual who wasn't there through photographs is so important. And so as that-- I remember when I first came here, we had a digital camera in the old department I was in that you put the disc inside of it, and when I came here, we were still using film. And you would take the pictures and then just put the canister into evidence, and if it went to court, they'd get developed.
Change	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	--develop the pictures. Yeah, to save money on developing photos. And now you look at where we are with digital technology.
Change	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	When I first came on the department, it was significantly different. I mean, equipment was a lot different. I mean, we didn't have portable radios or even had portable radios when I came on. Communications was... Everything was radio. No computers in the cars, anything like that.



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								So everything was voice dispatched. So all the details of the call, everything-- you didn't have any record unless you wrote notes down. Obviously, that's completely changed now. The equipment that we had was very basic. The training that we had was beyond basic. We had minimal annual training on anything communications or tactics or anything. We've obviously changed that significantly. No phones or anything back when I started either. That was long before cellular phones were there. So the difference between then and now is significant. I mean, there you were metered out a certain amount of information and now it's almost like drinking from a firehose for the new officers because they have information coming at them from so many different sources.
Change	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Yep. Everybody has a portable radio. At this point, I would love to buy officers smart phones, but I don't have the funding for it. So right now the only communication device that the department supplies is the radio. And each is individually assigned to an officer. So like when I was-- when I started, once we started getting portable radios, you just used it for your shift, then you gave it to somebody else. Now officers have an individually-assigned one
Change	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	But just kind of a side note, back then, you would check out your portable radio at the beginning of every shift and turn it back in. So everybody shared the same radios. And now, we all have radios assigned to us. So I mean that was kind of... Not so much a technological improvement but a logistical improvement. So when the first in-car computers came out, I think we called them MDCs back then, Mobile Data Computer. The technology back then, it was a very small screen, monochrome, text only. But even then, I mean, I remember being amazed that we had that kind of technology in the car. Because prior to that, if you wanted to run somebody's name for criminal history or to see if they had any warrants, it was a matter of switching over to a different frequency on the radio, calling in, having the folks down in radio run all that information and relay it back to you. But now, in the car, you could

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								actually do it yourself. So that was cool enough in and of itself. But then when the technology improved, I went back to patrol in about 1992 or '93 when we first had the touch screens and the ability to receive photos. And then now, the technology in the car, its universe is ahead of what it was when we started. And so the technology in the car now, I think, absolutely makes police work more effective, far more efficient, and wonderful. I mean the advances in the technology for law enforcement, as far as in-car computer work, it's wonderful.
Change	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	I changed uniform shirts today, so I haven't put the earpiece in, which makes it even better because it's more covert and it's easier for me to listen inside my ear than have this thing on my shoulder. But like I said, the technology in the radios we have now is light-years ahead of what we had when I first came on. The radios have gotten smaller, lighter, and, I think, clearer. But there still are issues of being inside buildings or being in those little dead pockets that occur throughout the city.
Change	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	--easily twice as long and two or three times as big around, and yet this puts out more light than that one ever would. And so I mean, technology has brought me this little wonder as opposed to that three-pound flashlight I used to carry around. So I don't know. Because even though it seems like the technology is accelerated tremendously recently, I think there's still time to just get used to those steps, those progressive steps in technology.
Change	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	I mean, back in the day just before I started, there were radio systems that-- the portable radio was actually part of the in-car radio system. And so they would take this and they would dock it in a unit in the car, and that was your in-car radio. And when you left, you took it with you, which eliminated the radio in the car. But if you work in a two-officer car, only one of you could carry the radio.
Change	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	He wears the ballistic shield in it. But he's young, so. So in a car, you're really dependent on that computer quite a bit for what you need. To be honest with you, in my career, I started in patrol and I went to motors in 1986. We didn't have computers in the car before that. Everything was

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								hand-written. I was in motors till 2005 when I got promoted to sergeant, then I came back to patrol. So I've really never responded to calls like an officer would, with a computer in the car, all right? So for me, that gives some kind of unique challenges because I've tried to learn the CAD, but I didn't get it. I didn't understand some things
Change	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Yeah. Well, they eat in their cars a lot. You've see them, they'll take out jugs of water, but where do they put them in their car? I mean... there's a cup holder but... this would fly out of it if there's an accident. This would become a projectile in the car... Or let's say it doesn't hit you and you're not in an accident, but now it's spilled everywhere, all over that nice technology. Or their sandwich went flying. I guess what I'm saying is - this seems kind of silly - but why don't the cars have a little fridge in the back or a little compartment for the officers to put their food... And it really would go to their comfort level as well.
Change	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Well, I've been here long enough where it used to be really bad. It's much better now. To be honest with you, I think our current policy is, if you're in a building where you're not getting good reception, you're supposed to let our radio know, not 911, but the people that set up the whole radio system, and they'll try to make improvements with that.
Change	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Okay. If I was to describe my work to a complete stranger-- I attempt to be a bridge between public safety operations and information technology, and I try to speak both those languages. And then as we all know, technology shows up. It surfaces more and more throughout public safety and throughout our jobs. It's more accepted. It's more used at places like the 911 center. And because of that there is a gap I think oftentimes between the vernacular and what means what-- what some of the operations mean as opposed to IT. And, again, I speak both those languages. So I think that's a plus side of my hire, but specifically I was hired in to usher next gen 911 technologies into the city and regionally for the county. And what that means, again, speaking to a stranger is giving equitable accessibility to all of our citizens who might use 911 to be able to do other things in voice calls. We're going to start with text

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								messaging and eventually move into multi-media and things of that nature. But overall the whole system, 911 came about in, what, the late '60s or so? Not much has changed except for the advent of wireless calling. And now a lot of things are changing rapidly. And so that's what I attempt to do from day to day. The other side, I guess, of what I do is operational because I've worked on the street before as a firefighter and a medic and a police officer, so I know that world and I think that's important as well. And so even though I'm IT I do try to maybe to some people's begrudginess step in on the operational side of things to provide some of that insight.
Change	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] That's a really good plan. Looked at it that way. Just talking across the country and the climate of transparency, that's changed dramatically over the last two decades. So yeah, we're having to totally change gears in a lot of ways to be able to present all of that data in such a way that it's safe. We're not exposing any criminal-justice information, and then that it's totally transparent.
Change	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] It is, yeah. Yeah, because then it-- and there's also a movement going on in the dispatch world or in the public-safety communications world where dispatchers, we're trying to re-class them from clerical to public-safety first responders, and I think that's a huge step because that's the perfect example of you're there now dealing with the emergency almost face to face.
Change	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] Yeah and just the evolution of just taking a call too. I mean, when I started, you took a phone call and you wrote it on a card. I ask a few questions and boom, you're gone, right? There wasn't a whole lot to look at on a screen. And then, of course, you went into computer-aided dispatch and the phones got a little better, but you still were in that 60-second call taking thing. What I find kind of unbelievable is that we're still there in the 60 second are we not?
Change	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] Isn't that still the standard? And I'm thinking, "Oh my gosh. We've added so much more complexity to just taking a phone call and we still are expecting people to be under the same answering standards."

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Change	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] Yeah. I mean, we argued as trainers and things like that in the comm center a long time ago. "Hey, they're going to be doing more. They've got to make a callback on all these cell phone calls now, and they have to triangulate almost and on and on and on," and it's just not the same. It is not the same anymore. It's changed. It has to change.
Change	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] And I guess the one other comment I had about that was why changes can be difficult sometimes or sometimes beneficial. I think it's just the state of affairs we're in today in this year with technology in general. It is going so fast that maybe our decision makers don't know what's the best way to go.
Change	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] I could show you a great graph. There's just this big X of landline usage down, cell phone use is up, and we're about 80% now cell phone to 20% landline or VOIP.
Change	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] Here. So there used to be a time when you used to do it in the police cars. We had Toshiba and Panasonic Toughbooks.
Change	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] ... So for instance, the clinic that's in [City], the clinic that's in the [City] district, a clinic that's where the wealthy-- there is no clinic there. So where do they move them? They move them down here to the [City]. Now that area is cleaned up. That city's supervisor gets all this praise for getting rid of that clinic. Well now that clinic is down here.
Change	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] ... What do you tell the person who called 911 who is pushing their kid, going, "Hey, I'm sorry. We're trying to clean this up." The big thing is displacement. See, I do have that officer in that corner. And he just kicked out that whole block of people there who were shooting up. Where did they go? They have to go somewhere. So then they go somewhere else, and now somebody else calls and says, "I don't know. I've been here for three years. Now all of a sudden I have all these people here." Why? Got displaced.
Change	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] Normally they're using it to check their email because there's pictures of bad guys on their email so whenever you talk about the picture them up in my pocket here. In the old days I used to carry a big

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								huge book with all these pictures of mugshots and stuff like that and your pockets sticking out. Well now I can put everything on here, and I can hit save or whatever. Oh, okay, [that didn't?] save, kinda like a PDF file of my new bad guys, label it whatever and you can just kind of go through it. And then you can run up police reports.
Change	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] No, there's no reason to use GPS. Now some officers out in the [City] district they have their own little GPS units, and they have them on the dashboard or police car, because there are streets out there you can't even pronounce, and you get lost. It is what it is, you know. It's kind of a new thing I used to have-- we used to have the old map when we were out there. Where is that street at? I can't pronounce the street, where is it at? Is it way up somewhere you know like.
Change	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] Yeah so they had cops that are carrying two batteries in their pockets walking around with their tag book, with everything else. So that was a big [failing movement?]. But since we just moved to these new APXs and Lieutenant [Name]'s been really on it with that stuff and making sure, you know. The problem with the commanding officer or lieutenant above when they're at a unit is they can be transferred at any time. So if he has a project, he's doing all these different steps. All of a sudden he gets transferred to a station or gets promoted. Then the next person that goes in there has to start all over from one. Learn radios, learn this, learn all that stuff and then as soon as he gets up to speed, the new Chief comes in and they move him around.
Change	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S3] Yeah, the actual job has changed.
Change	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] It's a lot more paperwork now. And that has a lot with the district attorney. They demand more paperwork. We're supposed to be the paperless world. I'm killing trees left and right in here with all the paperwork that we're going through. I don't know. I don't know how to fix it. Technology is going to keep on getting better and better and better. This is how we use it.

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Change	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	There's a lot of carpet baggage here in general, so I don't know it's a problem. I mean, there are a lot of people moving in, moving out. It's a very expensive place to live. So those that have been here for any length of time tend to be here forever, their lives. Lots of families. There were lots of couples as they're getting once they start having kids, they start looking across the bridge. The grass is always greener on the other side.
Change	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	And you don't have to live in the city anymore, right? Yeah, my dad talks about-- my dad was a cop. My grandfather, all my uncles, everybody cops and firefighters. And my dad talked about that shift from when you were-- because when he was a cop, you had to live inside the city, and he talked about that meant that you went to everybody's christening for their kids, and you went to baptisms and you went to--
Change	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	--birthday parties, and you went to graduations, and you went to weddings, and you went to-- because that's how well you knew these people, and that really shifted in how much that changed the culture and the relationships then amongst those people.
Change	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	Yeah. Google Translate's on the phones. And the reason why I say-- I guess, interpreter just comes into mind because [City] so multicultural. It's just not your regular English, and Spanish, and Cantonese or whatever. It's everybody under the sun that's here, which we welcome anyway. And you have to be able to communicate with all these different nationalities out there. And even when we have the interpretation service, I can't even recall now how many other languages. It used to be a trifle, which they were a lot [laughter].
Change	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	It's mixed. You have billionaires, and you have a lot of homeless. [City] used to be a lot of the area no one wanted. There was a lot of garages and auto repair shops, a lot of warehouses and stuff. Nothing was there, but then when the Giants moved in in 2000, that whole area just super-developed. And now that the Warriors are coming, it's super-developing. So I call it disturbance of natural habitat, because that was the area people would send the homeless to hang out and no one cared.

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Change	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	But now, they're super-developing. Condos, businesses, restaurants that you had the homeless that were hidden, they're not hidden anymore. They're right on the main streets. So it's a developing neighborhood, but it's super-developing. High-rise condos, housing, tons of restaurants. The Warriors are coming. So it's an area that you never went to, but now it's like you want to go there.
Change	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Cellphone, the laptop in the car, computers at work, Internet, a lot of Internet. I try to utilize apps when I can for work, just to make my job simpler, but we're very barbaric in our department. We're still 20, 25 years behind. And we're in the center in [City], but law enforcement is hesitant to change. We've always been that way, and you can see the-- I've only been 13 years in [City], but it took - I don't know - eight years to get a cell phone, and then another six or seven to get email for the department. We're hesitant to change
Change	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	I think they said a [City] department just got rid of it. [City]'s trying to get rid of it. Some other small department's trying to get rid of ShotSpotter, because it's not working for them. And I did research on them, because they first came to [City]. [City] said no. They went to [City], [City] bought it. And then, I guess there was a homicide that ShotSpotter helped, and they're like, "Oh, look, we helped capture a murderer." And then, [City], "We want it," because it's reluctant to change. We don't want to try [inaudible] do new stuff.
Change	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So now, you have a much bigger density of people down here. So the city is going through a huge development, so it's changing all what we taken for granted before, as far as traffic, and changing our responses to that to be able to respond around those types of situations. So the emergency corridors to try and get down the roads, the increased bike lanes for the city to try and make it more of a bike-friendly kind of thing, which impacts traffic, which impacts us because you can't really do anything about massive traffic. You're not going to get through it unless you're walking there, on a bike, you might be able to zip through it. But even if you turn on your lights and sirens on the police car, there's no



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								place for a car to go. There's no place for a car to go, so we deal with that, try to plan out the strategy and routes for that in particular events. So we utilize different methods to get around so we know what our routes will be and all that kind-- these conversations, we have at pretty much every event, as far as what the response will be, how we will get there, how we do different things,
Change	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	... So [Street] has been completely revamped as far as its traffic patterns. It's mostly taxis and buses now, so they now have more control up there. There's a lot more red lanes being put in, the emergency vehicle and bus lanes. So the parking control officers handle a lot of that.
Change	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So communicating with the Coast Guard, who has now seen different issues that they hadn't seen before because of the change and the developing in different areas, we now have a bike path that goes across the Bay Bridge that drops onto the island. Before it would be random. You would see somebody on Coast Guard side because nobody ever went that way [laughter]. But now the bike path drops right above them, so it changes all of it. So staying fluid to that and addressing those concerns and questions, whether it's coming from either the military, or the public, or the private sector and them speaking for their employees, it's a daily juggling act.
Change	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	... We've had them just over a year and a half maybe close to 2 years now. Prior to that we had no technology in the vehicles. So it's I have experience with them but a lot of guys didn't and our demographics of our agency are how do I put this politically older and so there's been a lot of resistance to change in technology even if it means increased deficiency and some of the younger guys like myself that are there are kind of really pushing this you know hey, we could do things better like [application], like [application], ISP, [state] Police are using [application] where you know right now we manually hand write citations.
Change	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	... So there's a lot of people that move from [state] and are starting to move into our county which brings some different political views and

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								stuff like that with it but overall the people that have been there a long time even in [county] the locals really seem to handle their own problems and they're not afraid to talk to their neighbors or if there's a party going on they go over and they talk to the neighbors. What we find is that if their neighbors are not from the area then it becomes a confrontation and a fight.
Change	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	It [demographic] is very much. It is very much changing. So yeah and I don't know I don't really have any data to quantify that but I know that there is some out there.
Change	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	There's a huge disconnect between society and people's perception in law enforcement and what actually happens. A way to bridge that gap is something that I think the industry law enforcement industry needs to work on and should be identifying and figuring out how to change that perception and body cameras have done amazing things for us on a lot of different levels and I think that technology is continuing to evolve because people can easily see what's been going on but it's not the full picture. It's a visual indicator but it's not the sense, it's not the smell, it's not the gut feeling, it's not those other things that you have it's a step in the right direction but we're not there yet with changing our perception of law enforcement.
Change	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	And I've seen the industry change around I want to help people who want me to help them but if you're the guy that's saying screw the police and you call because your neighbors are harassing you I don't want to have to respond to you but I have to.
Change	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Like he said there's a lot of options here that's been here you know for 15 to 20 years so they're accustomed to doing what they do. You know there are officers here that tell us stories about when there's a call there used to be a light on [name] Tower that would flash red that's how you would know there was a call. You would go to a phone and pick it up go to dispatch they would tell you where to go so you know it's definitely advanced since then.

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Change	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	The previous administration's philosophy was if somebody was hurt don't touch them which I don't agree with you know. If you can save a life, save a life that's the number one priority so we're getting every single one of our deputies and first responders certified. We're also going to medical aided dispatch. So if somebody calls in the dispatcher is going to be able to talk them through how to maintain that person until help arrives and what we'll start doing is when we have a medical call, emergency call, we'll send deputies and they're actually going to have their own jump bags to take with them for medical purposes and that's just a fourth multiplier again because that's part of shepherding your community you know.
Change	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	...That's a huge impact and so we're trying to implement that and change that you know we got the first round through and everything so but the deputies you look for you don't want somebody who is looking for a routine.
Change	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... Previously here they had people that would work by themselves. I'm not going to do that. If I have to come in personally and dress out and work with them my deputy is not going to work by themselves so we have eight 12-hour shifts that cover 24 hour clock 365
Change	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	It's a work in progress. I made upgrades since I've been here. We don't have a lot of money so you have to kind of figure out where you can upgrade. They've been talking about changing up the radio system for 6 years. I'm not a wait and see kind of guy. I'm a let's get it done kind of guy and I told them I said this year we'll get it done and they just never had anybody that really pushed it you know and the radio room itself and I'm over dispatch here I'm on the radio just the basic stuff they never fixed is ridiculous.
Change	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... Now we also have a 100 megabyte switches in there. When I got here they had nine network stack on top of each other.
Change	LE	R	Supervising	36-45	21-30	Male	LE-R-048	... That will change once we get the new system in place. I think

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			Field Responder					changing from the 100 megabyte switches to the gigabyte switches is going to make a huge difference just in speed.
Change	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... Now before we would enter them and then the probate court would enter them. It became problematic this year. Last year the first 10 months I think the county wrote 688 tickets. This year we wrote 4,510 so probate court was like they're having court once every 2 weeks and once every 2 months.
Change	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... What we're going to have in the next 4 weeks we're actually implementing all this stuff right now is we're going to have the computer systems in the car where they can actually run GCIC, they can do E-tickets for 6 out of 12 because it's \$950 per license. It's not worth it to keep on writing tickets... The way it was here previously until about 3 weeks ago was you had to come to the law enforcement center, sit a computer back here and write the report. If you got a call you had to go to the call you had to come back here, sit down and write the report so you're having a lot of transition time driving which made it very difficult so we changed that somewhat so that's getting a lot better.
Change	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	We're improving. Before they didn't communicate with anybody. They truly didn't. Some of the fire guys they had one guy in particular that was very difficult.
Change	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... you know what we can do to help each other out and we want to proactively help and they never had that before and they have the [Organization] about medication for the elderly and stuff like that.
Change	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	...They worked their side as far as traffic control, we worked our side, the fire department has gotten there, great team effort which is 180 degrees from where it was in January.
Change	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	...Previously the previous administration they wouldn't tell you what somebody was charged with. If you called here and asked they wouldn't tell you and I'm like it's probably the record. Just tell them.
Change	LE	R	Supervising Field	36-45	21-30	Male	LE-R-048	...The way it used to be is when they came in here is all phone calls came into this facility came through dispatch so they're answering jail

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			Responder					calls, they're answering all these medical calls, the front desk call came through dispatch and they would transfer them.
Change	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	I don't remember back in the day if you had a big wall size map of a community oh man you're hot take man we got this map and now it's like every day. It's not a big deal but back then it was but see now you got all this information through the reporting system that you have in your car.
Change	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	The local behavior has changed.
Change	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	Radios are about to be updated. These are the old [manufacturer] radios bomb proof as everybody knows and of course I'm not saying that as an endorsement of any product as a stated representative but we are about to update the radios... We continue to go acquire properties that are farther and farther out so our jurisdiction is continuing to grow and as such we need to improve the range of our communications.
Change	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	I think they've only made things better. They allow us capabilities that we didn't have before. They allow us to reduce our response times. They've allowed us to increase our situational awareness and many times they're allowing all of this simultaneously so you really see some force multiplication through the use of these technologies where previously all you needed was the gumption to get out there and fight crime and tackle the bad guy and it was probably largely force on force or it was who could out smart who.
Change	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	Football season starts the same time every year and is the same time every year. The weather patterns are the same for us and we can begin to see trends with homelessness and when the transient population begins to seek shelter on campus or when the bicycle thieves begin to receive that resurgence the weather is getting nicer, the bicycles are more plentiful, people aren't locking them up properly but through our analysis of this sick look behavior of campus or nature of campus

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								through our analysis and trending of these crimes. We then begin to look for how we can either employ technology or change our behavior patterns in order to interrupt those cycles of crime where they've trended in the past and we can see that pattern coming, we can forecast it, we know that April into May we're going to begin to see an increase in this criminal behavior.
Change	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] Yeah I mean as far as accomplishing our tasks in our job I think it does but along with the hectic thing has become with so many lines of communication in ways of receiving information is has become a lot there's so many different things going on you got to pay attention to 20 things rather than just listening to the police radio.
Change	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] We would go out and only had was the radios you handled calls and you look for stuff and you handled whatever was in what you know but now because of technology that lattice problem is our problem and the only reason we know that is through technology so we're able to work together and handle a problem like say there was a lookout on a specific vehicle. If I didn't get it at roll call I may not get it until the next day at roll call and say I stopped for a wreck that day on the way into work I may not get it until the next day or I had two days so it may be five days and that car may have been say recovered in that time so something happened and I never knew about it.
Change	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] Like just like he said unless it came out of roll call look out for a certain vehicle and we've like he said when we determine that these cars are committing multiple crimes in multiple jurisdictions so all these jurisdictions have been putting out a list of stolen cars okay.
Change	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] In early 20's you know and cell phones have been around for as long as they've been alive. When we first started and we were handwriting reports. We didn't even have access to a computer when we first started.
Change	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Before that up until very recently the officers carried a cell phone and everyone out there knew the number and they'd call the cell phone and

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								say we need this and we need that and that's how they operated and out there they really were not happy when that cell phone went away and that was only a transition we've gone through in the last year or two but here in midtown we've always been on a dispatched radio system where people call in and there's no we're not slaves to the cell phone.
Change	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	You know, certainly we are little more with them. They are little more advanced. They deal with the body cameras, the in-car cameras, the mobile data computers in the cars, certainly cell phones for them, you know. If you look at a patrol car when I started 24 years ago compared to what a patrol car looks like nowadays, you would be somewhat frightened at what you see, and maybe a little intimidated by what you see, you know. They have got printers in the cars, they have got, like I said, it is a rolling office, quite honestly. So really they are dealing with everything that I deal with in my office, only, it is in their patrol car.
Change	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	[short laugh] You know, I don't think they are any better. I will be pretty honest with you, and the reason I say that is because we haven't - again, we haven't learned anything from our previous experiences you know; what we were experiencing 25 years ago in our communication systems and the breakdowns that occur in our communication systems still occur today. They still do. You know, I think we are getting better, but they are still there, still there.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Well, I mean most people have an idea of what a fire-fighter and police officer does. The problem is, it's very limited, so yes; we take bad guys to jail, alright? Or, we put out fires. But it's almost regardless of what I feel; I guess it's really transitioned into a lot more than what those traditional roles were. You know, for instance, you might get called; there might be a 911 call for just to go help an elderly lady put her batteries back in her phone. So it's become a little bit much more community service, nondenominational, if you will, level of service. Most people dont know what paramedics do, they know it is some sort of medical something or the other, but it entails quite a bit as far as, you know, understanding Cardiology and Pharmacology to the point where your interventions are

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								pretty much mirrored to what they would do in the emergency room for those significant cardiac events; cardiac arrests, you know, heart attacks and so forth. Early detection as far as police work, all the traditional - take complaints, investigate crimes, make arrests, prepare for court, testify.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	At one point, I thought it was. I wouldn't get into it again. I wouldn't get into public service again, I don't think.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Probably the burdens placed on, whether it be, you know, just the saddle burdens. You know there is a lot more scrutiny, which can be a good thing, but now it's almost to the point where in law enforcement, you know, traditionally we have been kind of separated from the politics, but not so much anymore. So any time politics drives a service, you know, there is room for abuse.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	I mean, I think technology does have a component into just basically how everybody is so connected where it used to be divided, but now with social media and the different apps that you know, while connectivity I think we use the present tweets. Okay, that is always positive, right? So, normally - I shouldn't say normally; historically, you didn't really have that kind of medium to be opinionated; there were some filters before it actually got out the mainstream public. We dont have that, and as far as police work or firefighting and public safety in general, you have people YouTube, you know, traffic stops and so forth and you know, the problem with that is - I mean, I dont mind if somebody wants to videotape me. The problem is they might only get half the story, and nobody wants to listen to the other half.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	So, cell phone text. We use Facebook as a department so put out information on Facebook. So the radio, computers; there is not a whole lot of - they do have a message capability county wide through the MDTs through CLEMIS there is supposed to be but we dont know how to use it. We are just new to CLEMIS so I dont know exactly how to send messages just yet. E-mail.



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Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	I think it's when they switched from - they just did a switch not too long ago; narrow band, I'm not a big technology guy on that - the radios, but I can be - for instance, if I am at [Intersection], I can't talk back here. I can talk to the county but I can't talk back here sometimes.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	So they are thinking about going to 800 but that doesn't solve that problem; it probably actually increases that problem because 800s are nice outside but you get inside, then they are not really that powerful.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Well, we didn't have MTDs when I started so we relied on all radio traffic. So I think with the use of MDTs, it has allowed us to kind of do for ourselves what we count on other people to do for us so I don't need [name] to run somebody now, I can run them through. Also you get probably a little more information because [Name] might not want to say - you know, so and so is the same person we dealt with, you know, two weeks ago over this deal but she can kind of type it in so we can see it and don't have to broadcast it.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Both. Again when the technology is working, it makes things easier but when it is not working, whereas when you used to write everything, nothing is going to break that you can't fix. So now if the reporting software goes down, we can't utilize it until it gets fixed. So we are not doing reports in a timely fashion which dictate when it gets to the court and so forth. But when it is working nice, I enjoy it. Some people are a little technology averse here but.
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Which was identified as a big problem then and it still is. You know, our inability to have dedicated channels to talk to different folks where the Fire has the capability to go to different channels, so for instance, there is the main Fire frequency that everybody gets dispatched on and then if there is - if it is a big enough incident, they might go to a secondary channel, but once they go to a secondary channel, people that don't have that, whether they are, you know, coming in or not, you know a lot of time, agencies that respond in won't have that secondary frequency so they won't know what's going on. And there are certain things you have to do once you arrive on scene, so how do you get that?

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Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	It's very challenging because of the limited amount of experience we have in our department because it's younger. We have to constantly guide and change officers' behavior by how they do things because again with the FTO program, I have such a young department that now I have got guys who have got 2 to 3 years on - these guys are my FTOs, and before when I started, they wouldn't even look at you until you started having 15 years on to start training people.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	So one of our biggest obstacles as far as challenging is making sure that guys are trained properly because you lose the experience and training as the younger guys are teaching the newer guys - I don't have 20-year veterans like I used to, so my experience is gone, so that is very challenging. Very challenging because -and relates to I don't have much assistance because the younger guys, they don't understand what it takes of all the behind-the-scenes stuff. So they don't know that I gotta do, you know, all the inventories and the grant work and everything and ordering stuff to keep the department running; they just are - so, police work, you get in a car and drive around. So that is challenging. I mean, overall, it's rewarding; the detective bureau part is the rewarding part because you get to follow through on cases and stuff like that. But I dont believe it is as rewarding as it used to be because such a negative impact from the cops [unintelligible] now; I see the guys, they get burnt out quick, they get jaded and you know, whether it is political or if it is from the public, they feel like they are getting it from both ends.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Yes. Back in 2005, we had a pretty mass retirement. It was the guys that all came on together back in 1975 and they all left. At that time, the city felt that it was more profitable for the city to save money by lowering the pension; they eliminated the pension for new guys and bringing in 401K. Then they decided to pay a substantial amount and the new officers pay a substantial amount into the healthcare benefits. So at one point when we started hiring officers, for about a good solid 7 to 8 years we were probably at almost a 60% turnover rate.
Change	LE	S	Field	36-45	11-20	Male	LE-S-061	I think yeah, it plays a lot into the hiring process itself. I think there is

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			Responder					such a negative image on police now that you know, back when I started keeping 200 people for an open position in the police department. Nobody wants to be the police any more. It's a negative career and it's a negative full-time career and you dont have the applicants out there like you used to. Nobody wants to do the job.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	We have two Hispanic and we do have an Arab officer. We have two female officers now who have only been here for almost 5 years but before then, I mean, they never had any female officers. We definitely try to be as diverse as we can but by no means get. My applicant pool is not diverse.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	I would say it's shifted. I would consider it maybe lower middle class as far as income; like, we were discussing the dynamics of the economy and when everything collapsed several years ago, and we got to renting - I think at one point like 50% of the city was rentals.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Well, originally when I first started, there was like a north and south PD as far as, you know, channels. I mean, it was like six of us on the same channel, so we did know what is going on, but once they went to 800 MHz and they kind of switched up to everybody having their own channel, it kind of just isolated everybody. I mean, I remember so many times where I would be on midnights, I would hear something going on in [City], I know it is heading my way and I would get ready for it coming down [town]. Well, if I was on midnight right now, I would [unintelligible] with Fire and ask them both; I would call the station like, hey [unintelligible] is chasing one through the city. So we have isolated ourselves in that aspect.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	It's going to be a big adjustment. Big. These guys - well, they are going to have to - first off, they use the radio system - our radios and everything are the same, but now they are going to have to get used to competing in monitoring because we are going to be on [City] channel, [inaudible] traffic. The computer system, personally I think it is a lot - I don't like it, I think the CLEMIS system in comparison to what we got now is not user friendly, the computer system that we got now is phenomenal but

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								CLEMIS is not user friendly, it's going to take a lot of work to get these guys used to it because these guys have been using it for 15 years, and then overall, it's a complete different structure for the department because now these guys are gonna be all on the road. They will be transporting prisoners to [City], they are going to be coming here to do the paperwork but there is not going to be anybody here. So again, yeah, it's a huge transition and it's going to be - we are gonna fight them a little bit but it's - if we don't do it, we will go under.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	For a couple of guys that are coming from inner city departments kind of [inaudible] stuff like that, I think it's substantially slower. I think that is a big adjustment. I actually think they like that it is slower. We are not busy enough. If you want to go out and do - get out and walk around and talk to people, you are got plenty of free time to do that stuff. Honestly, I dont think - oh, I know for a fact it's not done much because I think the whole perception with the whole police thing people are just -officers, they get blinders and they don't wanna deal with people unless they have to a lot of times; I really, really do see that; they just - you could go up on a just a normal meet and greet just to talk to people and it always, you knowing, the interest turns negative or they want to complain about something, you know, citizens have a habit of really complaining about every single thing that goes on in this city, whether it my neighbor is cutting their grass and it's on my sidewalk to they want to complain about the mayor. So, a lot of times, the officers, they have the opportunity to go out and talk to people but they dont want to because they dont want to hear it.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Well, it's a total different scenario now. [city] took over our fire department, so they are [city] employees and it used to be - I would go over there for dinner and I knew all those guys like first name. I could walk over there right now and I couldn't tell you one single person that is in there. They have isolated themselves from us. There is kind of a - I get the impression that they don't want to be here and they really don't want to deal with us and that is the officers' impressions that they get. They

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								are not the same buddy-buddy guys that we used to know all the time.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	... On the same note, I don't know if anybody has ever said this, but I believe the cameras have kind of had a negative impact also. I don't believe that they are more - I don't want to say caring, but more open with somebody when they are on call when you used to be able to go to a call and like freely like, listen man, come on, which, you know, you really don't wanna do this, let's do this or do this or maybe- hey, just separate for the night. But now, since everybody is videoed, it's yes ma'am, no ma'am, and they are afraid to make a discretionary call with the fear that you are gonna get in trouble and because you are being recorded.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	I noticed that because I was always a big one on the road that, you know, you talk to somebody like you would talk to your dad or something and you can calm situations down or resolve stuff with like - everybody is semi-happy and no charges are being pressed and everybody goes their separate ways but now it's like they don't wanna say, you know, if someone says I wanna press charges, you know, we were like listen, do you really wanna to press charges on your husband or do you just wanna just - everybody go their separate ways, calm down for a little but now it is click, you are going to jail. So I think it's a little bit on that aspect.
Change	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Yeah, we get that. These are not the radios I had when we started here. Those were actually better and less problematic as far as design goes, but then the batteries all wore out and they didn't have quite the signal strength. These are very good radios, they just, I don't know if the switch moves too easy or what, but [unintelligible] a little bit, everyone here has got their complaint about them and as well as every other department who uses them.
Change	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Yeah, that's a pet peeve. I mean, when I started here, we had a very different 911 phone system. We had these big black boxes with red lights and stuff on them from like the 1980s. They were dead reliable, they had no problems, they were high quality, they were well laid out,

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								nobody had any problems with them, they were just fantastic. Then we upgraded to like the \$75,000 touch screen 911 system and all that, and for all that money, you know, they give you the receiver, they don't give you a place to hang it, you just set it on the counter and I can't tell you how many cords we have been through, how many receiver hands have been dropped and damaged and for all this money, they couldn't spend you know, 10 cents to make some plastic mold to hang it on but and there is a big learning curve for me to figure that out and sometimes the glitches - it just freezes up and then, you know, everyone is in panic mode, how do we fix this, because, you know, with the old stuff, if something goes wrong, you hang up, you pick it up, everything is fine and we have a phone that we use to dial out on, you know if you gotta call somebody to ask, you know, whatever, or even call for a lunch pickup order, I mean, just anything. It's just an auxiliary line but the phone that we have there is still like a 1980s like foreign phone from the 80s, no one wants to get rid of it because it works flawlessly and things back then were made of a lot higher quality than now, so I [unintelligible] retired.
Change	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	For the most part I would say better. When I started here, there were no body cameras. We got the body cameras, and I am a body camera advocate; I like them, I like having them. I would not want to make a traffic stop or work without them now - because around here a lot of people just make false allegations. So it's like when somebody goes to a restaurant, eats half the dinner and says, I didn't like this, I want a free meal, you know, just trying to get out of stuff, we get that all the time. People come in to complain and I will drop my complaint if you get rid of my ticket for me and I am like, no, not happening. And people make every false allegation against us under the sun and you know, now I get a dead body, [unintelligible] oh he said this and did this and oh, let's play the tape and then, you know, none of it happened and it's a very good tool for, you know, doing things the right way and by the book. I can't see why you wouldn't want one.

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Change	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Yeah, we have a very good skills training program when you are new so when you are new you get trained on all of our software and equipment and if you are already here, the upgrade stuff, usually they are pretty good about making sure everybody knows how to use it, and things of that nature. Most of it is not that big of a deal, things around here change gradually, you know. This radio does the same thing the last radio did, but you know, this knob is over here and this is different and has a better signal and the battery lasts a lot longer, so.
Change	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Recently, we came out with a kind of citywide split for zones; A and B zone; that is basically split down the middle but as the double car, we are more of a city-wide function, so we can [unintelligible] whatever we need to.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Radios - I have no issues with radios for the most part as long as they have the newer batteries that are conditioned. In some of the older radios, the batteries wouldn't last and they would, you would have the radio on for 15 minutes and the thing would start chirping that it has got a low battery. These have been pretty good so far. These are new, within the past 5 years, so.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	We used to have something a long time ago called Intercity. I don't think [city] even monitored it, though, but it was - nobody uses it anymore.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	[unintelligible] with these newer ones, like a long time ago but another department I worked for had coverage issues with the radios; they wouldn't work out of the west part of the city.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	These newer ones are based off the cell towers, so they usually have no issues.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	When I first started, there were no laptops in the cars. There were only these mobile data terminals you could just run the plate on.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Most of the agencies out there all have different systems and I think it would be nice to have something across the board that had all the functions that are user friendly. There are different computer systems out there; like the one that we have currently is pretty user friendly; it's

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								real easy to use, it has kind of a lot of new features, one that they might go to if there is a merge with [city], that it is still going to go to a different system that is not as user friendly and doesn't have the features that the current one has and we will have to learn a brand new one over again that is not going to have the same features, not gonna be as good, in my opinion, because it is not going to - we are gonna lose the functionality that we had before that we took for granted, like the large database of names and stuff that we already have for the downriver area; not in that system anymore, we are not gonna have that anymore.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	They were just going to take over our Dispatch and our housing of prisoners and then we would use their computer system which, to my understanding, is pretty barebones basic software. It doesn't have a lot of bells and whistles, so it's kind of like a downgrade in my opinion.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	No, it wouldn't be that type of merger because we would keep the police department here; it wouldn't be like a merger with - like our fire department became [city] fire department. We would still be [town] police, but we would just be using their computer system that they will be dispatching for us, so everybody is going to have to learn a new - learn how to use the new software.
Change	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	And add functionality, I mean, if you have one that doesn't have a lot of features that you take for granted with the one you currently have, then that's kind of frustrating too because then you - for example, the one that we have got now has got a huge name database that - and if you have a first and last name and that's all you have for somebody, like oh yeah, [Name] did it [unintelligible] there are a million [Name] but all I gotta do is type in the first and last name and it comes up with a list of all the contacts if they have ever had, like if they were even arrested or got a ticket or say been a name in our record, it pops up with all those options to choose from. Now you go to a new system all those names are not gonna be in there.
Change	LE	R	Supervising Field	46-55	21-30	Male	LE-R-058	Yes, well I mean, you know, you want to try to keep as much as you can separate, but with today, it's just -- it's just very difficult, you know, and



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			Responder					years ago when cellphones were more expensive, you really try to keep [inaudible] when it was 25 cents a minute, you know, you really try to [inaudible], but you are really trying to keep that down to a minimal personal use or use your personal cellphone. But today, the way the plans are today, it is not as important as it was.
Change	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	We have -- I have been here for a long time, almost 30 years. So, I've been here at a time when the Sheriff and the Police Chief would not speak to each other. I've seen when the county mayor and the city mayor could not communicate, didn't like each other. But today, what we live in today is totally different. We get along famously with our police chief. We work with other agencies, like the ATF, the FBI, the DEA, the Marshal Service, we have all right task force field and we work really well within our law enforcement community with all our partners.
Change	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	... and in our community, there are more people that live in the county than in the city so there is -- and then those demographics haven't changed a great deal. I remember in 1990, I think it was the first time, 88 may have been the first time that there were more citizens living in the county than in the city. And so, there was that big push, you know, that flight from the city. And we've got 260,000 people I think that live in outside the city limits right now and about a 190,000 inside the city limits. So, the demographics of the city and the population of the city have not changed a great deal since 1988 but county sure has.
Change	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yes, I have a radio on that's in my [inaudible]. I have a portable radio but yeah, I do very little of that, my job doesn't require that but our people, you know, if you talk to [name] yesterday, I mean you know, that we're going to [state] Valley radio system, and digital and all that and in that swamp over right now and --
Change	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yeah, we were kind of cutting edge around here on that. We were knocking on their door. They weren't knocking on ours. Or actually, let me reverse it. They were knocking on our door because after [City], everybody went to them. And in that interval we were already implementing our program. And we did that and I talked to our

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								community a little bit, it wasn't because we had bad officers that we wanted to watch. It was, we really wanted our community to see what our officers were doing for them. What they were putting up with. The mentally ill that we had to deal with and the closing of [city] and what it means to us as a Sheriff's Office and what we had to deal with that comes from our community. And that was the biggest reason. We wanted people to see what we do and it has paid dividends for us.
Change	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	S1: Yeah. So, you said -- when did you start that program I am sorry I -- S2: We started this first in 13, I think we went in 2013 is when we started. It is 18 and this is our fifth year, so yeah.
Change	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yes we have. Every two and a half years is the contract we wrote and get the lightest and greatest updates every two and a half years at no cost to our taxpayers. So, it is a five-year contract with a five-year extension. Two five-year extensions that are in and they've increased our storage and everything so we are really -- we are pleased. I mean, it is Axon, the same people that made our -- the taser weapon system and we are happy what we got so far.
Change	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yeah, lord, yeah, you can have a picture house, you know, a camera that used to cost 6000, you can get one for 600 now, alright.
Change	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yeah. We still have a server. We still have to maintain some things you know here. But, on our chain-based evidence from patrol, you know we will be looking soon to outfit and interrogation room, our interrogation room is downstairs so we can upload that to the cloud on our evidence.com platform so when a DA goes to look at a case, they can sit at their computer and pull every video, every officer that was there, any interrogations that were done of suspects, they can look at all that right there from that, they don't have to get CD here and a CD here and a type of copy of this tape and it's all at their fingertips.
Change	LE	R	Supervising Field	46-55	21-30	Male	LE-R-058	... So, I think that was a big part of losing some of our reserves, but just can't continue to -- we were just talking in here already. We have not had

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			Responder					any -- although our budget has increased but it is we picked up juvenile or because we picked up, you know, animal control or other things have been handed to us to do and it comes with that budget increase but as far as us getting law enforcement positions because we have more people, we need more policeman on the street, we haven't. We just went from five shifts to four shifts so we could put more officers on the street. These guys are working 12 hours a day now and we got to stop that.
Change	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	We've got 14 patrol zones now, we had 12. We've added to [City] its own zone, you know.
Change	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Prior to this you would drive downtown to the City County Building and see the [Job title], it's right outside the store over here and swear your warrant, sign your warrant and you may meet a paddy wagon here. If you could meet a paddy wagon here, you'd have to take your prisoner [inaudible].
Change	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	And we've dropped our crime rate -- our crime rate has been cut 26% two years down there. In two years, our precinct with an Office of County Sheriff's Office on it, it's in [town] -- being able to have that presence, shrinking our zones and those officers moving around not there more and I'll tell you too -- we've got young guys.
Change	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	We've got young guys. We've had a big turnover with retirements that we have had. We have a pension that's in place that's allowed people to retire with a defined benefit, you know, a percentage of their income. So, a lot of guys have taken advantage of that and that gave us an opportunity to be younger and younger agents. And when you get out of here and you are doing that work, I'm 53 okay. Some of my years were dog years, so I have lived 7 and 1 a few, but I am telling you, that's a young man's forte there. When you are out there in that patrol car and you are chasing bad guys, you ain't chasing a 53-year-old man.
Change	LE	R	Supervising	46-55	21-30	Male	LE-R-058	But today -- today, what we are talking about today, I don't believe not for

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			Field Responder					<p>one minute that it happens like it did in 1960s. Not for one minute. I have never in my 30 years of law enforcement ever, ever heard of anybody say -- oh, let's get us one today. Never, never. It didn't happen. They will lock up bad guys and it don't matter what color you are. It doesn't matter. They answer calls for service and they handle the calls when they get there and it doesn't matter if you are republican, democrat, black, white, yellow, green -- it doesn't matter. It doesn't matter. So, the recruiting that we've have problems with is -- you know, I had a football coach come in from [high school], [name]. He came in and talked to our training staff two weeks ago on millennials -- on how to deal with young people. Why? What their thought process is? And he talked to -- he has been coaching for fours years. He had to talk to our people about how he had to change his mindset on how to deal with people because when I was growing up, you know, a football coach could beat you. [Crosstalk] it didn't matter. They could hit you, you know, I had a football coach in Junior High School, would grab your facemask and he would run his foot up and down your shins on the side while your mom and dad he is up in the stands watching and nobody could see you but he sat there to punish you for a bad play. They can't do that anymore. It is different. The way you treat people is different and that is what he was talking to our staff about. How do you get through to these kids, this age. What are they looking for? And, it's different, you know. Me and my wife -- we got a 16-year-old daughter. We were talking last night, you know, I have got some things going on in my life that adds stress to my life and my daughter, you know, I have to tell [Name] -- as soon as the selection is over, I want to put this phone down for two days and not touch it.</p>
Change	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	<p>Oh mercy, yes. You know when I found this body worn camera, new age technology, right. So, it's new -- we had in-car cameras but I had my chief of operations, who he is retired now, you -- And Sheriff, oh that will never work. That will never work, that's crazy. And [Name], he wanted to take the cameras and dump them off the [Street] Bridge and [inaudible] because he said a policeman's word doesn't mean nothing anymore.</p>

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								And it is sad you know you can't go up there unless you have got it on video, it doesn't matter. The policeman's word doesn't mean anything. That's crazy. But it is true but you are not going to regress, you know, so we got to embrace this. And my [Job title] [Inaudible] was -- no, they have got enough on their belt. You can't put no more on them. You can't do that to them. You cant -- They have already got in car cameras, you know, we are just going from the car to wherever else we are going, you know. And I remember a guy in 2013 at the [state] Sheriffs Association -- [name] was the Sheriff from [county] and was the President of Association and we were at the [place in city]. And this guy is set up there for 45 minutes with a PowerPoint presentation telling us how we need to audio and video every custodial arrest and any time we come in contact with the public we need to audio and video and he went on how it would be and how great it would be and he opened up for questions and the first thing [name] said as President [state] Sheriffs Association and he said -- you take that Teddy-Kennedy bullshit back up to Massachusetts. He said, it ain't go work down here. And you know what? That's exactly what we are doing today. Exactly what we are doing today and it is as good as he said it would be. 2003, I thought -- man, can you do that? They will never talk to you. People will never talk to you. The criminals we deal with are pretty stiff. Did they tell that? They were like, we're glad. We're glad.
Change	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	We don't know, our in camera cars we did away with since we got body cameras.
Change	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	They are coming up with a Axon that matches our camera for in car where if we are driving to a call, it would be the in car camera and then we put it in park and get out, it switches to our body camera.
Change	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	S1: Now, they have to turn the camera on or? S2: They do. At this point they do. Blue technology is already there. We will be getting that with our next NN CAD systems -- they are kind of a CAD systems now that would be able to 911 would be able to initiate turning on your camera because

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								you know technology is growing so fast.
Change	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	We've got drones, yes. We've got drones and have cameras on them and we have an aviation unit with, you know, flyable helicopters, we've got a Huawei and some OH-58 Jet Rangers, but these drones I think are the future for aviation. I mean, for us, you know, it's a very expensive proposition to own, maintain a fleet of helicopters. Our helicopters were free. We got them on a government program. It was, you know, surplus military equipment but the way the drones are growing in technology, it is just -- man. If I call for the aviation unit, if they weren't flying, you know it would take them an hour, you know, I mean, once they got somebody to hangar, pulled the bird out, warmed it up, and got up and got to you -- I mean, really. But a drone, you can off from your car. So, if you needed to do some surveillance, if you wanted to know what was behind the house, that you are fixing to hit, you know if it drone, and you can get it on your phone, you know. They've got iPads that you can operate a drone from. [Name], my techie guy, he first in the [Organization] -- they first got one a couple of years ago I guess. And it was -- and then they got another one last year that was \$ 2400. It was so much far advanced than the first one they had bought. That had the camera that had the ability to lock on to something but the battery lap on those things are the biggest drawback right now. I think it can fly for 20 or 30 minutes but -- but look, if you've got a couple of them, you know, you got three or four batteries, then you can be up for a while.
Change	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	No. No, I think it would, you know, and you know really the dispatching and we talked about the radios and stuff, they will be all out of here before long anyway, you know, you will have one --
Change	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Compared to when I first started, night and day. I started in '95, we weren't even issued portables. Once you got out your car, you were on your own. They didn't have cell phones. So if you got into a bad situation, there was a time when we got into a fight, or on a foot pursuit, we had to knock on somebody's door to borrow their phone to call the sheriff's office because we were away from our car, you don't have a portable,

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								you didn't have a phone, so it's changed. For me, being an old dinosaur as they call it, I am impressed of like just using our computers, seeing our computers following the deputies on GPS because I can see all this, just on a simple look up at my screen I can see where every deputy in the [County] is.
Change	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Well, prior to [Event], prior to [Event], we had no interoperability at all. We were kind of just--here in the [city name] for [Event] you were kind of just shut out from the world, you couldn't communicate with nobody. We were actually... the military was flying in medical supplies here to our university, and we were actually escorting medical supplies into the [city], to the [Organization] building with no communications for nobody there. Us and the military were just bringing medical supplies and dropping them off there. But since then we've developed our interoperability program within the [state name], the LWIN communication center, which kind of gives us interoperability now with the radios that we have, we can simply switch a channel and be able to communicate with every [County] in the State of [State] with our EMS, with our fire with just a click of a switch we're able to--we're very fortunate on that.
Change	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	So things like that I believe really needs to evolve to where we're collecting this data. Because for one thing criminals, true criminals are people that are, do things like on a regular basis. They go eat at the same restaurant every day, they get up at the same time, they're people of predictable habits.
Change	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Well one thing is is that across America, about 75% of fire departments across America is volunteer. I can tell you that since I've been in the fire service, the volunteer fire services are a dying breed. We've seen a steady decline in the amount of volunteer fire service. I remember when my dad was a chief we probably was 400 or 500 members strong. People were able to be able to leave their jobs and now, it's just, it's dwindled away the way we-- we get a working structure fire today, we may see 25 or 30 people there. So during the daytime. At nighttime, we

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								might see 125 or 150 people at a nighttime fire. But during the daytime, it just seems like owners of businesses and they just don't allow their employees to be able to go anymore... We're having to do cross training things, like years ago when I was growing up when my daddy was the fire chief, the fire department had no responsibility on medical emergencies. The ambulance service takes care of that... We're having to do cross training things, like years ago when I was growing up when my daddy was the fire chief, the fire department had no responsibility on medical emergencies. The ambulance service takes care of that.
Change	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Now it would. I think you have the mutual aid net and all of that, all the matrix where you can dial in and link up to different agencies, and put everyone on different talk groups and that type of thing.
Change	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Really, a lot of things were done on paper, and now with word processors, our reports are a lot easier to write than handwrite. I think we have better accountability as far as what information we collect on calls, how we track the data, how we track all the information and the people and those types of things, so it has expanded, the data and the resources that we have, and the ability to get back to it, whereas before, with paper files, you put them in a box somewhere and who knows where they end up, so--
Change	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	I think it's kind of, in my view, it may be I'm a little more removed than maybe some of the other people that you'll talk to. Most of my interaction now is through email or text. I'm very little on the radio unless there's a major incident or we're working some large event. From the department side, hmm, we put a lot of emails but not... not critical information. Yeah, if we have a certain call or a certain thing that needs to be done then we're going to do that either via radio or pick up the phone and make a phone call. So I think it's maybe the shift is just mine and not necessarily the trends of what's going on in the department.
Change	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	So obviously we're university police so we're serving [State] University which is I think our student population is just over 30,000 right now. And then you figure, I don't know, 5,000 to 10,000 in faculty and staff every



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								day, you're looking at a small city here on campus. Staff... is not that big of a turnover I guess but when you look at the student piece, every 4 years, you know you've rotate a completely new set of people in theoretically. And so you know we see it in some of the safety campaigns that we've done. You'll see an improvement and then a rotation comes through and you've got to start back over because the group that you educated that understood it has now moved on.
Change	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	I can't think of any. The MDTs were not in place when I was a patrol officer here so when I was a patrol officer it was strictly radio traffic. But... no, I can't think of any.
Change	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Oh, no, I can tell you it's changed dramatically since I started 16 years ago and not to sound like the old man in the corner--
Change	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	-- but you know when I was first starting, cellphones obviously existed and everybody had them but they were not--they were not as much a part of everyday life as they are now. You know, if I lost my iPhone my whole schedule would crash and I don't know what I would do without reminders and calendars. But I think you're seeing... the MDTs have been around for a while but they still seem to be a vital piece of what everybody's doing in their agency because you've got real time information in front of you instead of, you know, when I got the call of a suspicious person I had to remember what it was, drive, get there, and try to locate and so now you get on the MDT and you see, oh, it was a white male with a grey shirt.
Change	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	And so you have that information right there. So I think those are--that's a piece that I don't see changing. Now maybe it gets better, maybe the way it works changes but I think that piece is constant. And you know the technology with radios has grown leaps and bounds. I can't even remember what type of radio we had when I first got here but it weighed about 50 pounds and you could have 2 channels on it and so the features that are on these radios now are just absolutely incredible.
Change	LE	U	Field	36-45	11-20	Male	LE-U-057	I think it's changed [inaudible] the years for sure. I mean it used to be a

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			Responder					lot of phone calls and face-to-face talking. Now everything seems to run through email. Everything is regarding email, you know responding where I think sometimes maybe things are better relayed person-to-person and in daily conversations. And I think maybe we rely a little bit too much on email. But it's the trend. Everybody wants to cover their behind and make sure that they have these email trails. I don't necessarily think it's a productive way to work, but I understand the reasons why it's done that way, and it's kind of the world we live in now where this is, everything is relied upon email.
Change	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	Oh, [inaudible] another thing, and I'll hit another one on this. It was, the way it happened back then, when I first became a police officer, we didn't write our reports. We used a Dictaphone, which you would call in, and you would speak your report, and somebody would type it on the other end [inaudible] and it saves a lot of time. It saves, some people I think struggle grammatically, and maybe it holds their reports back. But if ask somebody to talk, they can usually talk and talk and talk, where if there was some type of automated report-writing system, maybe there would be more information in reports.
Communication	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	..."But, yeah, communications has got to be on top of my list. I wish I had audio files from fires before and after good communications in mask. It's scary to the point where I had somebody from the public-- I was teaching a class, and they go, "You know what? We were listening on the Five-O app." I don't know if you've ever seen that, so--
Communication	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	[City]. So you flew over that little [pass?]. Okay. So that was on fire two days ago. We get sent from another station down, and they say, "Okay. You're going to be responding on [VFIRE21?] on the mutual aid [bank?]." And I go, "Perfect." So I get my fleet map, go MA/1, go down to [inaudible] channel 3. So zone MA/1 channel 3. Okay. All right. So I get on to talk to a county [com?]. They go, "Hey. Your operational frequency is [City], local command, tone 5." And I'm like, "Copy." And I look at the guys, and I go, "Do you guys know what that one is?" And we're like, "No." And so my buddy's in the back seat and he's got a fleet map, so we're

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								looking through 500 channels, very quickly, mind you. And I'm going, "Dude--"
Communication	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	...So they've kind of coordinated a fleet mapping program for our radios. So we have talk groups that actually will ultimately, once all these systems are completed, that I already have in my radio, that I can go to the [City], I can go to the [City], I can go to the [City], I can go to the [City] nodes in the radio system and be able to communicate. So the planning is there. The money is being spent to make it happen. The fleet mapping piece is done for the talk groups on the radio. But currently, right now, we have a handful of radio channels that are available through the state that we can use for major law enforcement events. We have a few other interoperable channels that have been developed between a couple of the counties and things like that that can work. It's not great, but it's better than it has been and at least the discussions are real now.
Communication	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	I get to work roughly around 6 o'clock in the morning. I relieve the person that was working before me and more or less do some kind of pass it on to see what issues they encountered yesterday, and at that point I would do my apparatus check. And once that's all taken care of I normally get to my office and start going through my emails. See what kind of issues that I need to address for the day and I check the operations briefing which is put out by the duty operations chief and see what areas I need to help out the duty operations chief with the overall operations of Fire Rescue. And once that's done, typically a breakfast...
Communication	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...Answering a lot of phone calls that providers may have issues with and more or less I'm just kind of a support role to see what is needed. And if I can fix something, I certainly do. Typically, by the end of the afternoon, start going back to the office again, eat dinner, and at that point I start winding down for the day. I work a 24-hour shift and I'm off for 48 hours.
Communication	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Typical communication, for the most part, is by cell phone... This is my county-issued cell phone. This is my personal cell phone... I carry them both with me. This county-issued cell phone-- when I get off in the morning, I hand it off to the next guy... This is a shared phone. And the

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								county also gives us a county-issued personal cell phone so that we can take it home and be available for calls as needed... This is my personal personal cell phone [laughter]-- in which-- I typically don't carry my county-issued personal phone, but I call-forward to my personal phone... So if my boss calls me from his phone to my county-issued phone, it will go to this phone and I'm good. So I'm not managing three, four, five different phones at any given time.
Communication	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	So most of my communication is through cell phone... But there's a large sum of my day that I'm operating on the radio as well. Providers may be on the scene of a call having a difficult incident and may need to call me on the radio and then we'll talk back and forth on a secured channel and be able to talk securely and be able to talk about patient information.
Communication	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...So pretty much predominantly I operate with a cell phone and a radio. Also, some of the other communication technologies we have is a mobile data computer. It's a tough book that has all of our dispatchers on it and that's how we respond on calls, clear from calls, and go available in quarters, available on the radio.
Communication	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	I mean, I guess to elaborate a little bit more, we operate with phones, radios, computer, email, face-to-face. So I tend to, if I can, I try to operate face-to-face.
Communication	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Most of my role on those type of incidents would be to communicate with the hospitals and find out how many patients can each a hospital take? And then I would start coordinating which patients go to which hospitals at any given time...
Communication	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Sure. Normally, the people that are taking care of the first triage are the ones on the fire engines and fire trucks. It could be ambulances and medic units. We have four providers on engine companies, three on trucks. So we typically utilize those crews, so that they can get through a lot more people, and triage them and give us a number as to how many people we're dealing with.
Communication	EMS	S	Field	36-45	11-20	Male	EMS-	...then typically we'll have a communications officer, and that's pretty

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			Responder				S-014	much what my role falls in. I would call our SYSCOM, which is a [State]-based medical communication system, and then I need to declare a mass casualty incident, and then I need to coordinate with the hospitals and find out what the bed counts are. So, yes. It's a very similar command structure as a fire. You're just using different terminologies.
Communication	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Yeah, typically when we get dispatched on a call, our dispatchers will say, "Respond on [Name]. Eight, we know, is a [County] unit. Or nine something. Typically, part of the dispatching is something you have to listen for, as to what channel you'll be operating under.
Communication	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Well over 90% of our calls probably operate-- we typically dispatch on alpha, [Name]. Then we respond on [Name]... these are just channels. And most calls operate that way...
Communication	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...On low-scale calls, not a whole lot of communication that needs to happen. We'll have five or six people on an incident, and they're operating within a house, so we don't need to talk to each other via radio. We can just do face-to-face. On big incidents like house fire assignments, hazardous material events, mass casualty incidents, then we go to a whole separate talk channel. There's not a whole lot of talking on that radio, other than what's on that particular incident. So if we have six, seven, eight units dedicated to one incident and you know there's a lot of talking, we'll go to what's called 7 Charlie, or 7 Golf, and we'll have a talk group that we can operate within. And only people talking on that channel are on that call...
Communication	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...More than 90% of calls we operate under is 7 Alpha, 7 Bravo, and there's not a whole lot of chatter on the radio, other than I may need an additional resource. I may need just to clarify something through my communications.
Communication	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	So our communications they dispatch every single call whether it's a fire call, an EMS call, hazard materials, you name it. It's all done on [Name]. We have well over 100,000 calls a year [County] wide. And every single one is dispatched on [Name]. Well over 90% of the calls get-- respond on

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								[Name]. And that is only an operations channel. We don't dispatch on that channel. They just do request of resources and questions and stuff like that of people that are on an incident.
Communication	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	One of the main apps that I use is called CHATS. It's C-H-A-T-S. It's a [State]-based hospital status program. I can look at the app and it shows me all the hospitals in [State] and what diversion level they're on. At least from my role, I can see what hospitals open, what hospitals are closed so that we can-- and also providers on ambulances, can use that resource as well to see, "Okay, I've got a patient that is very sick. But this closest hospital is very busy." It might be better to go five minutes down the road and be less busy of a hospital so they get better treatment. So that's one application that I can utilize.
Communication	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	We also have hazardous materials apps so that if we run a hazardous materials incident, we can check to see what UN number it is, what the product we're dealing with is. We have pill identifier apps in which if we have a patient that is taking a number of medications but they don't have the pill bottles, I can look up the number on the pill identifier and say, "Okay. They're taking X medication." And it helps me treat the patient knowing that they've taken certain medications...
Communication	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	there's a wide range of applications that we can use straight from my phones... We can access it through the MDC... But a lot of times, if I'm operating inside of someone's house, I can take my phone off and go, "Okay, well, Holy Cross Hospital is very busy right now. How about you consider going to Washington Adventist?" or something like that. It just helps the patient out so that they're not going to a hospital and wait six, seven, eight hours...
Communication	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...If we feel that our life is in danger, then our first priority is the first responders. If we feel so inclined, we will exit the scene. We will call for a police officer to show up on the scene. We have certain things in place, some nomenclature that will say, "Hey, our lives are in danger. Please get police here right now." We would back away, protect ourselves, and then call for police.

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Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...I normally find where I'm riding and get that position ready with my gear. Makes sure it's all ready to go. And then I sit at our breakfast table and generally do breakfast and coffee. And then at 07:00 in the morning, we have lineup which is a traditional term. What that means, that the nine gentlemen or females that are working on my shift, we sit and we have a face-to-face discussion about previous shifts, the day ahead of us, what needs to be done, accomplished goals for the day. And that generally takes about 15 to 30 minutes uninterrupted...
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So in the state of communication, I would say all forms of communication. In regards to informal and formal communication, both written-- so the first part of the day is that we're utilizing computer technology and communication to figure out the lineup as to who's working and where they're working so that we can do a matrix or an assignment based on who's riding what piece of equipment.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Back to the communication, so we have that form. And then we do more of the verbal communication, sitting together. Everybody face-to-face, talking. There's some documentations or policies that are read every morning. We may share a quick YouTube video if need be of an incident before, lessons learned type thing. And then after that, most of it is all just one-to-one or individual verbal communication throughout the day. And then if there is a response or a 911 call, then we get more into technology in the sense of calls placed from the 911 user. Calls 911, it goes through our CAD or our Computer Aided Dispatch. They generate the 911 call, the type of people that are needed for that call. And then it's transmitted to the station where an alert goes out. It's dispatched using additional technology or forms of communication through the radio system. And then we respond...
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	While responding, communication is utilizing our computer or our mobile terminal, which is a-- someone not familiar to it, I would say is a glorified GPS system that has GPS, email, and text messaging for someone that's not familiar with it. So we get a, if you will, text message or a dispatch prompt that tells us where we're going and how to get

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								there, the type of call that it is, whatever feedback or comments they can provide if they have them. And then radio that is doubled in, we get it as a text message, but it's also a verbal prompt or a verbal piece of communication through the radio system. So we get the same feedback through that.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So at the station level, it would be face to face. On actual incidents, important or urgent messages are delivered via radio so that they can span the whole audience, whether it's just myself or my partner on the scene saying that we're going to the hospital or that we're at the house or what we've come across. If it's just something I need you to go to the second floor and check the battery and smoke detector, that's face-to-face. That would not need to be transmitted over the whole county or the whole population. So I would say most all communication in my profession is done verbally. And probably 50% is face to face. The other 50 would be over a means of radio communication or phone.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So I do use a cell phone. So I guess this is what would stand out for me as an ALS provider. So if we're just talking about technology in general, there's multiple applications that I use on my phone from a simple calculator to do and double check mathematic formulas to my protocol of my medical guidelines that I need to follow within the state. I have that as a computer app as well that I easily look back on. I am not embarrassed to say of the amount of information that I am required to know and utilize very much outweighs how often I use it. So checks and balances of just to make sure before I do something that I double-check myself...
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	[RE: apps] ...we have the means of looking to see what hospitals are open or closed via a website, as well as if I need to look up a phone number for adult protective services, or child abuse, or poison control, or things of that nature.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	I search. And then would use my phone to-- and we may get into it further, but you're somewhat limited as to what you can say on a radio and talking because it's a push to talk. It times out... It times out in the



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								sense of you can't just hold in the microphone and talk and have a full conversation. It will time itself out.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	And it also depends on who the end user is. So if I'm needed to a family member to get medical history about a loved one, they don't have the radio system that we do. So I can't talk to them on the radio. If I need to talk to case management or a social worker, they don't have that radio. I'm limited as to who is on our network, who to speak to.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	If I need to utilize a language line to talk to a patient of a different language base, I can't do that through my radio. I can, but there's a lot of extra hurdles that go through that. And in my profession as an ALS provider, time may be of the essence. And I need that time and don't have the time to talk to three to four other people to find someone of that language to then convey and talk on the radio.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...So I think communication's pretty easy in the sense of we're very fortunate in the county that we work in. Even neighboring counties that we have, and I'll use the word interoperability, we have a good means of communicating both through a lot of training or unofficially that we know one another. We know who's working. We have a lot of background knowledge of different stations and what to plan for, and although our department's very large, it would not be difficult for me to call [County], which would be just shy of an hour drive, so it's a large county. An hour drive and talk to a fire station to an individual that I really don't know. May be able to pick him out of a photo album, but to be able to communicate with him or address an issue or concern, and get immediate feedback from them just by picking up a phone.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	Certainly emails, hundreds of emails go out throughout the course of a month with significant means of information to communicate to everybody. YouTube training videos that we put up so that we can understand what the direction of the department's going...
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Means of radio communication of we can talk from one person down to the other. There are slight hiccups every once in a while if you're in

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								certain basements or buildings or large box stores, so if you go into a grocery store to the back towards the deli or far corner of a store, that you may lose means of communication. But we work around that with different policies or adapting. Or on the river, we may not have complete radio communication but we still have cellular communication should we need to make a phone call...
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	Communication-wise, may not be the greatest in the sense of we may not know everything that's going on. So if I respond as a medic to a call, and the police may already be there for whatever reason, I may not know that, that the police are there. I may not know that the police are the ones that called us...
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...If I go to an assault call, and the police are on their way there, I don't go until it's safe for me to enter... So dispatch tells us that, but it's also a formal policy that we have that we stage or maintain a distance.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	But the police could be there for 15, 20 minutes, and the assault person be another state away. But while they're doing their reporting and talking to one another, they don't realize that we're sitting two to three blocks away, so it may take me to call and ask, "Hey, are the police there? Did it?" "Oh, yeah, yeah. You can come in." To find out that it was safe the whole time. So there is a delay in that...
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	[RE: police] ...I think we've gotten better with some time, but I also don't know every officer that's in my area. I don't know their first names. I don't have their cell phone numbers. I don't know their radio identifiers. We don't have that relationship to communicate that personally, I guess.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...It may be a little bit of a delay if you have to leave, and the wording that I would use is mutual aid. So if we have to respond mutual aid to an outside county or, for us, it could be another state is, how are we going to talk to them? Mostly, that would be done by radio communications. We have the ability to do radio plugs or communicate to a free channel, but that's above us in the sense of that's communications or dispatchers to assign us to a mutually acceptable channel that interface. Since we

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								went to the 800 megahertz system, where it's a lot easier to do that. Easier for us, but if not every agency that we respond with has 800 megahertz, that could be a challenge...
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	Yeah. So the AVL is a new where it's not just-- it's a part of CAD or the computer-aided dispatch. It dispatches 911 resources to the closest available rather than that response area... So it's just sending coordinated resources that are the closest available via distance. And then it incorporates speed bumps, and jersey barriers, and medians. And so if the closest unit is right across the street, but has to go 10 miles down the road, and get off on an exit, and do a U-turn to come back, well, that may not be the most appropriate resource to send. It may be more appropriate to send someone from that exit that doesn't have to do all those navigational directionals.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	Paper, hard copies. So we always have redundancy in everything that we do. Technology getting in the way of if I utilize my phone and one of the applications, FireApp, to use that to get directions to a call, if the address isn't an updated address, or the mapping software, Google, or apps, or whatever browser you're using doesn't know it, it defaults to a generalized location. So I'll be honest when I say that, embarrassed as I may be, that I didn't realize it and that the app was smarter than me and took me way out of the way... Rerouted me to another location, and that I need to be smarter than the software to know that was in a complete different station's area, and that there was no reason for me to be there. So it failed me. It made me look bad, and I've learned from that...
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Sometimes radio, if it's a major incident, a major emergency, only one person can talk at a time. So if you're trying to get urgent messages out, technology will not allow you to do that because only one person can talk, and you can only talk for limited periods of time.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...I think when the 911 call taker receives information from someone that's calling, they obviously are on the phone with them the whole time frame for us to get there. So they're getting key pieces of information that I don't know about, or will have to repeat the same questions. So

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								there's not really a good transfer of care, in a sense...
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...So if you call 911 because you're having chest pain, and the 911 dispatcher's asking you all kinds of questions about where do you live, and what's your address? Where are you at in the house? What time did your chest pain start? Just being that dispatcher asking questions, those are all same questions that I'm going to have to ask when I get there. And I don't know them-- and I don't know them ahead of time. So they're already getting them, and they're staring at a computer. I would find it helpful if those questions that they asked, when they got put into the dispatch message, that they would also transfer ... over to my electronic reporting mechanism.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So I get the basics of it's a sick person, it's a troubled breathing person, but it's all very vague. So it could be trouble breathing, but the person also has been outside doing gardening work all day or playing basketball. Well, of course they're going to have trouble breathing. It's not a trouble breathing asthma attack. It's not a trouble breathing call. It's a heat-related injury. So I guess more specific type questions, or I feel like we guilt people into-- when the dispatch, guilt people into, "Are you sure you're not having chest pain?" "Well, I might be," and then they code it as a chest pain call and it's really not. It's more of a indigestion at a restaurant.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	What causes communications? People not doing it. So people not communicating or vague in the delivery of their message. So I will say firegram because that's common terminology for us, but as a medic, ALS provider, on the firegram in the sense of going to someone's house - the incident location, firegram, however you wish to - is somebody may say, "Come around back," but not say, "Utilize the left side because that's where the sidewalk is." So they're very vague in their means of communicating. Again, we don't want to talk a lot on the radio because what we say on the radio, somewhat the whole county is listening and doesn't need to know that the gate's locked on the right, use the one on the left. So we just don't do a very good job of delivering basic

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								messages.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	What I mean to say may be different from what you mean to say. So it can stem all the way down to basic cultural differences and diversity to department policies and procedures of if I work tomorrow, the captain may have a completely different way of operating and may call me on the phone rather than delivering a message on the radio, something I'm not used to. I may not have my phone with me and he's been trying to get a hold of me, well I'm not used to that. I'm used to my officers talking on the radio or so.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So me personally, my time, my experience. If it's a message that I don't know, I repeat it back to them. And that's just educational knowing of communications and repeating messages back. Confirming what they mean to make sure that I understand. And I think that's done very tactfully saying if I don't understand something and it's you want me to go to the second floor, that may indicate to that individual, "Yes, I need you to go to the second floor and do a particular task. I may need you to." If you're repeating back to them and they hear it, like, "Oh, yeah, I didn't give as much information."
Communication	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Each person has their own log-in. Although, usually, only one crew member is actually logging in. So usually the officer of the unit or the senior person will log into the tablet up front that we use for the CAD system and to get our dispatchers and get all of our call information. The tablet in the back is for the patient care reporting. And generally, whoever's doing the majority of patient care will sign into that one, which may or may not be the same person [laughter].
Communication	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	The one up front for the CAD stays on the unit. The other one can be taken out. And it depends on what type of unit you're on. The fire trucks take it out more frequently than the ambulances because they'll take the tablet in with them when they go in somebody's house or something. So if they need to get-- the person decides not to go in, and he can sign a release or something. They can get it. Plus, they can record the information that they're getting when they first arrive, and then when the

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								ambulance gets in, they can transfer it over to their tablet. So they usually keep theirs with them. The ambulances, a lot of times, will keep it on the unit because they'll just fill it out at the hospital or on the way to the hospital. So they don't bother taking theirs in with them when they get on the scene most of the time.
Communication	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Majority of our information comes in over the tablet. Often, it's connected to the CAD. We get dispatch on there. We change our status on there. We let communication know that we're responding. If needed, we let them know that we're on the scene. Usually, that's connected to the GPS. Usually, it'll pick us up when we arrive on the scene or when we get close to the scene. It'll automatically put us on scene when we get close. But if we need to, we'll do that on that tablet...
Communication	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...And again, transporting to the hospital, we change our status with the CAD on the front end. We do talk over the radio to our EMS supervisor or communications. Let them know what type of patient we have and the priority. Find out what hospitals are available at the current time to transport to...
Communication	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...if we need to, we can status manually that we're arrived at the hospital, and at the hospital it's mainly just regular communications with the supervisor or communication. We let them know when we've actually transferred care of the patient to the hospital staff, and then if there's any delays at the hospital we let him know over the radio. And then, when we're ready to go back in service-- well, actually, back in service, we usually use the CAD tablet up front for status on there.
Communication	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	[RE: CAD via tablet] The software has buttons on it for all the statuses. So it's got a button for en route to the scene, arrival on the scene, transport to the hospital, arrival at the hospital, and back in service, as well as a couple of other statuses. Available mobile on the air, if you leave the firehouse for some reason and you're not actually in quarters. I don't know if they took the at-at-quarters button off or not because they recently changed policy and we had the status in-quarters from the terminal in the firehouse now instead of doing it from the mobile unit. So

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								I don't know if they took that button away, but that may still be there. No, we don't use it [laughter].
Communication	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	We usually interact with them frequently and well, usually if we need to talk to other first responders, police officers, or whatever, usually it's face-to-face on the scene. We don't have radio communications with them. Our radio systems aren't connected to theirs. So if we need to relay information to them before they get there or something like that, then we have to do it through our communications. Our CAD systems are connected, though...
Communication	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	[RE: comms with LE] ...So the CAD tablet in the front of the unit will have remarks for the call. And any remarks that [City]PD's dispatcher puts in there, we can see this because they're documented on the same call. So we can see any remarks that their dispatcher puts in, but we can't hear directly what they're saying on the radio.
Communication	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...they're allowing us to actually-- if the person is in cardiac arrest, we don't transport them as often as we used to. Because it used to be we would just start CPR and do what we had to do on the scene, and then take them to the hospital. Now, we've kind of changed our policies a little bit, where mostly ALS care that we can do is the same thing they do at the hospital anyway. So rather than transport them to the hospital and have them declare the patient dead pretty much when we get there, we'll work them for 20 minutes on the scene-- at least 20 minutes on the scene. Do everything we can. If we don't get a rhythm back or anything, then we'll call our medical controller and ask for permission to just terminate there on the scene. And at that point, it becomes a [City]PD issue because then they got to call the-- they'll handle notifying the coroner and anything else to do with their investigation. Usually, it's an apparent natural, so usually, it's not anything related to a crime, but they still have to do their little investigations.
Communication	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...I mean, basically, a lot of the advanced equipment that has been used on ambulances for years is starting to become more technology-enabled. For the EKG monitors we have now, have modems and or

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								Bluetooth, and they can transmit that EKG directly to the tablet, into our report as well as to a server. We can transmit EKGs to the hospitals for them to look at. If we have a STEMI, we'll [transmit?] the EKG to the hospital we're transporting to. And I don't know for sure-- I've been told that when we send the EKG to the hospital, it automatically alerts not only the ER attending physician, it alerts the cardiac cath team, and a cardiologist as well. So that everybody's pretty much looking at it, seeing what they got...
Communication	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	No, it's not even a-- yeah. It's actually, it's like a basic flip phone. It's not even a smartphone. So it's just your basic flip phone. I think they might have even disabled the data capabilities on it. So even the limited data capabilities it has on it, I don't know if they're enabled on the phones. They're used pretty much just for telephone communications.
Communication	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...I know that at one point, they were, at least, working on, I guess, a CPR app or whatever that would help citizens with CPR. But as far as in my daily work, there is a protocol app which the department, I believe, provides information to the developer to keep updated so I can quickly pull up protocols on my phone, if I need to.
Communication	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...There are some that I personally will use. Children's Hospital has a pediatrics app that I will use for pediatrics. It pretty much has the-- it lines up pretty much with our pediatric protocols anyway because our pediatric protocols were written by Children's Hospital. So it's pretty much the same information, but it can be a little quicker to find the information than digging through the protocols to find it in the protocols. And there's a drug reference app that I'll use for medications occasionally.
Communication	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...the CAD tablet up front does have a application for the old-- basically, a digital or electronic version of the old hazmat response guide that we used to carry in the units. So if we're running a hazmat call or something or whatever, we can look up hazmat information on there, and specific chemicals, and stuff if we need to. Again, it's very rarely if ever used so off the top of my head, I think that's still there [laughter]. [inaudible].



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Communication	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	[Q: is protocol a pdf?] No. It's split up. And actually, the department just provides the current copy of the current protocols to the software development. The app is actually developed by a third party and they do protocols not only for [City]. It's a protocol app, but they provide protocols for various places in the country. So basically, anybody who wants to connect with them or whatever. The only thing the department does is they have some sort of agreement with them. I'm not sure exactly how all the agreements work out to. but the app normally costs \$10 and with us, somehow the agencies will get a deal with the developer so we can actually use the app for free.
Communication	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...Other than that, I mean, other than just administrative changes in terms of what channels we use to talk on for different stuff, I can't think of any real big changes with the radio communications. At least, not from a user standpoint. Again, the tablets up front that are [inaudible] CAD [inaudible] those are new or relatively new. So again, we used to have to do all of our status changes verbally on the radio. So we would have to tell one [inaudible] that we were responding; that we had arrived on the scene...
Communication	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...Then, we moved from that to the radios actually having an integrated data keyboard into the radio itself. So it wasn't real-- didn't have any kind of a graphical display or anything, it just had eight buttons on it and we had little reference guide taped to the dashboard of the unit that said, "Okay, Button one is, arrived on scene. Button two is in service or whatever. And we would just hit the button and somehow the radio was keyed to the [inaudible] and changed our status...
Communication	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...And then we went to the tablets that have the whole CAD system on there, so. And the move to the tablets has probably been, as far as I'm concerned, the biggest benefit as far as the first responders and actually responding to calls because of the fact that it actually has the CAD information on there so while we're going to the call, I can look through the remarks, and notes, and see exactly what the dispatchers have put in there. And instead of just having the dispatcher say, "Oh, yeah, it's an

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								asthmatic, probably." Usually, we had basic information before. Now, I can actually look through and see and get a little bit more detailed information on exactly what may or may not be going on.
Communication	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Well, the private ambulance service that we actually use for the basic calls-- the way it's working right now is our communications will always dispatch a fire department resource to every call. So, at the very least, you're going to get a first responder, engine company, a truck company, and in most cases, you're probably also going to get an ambulance and/or medic unit dispatched to the call. If we get there and we assess the patient and we say, "Okay. They're stable. They don't require any treatment on the way to the hospital," then we'll call and request that they send a private ambulance.
Communication	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...instead of spending an hour transporting a patient to the hospital and doing our report at the hospital and everything else, we can just get the patient's information, transfer it over to them, and we go back into service usually in half an hour or less, instead of being out for an hour on this...
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...The schedule gets built a couple of months ahead of time. Then people ask for time off, or get sick, or get pregnant, or get hurt, or want to travel around the world, or whatever they want to do. So then holes come up in the schedule. So then about two months before the schedule, two months before the actual date happens, [Name] builds the schedule. He's the number two person here. He builds the schedule, and he puts out the openings in the schedule. So he says, "Everybody want this stuff?" And we have them make sure a full-time people and part-time people. Almost all the full-time people are paramedics. There are a few full-time EMTs and almost all the part-time people are EMTs with exception of one part-time paramedic.
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...So we only manage-- the field supervisors basically only manage the immediate holes in the system or the holes that are coming up this week. That's it. If we have time to look ahead of the schedule and say, "Hey, there's some openings. We'll send out pages and see if people will

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								pick up." So that's the scheduling thing. And then you can place people in the schedule. We can take people out of the schedule. We can put the reason why they're in the schedule for extra time or less time, or put people off sick, all that stuff. We can do all that stuff. But as far as the overall global schedule, he does that. We manage the little holes in the schedule.
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	So I communicate with my staff mostly by phone and mostly by text. That's just me. And we communicate through our dispatch mostly by radio and the hospital mostly by phone, mostly by phone calls.
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	So one's personal, one's work. So we have a supervisor phone, one for each. Every ambulance has a phone-- so there's supervisor. Each has a phone. And then, each ambulance has a phone with phone number. But then, I also know most of the people's personal phone numbers.
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	So sometimes, it just depends on what the discussion is. It'll be personal phone call or text. And sometimes, it'll be using the word phone call or text, just depends. And then mostly, we communicate with our dispatch and other agencies by the radio.
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: Whiteboard scheduling app] I like it fine. I usually go by memory... But that is not always right. So it just basically says where people are and what they're doing and what their phone numbers are. What MO's they're at. And then there are some day-to-day things to pass along...
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...And then this is a thing telling us about all vehicles. If they're having any maintenance problems. If they have winter tires still, that's the WTO, all that kind of thing. And if it needs to go get serviced or anything like that.
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: apps] ...we have one for paging. So I can page from the phone. So we have Everbridge for that. And I don't usually use this. I usually just do it from the desktop. But I can sign in from this and send a page from this and pick who I want to send it to. And it comes through as a text message no matter where I send it from and it comes through also in an email for them when you send it. And it's actually fine. It works pretty

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								fast. It's pretty easy. All you have to do is remember password...
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: apps] ...there is one for the fleet. So it actually tracks you where you go. Although it looks like somebody has turned this one off [laughter], tracking off in this one, whatever... I think it even tells you how fast you were going and stuff like that. And it can even say like dangerous things that you've done. I don't know how it knows. But it kind of knows. And then you're supposed to put the gas in there, like when you put gas in the vehicle. You put where you got it and how many gallons. But since not everybody does it, it's not super accurate as to how good our gas mileage is because not everybody's putting everything in there. And it's kind of a newer thing.
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: apps] ...Then there's ES Chat which we very rarely use, but it's some sort of way to text multiple crews at once. It was pre-built. [Name] could tell you way more about this than I. I've used it a few times. It's supposed to be one of those things where if there's was a major event and all the cell phones started not working very well or the radios got jammed, that this would be able to get through. Without making a phone call you could kind of drop yourself in or out of the conversation, that type of thing. I find group chat, I mean, group texting to be as reliable as this. So I don't use this as much. It looks like you could also talk on it sort of in a-- what was that old where you would click and chirp, chirp, and you would talk? I don't remember what that technology was, but I think it does that sort of like that radio talk. You have to push and hold and talk.
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: Active 911 app] ...then we have a kind with a call. So when the calls come, it gives you some information, like where it is, like an address, the nature of the call, who's going on it, what time did it happened...
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: Active 911 app] So yeah, somehow it's linked to dispatch. I don't know how it works. So they send the call. They dispatch out the call. The crew acknowledges the call. They start on the call. And this tends to have a little bit of a lag behind it, and then you'll see drop in it. It just drops in on your screen, and it goes away. It doesn't disappear until you

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								specifically erase it...
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: Active 911 app] ...But it's my understanding that-- two things I don't like about it is you can't click on it and map to it. Oh, yeah you can. Okay. I was wrong about that. You can't look at the details of the call...
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: Active 911 app] ...So a lot of times, the details are more important than what they're calling it. They might say shortness of breath and it might be-- the details are if it's a 28, female who just got into a fight with her boyfriend, that's a different call than an 87, female who has COPD. Those are two different kind of calls. So I like to see the details of what-- and the dispatcher usually updates it, but for whatever reason you didn't hear it, I like to just look at the notes, or the dispatch already has the notes before they start reading it, so I like to read the notes because that might determine whether or not I'm going on that call rather than waiting, even the only one or two more minutes that they take to do it, to give the information on the radio. If I can read it, it decides like, oh, I can sit back down or I should probably go on this call. That is called-- I don't know if you saw it. It's called Act of 911.
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	And then we use the Map, just the Google Maps. I use Google Maps and the Apple maps. And there are addresses that do not exist in there, in both... And we have map books for old technology. When the dispatch tells us where we're going, it gives us a cross street and a map page. So technically, we should be able to find it. It's just that sort of new, younger generation of people just saying, "I'm not going with a paper thing when I can just ask Siri where I'm going, or ask Google," You can start it finding where you're going while you're walking down the stairs rather than walking down the stairs, stopping, not even turning on the vehicle, opening the book to the page, trying to find the cross streets. You could have already been driving. So it's just faster. So we don't use the map books nearly as often as even six years ago.
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	And then, in the urban systems I've worked in, you could talk to the police on the radio. You can talk to the fire department on the radio, and you have a radio in your ambulance, and each person has a radio. So

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								you're constantly listening to different channels, where here, you're mostly listening to your own channel. You can talk to the police on this. Although, they're not as used to it, so when we come up, they're like, "Whoa." And we're not as used to it. So it takes a little longer to find it...
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	But I think we've gone way more towards phones. Everybody has a phone, everybody texts. So a lot of that. And then pagers are gone for the most part. I mean, some services use-- the volunteers, use pagers, or very rural places use pagers because they can reach places that phones might not reach, or radios might not reach. But the pagers cost money for services, so [City] got rid of pagers. So now, you can get a pager but I would say 5% of the crews use an actual pager. And they almost all get texts. So they can just get a text instead. And you get all your information on a text and or on the radio...
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...you used to have-- in [City], you used to be able to call the hospital on the radio. It didn't happen that often. But you'd do it 5 to 10 times a year. That hasn't happened in years. They still have the channel, but nobody ever uses it. So that's gone away. So some things have changed like that.
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Yes. We use laptops for trip reporting. So every patient, we have a trip report that we have to write about them. And then it goes to a server, and it goes to billing, and it goes to the hospitals. So they can have a report of what happened before they ever got there. And different places have different abilities to make it better for the crews. And some places focus on-- I mean the billing is important because you need the money to keep doing the job. But some places it seems like a little higher priority [laughter] in making it better for billing, or QA, or research, versus the people that are running the 10 calls a day, who have to write the 10 trips reports per day...
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] ...some of them, they can drop-- the dispatch can drop the patient information into their call... They can drop the address into the call. They can drop the times into the call. They can drop the miles into the call. They can drop the hospital address where you take them

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								into the call. And those are good, and we like that... And this place is just slowly moving to that...
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] ...And this is not happening with anyplace that I've ever worked yet, but I've heard it talked about so It's probably going to happen, where if somebody doesn't want to go to the hospital you can be like all right, "I'm going to video tape you, and I'm just going to talk to you and say, here's the risks of you refusing. You understand that this could be going on with you? This could be going on with you and you accept those risks?" And they say, "Yeah." And that's way better in court if the family's saying, "This paramedic--" ... That look, they clearly had decision-making capability. We clearly explained to them the possibility. We told them five times, "Will you please come with us?" And they would go. So now I think it's better in some ways...
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] ...some places have ways to transmit like the EKGs. So you take an EKG of a picture of somebody's heart on the ambulance, you can transmit it to the hospital. The agencies where I work, we don't have to do that because we have a relationship with the hospital that they trust that we can interpret it as well as they can interpret it. What we're saying is happening is what is happening. So I haven't worked in an agency where you have to transmit it before. Some places you upload the EKG into the trip report and then I have had that, and other stuff that you upload. And it's mostly to try to protect you...
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] ...some are tablets, some are tough books. They're not that dissimilar. Touch screens are pretty big, and that kind of thing. And then some of them. they call information, drops in automatically. Some of them you have to tell it, "Drop this in here and connect these two things together." And then they have the ability to sign the refusal on the screen, sign the acceptance of billing on the screen so you need less and less paper, stuff like that.
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting system] So each ambulance has it. And then the people do different-- in [City], one person runs all the calls all day long, and then in here, they usually switch every other call, so you just share

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								with somebody. Sometimes if you have multiple patients in [City], then you're like, "Here I got [inaudible] and you write it." Like if it's a car crash and there's three people and they refuse or whatever, I'll write that one up, or I'll write those two up and you write this one up, that kind of thing then you switch it back and forth. And you log in each time as yourself so it knows that you're creating this trip so it can come back to you if there's any issues. And here, it's the same way but they usually just switch off person. You just identify yourself as the person that was taking care of that patient on that call.
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...So you'll get dispatched by your dispatcher, the paramedic dispatcher, to a call and they'll say-- they're generally right about the address, almost always right about the address. They're generally right about the patient's gender. They're generally right about the patient's age, within five years, usually right to the date but even if they're guessing like it's a person sleeping on the street or something, they're usually right within five years. They're generally right about the nature of the call to a certain degree, kind of based on a series of questions that they ask the caller...
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...But a lot of times, there's other information that they can see if they look for it, that they don't read out to you. They just don't. I don't know if they're busy. I don't know if they're just reading the first four sentences. I don't know if it's buried after like another bunch of notes and they don't have time. I don't know why. So if you're listening to the police channel, a lot of times you'll hear the police get sent on the same call, the same information. And then all of sudden, they add two extra sentences and you're like, "Oh, that's helpful information that I got indirectly by eavesdropping on another--" we're totally allowed to do it. But that gives me information about that.
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Also, you can read all of those notes on your laptop. It drops into your laptop. So you can read all of those notes, if you have time on the way to the call, to open it up and take a look about what's happening. And you can see the stuff that they have told you. And you can see stuff like, "Why didn't they tell me that? Why didn't they tell me that?" They try



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								though. And they'll try to give you information like, "We're sending the police with you, and this is why we're sending the police with you." And so you're like, "Okay, good." So yeah, so that happens all the time...
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: new ambulance setup] So I mean, I've spent my whole career literally standing up in the back of a-- well, moving around during the call in the back, and it's not like I'm running around, or there's drama, or whatever. It's just like, I got to grab this, then I got to grab this, then I got to grab this. And there's railings on the top. So you're kind of holding on the railing, grabbing this thing. You're looking at the traffic, and you know where you are. So you're like, "Is it going to be bumpy," or, "There's going to be a stop." And your partner is also trying to tell you like, "I got to stop fast," or, "There's train tracks coming," or, "There's a bunch of traffic ahead," or whatever. So all those things are happening. And you're not trying to be like cavalier and be like, "Oh, I can swing from the bars," or anything. I need to be up...
Communication	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	I think also there's a whole side of technology, but I'm sure they can do a study that said if you get to the scene and you realize a patient is sick, and you need to go emergent back to the hospital, then you spend less time at the scene. You package up the patient. You put the patient down in the ambulance. And you start driving, and you never turn on your sirens. You would get to the hospital just as fast as if you get to the scene and go, "Oh, my God," and get in the back, spend 10 minutes or 12 minutes trying to do something with the patient before driving 60 miles an hour through lights. That, I bet, they would show that the time was the same, and the outcome was the same, and there's less crashes when you're not driving emergent. I just think there's ways to-- some people think that the lights and sirens are there to save people's lives, and it really-- there's 1% of the calls, 2% of the calls, where it can make a difference. So that's where maybe people could chill a little bit and use research to prove something.
Communication	EMS	R	Other Public	56-65	31-40	Male	EMS-R-008	It's fine. And we're the sole provider. So in the mountains, there's not a lot of resources when it comes to EMS. If we need help, we usually are

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			Safety Personnel					the help to the surrounding counties because they're even more rural than we are. So if somebody has a big crash, or there's a big fire, or there's something else, they're using us for help. We're limited in our mobility to basically [Highway] corridor and a couple two lane roads north and south. Lot of recreational activity in this area. So hunting season's always interesting because people shoot themselves, or fall off their horses, or roll their jeeps, or all kinds of things way back in the woods where there's not a lot of help. No communication. You can't track anybody back there.
Communication	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: being in a rural area] ...And no, really, communication, so we built a lot of things that are sort of automatic like our medical protocols. In this situation, you can do this. You don't have to call on the radio because... it doesn't do any good because you can't talk to anybody. A lot of systems are very tightly regulated. You have to call medical control to do this or that or this. We have a much more - what should I say - liberal system, in that, there's a lot of things we can do just based on "you can do this if you can't have communication." That kind of thing.
Communication	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: apps] ...When I'm at home and I don't feel like listening to all the chatter on the radio, then I have an application that tells me when we get a call [laughter]. So if I want to turn my radio on and listen to it, I can.
Communication	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	There's pretty much five little municipalities in town. And so when there's a call for [City] they just air the call and they say, "Attention, [City] ambulance. Here's your call. Here's your location. Here's what's going on." We can get that information on a mobile data terminal, as long as we have cell service [laughter]. And so that's all great...
Communication	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...Now, in EMS, you never know how many calls you're going to get or when, or anything else. You may get three calls in [City] . All of your other ambulances are 45 minutes away, so that's not going to do you any good. So all they know to do is throw out the call on the open airwaves and say, "[City] ambulance, you've got another call." And it's up to us to sort of triage those calls. Supervisor picks up the radio and says, "Hey,

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								ambulance 2. Can you come up here to [City] and help with this call?" as opposed to location based dispatching, which, if you had a map and you could see all your ambulances on a map, you could tell which ones were available and which ones was the closest. Then you would optimally send that one. We don't have the technology installed, currently, to do that. And it would solve problems and it would create some, too, because it creates increased workload on dispatchers, who aren't that familiar with how our system works. I mean, they don't work for us. They don't know all our policies and how people move around and how long it takes to do this, that, or the other thing. And so, that's probably the next big step we'll take. So we're looking into hot-spotting each ambulance...
Communication	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: frozen towers] we wait until it warms up and it falls off. But in an emergency, sometimes we have to hire a helicopter. Sometimes we go up in a snow cab or the technician does. I mean, that's dangerous, expensive work. And the radio system is kind of like your iPhone. You shut it down and people are like, "Whoa. What happened [laughter]?"
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Oh. So as a firefighter-- I've been a fireman for 15 years. Well, that's not true. I've been licensed to be a firefighter. I was a paramedic right out of school and I did paramedic for a while before I got on full-time as a-- fire department. So I'm pushing 12 years as a full-time firefighter. Well, I was, the first couple of years, trying to find a job. So I'm the senior firefighter, senior paramedic. So because we're on a busier engine, I'm also a field instructor, so I tend to have new paramedics on the rig with me. Either they're new in general or new to the department, one or the other. So we do a lot of talking, just discussing. When it comes to our equipment, like when to use our equipment, what's it really for, what's the reality behind it, like a thermal imaging camera, you got to know its limitations as well. So we discuss a lot of that reality...
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...And then just a lot of conversation with everybody, really, and, first of all, how I can help the officer. And then how can I help the newer member fit in with that role and understand that my job is to kind of know what the officer is thinking so that we can make decisions really

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								quick? Even on an EMS call, if the environment gets hostile, just being aware when to stand up and step away, or when to ask your officer for help. When do we need more help? Things of that nature. Do a lot of-- that's probably my biggest role in the backseat is just bringing reality back to situations because we tend to always win in our trainings. We always come out successful and it's just not the real world, so.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: rig communication via headset] No, no, only when they talk to us. And then the same thing goes for us. We can say whatever, but then the front seat, the engineer, and the officer has a button they can push and then they'll talk to dispatch. But they can only hear what comes out of that microphone correlating to that button they push, so.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Sure. So we should all be carrying a portable radio, and we do. And then there's specific codes that we use if we need police emergent. If we just say, "Have him come emergent," we'll get like one officer, maybe two, to come and then we'll tell them whatever the problem is. But if we say, "Code one," then that's like a mayday call to the police. And then we'll get every officer that can drop what they're doing. They'll come available and come to help us.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	it's tough for them from what I know is because they're in a cubicle. So you might be the police dispatcher and I'm the fire dispatcher. You can just stand up and tell them, "Hey, we got an emergency. Send everybody to Engine One's call." But then they got to remember to push the button and talk it through, too, so it gets recorded and stuff like that.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...sometimes, if I've got something I've got going on, or the other firefighter has something that he or she has got going on, when they come in a little bit later, we'll ask, "Hey, did you already check the oxygen bag?" "Yeah, I got that." Or, "I didn't." So it's pretty much face-to-face communication. There's no electronic record-keeping on that.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	So it's not really different, with the exception to-- when we're in the station, there's a button that can be pushed that, when dispatch tones us out-- and I don't know exactly what they do, but when they tone us out,

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								it'll say Station [Name] and then we will hear our tone for us. We don't have to hear every other call in the city. When we are out-- I guess traditionally you'd say when we're out on the air-- if we're doing inspection, or groceries, or whatever, we have to listen to everything. Then we got to hear our own call...
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...Now, if we're in the engine, we use the MDC and then that will pop up. Our notes and everything pops up whether we're in station or not. And then we have to hit the en route button. So if we're in the engine, when I act officer, I like to have all the sounds on. And I'll close the computer so that I'll hear the doo doo doo sound and then I'll know that that call is us. And then we'll hear the tones through the headsets. But when we're out walking around, talking to people or whatever, we got to hear. We got to listen.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	In the rig, when we have headsets on, we hear everything. But we sit facing backwards, so we don't see the computer. Only the officer sees the computer. When we're out walking around and not in the fire engine, we don't see anything on our radio. It doesn't tell us that it's us. We just have to listen.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Well, our department has paramedics and firefighters on our engine. The ambulance service is a third-party ambulance service. So we do have to communicate with them and then the police, of course. So we do have three separate entities that we'd have to communicate with. To go in order, if it's just the fire department to the fire department, we just would say, "Hey, you from me." So, "Hey, Engine Two from Engine One, this is what we have." For the ambulance, the company, then we call them whatever ambulance-- the call sign they are. Now, we know that when we're dispatched. They'll say. So we would call-- 101 is the ambulance, say. 101 from Engine One...
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...Now, we don't traditionally talk directly to the police. There's a switch we have to switch to talk to police. We can get onto their channel and turn, but we have to ask dispatch. We do that when we have standbys for SWAT or whatever. We'll switch to their channel and then we'll listen.

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								And we can hear the police request entry, and then, "Okay. We'll go in." And a lot of times, there's a minute or two delay before the fire dispatch will tell us that we can go in, whereas if we're just listening to that police channel...
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...Now, when we communicate with the ambulance, as far as I know-- because they don't use the same communication program, computer program, that we use. So they don't get dispatch notes. They only get what they hear on the air. Right. And so there can be information lost based on that. But dispatch airs all our notes. They talk it out loud and we can read with them. We see exactly what they're going to do. But the ambulance providers don't know that. They only hear the notes.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...For me, in my perspective, like I said, I'm really based on reality, and been a paramedic for a while. I don't care. All I want to know is, what equipment do I have to wear? Do I need a black coat or EMS coat, or do I need my fire coat? That's really the only thing that matters to me. Now, I need to know if the scene is safe. That would be nice. If there's a hostile party, are we going to-- is it so bad that we're going to wait for police to get there first, even though the call is for a baby not breathing? We have that luxury here. Not everybody has that. Now, some people want to know more. They want to know if it's a adult or a child. Breathing, trauma, they want to know. For me, it doesn't matter because, so often, the information that dispatch is receiving from people is very much exaggerated. "Oh my God. There's blood everywhere." "Well, compared to what you're used to, yes, there is blood everywhere. But it's right here and it's right here. It's not that bad." So that stuff really does never-- I don't have a lot of value in that...
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...But if there was like-- nowadays, especially since this is what we're talking about, if you could text message a picture to 9-1-1, and they could send it to us, that would help as far as we could look and say, "This car accident here and the people can't get out of their vehicle." A lot of times, the engine is dispatched by themselves. We could see that picture and say, "Hey, let's add on a truck," and achieve to that so we can

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								extricate. Let's get that ball rolling sooner. Images would be pretty fantastic, but actual words and perception is just so different. My pain scale might be very different from yours, so.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: receiving information] Going back to my district that I serve, no. Because those people can't afford iPhones and stuff like that. They're going to have a lower quality image, if they even have that. And a lot of them only have the administered phone that's really the same thing as this recorder. There's not a really lot of capabilities. So for my particular situation, no. I mean, if they could take a picture and send it, that's cool, but it really doesn't help me on the way...
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: receiving information] [Name], that's a rather wealthy community. Everybody there has iPhones and brand-new phones that can take fantastic video and pictures that you'd see on the nightly news, you know? ...So that would be a whole different story, depending on the district that you serve. If you have the capability, we'll take it. I would take it, because again, where I work, major hospital, a lot of physicians and nurses driving through this area, they could easily take a picture or video and send it in. Doesn't necessarily have to be that demographic that calls all the time. So I would find that helpful.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Our department has those MDCs, but it's kind of underutilized for a computer. I mean, all we do is get this generalized information that we probably could have sent in the '80s. We just didn't have the ability to make it small. Nowadays, it should be like an iPad. Something simpler that's easier to touch, and you could almost pick it up and take it with you so you could continue relaying information...
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...So many of us on calls, if we have a unique situation, sometimes we will take a picture with our own personal phone and send it to our chief's personal phone so he can look at it, because the department doesn't issue the rigs smart phones. Only a flip phone, and then a separate digital camera. So we can't make it all work. So having an updated tablet or an updated cell phone for the unit would be very helpful.

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Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	So using that flip-- having that flip phone with those sensitive numbers in there, that's really helpful. And I've used our phone plenty of times to call the hospital or whatever. But the ambulance company has smart phones, and a lot of times they do take pictures. And they have all that capability.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	I actually don't do it very often. In fact, I don't think I've ever done it with my own phone. But the people that do-- I think we tried to send it to another person's private phone so that they can make decisions. I think for the-- and the not knowing, not with intent, they're trying not to, and we can't because we don't have the smart phones back and forth, but try not to mix our business phone and pleasure phone. You know what I mean?
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...I mean, it went from that to then having computers get dispatch information and with the GPS technologies, able to automatically be on scene within 500 feet of something, which has its own problems of its own. To now, I feel like our department kind of underutilizes technology for that. Yeah. It could be so much sharper. I mean, I get text messages from my ex-wife more than I would like [laughter]. I can't get information from dispatch straight to me that says, "Hey, this is a dangerous--" without having to make it out loud and everybody hears it [laughter].
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	But from the EMS side, we do so many things where we talk and we experience, based on what we see. Whether your face is drooping or if I'm talking to you and you're not quite making sense. You are making sense, but I'm picking up on something that isn't quite right. So how do we portray that to the hospital sooner? EKG monitors. Our monitors don't have WiFi or Bluetooth capability. They purchased them right before I got hired here, so I think they bought them in 2006 or 2007. And if you think back then, WiFi was still kind of limited. We can't send our 12-leads. We can't send our heart monitor pictures to the hospital. If I thought it was important, which I never do, I could lay out their EKG and take a picture of it and send it. But again, we don't have that capability with the department...



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Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: EKG transmission capability] ...The ambulance company does, but they don't utilize that either with telemetry and stuff like that. So there's a lot of underutilization. Yet, because those things are so darn expensive, they want to get 10 years out of them. It's kind of like a car, you know? ... You want to get as much time out of them as you can before it's necessary to progress. So labs, blood draws, stuff like that, we just can't take advantage of that due to that limitation.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	So for us, we don't have dead spots, which is generally pretty good.
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: dead spots] We had one. I think they fixed it. For the most part, we can get information out. Unless we're inside of a concrete building which everybody has that problem. We can't fix that yet. But we have pretty good radio communication outside...
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...In our agency, and then for our specific department, we have a problem due to staffing issues with dispatch. This is just my opinion on it. I don't have the-- I'm just a firefighter. I don't have that upper-level knowledge. But every EMS call we get goes to our TAC channel called TAC 2. Unless it becomes a complex issue, maybe we have an EMS call because a building collapsed, we will change channels for that. But if we have-- which happens often, if we have eight EMS calls going on, which eight EMS calls is 16 units, we still stay on TAC 2. So we can never get out, even to tell-- if all I want to tell is the ambulance to come from the north, not the south, I can't get that. Because other units are doing the same thing. 16 channels is just too many...
Communication	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...it's my understanding that the limitation is when we switch it to a dedicated private TAC channel, TAC 4 is for fires, or if something major comes up, hazmat call or something, then a dispatcher, some other dispatcher will go and monitor that channel. But now we've strained dispatch and they just don't have enough dispatchers to say, "All right. We don't want any more than six units on a TAC channel." And then so, six units on TAC 2, six units on-- all it takes is-- and this happens every day. As you know, it's true out east. We get two accidents on the

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								highway on top of our four EMS calls. A highway call is two units because we try to keep a shadow of safety. I mean, we have almost 15 units on one TAC channel. It's just too much. So for me and technology, we can talk. But can we get our message out because the highway, the traffic highway, our verbiage highway is just full. So we're in the traffic jam and we can't talk because of the traffic jam that's going on there. So that's our limitations, by far. TAC channels, having more channels.
Communication	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	We work 48-hour shifts. First thing we do, we come on in the morning, and we put our gear on the engine or whatever unit we're on. Go in. We have a pass-off with our crew that is going off that day. And then, we have a meeting on our life-size unit, which is a like a closed-circuit TV. So the battalion chief and all the different stations, including dispatch and here in this building administration. And if there's any training or anything like that, they'll make anybody aware of what's going on. If there's any changes, we talk about it, discuss it...
Communication	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: dispatch] So they don't just send everybody just because. They actually pay attention what the caller says and use that information to make educated decisions and assign appropriate resources. We can always ask for more, but they send the least amount of resources to effectively mitigate the situation. And then, we can add units to that as necessary.
Communication	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: dispatch] They will tone us, tell us where we're going. And then, usually as we're taking off from the house, they'll tell us what the code is. So depending on if we need to emergent or non-emergent. And then they'll tell us-- usually there's some notes in there too. If it's an older person that can't get to the door, maybe there's a key somewhere.
Communication	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: dispatch] And so, what's nice about this system is if grandma falls out of bed and she's uninjured, she's just too weak to pick herself up, you'll get just an ambulance non-emergent with no need to go lights and sirens. If there's a cardiac arrest and you need more caregivers than are on-scene, they'll send the engine company and the ambulance emergent to the scene to quickly get there and mitigate whatever's going on. So

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								the dispatchers play a vital role in our system and are very useful to the end-user crews. But we do use TriTech CAD, so it's got the CAD which gives us directions if we need them and call notes in there and all kinds of stuff.
Communication	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: missing information from dispatch] I don't put a lot of validity into it just because the dispatchers are asking questions to a hysterical individual and they aren't thinking clearly or straight. So they don't really know right, wrong, or, indifferent. So we show up a lot of times and it's completely different from what was told to the dispatcher. So I think some people will get tunneled in on what the dispatch information is versus what the patient actually presents as. So I don't put a lot of stock in that information just because I think it pigeonholes you into going down one path without critical thinking. And information is only as good as what you get, so it's not the dispatcher's fault, it's not our fault. It's somewhere in the communication breakdown along the way of somebody's calling 911 for reasons, so they're probably stressed anyways.
Communication	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	The tone that just alerts us that we're going to a call, but when we're en route, they'll usually tell us the severity... But usually when they tell us what the call is, we have an idea how we're going to respond. So we'll go ahead and turn our lights and sirens on, or just go without lights and sirens. And it's like he was saying, there's somebody that's talking with the patient and then there's somebody else dispatching, so they may be long winded and not getting the information that they need right away. So it may take a little bit longer and it's no fault of theirs or ours. So it's just what it is.
Communication	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	It's always the weak link and it doesn't matter if it's a hazmat call, a tech rescue call, a swift water call. Communications is always the weak link. And in all the studies, and even like line-of-duty death, a lot of times, it was a communication issue.
Communication	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I mean, I've been on structure fires where either it's stabilized or you're asking for specific resources, and you can't transmit out the radio. So

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								either it's a connection issue or somebody's walking all over you. And so, any needs that you need in the short term are not being met because you can't talk to your supervisor. Which 90% of the time, it'll be consequence-free. But we don't live in best-case scenario worlds. So I think we want 100% and I think we won't accept anything less than 100%. So it makes a lot of people's jobs difficult to try and improve the system. And thankfully, we have a lot of people working hard at it, but at the end of the day, it's a matter of life safety that is on the line, so I don't think you should ever get comfortable with that.
Communication	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I've been standing at the door just ready to go in with a nozzle and my officer was waiting for open air before he could communicate. And I'm just [laughter] screaming, "Let's go, let's go, let's go!" And, "Calm down, calm down, calm down." Yeah, but that's everybody. Yeah. So that's the only thing I can really think of.
Communication	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I haven't ran any, but we've had a couple instances, one very recently, where one of our paramedics was involved in an altercation in the back where the patient was fighting and biting him, and he was trying to get out on his radio. And I don't know if it was lost in the system somewhere or whatever the case was, but it wasn't until another crew in their firehouse was listening to the radio and pretty much stopped the systemic response and just told our fire dispatch, "Hey, we need police at this location emergent right now for a patient that's involved in an altercation with a paramedic now." ...
Communication	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: emergency radio communication] ...Because, obviously, the system is in place--which is a good thing, and there's policies and procedures in place, but a lot of times, I think when it's retroactive to the effect of if one of us needs help, we need it now. And it looks good on paper to have these policies in place, but I don't care. I just want the help I want and need right now. So I think there's always a time delay in that... Yeah. So it's not that it's disheartening. It's just frustrating. I think it's frustrating for the end user when you need all that stuff now and it's, I think, hampered a little bit by policy and procedure, which needs to be in

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								place. So it's a Catch 22.
Communication	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Yeah. So we have the actual mobile unit in the ambulance, as well. And that monitors all the channels, so we can hear all of it all the time in the ambulance... Anytime the truck's on, you set which channels get scanned. But essentially, it's the operations channel, the dispatch channel. And some of them have them set to the PD channel, as well.
Communication	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Because the back of the ambulance is loud, so the driver up front will just hear all the static and background noise from the road, driving down the road. But I mean, you can manually turn it on and use it, but it's easier to just yell back there. And if you need to talk to your partner, it's effective communication [laughter] front to back.
Communication	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	How about downloading our EKGs? A lot of times, they'll want that included in the report, and it just won't connect. So sometimes they'll use a little zip drive. If there were just a hard wire where we could connect it. Again, old school, just run wire from here to here, but it won't do that. So I mean the simpler the better.
Communication	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	So thankfully, our fire and EMS system is one entity, which is great in my opinion. Everything's in house. The employees, the communication system, all that. We have very little to no communication with our police agency. We are able to scan their channel, but I don't think they want us on their channel, and they don't come onto our channel. And that's been identified as a huge problem in some of these large-scale incidents around the country of, for instance, the [City] shooting. There was no communication between the police and the fire on one scene. So I think that needs to get bridged. I think that's done through policy and procedure. I think the technology is there. I just don't think we utilize it efficiently.
Communication	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	We also do mutual aid with neighboring departments, too. And the same sort of issue. I mean, we can actually use a common channel, so we have made advances there, so it is getting easier to communicate with them.

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Communication	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	So in March, I went out to the [State] wildfires for a week. So they made a resource order on 10 o'clock on whatever night. So they gave us until 5 o'clock in the morning to assemble a crew and drive out there. So we drove out there with a [Name] brush truck and a division supervisor, F-150, drove out there. So we were told where to meet and who to contact as our point of contact to check in. And then, they had the system kind of built from there.
Communication	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: wildland ream response] Through the dispatch. Through the [City] dispatch center. So the [State] State Forest Service made a request for X amount of resources, and that went to the [City] dispatch, which is the dispatch center for our wildland team. And we were able to assemble a crew that met their needs. And so we went to the [City] dispatch, which was in communication with the [State] State Forest Service.
Communication	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: wildland ream response] I was going off shift at 7 o'clock the next morning so once this was all met, the battalion chiefs said, "You're leaving at 5:30. We'll bring coverage in for you at 5:30." So I mean, there's some logistics on the back end that needed to happen, that needed to occur, but it's usually pretty easy on that side.
Communication	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Our wildland team is a specialty team. It's a volunteer specialty team, so they come out. The wildland team has an email text list that says, "Hey, we're getting an order for this. Who's available?" And so, X amount of people respond, and then the coordinator will say based on hours of deployment, this person, this person, this person is going to go. Because you have to be available for 16 days. So there's a lot of parameters to work within to fill the titles on a fire truck and the availability of the workforce.
Communication	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: flip phone] It's a department-issued cell phone for communication. So we use that to call the hospitals. We use that if a patient needs to call somebody to arrange a ride or let them know, so we're not having to give them our personal cell phones and them having our numbers and coming and killing us.

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Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	So we just message each other, so standard commercial messaging systems. Again, at an enterprise level, for sharing files around, we have our own intranet with shared central drive systems. That gets heavily used. We asked for something more mobile-friendly, and we got access to the box.com platform which is very nice...
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: box.com] ...But again, they put enough security limitations on the use of it that there's typically a lot of ghost networks built off of free Google accounts that offer a little more flexibility. So you'll see a lot of those in use on a day-to-day basis. People moving files around via Google Drive or whatever commercial service they can get a hand on. You just have to be real careful you don't put any PHI, anything that's HIPAA-protected... PHI is personal healthcare information... Or is it private healthcare information? I forget. So it's the stuff that's HIPAA-protected that gets you into big trouble with the feds, both as an institution and personally, if it leaks out. So we don't play around with that stuff or take chances with that stuff. But operational information, which is less secure, we rely heavily on commercial networks as well.
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	So we send maps, we send pre-plans. So people typically get themselves-- any kind of large event that we can plan for is going to have, I don't know, about a 20-page document that details who's going to be there, contact numbers for who's going to be there. So other commanders from police, from fire, the facilities, and organizer information for whoever is going to be there. It'll have detailed information on what we've pre-positioned, what kind of assets we already have on scene, what kind of resources are going to be-- what channels we're planning on using. All of that thing is-- we also have access to fire pre-plans which give us building schematics. That comes up occasionally. Things like that is your most likely. You do occasionally see pictures and things traveling back and forth as well.
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: pre-plans] ...every once in a while, something really weird will happen. President [Name] decided he wanted to address a crowd. I don't remember what it was but at a local high school. So the man can draw a

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								crowd [laughter]. Basically, on four or five days' notice, we had 20,000 people showing up to hear the president speak on what was essentially just a high school football field. So it's not really geared for that kind of crowd or anything and you just wing it. Those are the ones that are a little more interesting in terms of getting that information together and then out to everybody, especially because those change up until the last moment when you get-- he, the president, whether it's [Name] or not, they're just notorious for-- I mean, the president, if they change their mind, everybody else changes around them, not them. But other events do it to a lesser extent, where you're adjusting on the fly and you need to get all that information out to everybody.
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	So on an 800 megahertz trunk system, when you press the button, you don't actually start transmitting. You're basically requesting from the computer that it open up a channel on your talk group. And so you wait for what's called a grant tone which is a little-- it goes beep which tells you it's okay to talk. Takes about half a second in normal operations. A denial tone, also colloquially known as a bonk, it sounds like mah. And it's the computer telling you, "I don't have a channel to give you right now. You need to wait." We never get them. If you talk to the guys up in [County] County, they will generate them at a rate of 150 a month because they just have a much less robust backend system...
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...On an 800 megahertz trunk system where you run into trouble, it's not with the amount of talk groups you can have. It's the amount of talk paths that you have, the actual frequencies, and the actual [backhaul?] capability from place to place. And [City]'s is very good and very robust so we don't typically get problems there. So our radio system, if we are in [City], is excellent. It's very reliable. It has very few dead spots. When we do get a dead spot-- for example, we had, oh, down at [Street] and [Street] Streets downtown - this was probably 12 or 15 years ago - Verizon put up a cell site and we just lost the whole intersection to interference from the cell phones. And you couldn't talk within about a half-block radius of that. But it got reported. Our [City]'s radio engineers



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								went and talked to Verizon's engineers. And it took them about six months to get everything sorted out so that both people could use the site. But it got fixed. We had a temporary hole. So a lot of our holes are like that. Either you're really deep inside some building where no system's every going to reach or it's something like that where you're getting interference or something. It's a very robust system in terms of its technical capabilities...
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	And then we also have all the privates in town, the private email services that we work with, because they do event coverage as well. And so we have-- typically, if we're going to have a big event, it's not infrequent for it to overlap with multiple outside agencies. And so we need to coordinate using the various interoperability channels, make sure everybody has communication systems that are either compatible with [City]'s or with the state's, interoperability radio system, make sure that if we're going to use the state's-- the green channels is what they're known as, that we're not going to overload that system, and making sure that everybody who's going to show up with an ambulance has some way to talk to everybody else and that they know what channel to do that on.
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...I used the interoperability stuff a lot because we call for-- "We need three more ambulances," and then say, "You get ambulance 51, you get ambulance 53, and you're getting Northglenn 8, so we're going to need to move this over to green one." Because Northglenn 8 doesn't have native access to [City] channels, so we have to shift everybody over to the interoperability stuff. So we used it a lot like that, but it didn't make any of the decisions in terms of how the system was structured at that point. That came later when I promoted to captain.
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: interoperability channels] So we have a dedicated set. They're called the colored channels... So green channels are for EMS, red channels are for fire, blue channels are for police. Excuse me. And then there's a few-- a channel called [Name] which is intended for com-center to com-center communications. So we actually monitor that here. And then there are a few spare command channels, gold channel. The feds have their own

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								channel, in case they want the command and start playing on the system. And then, of course-- and so that's what we typically use for an interoperability...
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: interoperability channels] ...There's the whole federal inoperability system behind that, so your national MAC channels, your fire channels, your HEAR channels. And we have those in our radios. And if we ever need to use those, which the last time we needed to use any of those was when the [City] front range was having all those floods about five years ago. We sent ambulances far up north that they couldn't use our [Name] system anymore and they had to jump onto those channels. Probably 80% of our guys couldn't find them; they use them so rarely. So we sent a lieutenant out before we shipped the ambulances out of the city, like, "These channels here on your radio, this is what you're going to be using." So the commanders know where they are. Our medics typically don't know where those stuff for ground-air operations and things like that. We have them, but we have to put some special effort into using those if we ever need them. But that's going to be your bigger-- your straight up disaster is when those are going to come into use, when we're getting out-of-state ambulances or we're sending ambulances out of state or to other parts of the state where this becomes more relevant.
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	So fire, EMS, police, the sheriff's department which, in [City], is not a field law enforcement unit. They just run the jails, essentially, and the courts. [City]'s a unified city county, so we just have a police department. All the sheriff's department does is provide jailer and court-martial services for the court, that sort of things. Public works. Everybody who is or was City of [City] or is ex-City of [City], like the Paramedic division which has been independent for about 20 years, works under one unified radio system with one organization that takes care of it...
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: frontline supervisors] ...So in terms of how we communicate with them, they have a number of different ways they can get information. We talk to them. We dispatch them on certain calls which are sort of

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								pre-selected for, "This requires a lieutenant's attention." Certain tactical police standbys, large fires, plane crashes, things like that, automatically get a lieutenant dispatch. And in that case, they're dispatched similar to an ambulance. We call them on the radio, tell them where they're going, and off they go. We can also page them as needed on our paging system. Obviously, they have radios...
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: communication with frontline supervisors] Uniquely, in this system, our ambulances don't have MDTs, mobile data terminals. They sort of have a back-door mobile data terminal in that the laptop that they use to type their reports on has a wireless link that also uses the-- we automatically download the dispatch information to them to be plugged into the call. They can look up the call notes on that, but they have to open that computer, call up the right call, and do some things. It's not just like riding around like in most modern units. They don't have an MDT that can see CAD. The lieutenants do. So command cars come equipped with an MDT, so they can get a lot of information off of that. Mainly that's self-driven, so they go and they'll hear something that piques their interest and they'll go, "Oh, I want more details on that call," then they'll ask for the notes and all that they come up.
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: communication with frontline supervisors] ...cell phones, of course, make up a big chunk of that. And then we have-- although they are not used very much, we have some car-to-car channels and a command back channel that we can use if we want to talk to them off of the main dispatch channel. Or we have the ability to do what's known as an ICALL which has become almost obsolete now that cell phones are so widespread. When I first started down here, we had cell phones but they were the kind that were still attached to the car [laughter].
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...So we used ICALL heavily, person to person, as cell phone. Now everybody has a cell phone on them at all times and it's very rare to see ICALL used anymore. But we still have the capability.
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	So they receive their initial dispatch and their primary dispatch via the LMR, and that's a positive closed loop communication system. We give

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								them the address, they give us the address back, we give them the address again and we give them any relevant details. Emergent versus non-emergent. You're looking for a 45 male with this problem. Here's the description, if they're going to be outdoors or they're in the bedroom, if they're going to be indoors. And here's the caution notes on the address, all that kind of stuff. So that's the primary communication...
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: dispatch via LMR] ...But they automatically get a page that contains the address and a nature code for the call, which is going to be a very general like a seizure, a cardiac problem, a shooting, whatever. And then that same system also, at the end of the call, when they call out at the hospital where we refer to it locally as Code 24, it gives them their times and their mileage. So it will say you were dispatched at this time, you arrived at this time, you're transported at this time, and you got to the hospital at this time. And it pulls all that from the CAD system. So they're giving us that information, the call. We're on scene, and we'll mark them on scene. We're transporting nine to [Name] Hospital with one patient. We'll put that all in and then we dumped it all back down to them. And that is primarily it's supposed to automatically go into the trip report, but sometimes that system pick up. So if it does, they can then manually type in the times and [the figures?] that they need.
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: call notes] They can get them on the laptops most of the time. Because, again, the system it's not primarily intended to be a mobile CAD system, so it can be slow. There's a gateway between the CAD system and that system that sometimes fail, so you can't really count on that to be there. Excuse me. But 99% of the time, if they want to, they can go in and look at the CAD notes.
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: LMR talk group usage] ICALL is very low. I would say it probably verges on zero at this point. A lot of the people, of the new hires, probably don't know it exists. It's so rare. The back channels and the car-to-car channels, that is something that you're going to mostly see officers using on a big event where they want to have a conversation that isn't-- and it's not even that they're trying to keep it secret. It's just

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								that the primary event channels is something that just gets clogged. There's so much stuff that everybody needs to hear that if you have something that's only important to a couple of people, it's good to get it off of that channel, if you can. And so that's when you primarily see those being used, is by officers at large events to have a sidebar discussion about something that's important enough to go on over the radio but not so important as to chew up valuable main channel time.
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...We've kind of explored some-- I don't know if they're really new technology, but there's some of the - I don't know what you call them - the internet-mediated sort of-- ReadyOp is one. There's a couple of others. These are essentially programs that allow you to tie phone traffic, radio traffic, pager traffic, SMS traffic, all into these kind of central hubs. We actually have that capability. As a hospital, we don't use it super heavily, again, because the systems we have right now are robust enough that we don't have to, and it's an added layer of complexity that we don't really use. I mean, we can if we're going to do, say, an all-call-- if they're going to do a hospital-wide emergency notification, the hospital actually uses that to send a message. "The blizzard's coming. Leave early for work today." But the paramedic division has enough other stuff between the pagers and the other systems that we typically don't bother to use that stuff because we have all of our user groups set up and on there. So yeah, we're not opposed to it.
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...our average transport time is 9 or 10 minutes. It's very short. Because we're purely the urban core. We don't cover most of the suburbs. We cover a few of the smaller suburbs, but we're primarily the urban core of the [City] metro area. So 100% urban and very quick times. If it's trauma call, our scene time is going to be around eight minutes. Our transport time is going to be around nine minutes. There's just not a lot of time. You have to move quick to get the basics done in there. We're not looking to do a lot of extra stuff in terms of communications in that time period.
Communication	EMS	U	Field	46-55	21-30	Male	EMS-	...Our main dispatch channel before-- we just split it into two main

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			Responder				U-003	dispatch channels. Prior to that split, which occurred about six months ago, was three million transmissions a year on one channel. And so you physically couldn't give them some of the information you wanted to give them. You just didn't have time on that channel. And now we've taken care of that problem but at the expense of splitting everything into two. We have to have a second dispatcher. You can't monitor both channels, so you're only listening to half of the system at any one time...
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...so there's no particular reason that a car should have to tell us when they have arrived on scene. It would be great if they could just push a button in their car quietly that says, "We're on scene," and the computer automatically notes that. The stuff where you're getting the caution notes...
Communication	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...Right now, if you're not a commander, the maps, we have no really good way of getting the maps to non-officer crews. And so you'll hear a dispatcher trying to describe how to get to the back corner of some elaborate-- we have this gigantic apartment complexes with several thousand units within them, and they all have one address [laughter]... So where the heck is [Street] 1A? So if we could send them that kind of stuff, that would be very nice.
Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	people have taught me that you start cleaning the ambulance from top to bottom. So I'd get my bucket and my soap and water, and my disinfectant, and just bring it out there, bring the stretcher out, start cleaning it from top to bottom. Sometimes, you find things from the night before because they were busy that you-- blood, or needles, or whatever, clothing. And you would have to turn it in or discard it appropriately. But that was the start of my day. Then I would communicate with the officer, or my officer, and tell them, "Okay. We're deficient on this. So we need this, we need fuel, we need oxygen, etc." And then, we start our day that way and just wait for a response or for us to get a call. We'd get into the club, meaning that we pay for lunch and dinner and that's always the best part. Sometimes we didn't always make it because we were out constantly running.

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Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	It wasn't very difficult in our area. We always had a good rapport with the police officers. I can't say that there was one time where I can say we didn't have a good communication with the police officers. They were always backing up. They knew when we got a run. So communication was mostly verbal and on the scene they would just stand behind us, watching over us, and making sure that no one else was around.
Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: comms with LE via radio] That was very difficult. We didn't have communications with them on the radio. We communicated with our fire alarm office and the fire alarm office would communicate with them, somehow [laughter]. And not necessarily they would communicate with them but they would communicate with the operator on the other side of the police dispatcher.
Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...Now communication with the firemen, that was easier because we did have a channel that we could go to communicate with them if there was some distance between us. Otherwise, we would be we knew all the companies that were around us, and we constantly had runs with them. And so they knew what to expect from us and I knew what to expect from them. But otherwise, communications via radio was simple because we would just turn the switch over to that channel and communicate with them. And now that everyone has radios, I would assume that it's much easier.
Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	I could tell you that paramedics are better at the radios because they constantly have to use it on every run. We used to be able to communicate with the hospital through our mobiles, and we have to give reports over a clinical radio to the hospitals. So we were in tuned to using the radio then than a regular fireman because back then, not all of the firemen had their own radio. Only the officers did.
Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Well, currently each member has their own radio, their own portable radio. And then they have their MDC. Their mobile data terminal, or MDT. However you want to call it. Which was where they get their runs. They also have an MDC inside the firehouse where if they're in quarters they get their runs that way, and they have to-- basically it's a touchscreen

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								where they have acknowledge their runs when they get them. Sometimes the firemen do it for them. They also have a mobile recording unit which is basically a laptop where they do all the patient care reports.
Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	That is in the ambulance. However, it's a separate unit from all those other units there that I just told you about. The MDC and the MRE are two separate units. Then they have the telemetry radio which is an onboard radio inside the ambulance, which they use to communicate with the hospitals. Then their own personal phones, and tablets, and whatnot, so.
Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: cell phone use] To communicate with the hospital, to communicate with each other, to communicate with their field chief, with their higher ups, whether it's a text message, whether it's a, "Hey, we're going to be going to get some fuel right now," and their chief responds, with their personal phone, "Okay," because they need their permission basically. "Hey, by the way, [Name] not feeling well today. I going to take him to the hospital." "Okay." So they're using their personal phones for business, which is sometimes some people have an issue with that because they're not getting paid to use their personal phones. And they believe that we should be providing a phone or some sort of communication to them so that they can communicate easily with their chiefs, and sometimes that's difficult on our side because now we would have to supply phones for everyone and it's just not; money-wise, it's not going to happen.
Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: paramedics] So now we do provide phones for them, however, they're flip phones, and they're locked down. So they can only call the hospital, they can only call the office, which is the fire alarm office, so they don't have the opportunity to send a text or make phone calls. And the same thing with their mobile reporting unit, the computer where they do their patient care reports. It's locked down for security reasons so they're not able to go on the Internet, they are not able to go search Google or whatever, do some research on it; it's locked down, so.



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Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	I can tell you way back when I was in the field, I did do research because I would say-- someone would say, "Oh, you know what? I'm taking this medication," and I'm like, "I never heard of that medication." So I'd turn on my phone, look it up, "Oh, yeah, okay, so that's what that medication does." So now I would know, "Okay, this is a medication that may be affecting or is a result of why you're feeling this way." Not that I'm going to tell him that, but at least I have some information on my end saying, "Okay, this may be causing this type of-- your illness."
Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...now we have our standing medical orders on a app. So yeah, I think they're still used to look up medications, to find out about diseases that we're not very familiar with, or that we don't encounter a lot of.
Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: GPS] I can tell you that I use it myself sometimes where I don't know every street [inaudible]. If we get a run somewhere down in the Southeast, looking it up. Oh, okay, what major street is it next to? Okay, now I know how to get to it. So yes, absolutely. GPS units, we use the GPS map on there. I forgot to mention that we also do have GPS units on the ambulances.
Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...Technology, I can tell you from my experience, not out in the field obviously but yes there's this one example. In a mobile recording unit back way back when we started documenting patient care, people thought that, there were certain individuals at a higher level who thought that, "Hey, if we give them a drop-down list of things that they can select, all they have to do is select, select, select, select, and that'll tell us-- it will be easier for us to grab data so that we can do some Q on it." So they don't have to write a report anymore, and I didn't agree with that. I think that we always have to paint the picture is what we call it. What you saw. What you found. Give me some facts. What you did. What you didn't see. And so I think technology may get in the way of-- that we take that human aspect out of it and you're just tapping drop-down lists or typing yes or no, and you're not actually giving good and accurate information to the other side, to the reader. So I think that that's one way technology can get in the way...

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Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...The other way, like I said, sometimes that technology can get in the way is, like I mentioned, emails, text messages, they don't have any personality behind them so they may be taken out of context. So that's a way that it can get in the way...
Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: medical technology] Well yeah, the life pack monitors? Yes, we do. The AEDs, they're bulky. They're heavy. You have to know how to use them. Every monitor is different. Sometimes that does get in the way where our paramedics are there for 24 hours and they go home for 3 hours. Obviously, we don't have it, the medicine in their head all the time so they go home and it takes them a while to remember, "Oh yeah, this is how you do it on this monitor." So technology is constantly getting upgraded so by the time you come back, it may be something new and the information on how to use that piece of technology may not have gotten to you.
Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: paramedics' personalities] There are many personalities out there. Yeah, yeah they do have their own personality. I guess that they have to be of strong character. Otherwise, you believe everything you're told and it's not always the way you're told.
Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...We don't have a lot of issues. We have very few issues that sometimes are widespread. In other words, communications between somebody who's getting relieved. That piece of communication doesn't get transmitted to the oncoming paramedic. So in other words, if I'm leaving the ambulance and I forget to tell you, "Hey yeah, by the way, you're going to need fuel." And your first run, you're in need of fuel. That's something that didn't get communicated to you. And if it consistently happens, we have an issue...
Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...As far as communications with your partners. Because of our different characters, different backgrounds, sometimes people-- I don't think it's as bad as it used to be. Where I'm saying bad is, there were people who were on for 20, 30 years and when you have that amount of time in a certain company, you're set in your ways and whatnot. Versus today we have a lot of younger officers, a lot of younger people coming onto of

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								the job, candidates out there now. Just in the last 4, 5 years we've had over 300 new candidates. So we have a lot of new people on. And again, they come from different backgrounds, different areas. And sometimes, communication is lacking where there's a three or five-year officer who is still learning the job, trying to communicate with a candidate who has a month in the job and trying to teach them what they know to survive the streets of [City]. So yeah, there are some challenges out there.
Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...As far as radio communications, it's better now than the past. We're able to listen to a lot more channels, police channels. We're able to communicate with officers, [suppression?] unit to an ambulance unit. But it doesn't always happen. They forget. Or either [question ID?], don't know how to use the radio, or it's on our side. And then how to set your radio, like I said, some people come in and they want to know everything about the radio. Other people, they're just like, "Give me what I have to know so that I can do my job. I don't want to know anything else [laughter]."
Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	What's the issue, what they know, who's on the scene, who's responding to the scene? Police, are they en route? Do we have any fire companies coming to assist us, as far as for the paramedic side? Who else is on the scene, any nurses or doctors on there? What else do you know, are they breathing, are they not breathing? Whatever information they can-- "Is the offender still on the scene?" We get a lot of. Sometimes the police site knows, but that information doesn't get relayed over to us... It is a problem, it is a huge problem.
Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: lack of information sharing] I think it does have to do with that and the amount of calls that they have. So sometimes even though the police have it, they don't relay it over to us because they're busy getting ready to go on to the next call. So that information doesn't get relayed to us. To be honest with you, I don't know the exact reason why it doesn't get relayed over to us because we know that they have it, it just doesn't get shared with us, which is a problem.
Communication	EMS	U	Supervising	46-55	21-30	Male	EMS-	[RE: missing information] Specifically, "Hey, how many times have we

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			Field Responder				U-010	been to this location? Were there any issues at this location? Or was the best place to enter into this building through the rear? How many times have we been up to this floor? Did we find any issues, somebody who wasn't receptive to us on that floor?" Yeah, those are the kind of things we'd like to know...I believe they do have that information up at the fire alarm office. Whether it gets where the black is, I don't know.
Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Well right now, what we have with our current data we have, if we get a patient more than once or more than twice, we're able to pull up, the technology is there right now where it'll search and say, "Hey, by the way, you have responded to this person in the past. Do you want to accept it or not?" Because then that gives us their history, their allergies, their medications.
Communication	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	So some type of a drone with a camera. And before we go into this area, what do we have there? Is there something that can be relayed back to us and say, "Okay, you have three cars in this type of an accident. Here's a picture of where you can come in, it's easier for you to come in." I know that's way in the future, but.
Communication	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	So our hardware is a Panasonic CF-19 Toughbook that we use to create the report. And then we partner with a software company known as SafetyPAD. And they create the software, and they modify it for the City of [City] in order for us to do the report. And then there's a function that is at the 911 Center, or the OEMC, and that's the main server, or the CAD component, that's maintained by Northrop Grumman. So we get a run. It'll push out to the fire house. It'll actually push out to the tablet itself. We accept it, create a new report, and then based on your disposition which would be, "No patient found," "Refusal of care," or, "Transport," then there's a number of fields that are required for the medics to fill out before they can complete a report. There's also a component known as NEMSIS, which is the National EMS Information Systems. And we're required to collect data for them and to also send data to the state under NEMSIS. So there's quite a few components that are involved in data collection.

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Communication	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	[RE: paramedics] They have another CF-30 Toughbook that is strictly for dispatch. So they do all their status on there. The run will come in on there. And then they'll press buttons like en route, on scene. This computer is dedicated just creating the run report though.
Communication	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	[RE: run reporting] They can do it anywhere. Right. So these all have their own 4G Verizon connection. So whether you're in the ambulance or you're in the patient's house, in the hospital, it has connectivity usually wherever you go.
Communication	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	[RE: technology in ambulances] The systems work very well, actually. The 4G connection of Verizon is very reliable. The drive itself is a [solid-state?] drive so we've had virtually no data loss. And then we can control, like I said, the components of what's required. We can easily push out an update. If, for example, our medical directors, who kind of oversee what we do medically in the ambulance, decide in a couple of weeks we're going to get rid of one drug and then introduce a new one, I can go online, remove that one drug, introduce the new one, push a wireless update, and then they can just accept that update... We can push that wirelessly and make changes so there's very little confusion about what fields are required, if one require or not require a field. We don't have to touch the computers. It's all pushed out wirelessly. So they're very reliable.
Communication	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	We can send messages right to the ambulance itself from the CAD computer. And then this one, they would get a notification that there's an update that they need to process. And then once they press the button, they would put the new fields in place, or change, modify fields, whatever we have to do to put them out there.
Communication	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	[RE: communication issues] I think it's on individual basis. If people are not clear, especially if you're on the scene and you need additional help or other things you have to do manually, things can kind of get confused or messages can get missed, I think, sometimes. For the most part, I think it works well. But when you have the human element in there, there's always the possibility, at least, that there could be some things

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								that don't always work with the radio's communication.
Communication	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	[RE: using technology in the field] we do a class for everybody. So what I handle on this part is the CAD part of it and then the SafetyPAD program itself. We're lucky that our software company seems to be very user-friendly. We've had other people come in and we've looked at other programs that, I, personally thought were sort of confusing. But I think by just having the one class and then over time by using it, they use it pretty well. At least, the component I handle at the reporting part of it.
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	So once we're completed with the run we'll let dispatch know we're done and we are available for the next run. If there's no runs available, then we'll just head back to the firehouse.
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: getting call information] Through the OEMC dispatching center... In the ambulance, we do have a radio. I forget the name of it. And then with us, on our personal body, we have our handheld radio. So there's two ways we could communicate with the alarm office.
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: getting call information from dispatch] We have what's called the laptop or the MDT... So that information gets sent to us. I believe it's through WiFi or through the airwaves, I'm not sure [laughter]. So yeah, it gets sent out to us and it tells us, the time that gets dispatched, the kind of incident, any special remarks, any special things that we should be aware of. It tells us what other companies are going to be coming with us, the nature of the call, and sometimes if police will be coming with us, they'll let us know there would be police with us on the run.
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: report writing] ... With the runs that we get in, that's medical runs, that occurs in a Toughbook... In a Toughbook. Minimal information gets transferred from the alarm office so it'll tell us the time it gets to-- all our times come in. The nature of the call too also. There's an event number that comes in. Let's see. What else? Just some basic information.
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: report writing autofill] Yes, it does. Sometimes. It doesn't always happen if there's-- if something's wrong with the system, if the system's down, the alarm office will tell us, "We had a system failure or system's

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								down," then it has to be done by hand. So that's when I would do it manually on the Toughbook.
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: comms with PD] We don't. We don't communicate with [local PD] in our frequency. And our frequency is only just EMS. I am able to communicate on the fire side frequency. That's not a problem. Let me backtrack. We can communicate with PD on the frequency, only a few people know how to do that, and I know how to do that because I learned it. I wanted to learn it. But there is no really set memo, or order, or documentation where they tell us, "If you need to communicate with police, do it." There isn't. I just know how to work my radio really well that if I need to get a hold of the police I could switch to the frequency and do it that way. A lot of people don't know how to do it and a lot of paramedics don't know how to do it. I'm teaching my partner how to do it. He's liking it...
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: comms with PD] ...Every day on my radio I listen to-- I'm defaulted to EMS and then I have a channel for the fire side and then I have a channel for my zone, my zone for the PD. So I'm able to listen to EMS, fire, and PD in my zone. I will listen to that. A lot of people don't do that but I do because I like to know what's going on in the neighborhoods.
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: listening to PD frequency] A lot of people don't like to do that. It's too much information to them. It doesn't bother me. I like it. I like to keep a heads-up. When a call comes in under 911, it always comes into the PD side. So if we're at the hospital, I'm finished documentation and I hear the PD zone say, "Hey, we have an incident on [intersection]," a guy fall down or something, it comes into PD side. And then by the time it transfers up to the fire side, to EMS side, it takes about two to three minutes. I didn't time it but time, I just know it takes about two to three minutes to get to us because then they'll be calling us, "Okay [company], go to the person who fell." And I mean, okay, about two, three minutes. Now they're calling for us. So there's a delay there.
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: listening to PD frequency] if I'm already hearing it on the PD side, I'm hearing it at PD-- someone's calling 911. I believe someone fell and they

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								injured themselves. But I can't. But I have to wait until EMS dispatch tells us to go. Which is fine. Something critical like that and I'm hearing it, at least I'm ready. I'm always in a ready position, "Okay, hey, guys there's a fire. There might be a fire coming out. We'll be ready. We're going to go."
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Okay, well we'll start off with my handheld radio. We have I would say about a good 100 channels on this. I can hear from my handheld radio from channel 1 all the way to channel 16, and in each channel, there's about 10 channels per that channel. So we do communicate with the hospital on this also, too. We have a hospital channel. We've [hospital], we have [hospital], we have [hospital]. We can communicate on this.
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Very important to communicate. When I'm in a high-rise, on the 30th floor of the [building] and I'm treating a patient and the patient doesn't want to go to the hospital, it's a refusal of EMS. Instead of coming all the way down and going on the telemetry radio-- we have a telemetry radio now that's hooked up to our hospital, the [hospital]. We have to call the doctor and get a refusal. So instead of coming all the way down, we have our handheld. So then we have to switch channels.
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	I have my cell phone. In my own cell phone, I have numbers to the alarm office. I have numbers to the hospital.
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: handheld radio] ...Under the subway station, there's no communication except for one channel and it's [local transportation authority] metro channel. But I'm not 100% sure if the alarm office has a channel to listen to us. But when I do get a call for the subway, I do let them know, "Main [dispatch], I will be switching to new metro [local transportation authority]." So at least they know that I'm--
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Just recently in the last couple of months, we've been told that if we do get a subway call we have to get a firetruck or an engine truck, a company with us, for line of communication. So it will be the ambulance, and then it will be the company of the firetruck in the subway station because we have one fireman up at the engine, and then we'll have a channel called fire, and we'll be able to communicate through a fire line.



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								It's a short-distance channel. We're able to communicate. So kind of like telephone, we'll have one channel to the fire station and to the fire channel, and then back to the firemen that's up on top who can communicate to the alarm office, kind of like that. And that's just recently in the last few months we've been told to. If we get a fire call or a medical call in the subway, we have to get a fire truck with us, which is great.
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: high rises] I've come [encounter?] with that too, where I switch it over to my hospital base station. If I have a trauma call up in the 30th floor and I can't communicate with my hospital, I've got to call on my cell phone landline. I don't know if it's really a landline if it's a cell phone, but they call it a landline cell phone and I call it my cell phone.
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	I have my portable Toughbook laptop where I keep all my information for a medical run. We can't communicate through that. There's no communication through that. That'd be great in case something happens. I could send an email out to maybe the alarm office or to my field chief who takes care of the district, through my Toughbook. That's a good idea.
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Definitely, it could be better. I don't want to say it's poor. I think it's okay. It's okay. I really don't have too much issues with it. The only issues I do have with it is the subway. If I'm at a high-rise, I can't really-- no, there's a few times where the alarm office can't hear me if actually-- in like the [high rise] or-- maybe because there's other things that are going on in that building. There's a lot of technology going on... In the hospital, that's another one. They can't hear us in the hospital. Sometimes, I've got to come out into the bay so they can hear us. So if I'm in the hospital in the ER, and I'm transporting patient care and, "[company], we need you. Can you--?" Yeah. I won't be able to hear them... I think because in the hospital, there's so much stuff going on, technology-wise, in the air.
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: apps] I Google maps and then the regular yellow page maps, I use. But the thing is, in downtown, it bounces. That's the word they use, it bounces off. We do have a GPS in the ambulance. We don't use it

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								because it bounces off too. We've tried it. We'll put in an address from my firehouse, [address] to-- get me to the [high rise]... It bounces off walls or recalculating. So maybe the model's old. I think we got those GPSs, I want to say, probably about six years ago, [inaudible].
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: technology] Has gotten in the way? The only thing I want to say about that is maybe if there is a lot of incidences going on at once in a small area, two fires, maybe a real bad casualty of a bus flipped. We've had EMS Plan 1s where we need multiple ambulances, and then there's a fire call. There's just a lot of communication. But when that happens, we're trained to switch it to another channel. We're trained to switch it to another channel. Yeah. We have to switch it to another channel if there's too much stuff going on in the district.
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: too many radio channels] It doesn't bother me. Someone like me, I'm going to learn the channel because if I can't communicate one way, I'm going to communicate another way. So if I can't communicate with EMS channel and I can't communicate to the fire channel, I know how to get to the police channel. The life guard channel, we have a life guard channel. If I can't communicate through the alarm office and the alarm office can't communicate to the life guard who someone is drowning in [lake], I know how to go into the life guard channel. A lot of people don't know how to do that. But I've trained myself or I've asked around people how to do that. How do you get to the life guard channel?
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: communication with other jurisdictions] I don't know about other suburbs but definitely [airport]. And that's another thing, it's another radio. The ambulances in that area have to have maybe two radios. So that's probably another company you probably should talk to... That's [airport] ambulances.
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	So, what I do, when I get dispatched a call on my MDT, I looked at the time, the location, the incident. I'll look at if it's male, female, conscious and breathing. I look at most important information and that information will be there. The alarm office will have remarks on there depending on the caller. They also put on there, which is great, I'm glad they do that, it's

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								called the [local PD} hashtag number. I know how to retrieve that number through my MDT. Down at the bottom, you're able to type in to send information. I'll type in that [local PD] number out to the alarm office and somehow, some way, it comes back to me with what the first 911 call was. What the call is from the call taker...
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	I know a lot that goes on at the [dispatch center] and they're very busy and they get a lot of calls. I can just imagine them sitting there and get all these calls, and I understand the call taker, they're trying to get all this information. But I think the information they give us is limited because I think it's just a lot of work. They tell us what we need to know. We have an injured victim, he's conscious. We'll send you another company, the basic information. I know if it's a critical call, if it's a battery and the offender's still there, they'll let us know. They'll let us know what we need to know. Because it's so busy in there. I just know it's just so busy in there.
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: dispatch] Any piece of information for me. Even if it's a stubbed toe, they'll give us the basic information, but I'll look it up. And sometimes it will be in there. How did the person stub his toe? He fell down the stairs and stubbed his toe. All we got was stubbed toe. They didn't tell us he fell down 10 flights of stairs and stubbed his toe.
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: dispatch printed ticket] I have it. So when we get to the scene of the address, I have that ticket with me because I don't have nothing else, besides my radio and that ticket. Because we could go to a high-rise, the [high rise] on the sky level, and the security there's like, "Hey, what do you guys have?" I pull out my ticket, "This is what we have." "Oh, okay. I'll take you to that person." A lot of times, they don't know we're coming.
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: cardiac monitor transmission to hospital] Just the EKG. You're able to do the EKG, you're able to do the pulse. You're able to do the SpO2. I don't think no blood pressure can be sent... Oh, that'd be great. Like the first line vital signs. Because we do the blood pressures automatically and it does come on the monitor. It definitely comes on the monitor. How come that pressure can't be, "Hey doctor, my--" I tell them through

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								the telemetry but what happens if I can't call? And there's many times where we'll go to [hospital], and that's another telemetry channel that's really bad. If I'm bringing them a cardiac arrest, that we probably brought back, and I can't tell them that, I'll send it through my modem. Like, "I didn't know you guys were calling but I know now because I got the EKG here. Now I know you guys are coming to us." But on that EKG it'd be great to have the blood pressures on there.
Communication	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	On our run reports, I always put in if [local PD]'s going to be there. I have to put that in manually. I always put that in my run reports in my computer. I manually type it in... That would be great, an autofill in for the PD, because sometimes PD's calling for us. Well, who's calling for us? [PD unit]. Well, how come it's not auto filled in here? I got to put that in there.
Communication	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	We drive around. You return from the hospital, we say, "Ambulance [Name] is returning. We're leaving Mount Sinai Hospital." and then there was always another one waiting. So you just keep going. You're dispatched and communicating constantly from that vehicle for 24 hours.
Communication	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	Sure. We do communicate with the police. As far as FBI or SWAT, if they have a zone, then we'll be told to go to what zone on the radio.
Communication	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	Q: What about other jurisdictional agencies? Ever a need to communicate with state folks or--? SME: No, nothing, nothing. Actually, the only other people that I've communicated with is CTA. We'd link on with CTA and sometimes we can talk to them depending on where we're going, like in a platform or something like that down in the underground.
Communication	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	Pictures no, but we can transmit from our monitors, we can transmit EKGs of the heart and stuff like that, we can transmit the entire run, all the vitals, all that kind of stuff, what we're looking at on our end.

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Communication	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	We do have cell phones on the ambulances. They don't have data. They're just flip phones. So we can do phone calls. That's another backup and a way for us to communicate with them if the radio system is down or we're having problems. Most everybody has smartphones, and we've got all those numbers too.
Communication	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	And we do. Because we use it heavily because at any time the chief can call or anybody else, so we've got to be able to maintain that accessibility.
Communication	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	Causes communication problems? It depends. Some people won't say enough on the radio so people come into the call maybe like-- he may just very briefly just say something and then the incoming crews are like, "Do I get another update or what? Is this it?" Thankfully, honestly, at my department, we practice so much on size-ups and what to say on the radio; I don't think that happens a lot. But we've ran with other departments and we've seen it happen before. I mean, I think the biggest breakdown would be is people not talking to each other. That would be the biggest thing or assuming things [inaudible] should say.
Communication	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	Day by day, fire to fire, or EMS to fire, fire to EMS, EMS to EMS, those are relatively easy. We have a 800 megahertz digital system and so we can communicate pretty reliably. There are a couple of dead zones that we know about that our radios will not work in. So we have to develop other alternatives. But for the most part, communicating amongst fire is pretty easy. Communicating with police, right now, we don't have a way to directly communicate with them by radio or by a computer, so it flows through our dispatch center.
Communication	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	.... I think where we've encountered some struggles is the jurisdictional terminology and kind of the etiquette they use on the radio. We overcome it. It's really not that hard. But the first couple times you communicate with another jurisdiction, you learn how they communicate with their dispatch and--
Communication	EMS	S	Field	26-35	6-10	Male	EMS-	--big incident here. But by and large, I mean we don't-- we need to

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			Responder				S-016	communicate with the jurisdictions that neighbor-- that surround us. I don't necessarily need to talk to my friends in [State] I used to work with, on the radio from here. So it's ba
Communication	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] If we miss them calling us and it's for a call, they have all of our cell phones in a database that they'll send us a text message with the call information. So, for whatever reason, maybe my radio isn't working, or I accidentally turned it down, or I'm being irresponsible and not paying attention to my radio, and then my phone dings with a text,
Communication	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] And post assignments and that type of thing, like the non-emergent traffic, and requests, and that type of thing. And then when you clear your call, or whatever incident you're on, then you go back to the main channel, and that's how you get either your next assignment or your next post.
Communication	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] Generally not. A lot of times, it's more efficient. Occasionally, we'll ride on scene and the fire department isn't necessary, and it's quicker to just jump on their channel and say, "Hey, you guys can--" It's called pickup if go back and service. If we need a partner I was saying earlier, if we need police coverage, police assistance, if a person is getting very combative or whatever reason we would need, in an emergent sense, we would get on the police channel directly for the police district that we're in and ask for help that way.
Communication	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2]... So the only thing coming to a new service that I had to learn were the operations. They talk on the radio a little bit differently, but that's not anything I'm going to learn in academy. That's just doing it out on the street. The rules for their post assignments, a little bit different.
Communication	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] It's improved dramatically in the 10 years that I've been in EMS. And with the new dispatch updates, it's improved a little bit more just with the access to different frequencies that we've never had before. And it can be pretty technical. There's a lot of federal laws with a federal merger like the FCC.
Communication	EMS	U	Field	26-35	Not	Not	EMS-	[S3] So whereas I can't specifically talk to [City] Fire, say, if we had a big

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			Responder		specified	specified	U-004	incident on the border in the case of the [City] shooting a number of years ago, when there was a lot of different agencies talking on various channels, I don't have their channels, and they don't have ours, but we do have several citywide mutual aid channels. There's various levels of green. There's also various other tactical channels that span jurisdictions that the whole metro area is still a work in progress. They're getting all of the agencies updated to the same standards. Some of them have older radios that require different programming and that type of thing, but the goal eventually to have basically regional emergency frequencies for those mass casualty incidents and those mutual aid things.
Communication	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	All calls originate on one channel. And then it's strictly dependent on the incident how that channel then gets broken up. Because an MCI - it's mass casualty incident - are really just defined as an incident that overwhelms the resources on scenes ability to handle it. So one ambulance with two paramedics, if there's six people in that car and they all need to be back-boarded even if they are not severely injured, we don't have six spots in the ambulance to lay people flat. So at a minimum, you would need three ambulances. That might realistically happen on just one TAC channel and that would be it. And sometimes you might have just one channel for an incident commander to dispatch things. Sometimes you wouldn't. Sometimes everything would just be on a TAC channel from the original call that you may have been dispatched on is still a dispatch, an emergency channel for the other things that are happening in those cities. And so for large incidents, frequently all traffic is completely removed from the main emergency channels for that incident until it's done, just because there's so much that needs to be said between the multiple agencies.
Communication	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	A lot of the time you'll have to call but still you'll run into places out here where cell phones if you don't have any service either.
Communication	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Out here it's any number of things. We've had I mean I've had people walk up to the station, I've had people call the station say hey, I'm sick.

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								Should I come down there or should you come here? We will get toned out by dispatch, they'll call us and say hey, the police are coming with a blood draw and that'll be a call technically so but they'll come to us so it can be any number of things but most of the time it's a dispatch.
Communication	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	So for the most part here you hear dispatch calling to see if you're okay. So you send somebody back to the truck to tell them you're okay. You can hear on your portable you know it's garbled but you can hear you just can't respond. So you'll tell them you know yeah we're okay then come back. The problem with that is you know service where you just have you and your partner now you're down one in the house there trying to work on somebody so often times if it's a real bad situation we just won't answer. I mean you know we just won't answer until we can get back to the truck because we're more interested in the patient's wellbeing than we are letting dispatch if they send us somebody else great we got somebody else you know. So that's typically what it's like.
Communication	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Yeah. You'll see us in the back of the truck taking names and demographic information down right then so that we can use that to show the hospital so that we can get them registered and get them cared for quicker. So we got to have it right there with us. The patient signed, the computer you know so we've got our whole record right there on that computer. Don't have to do three different things like we have to do here right now.
Communication	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Sure I use apps on pediatric doses for medications. I'll use Google. I mean we're not too far gone from doctors that I mean when you tell us a whole list of things that are going wrong that could be anything in the world I mean I'll type them into Google and say well it could be this but I don't know you know so I'll look up something for the patient. I'll use it to get us there so yeah there's lots of things I use.
Communication	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Speaking on the radio with full words and enunciating what you're saying because we're not playing games here. You know we need to know where to go when you tell us where to go so don't say don't slur your words to where we're sitting there going what? What road are we



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								going to? I mean we can't see it written out anywhere so we're relying on you to tell us so let's enunciate a little bit, speak up and that's a big thing. Codes, ten codes and all that mess.
Communication	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	You know if we're busy we have calls if you mean radio communication. What we do is first thing in the morning at 8 a.m. our dispatch will send over a test tone and just basically tell us good morning, we respond back so we know the radios are working.
Communication	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	It does pose an issue. As far as I know no one has been hurt because of lack of communication but there are definitely calls where you need to be in touch with dispatch. That's your really that's our lifeline. If we get on scene and we have a lot of psych calls so if we get on the scene and there's a psych patient that is planning on hurting themselves, hurting us we're the first people a lot of times that have contact with them and if we can't if they don't know for instance they don't know it's a psych patient, if they do they try to send out the Sheriff's office but if they don't we get on scene and we realize oh, this is pretty bad and we need help if we can't communicate with them they have no way of knowing. And then in that 10 minute timeframe or whatever it is that they go by has to pass before they and they don't communicate with us before they say okay we need to have a deputy check on them and reality ten minutes could be way too late so for us to not have communication is really bad not for just our safety for our patient's safety
Communication	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	I don't mind using my personal cell phone. It hasn't come into play yet but I would assume that there is always that possibility with using my personal cell phone to communicate with dispatch that maybe it could be taken if anything should go to court. It could be confiscated and then I lose my phone and all the information in it.
Communication	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	It kind of depends on the day and the situation. We all you know we have these radios and like for instance mine is on the EMS channel right now so as of right now I hear what comes across from dispatch to us and us only or the first responders because that's where they put it out for EMS first responders. If we have a fire for instance and we get dispatched to

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								that fire unless I switch over to either their channel or I put it in scan mode I don't hear their traffic, they don't hear my traffic but you can't keep it on scan all the time because then you also hear SO's so every time they pull over a car we hear that information and if you have a patient you definitely don't want that going on. We can speak to if I need to speak to SO directly I can either go through dispatch or my MS channel or I can switch over to SO's channel and try to get in touch with them that way. I can do the same thing with fire.
Communication	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	They may not be angry at me but I'm the person they're going to take it out on because regardless of how fast I move or how efficiently I'm doing their job all they can see is that their family member is hurt and no matter what I do it's not going to be fast enough or good enough at that moment so those are the ones when psych patients and things like that those are the ones that it's scary not to have a working radio because if I need help I know I'm not going to get it because they don't know so I think if there was a way to take the general public out of being able to hear our traffic and us be able to communicate easily and efficiently with each other without all of the areas that we don't have coverage it would be much better.
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	And then you have other communicators who are very direct and to the point, which around here, in this environment, that's preferred. If you say, "Hey, let's go clean the property office for two hours. Here's the game plan. Let's do it." There's no question about what needs to get done. Everybody knows where they fit into the picture. So the very clear, concise communications around here is what works most effectively...
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...So you have everybody in between, the totally vague to the very specific. So there are aspects of the job where when you realize that you're working with someone who's not as good at communicating, or who you start to realize that someone might learn differently than you, and you have to explain things differently to them, you start to pick up on that pretty quickly around here because of what we do and the intensity of it. And you adapt...

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Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...So there are crews that-- tomorrow's Sunday. I know that the people I'm riding with tomorrow, if we have to cut a car, we might not have to say a word to each other... I can look at my technician or my officer right in the eyes, and I know what I need to do... But then there are other times where you need to say, "Okay, you need to pick up the spreader, and you need to do this. Put it right here, and do it like that. I'm going to be doing this." And so it depends on the person and the chemistry, but sometimes you don't have to say a word. You could be speaking a language that I don't understand, and we can still get the job done.
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...the tone is really hard to understand in these emails. So sometimes it causes a little bit of conflict when somebody-- especially if someone questions your idea, or offers up a suggestion that you don't agree with. And the tone of the email, it might be somebody older or younger, and they don't interact with email the same way. So when I read an email from an older person telling me something, even if somebody younger wanted to say that exact same message, they might say it differently. And I might get a different end result from that...
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...radio communications are a big part of the job too. And every single day we hear something on the radio that we're like, "Come on. Why did he say it like that?" or, "That's not what you're supposed to do," or, "Don't say anything at all," or stuff like that. But around here, for the most part, especially the more senior people are fairly good with the radio communications. You keep it concise. You use the right terminology, that type of thing.
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So someone who's naturally a very good communicator, they won't have as many issues as someone who isn't. Similarly, the more experienced people are usually better, but not always. We have some people who've been here for 30 years who say, "I can't even touch the radio. I'm so bad at it." And then we have other people who have been here for a year, and they totally get it. So experience isn't everything, but for the most part, I'd say on average, the more experienced people are better with it...
Communication	FF	S	Field	18-25	5 or less	Male	FF-S-039	...And then also training. We do an in-house communications training

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			Responder					where we explain what the radios are, how they work, and the language that we use, and the points that we're trying to get across. There's also a county technology class that we take on the radios. And that's usually pretty good about at least the basics of how it functions, but not necessarily what to say. So that's also dependent on who taught you that, when it was taught to you, how frequently you use it...
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...So all of those things come into it, but you can tell somebody's experience level usually by the way they act on the radio... But not always. I mean, there are always exceptions. And we see them everyday. But for the most part, you can tell if someone's new or not, based on that.
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: comms with other disciplines] It can be challenging, especially since we don't train together all that much, especially people outside of this station. And we don't train together. We don't run as many calls with people outside of the station, and we don't cook together, hang out together either, so... Anybody that's EMS, fire, or police that's not in this station...
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...So, if we run a call with one of the companies up the street or an ambulance from a different department or the police, it's going to be a little bit more challenging, but we do have common ground in some aspects. We have common terminology, for the most part, especially in the EMS and fire realm...
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...With police, I know that they have certain different-- I think they still use codes like--10 codes, yeah, in the police departments around here, which I don't know anything about those, really. I think 10-4 means okay, but [laughter] that's about all I know. So, I don't get into any of that. It would be easier if they used plain language, but I don't know what their plan is. I know that the FEMA Plan is to use plain language, so I trust that. It works for us pretty well to have the unified communications systems, but we also don't do that much with police...
Communication	FF	S	Field	18-25	5 or less	Male	FF-S-039	I mean, when we're on a call with police, they're usually in a more of a

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			Responder					supporting role, at least for the rescue squad, because if we're on a fire and police show up, it's because they need to block off the road. We don't need to talk with them all that much for that. We'll say, "Hey, can you block off the road?" Not really that bad, or if it's an accident, we're the ones cutting the car, and they're basically either blocking the road, or they may have to check the ID of the person or do a sobriety test or whatever it might be. But our interactions with them are usually pretty straightforward. So, even though we might have bigger communications differences, I'd say we don't even have that many problems with it, because we don't do as much high-stakes interaction with the police.
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So we don't run with other counties around us just because of where we're located. Once in a while, we might run something with someone from [County], but not even that frequently, especially not anymore...
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...What we do experience that's unique is we run to [City] a lot on the ambulances. So people can special call our dispatch office instead of 911 if they're having an emergency in [City], in Upper Northwest, and we'll send them an ambulance to help them out. And we still have to go onto the [City] communications channels, which are different channels. It's 0-12. And so, when we're on that channel, it's pretty straightforward. They use slightly different terminology. If we're in the county, we'll say, "Ambulance 741 bravo to [County]," if we're trying to reach the dispatch center. In [City], you say, "Ambulance 741 bravo to communications." So slight differences there...
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...They also have slightly different dispatch procedures. So if you have a lift assist, for us, that's usually just an ambulance, but for them, if you say, "We're responding for a lift assist," they'll usually send you an engine to help you out. So I don't know if they still do that, but when I was driving the ambulance more, that was something we dealt with. And you had to specifically say, "I don't need any manpower," or, "I need additional resources," something like that...
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...Also, our computers aren't synched to [City]... so we can't just push on-scene and [City] won't get that message. We have to tell them on the

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								radio...
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So we use the radios of course. We use the computers, the MDC computers. Mobile Data Computer, I think. Then the ambulances, more than the rescue squad, but we have one, an EPCR. It's a patient care report. That's just a toughbook that you enter your patient information in it when you have an EMS call. And then, we have our own internal radio system that we use just to communicate between units and our own dispatch center here.
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: internal radio system] We don't carry those on the call, but we just have it mounted inside of the unit. So if the ambulance is downtown getting dinner in [City] and somebody calls our dispatch center having an emergency in [City], our dispatch center will call that ambulance on our special radios. But we don't use them on any incidents.
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...So I know that the federal departments have their own radios and that can be problematic. I know we ran a fire on the Walter Reed Base six months ago and they were operating on their own radio system, but we were responding to them and we don't have their radios. So when we got on scene, they actually handed us their own types of radios that we had to use. Even though, when they respond to us, they already have their own [County] radios, so... Not vice versa. So that was definitely a challenge, and they have one for our whole unit. So our officer got one, but the rest of us didn't have a radio that would work, so that was definitely something we were all like, "Woah. I did not know they still did that stuff. That's kind of weird." ...
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: mounted internal radio] ... in-house, yeah. It's just for communicating, "Hey. Can you pick up ice cream?" That type of thing. Pretty simple communications... We have that on all the units, including the utilities.
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: Active 911] ...it's a good app because it tells you what units are on it. It tells you the location, and if you click on the location, it actually pulls up a map where it shows you the best way to get there. Or, at least, its

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								prediction for the best way.
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Has got in the way? I'd say, one time when it does get in the way is when people are communicating on the radio too much. When you're running a fire, and I can't think of a specific example, but I definitely know this happens all the time. If you're responding on a fire, instead of clicking the button on the computer, which you're supposed to do, sometimes the computers will go down. And people will say, "Engine Seven whatever, responding." And then they'll just say that the radio. And so then you've got five engines, two trucks, a rescue squad, and an ambulance, and potentially four chiefs, all saying that on the radio. Meanwhile, one of the engines is on scene and they're looking at a house on fire with somebody hanging out the window.
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	SME: They can't say, "Engine [Name] to [City]. We have people trapped and the house is on fire." They can't get that message across. So a lot of times you'll hear people like the Command Officer on scene try to order radio silence. Which is like, "Just shut up. I don't care if you're responding or if you're on scene. I have an important message to get across. Let it happen." ... He just says, "Radio Silence." Or, "Emergency communications only." Or, "Priority traffic only." Something like that. Q: How long's the silence supposed to be [laughter]? SME: As long as people adhere to it [laughter].
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	But there is definitely a push for people to follow their SOPs, their standard operating procedures more. And to communicate less of the stuff that should be assumed. Like, I know if we were in a fire right now, our job is to do a search. That's our primary job. That's our primary job. Our secondary is to is to control utilities. No one needs to tell us to do that. So if we're really adhering to this policy of less radio traffic, no one should have to tell us to do that. When we're done with those things we'll say, "Rescue squad 741 to command, we've completed the primary search and it's negative. The utilities are gas and electric and they're both controlled." That transmission right there took 20 seconds, and that should be the only transmission...

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Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...But a lot of times you'll hear, command will ask, "Hey rescue squad, can you please do the search." And we're already half way done the search because we already know that we need to do that. "Yes, sir. We're doing it." That's two more communications. Then they'll ask us two minutes later, "Hey, is that search done?" "Still doing it." That's two more communications. Then when we're finished with it we'll say, "We've finished the search and it's negative." And they'll say, "Okay, can you do utilities?" And we'll say, "We're doing that." And so now we're at like seven or eight communications, when we really just needed one or two. So that can be a challenge because someone else has to listen to that and it's distracting to them. But then they also can't get a communication across if they need to.
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Yeah, definitely. It definitely requires a mutual trust. And I think that a lot of times people do it because they've seen that they can't necessarily have that trust all the time. And a lot of times people would rather rely on the expectation that you can't trust the units because it's probably safer that way, right? So you can't blame them for that. For saying, "Hey, if I don't tell them to do this it might not get done." Versus, "If I tell them to do it there's a little more radio traffic but I know it's getting done." So they have to weigh that in their heads...
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...that's a benefit that we have here because right now if we were in a fire, our chief of this department can run that with us. And if he's command, he knows that he doesn't need to tell us what to do. But the [County] Battalion Chief might not know us and might not know that he can trust us. We've never proven otherwise but maybe if a different rescue squad has, or a different engine company has. And then because he might not-- he might have experienced that lack of trust, he might just rely on that.
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: AVL] ...Instead of dispatching us back somewhere two miles that way, they might send a different unit that's actually closer. And they can see if that unit is closer. And it tells them. It will recommend that unit above us. So we might think, "But hey, that's our area. We should be there." But in reality, the computer is doing all these calculations. They



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								know we're on the air so we'll be able to start responding sooner. So it gives us an additional minute. So it gives us, or I guess it takes a minute off of our response time. But they also know that that other unit is physically a mile closer. So even though it takes them an extra minute to get out the door, they can get there faster anyways. So it's doing all those calculations that a human dispatcher can't really do as well.
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	They've been really good about-- the dispatchers update their computer with any pertinent information that comes in from 911 calls, or also from the radio traffic. So they're always monitoring that. So if we're running a fire this morning, as soon as they find out that someone's trapped, they'll enter that into the computer, and all the units will get that message. Even units that aren't responding. So if a Chief sees that he might say, oh, I should probably go on that. And then he'll start responding. So they get the information out there pretty well...
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Or if it's a building that they know has a lot of chlorine in it, they'll mention that in the comments too. So any special risks or any information of past incidents there, you might see that they had a domestic dispute, a stabbing, a decreased level of consciousness, a sick person, and another domestic dispute there, you might want police. And so you can see all that now. So I'd say that I haven't really had an experience since this new roll-out where we wanted information and we didn't have it.
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: info via MDC] You have to click on the incident information...tablet or tab on it. But it's pretty user-friendly. So...as long as you know that that feature exists, you can find it pretty easily... you can get additional information that maybe the dispatcher missed.
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	There is an app that already exists that our county doesn't use where you can actually listen to the radio on the app... so if I'm sitting right here, and I see that they put out a vehicle overturned 10 miles from here, I can just swipe on it and pull it up. And I can listen to the communication on my phone. The thing that the county has done that's pretty good is that now they also changed, with that new dispatch

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								system, they changed what we listen to in quarters.
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So I guess not in this room, but in most of the rooms, there's a scanner too. So you would hear any relevant transmissions over that scanner as well. So that's a new thing. In the past, it was just Alpha, which is the main dispatch channel. You didn't have any of the operations channels. But now you do. So that's actually a really good feature that they just put in too. So I think they put a lot of work into this whole new thing, and it's definitely addressed a lot of the problems or wishlist items. But I do like that, that PulsePoint app is what it's called, where you can hear these things going out and listen to the call.
Communication	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...I know one of my friends, who lives in [County], he has that for their area. So if he's at home, he can hear if somebody goes into cardiac arrest on his street, and he could go out and render first aid to them. And he could also listen to a fire that's happening 10 blocks away, and he'll know if he needs to adjust his personal traffic, whatever, based on the apparatus that's there. Stuff like that.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So we work 48-hour shifts... So two on, four off. It starts off, in the morning, we'll do a pass-off with the off-coming crew. So this morning, we came off with A shift. And they'll tell us, basically, pertinent information in terms of calls. They'll tell us how many calls they ran, how many our ambulance ran, any training they did, any issues with the truck or equipment, or issues with the station. So that's that. And then at 7:15 in the morning, we'll do what we call pass-off with the rest of the stations.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So we have a technology, it's called LifeSize... And what that allows us to do is, you have a TV screen, and every station, basically, is on camera. And we'll go through each of the stations. They can tell us what they're doing for the day, any trainings. If they're going to be in service, out of service. And then we also use that for critiques. Where before, we'd meet at one central location, and we'd talk about an incident, whether it's fire, a large incident, EMS, mass casualty. So now what that has allowed us to do is stay in our primary area. So if we get a call, our response time

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								is a lot less...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So they're trying to create a standard. But to do that all across the United States is almost [tough?] because you got to look at data back in the history of years past. And you might have done yours in Excel, and he did his in DOS, and I just did mine on paper. So there's really no set system, just like [Name] said that we had Fire Zone, we have different software programs, but none of them communicate with each other. So it's just a lot of data entry. Then all of a sudden, we'll start doing it. And then all of a sudden, the computers don't run on certain programs. So then you got to get rid of that program, and then you end up with a new program. So it's constantly changing.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah, that's another item of contention right now, especially in our fire department, is gear. So right now, all of our bunker gear is made by Honeywell. And so Honeywell has a program that tracks model number, serial number, all of those things. And so all of our bunker gear is inventoried in a particular program that our fire department bought. But then, all of the repairs, warranties, and stuff like that are tracked in another piece of software that's accessible online through Honeywell. And we use a third-party vendor to do our repairs. So when they do the repairs, they have to certify the repairs, and they enter them into Honeywell so that they can track them. But when we do in-house cleanings or things like that, we don't have access to that system. So then we track it through our inventory software, Wasp...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...at the end of the day, there's accreditation. So accreditation says that you have to have programs to track your inventory to certify repairs. But it's two pieces of software that don't talk that have, each, about half of the information that you need to compile together to make one.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So, I mean, like I said just a minute ago, that when you talk about technology in the fire service and our rapid adaptation to it, we've never found anything to bring everything together. So there's inventory of equipment, and tracking the equipment from birth to death. And then the costs of repair, and when is it time to replace? And then inspection, and

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								service tests to show that you've inspected it, and how it's lived...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...Rope is another thing that-- on our truck, any time you use a piece of lifeline, a rope-- so you have two different ropes. You have utility ropes, and you have lifeline ropes. And a utility rope, we don't care about. So we would just track that we bought the rope, and then you would say, at the end of its life, that you threw away the rope. But a lifeline needs to be tracked anytime you inspect it, anytime you use it. Because you need to show how many times it's been weighted or unweighted, things like that.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: lifeline rope] And so we have an inventory software that we can track when we bought it, and we can track when we throw it away. But the only way to track all the stuff in the middle is a piece of paper.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...I mean, we send our gear out for a deep cleaning. Our station, we clean after every fire. And that's come around a long ways. It used to be you have your gear, you do your fire, you go back and wear your same gear. You don't wash it. Now we changed it so we have a backup set of gear. So it's changing, it's evolving, but there's not just one program that communicates with everything. It'd be tough. I mean, I think it can be done, but there's a lot of aspects.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: in-house IT department] ...And then just one of our programmers-- or, not our programmers. One of our latest IT guys does a lot of building forms and sheets for us now, which is kind of a new technology that's started to come out. And we're using that more as a patch to fill the need to track some of our data in a very simple form because when you build a form, it just dumps it into a spreadsheet. And so it gives us at least something, but it's not a great something because you still have a lot of back-end work with the spread sheets. You have to stop the form every year and start it on a new spreadsheet, or you end up with this giant data set... And then how do you break up the original sheet into useable data? And then it's just a sheet, so it doesn't talk with all the other sheets, so.
Communication	FF	S	Not	Not	Not	Male	FF-S-022	It's a computer. We call her Susie. And the computer will come out and

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			specified	specified	specified			say, "Medic 51, respond," and whatever situation. Gives you the address. Right? And then our dispatch comes on, and it'll tell us what the call is. So it'd be a 17 Alpha 1 or whatever. And then you check in. So that and the screen - it's all touch screen in the front of the fire truck - it basically shows you a map of where you're going, shows you your hydrant locations. It'll show you all of the rest of the department, if they're on any calls so you know if you need to specialize in, maybe our heavy rescue, and they're on a call [if they're not?] available, so.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So it's definitely evolving. The technology's gotten better. But between the computers, the radios, they're constantly changing. We still have, with the radios, we have dead spots. It's a big concern. So [when you?] get inside of a building, you have no communication. We don't carry our cell phones in fires, obviously. Now, we have is a voice amp. So when you have a mask over your face and it's muzzled, now you can actually communicate, and you're a little bit more clear and precise. And we can hear each other. The problem with that is you're going to be getting some feedback on your radio, based on how loud you have your radio up. So there are definitely pros and cons...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...With our masks now, you can-- we call it what? A heads-up display. Tells us where our air level is and how much air we have left and when need to get out. Then we have vibe alerts, where basically it starts to tell us, depending on where our air level is, they need to start going out. So technology's definitely changing in our advantage...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...we had the dot matrix, which was the Rip-N-Run. It was really cool... That was what the manufacturer called it. Even in the industry, it's still referred to as a Rip-N-Run because it's all your information in just a little piece of paper, and you grab it and run out the door. The CAD is actually what kind of-- or the MDTs is what replaced the Rip-N-Run. And so we went to really generic DOS-based MDT, the black with the green lettering and stuff like that. It worked well, but it was in transition. Now we've gone to a full MDT, so we have the Internet and everything in the trucks...
Communication	FF	S	Not	Not	Not	Male	FF-S-022	[RE: radio mic placement training] Absolutely. I mean, we do it all the

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			specified	specified	specified			time. But still, you can get in a unique situation, just like we do in TRT and SET. And you get in that one space, and you can't actually be spread out like that. So now you're communicating like this, where maybe [this?] your choice. And they've tried this. [Name] said they actually have headsets built into the masks. And there's a cost affiliated with them. And I'm not sure how those work. We haven't had them. I think we tried them and messed around with him, but didn't really come out.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Google translate works pretty well for language translation...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: PulsePoint app] It's an app where, basically, it'll tell you-- you can notify, say, just on structure fires. So it sends you an alert. So you get it before the radio does... Auto accidents, you can set it up for hazmat. So it's just an app and it'll tell you where-- the whole principle was, is the next closest unit, whether it's a chief on a bus-- so if you're having a heart attack, and I'm right next door, it notifies me. And even if I'm on or off duty, I can go over there and help you. That was the whole principle of it. And then just kind of tracking. You can see what the guys are doing. So if you're at home, you can say, "Oh, yeah. They went over here, and over there, and--"
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. Some of them are paid. Some of them are free. Some of them are mandated, like the AskRail is a mandated app. And so the railroad companies actually maintain them. But you do have to send in an application to get access to it. And then they'll send you a username and password.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	The city actually uses a web-based program that they track all their water and sewer systems. And so we have access to that, that you can actually go into just a GIS map.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Exposure Tracker. We use Exposure Tracker because the CAD and-- the CAD sends us to calls, but the scheduling is what schedules you. And so there's no real direct tie-in between your name and the call that you ran. And so we use a web-based program, which has an app called Exposure

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								Tracker. And it's just on your own. It's your own responsibility. And we track, so we're supposed to go in there and put calls that we run on. So something that you may be exposed to, a hazardous material, you may be exposed to a fire, something like that. So you can actually track your exposures, personally, and then have that information if you develop cancer, or have a problem, or have hearing loss. So there's vision loss, hearing loss, cancer, all these things that you would then want to show your doctor, or human resources, or whoever that these are all the things that you've been exposed to over your career.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. And then that's one of the other technologies that's kind of neat is our Tier II reporting used to all be paper. And it used to actually sit in a box underneath the captain's desk, and that's where it lived. And now, the Tier II reporting is in PEAC. So things are getting there. Things are getting a lot better in forms of communication, access to the technologies, access to the data. But it's moving slower than the world, I think. It's the politics and the... how fast government works to make the change...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: frequency of using different radio channels] It'd have to be a mass casualty incident, or when we do what we call mutual aid. We go into somebody else's area; we can go onto their talk group.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	I know we do-- we use the red channels a lot... Because of the hazmat and because of the rescue. So we go to a lot of other jurisdictions because of that. And then [City] decided to split their-- or [State] split the state into four quadrants... So we have red northwest, red northeast, and then so on and so forth. And then they actually used [Street] and [Street] as their kind of boundary because it actually works as a perfect square through the state. And so that's been pretty neat around here. And then the fact that, up until we went to the digital radio, we couldn't talk to our neighbors. And so that's helped a lot... And now you can just switch the channel and get there.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: radio channels during mutual aid] Yeah. When you respond, they'll tell you to check in on red northwest or whatever.

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Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. So if we went-- and the only thing that they would monitor is that somebody else in that northwest quadrant, or southeast quadrant, or whatever, wasn't already doing something. So if they are doing something, then you may switch to a radio channel that's out of that quadrant, but just that dispatch is monitoring and they know that isn't busy. Or we can go to a non-repeated channel. Something like that. So they'll find a work-around to make it happen if we need to make it happen. But it all comes through dispatch.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	I'd say, I was just on a call a couple of days ago. It was an officer-involved shooting. And we basically have a set system of, basically, command structure, right? And there was no command structure in that. So nobody's knowing what is going on because you have multiple jurisdictions. You got [City], where it happened at. You have [County] sheriff that was serving a warrant. So he was serving a warrant and he got shot. So obviously, he's calling us, calling [County]. So everybody's coming in. So is there really-- they should have a command post and the command post will delegate, "Okay, you're going to be my safety officer." And it just goes down chain of command. Well, it was just free for all.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	And that was one thing I was going to talk about with the radio that's gotten better is, in the past, anybody could get on the radio. We're all safety officers. So if I need to get on the radio and I say, "Hey, this wall's coming down. It's going to collapse," I get on the radio and I let that be know. Well, now we have basically an officer where, pretty much, you say, "Hey, doc. That wall's going to come down." But he doesn't do it or he doesn't see it, you're welcome to get on the radio. But we just don't have-- it's not free for all. But our command staff is where it needs to be because once that domino goes downhill, it goes downhill fast. So you just don't show up and do whatever you want...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We all have certain tasks that we do, certain jobs, and they'll change depending on where you are and who else is around you and where they're at. For the most part, we're a truck company, but if we have a fire in our backyard, we may switch over to an engine company. An engine



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								company may be a truck company. You just never know. So that constantly changes. But that's the biggest part, is that command structure.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...I mean, they're calling for one of us - I was on the ambulance - calling for a paramedic. Well, we don't ever just go as one. It's a rule: two in, two out. So we ended up fixing that, but our command staff was not happy, either. They wanted to set up a designated command staff in that post. And then we work and they say, "Okay. We need one medic. We need two medics. We need five medics. We need six beds." And then our command staff calls our dispatch center and they say, "All right. We got six reds, five blacks." And then they start delegating to where you need to be transported to, and who's available and who's not. So it just all happens. And if you don't do that, then nobody knows their right foot from their right hand from the left hand, so. It can be a mess real quick.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Well, I think the thing is, is firemen and policemen and all people that work in these industries, they're really good at just adapting and overcoming. And I think that's what we've always done for years and years. So there's even from the command structure, there's even from communication things. Like I told you about the call that we had that the city showed up with an iPad app that showed all the water. At the end of the day, we always get everything done. So we always cut the car. We get the water shut off. We get the officer that's been shot to the hospital. Things can always be done faster and better...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...The communication side, I think we're getting to the point that we can talk to anybody, but we just can't talk to anybody in the environments that we talk. We can talk to anybody sitting in the truck on a nice calm day in the middle of the road. But when you're in a structure fire, it would be really nice to have a great radio system where we can talk just like we're talking...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...The other thing I think that would be really nice is to have talking from me to him... So if you could have a Bluetooth, or a VOX system, or something where I could just talk to [Name], and then we could push the

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								button and you would talk on the radio. That way we could communicate in a lot better environment. And even if you did get separated by a few feet, you could still know that you're there. And you don't have to have that hand on the back of his leg, or hand on the back of his boot type of contact.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...sometimes, I think there's too much communication to where if you really had an emergency, you can't even talk.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...we have one thermal imaging camera. We send one in with every group of firemen that go in. So they have that technology there. But the people in the front that are on the nozzles that are doing the job-- to be able to talk to them and to tell them, "Hey, I see this," or, "I see that," because you're focused on your one job. I think that would bring more value than everybody having \$50,000 worth of stuff attached to them... When maybe not everybody needs that. Everybody needs to be in contact and to be able to communicate everything that's happening. Because I think now, everybody wants to have a TIC because they can't see it. But if you were just being told in a regular voice where, "I didn't have to push a button. I didn't have to do this. I didn't have to do that," you wouldn't feel the need to have to have everybody have a TIC to be able to see...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. There's a huge cost issue. And so I think that a lot of things can be done on a lesser scale. You can give one guy the \$10,000 TIC, but then give him \$50 worth of communication that he can now more freely speak and be able to communicate to get out what he needs to do that doesn't take over precious radio time. Because we're getting dispatch. We're getting command. We're getting all of these things that-- it's turning into a lot right now. And I think we're just trying to figure it out.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	We're moving to a new RMS on [Date]. It's not made by ZOLL. So the interface is there, and it works pretty well. We've seen it now in training twice. But the idea now is, is this new RMS will actually integrate with the hospitals. So the hospitals can see all of our data now, and we can also see the outcome of the patient. And so that's really cool.

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Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	In the EMS world, there's a lot that's happening. But it's just the same thing that's kind of happening with the fire services. ZOLL put out a monitor that has the ability to send an EKG strip, but you have to make sure that the facility has the way to receive it and see it...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...they're still doing calls on the phone. So every time they take somebody to the hospital, they're calling the hospital and saying, "Hey, this is what we have. This is what we're bringing you." And so that used to happen over the radio. Now it's a lot clearer signal because we're using phones...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: sending EKG strip] ...it will be neat if you could attach all of that, and then somehow send it. And they can just say, "Okay, received. And go to room five when you get here." Now when you show up there's a big, giant TV on the side of the entry door in the EMS lounge and it says [City] Fire, kind of a little brief description of what the nurse or the receiving nurse reported, and then the room that you're supposed to go to...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: cause of communication issues] I think lack of training, maybe. Adrenaline... I mean, I can honestly tell you it doesn't happen here. We may get off of track a little bit, in terms of an individual or two, but for the most part, we get toned. Our chief gets on scene, he takes command over instantly, based on if it's a fire. Not every time. It's his discretionary, based on what he's hearing en route. He may say, "Yeah. My officer's got it under control. I'll let him have it." But it's still in-- you still have somebody in command, right? He basically is there to support you, but not like I just come in on [Name] seat and take it over, unless he tells me or I ask him to. So I think that part, here, is really dialed in...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: cause of communication issues] ...But in terms of when we get with multi-agencies, that's when it's kind of a measuring contest. We should all work together, but it doesn't always work that way. Like I said, we are on a north area team that we do a trench rescue on. And we've had a couple calls. [Yeah?], it gone smoothly. It got the job done, and outcome probably came out the same. But it's just too many people. Everybody wants to be a chief. Too many chiefs, not enough Indians [laughter]. So

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								[inaudible] [that is?], but how do you fix that? We train on it. But I just think, again, you have your certain guys that you work with, and all of a sudden you're off on vacation, and I'm not working with you. So were not on the same page. And I'm working with some guy from A shift, and he does it totally different than the guy I used to work with.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	It does. With the transition to the technology, there's been a lot of-- [!?] do say that-- we've started to depend on it a lot. There's a lot of dependence on it because we got away from the Rip-N-Run. If the MDT doesn't work, or if the cell phone module in the truck dies, everything goes bad because we went to an IP-based alert system in the stations. We had Comcast. Their line got cut one day. And we had no alert system in the firehouse, so nobody could go to bed. You had to stay up and stay with the radio...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...When the radios go down, so, say, the cell tower that goes into its backup, then we have to move from-- we have a cell-- we have a radio tower in [City], so we're lucky. We have pretty good radio. But then, when it goes to the neighboring radio tower, we have really spotty issues. And so when it goes bad, it sucks bad. That's probably the biggest common thing, if the CAD goes down. Then they're running off of their old run cards, which are 3x5 flip cards in a big book. And everything goes really, really bad. And so I don't know how, other than just redundant systems, how you could fix that. But we've become very dependent on it...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We moved to a-- we moved to a closest apparatus dispatch system. So they don't listen to the radio as much, because the CAD's supposed to be working in the background and picking who's going to go. Yeah. Just a lot of that. That's probably the biggest failure is, when it doesn't work, it really doesn't work.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	But it can start from our communications, too. You call an emergency, based on our dispatcher interprets that. They got flip cards. [Name] was a dispatcher. He knows more about it than I do. But based on how you relate the information to our dispatch, that basically determines who's going and what we're going on. So they may say, "Yeah, it's a small little

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								fire on the corner." So they send one apparatus. Well, the whole building's on fire, right? ...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...So I, personally, think we're going to have a drone, eventually, where the drone will go out before the chief. And he'll basically get on scene, and he can do a 360 of the house. Then the chief can say, "Yeah. The whole back of the house is on fire. This is our action plan, based on that." Where now, basically, they show up on scene, and he's waiting to hear what your size-up is. So you go to the back of the house, you say, "Yeah. Half of the house is burned." Well, really the whole house is burned. So your envision and his envision are two [different?] things. You may say, "It's two story at the back and it's three in the front." He's like, "How's it two? It's three in the front." Well, it's a walkout or whatever, you know what I mean? We've had that happen. So again, that's back to that communication thing, where it's your vision and my vision are two different things. I could tell you it's red, and you're like, "That's pink." You know what I mean? Kind of like that. That degree. So I think, eventually, you're going to have where that drone is going to be in front of the chief, and he has a better of a view. And then he can say, "Yeah. We don't need all these apparatuses, based on what I see."
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	--so you don't have to put one of us in harm's way. I'd work on the meters and stuff like that, as well, and so. That's one of the things that's come out is we have the meters work over radio frequencies now... So we can actually take a monitor-- we have to physically take it. But we take a monitor, and you can actually leave it inside of a structure. You can leave it around a facility, and then we can actually monitor that remotely... So it's one of the things-- it's cool, but that's on another piece of software that doesn't talk with anything else. But it is cool. It's neat. It's neat where technology's going.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: NG 911] So it's neat. I think it's giving a lot of-- there's a lot of ways to get information to a dispatcher to be able to get people en route to a call. Some of the texting and some of that, when you're getting away from the phone call, it's difficult to be able to gather the needed

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								information to get the right truck to the right call, which is one of the biggest problems. It's being able to ask the right questions, being able to get the right answers. You're dealing with people that are... really distraught. They're really worked up. And you're trying to have them come up with a good answer, I guess, is the best way-- I don't know. You're trying to get them to think and to say the right things. You're trying not to be leading, because once you start being leading, then you start getting misinformation. So the text thing I think is neat, but it doesn't give you that rapid communication where you can get all the information. But at least it's another means to get people there...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	The CAD that they have now, now that we're doing closest dispatch-- so the CAD monitors via GPS, which apparatus is where. It's actually creating shorter response times, because we're getting apparatus that are driving between the station and another firehouse, or the station and a store. So they're at a position, but they're still in better position for the call, which I think it's a lot better for everybody. So that's neat...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: cell phones] ...And that's created another level of communication and problems, because you have your different level PSAPs. And so most cell phones usually go to the PSAP one instead of PSAP two or three. And so, like here, the PSAP one is the county. And then, they will transfer you to the PSAP two, which, in [City], is PD. And then, if you need EMS, you go to the PSAP three, which is EMS and fire. So now you've been transferred three times. If you hit a tower that they know specifically is in the city, you probably will go straight to the PSAP two, which is the City of [City] Police Department. Then they say, "Police or fire?" And then, you get transferred to fire.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...When I first started and we were just on the streets, you would just get an address, very generic information. Now we actually get pretty specific information. So age, gender, hopefully a good idea of what kind of ailment they have or how big the fire is. The dispatchers now have a very regiment set of questions to ask, which it was just more of kind of conversationalist and trying to get what you could out of them. But

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								when you start to ask those questions, you can then determine whether the apparatus needs to go emergent or non-emergent. And that puts a lot less strain on the system. It puts a lot less strain on the citizens because you're not going lights and siren and tearing through a city when it's just a car fire...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...So for the dispatch side, it's neat. I think our dispatch side, we could get a few more technology things that would it make it nicer and better. But it's neat where it's gone. The Rip-N-Run was a concept that's actually kind of coming back into vogue. But it's coming into vogue in more of a technology standpoint. Not the rip the piece of paper off, but they're doing a monitor next to the garage door so that, once I type in everything in the dispatch center, you hit the button to tone the truck. It pops on the monitor next to the apparatus. You can actually physically see something instead of having to hear it.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	The technology that [Name] was talking about, [Name]. We use a multi-channel dispatch concept, which I'm sure you've heard of a lot. You have your primary dispatch channel, and then you go to another channel to check in. So [Name] is just an automated voice that announces what the call is, the call type, and all of that. And then we dispatch on channel three-- or channel two. I'm sorry. Either one. So we dispatch on channel one. [Name] happens on channel two. And in a typical system, you would change to a TAC channel. We don't do that. We don't do that because our admin is older, and they don't like the switching back and forth between channels, which I think is a big thing for us. It's caused a lot of radio communication on one channel. It muddies everything. Personally, if I could do anything, I would like to see us move to a more dedicated TAC channel type of environment. I think if you could have a perfect world, it would be neat if I could dispatch, and push a button, and make all the radios on that truck go to that TAC channel.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	That would be really cool. If I could say, "Okay. Rescue 54 in these four portables are assigned to that truck," and I know that I'm toning them out to [Street] If I could make that truck and all those radios go to TAC

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								four, and I don't have to worry about them changing their radio channels-- which is why our admin doesn't like it. Because if [Name] remembers to change his radio, but I don't remember to change my radio, and then I need to get ahold of [Name], I can't. And then I have to wait for dispatch to tell me to change my radio, or dispatch needs to become my relay...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...if I could push the button and say, "Change these five radios to TAC four," and then they're on TAC four, you wouldn't have to worry about it. Or if you could do that for a big group. Because when we do have a fire, we do utilize a TAC channel because there is a lot of traffic that we don't want to interfere with daily traffic. But we will always, inevitably, have at least one or two apparatus, or one or two officers, that are checking in on the wrong channel, or that are getting a size-up or getting something on a wrong channel. And so then, as a dispatcher, you become the, "Hey, change your radio to channel--" and then jump to the other channel real fast, try to give the relay to keep everybody up to date. And then they give the same size-up because they're still trying to get out, and so it uses up a lot of radio traffic...
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We try to do a silent dispatch here. And, again, it was more admin and technology than just-- admin didn't agree with it and the technology wasn't quite there. That was about five years ago. We haven't brought the idea back up. I think, personally, it's a great idea if you could prove it to happen-- prove it to work 99% effective.
Communication	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: silent dispatch] So you can get in the truck, push the responding button, get the call on the MDT, know all the information. Because to have that back and forth that's already on the screen that's right in front of you, but to just hear it from a person-- I don't understand why, if the technology could work.
Communication	FF	S	Manager	46-55	21-30	Male	FF-S-023	...So I have the dispatch center, and we have two full-time dispatchers on at any given time, plus a dispatch supervisor and we use computer-aided dispatch. A Q/A, it's a EMD/EFD system. So it's a question/answer system that they go through. But we also have a station alert system



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								that they activate. Westnet is the brand. And then we have-- what else do they have to do in there as far as a call goes? A lot of recordings go on, a lot of extra radio, like backup radio systems, that kind of thing. So they're pretty technically important. Huge trunks from our phone provider, so there's a lot of telephone coming in and going out from them.
Communication	FF	S	Manager	46-55	21-30	Male	FF-S-023	So we have to use-- currently we have, just on an incident we have three systems that capture data for us. That's our dispatch system, our CAD, computer-aided dispatch. We have an infer system. Which is just as the in-first reports. And we have a PCR System, a patient contact report system. In our current system, none of them talk. Well, that's not quite true. Times get pushed out from the CAD to all these other systems. But to analyze that data I have to download those three data sets and have to figure out some commonality between them because they don't have the same common numbering system. So I have to download it from an off-site server, which is our CAD, and two SQL databases...
Communication	FF	S	Manager	46-55	21-30	Male	FF-S-023	And quite honestly, that's a highly overused medium. We find that most of our emails are for trying to educate or inform through email, don't go out to the masses. It's just junk. In their head, it just goes away. So every morning, we have a life-size briefing for every shift change with the crews. There's a life-size briefing which is the Skype. It's just a television meeting with all the crews. So I join in on that. Listen for any things that might be for my division. So I have my maintenance guys join in on that, so they can inform people what maintenance needs are...
Communication	FF	S	Manager	46-55	21-30	Male	FF-S-023	...because I have dispatch as part of my purview, I try to listen to radio the entire day as well. So I have a radio in my car, I have a portable that I have on the desk. So listen in on that. If I'm out and about, and a call drops that I'm closer to, I'll go to that. If it's a fire or something, I'll go to that. So it's all part of the gig. So radios, email, Skyping, or the video stuff, telephone, that's primarily how we communicate. I mean, face-to-face. But a lot of face-to-face stuff too, but. And then I try to to get out to each one of my locations frequently, and each one of those stations frequently, so that I can talk to people and try to get what's going on.

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								Kind of that management-by-walking-around stuff.
Communication	FF	S	Manager	46-55	21-30	Male	FF-S-023	...Up until recently, I was on a company so there was a lot of listening to PD, talking with [City]PD, talking with [City] at the time. We couldn't get [City] PD, but trying to get a hold of them...
Communication	FF	S	Manager	46-55	21-30	Male	FF-S-023	So when I first started we had UHF and VHF radio. So the 100 and 400 frequency radios. The 100 stuff we still use for aviation and I think wildland is still 100. So it's the VHF stuff. Those radios were pretty much radios. They were crystals. You'd tune it in and you had only a select number of channels you could get to. They were highly reliable and they had good penetration out of buildings. You didn't have to have as much infrastructure. You didn't have to have as many radios on repeaters and all that stuff in the area because they had a little bit more power, UHF is slower wave. One of the reasons wildland hasn't gone to any of the 800 or anything like that is because you don't have repeaters and you don't have-- and that 100 level radio that we have is actually much longer distance. It's still line of sight but it goes a little bit over the horizon I kind of thing.
Communication	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: 100 frequency radios] ...We carry those on our apparatus... The 100. Initially, we got them just as a backup in case our systems all failed or if we got a mutual aid out of the district for a wildland event. But they're there. They rarely get used if ever get used because we haven't had any failures.
Communication	FF	S	Manager	46-55	21-30	Male	FF-S-023	...And going back to the 400s, the 400s I tune it into a radio frequency like 401.02, whatever. The 800s now have a bank of those frequencies and when they key it up it picks whatever's open, sends it out and then when it comes back it could come back over any one of those frequencies... So you're not actually tuning in a frequency anymore. You're tuning in a bank...
Communication	FF	S	Manager	46-55	21-30	Male	FF-S-023	Yes. So, over the last several years, we've gone through a couple generations of these radios. We're now on the most recent generation, and we've added some towers. We've added some computer capacity

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								and some communication between computers and stuff. So it's pretty reliable, but we still have a lot of weird dead spaces. Valleys where [City]'s radio can out broadcast our radios, and all of a sudden we can't talk. However, the interoperability of those radios is remarkable. I can put 15, 20 banks and have a bunch of different talk groups in each bank. In the past, we'd have to pick a couple of fire agencies that we wanted to talk to, and then we would tune that in to our 400s. Right now, I have [City] PD, [City] PD; I can talk to the state PD. I can talk to [City], [City]. Anybody in the area, I can talk to on their channels or we can code to a common channel...
Communication	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: radio systems] ...So the interoperability of that information, or getting that stuff, theoretically, is awesome. It requires a lot of programming and a lot of coordination, and that fails, occasionally. So there's pretty much the state system. [City] has a system. [City] has a system. A couple of the counties have a different system, and if those don't coordinate how that technology talks - even though in theory it would work really well - when I change the channel, or change my tuner, or whatever, and I try to talk to them, it's not working, because it can't recognize that computer. It can't recognize that thing. So in our state system, since we're all our own individual communities, it takes a lot of coordination, a lot of people talking at a lot of levels. There's a good part of that. That means we're all talking. There's a bad part of that, a lot of errors.
Communication	FF	S	Manager	46-55	21-30	Male	FF-S-023	...there's the PSAP and then there's our dispatch, so we have two dispatch centers. The Police Department gets all the 911s and then they have their radios. Now we're on their radio system so that's okay. So their dispatchers get information and they send it to their police officers. They usually send calls then to our call center and we will get more information, more in-depth information, send our fire trucks...
Communication	FF	S	Manager	46-55	21-30	Male	FF-S-023	...In this particular case, one of the dispatchers on PD got bad information and thought that one of the buildings might have been occupied. We change our operations if we think there's people at risk.

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								We'll very, very, very, very aggressive if we think people are at risk. As it turns out that wasn't the case, nobody was in either building. The PD didn't give that information to fire, but they aired it to a couple of their officers. One of our dispatchers happened to hear that and gave that information out. What they didn't hear was the officer said, "No, I have these occupants here."
Communication	FF	S	Manager	46-55	21-30	Male	FF-S-023	...at that time-- now this has changed, but at that time what happened is two more fire fighters went into the exposure building that was catching on fire, did a quick search but while they were upstairs it blow up on them. A lot of fire came down to the floor. Our more senior fire fighter says, "We got to go," ran outside. Well, he's fine at that point. Turns back and his partner wasn't with him. So he goes back in. Tries to call for a mayday, but his radio melted through. So he grabs his partner who was getting melted to the floor which is part of this too, so he grabs his partner bodily and it's kind of humorous because [Name], who's the hero here, he's only about yay high. He's a very small troll-looking dude, very, very strong. So he pitches out this guy that's taller than I am out the door. During that when his radio melted through, one of their two radios did an emergency broadcast and set off alarms. Well, [City]PD at the time just silenced those alarms and didn't tell anybody. So that was information that you might have helped [laughter]. Now, we fixed this, but there are other agencies that are of dealing with that I'm positive...
Communication	FF	S	Manager	46-55	21-30	Male	FF-S-023	...it was just a few weeks ago we had a fire fighter hit the emergency activation button and now I need PD at this location and ran back because his partner in the ambulance was getting beat up... Sort of. I mean there was a fight going on. Well, now those emergency terms come to our center and it went up and they didn't hear what they needed because it beeps it goes, "Beep," and then it shuts and during that beep is when he said I need PD at that location... Our police department didn't hesitate, they went ahead and sent an officer, they started an officer that way and one of our other medics was getting a call at the same time and this was 2 o'clock in the morning, just happened to be scanning,

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								heard that and let the police know what was going on...
Communication	FF	S	Manager	46-55	21-30	Male	FF-S-023	...It would be great to know what the building looks like, or what the streets look like, at the time of the incident. If we had access to cameras on the apparatus, or even our dispatch center, they could say, "Hey, look. What I'm seeing from this location is no smoke or I see a fully-involved structure," changes the tone of a lot of stuff. And 2 o'clock in the morning, if you get woken up, it takes a couple of minutes to get all cylinders firing; some of us takes longer. I don't know which side I am [laughter]. You get down there, and you listen to the information. And if it sounds like a good call, there's a lot of adrenaline. There's a lot of-- your heart's pounding, and it's a big deal...
Communication	FF	S	Manager	46-55	21-30	Male	FF-S-023	Okay. So here's another set of data that would be awesome. I've taken Uber and Lyft recently, and there's an application out there that will tell them where accidents are, and which roads to avoid. If that's out there, shouldn't we get that? Shouldn't we get that information back to the fire trucks and say, "Hey, look, this road's closed, we know this," instead of us having to it get into the system and type it in, because if we don't know, we don't know. But there's so many cars out there reporting so much information to so many people, road conditions are, I think, known now. It's just we can't get that to the responders. If we can get that road information up there I think that would make their responses more-- I don't think it would make it much faster, but it would probably make it safer.
Communication	FF	S	Manager	46-55	21-30	Male	FF-S-023	...So robots, use of the UAVs to give us situational awareness. I think that could come fairly quickly. There's a way you can pull up, you can say, "Give me a one-block radius or a one-house radius, and the thing can just--" at least the insync commander could have a picture. So there's the physical stuff...
Communication	FF	S	Manager	46-55	21-30	Male	FF-S-023	...From the data side, my wish would be, that what people do gets documented real time, and I think that's not an impossibility. Whether they say it on the radio, whether they push a button, whether they, as it comes out of the pouch, the medication comes out of the pouch, or as

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								we squeeze the syringe, it gets documented. So I would take a lot of small technology, like a lot of communication, and little sensors and stuff. A lot of the things that they say on the radio, and I've already said this, say on the radio if we could capture that and make that the data point, I think we'd be much more accurate in what we're doing. We need a lot more data points in our analysis...
Communication	FF	S	Manager	46-55	21-30	Male	FF-S-023	...And, actually, going back to that documenting medications, if there were some kind of a device on the, "Okay, I'm giving this, I'm doing this," and it's just counting down and then I could take that information and throw it into the report. So there's a lot of data we're not collecting. There's a lot of data points that are inaccurate. I think the interface we have with technology for the people that need to be giving me this information is very clunky.
Communication	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	I'm kind of the go-between between the battalion chiefs and the deputy chief for the executive staff. So, like this morning, I had a half dozen emails that related to emergency medical services issues, CPR cards that didn't get issued, people who didn't get to go to advanced cardiac life support class, people who were having issues with medical equipment. So I would then have a conversation with the emergency medical services commander to try to work through those issues, and try to get those issues resolved. I had a staffing issue about somebody being moved on to a fire apparatus on short notice. So, trying to work with them on how do we make those recommendations, how do we do our job a little bit better, how do we make sure that we communicate amongst our co-workers in a better fashion.
Communication	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So they have a call taker. They have a group of call takers. They take the call. And then depending on-- we just went to priority dispatch. So depending on how that is set up, it is either sent to PD or to fire. And then they may ship it over to PD or fire depending on which one went first, what additional resources you need. We don't see duplicate calls unless it's something where you're just getting multiple callers and they're all loading the system at the same time, the dispatcher grabs one

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								and adds resources to it. I just go in and get rid of them so they don't show up as incomplete reports.
Communication	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So normally I'll go out. There's two reasons I go to the street. One is to work with the battalion chiefs. So I'll either have group meetings. So we'll sit down. We'll do a little training. We'll have conversation about what's gone on at headquarters for the day or any issues that they have in their battalions that we can work through, the four of us. Sometimes I'll have one-on-one meetings. So like this morning I went out and had one-on-one meetings with the battalion one chiefs. I caught them at shift change, so I caught one before the other one came in, had a meeting. Then he changed and left. I sat down with the other one. And then yesterday I went out because all three chiefs were on calls, so that I went in service as the fourth chief. And then it's also my responsibility as that fourth chief to maneuver our resources around.
Communication	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	That beeping you heard is probably one of them texting me. So there is a tremendous amount of texting communication throughout the day. If it justifies more than texting, then we move to phone call. And if it's more than a phone call, then we move to a face to face meeting. A lot of texting back and forth all the time. So we do a lot of communication by cell phone, a lot of emails go out. I try to do when there's a lot via email or I'll just a cluster, push it out just because it's effective and I can show, yes, I did send you an email and here it is and it went out. So those are really my main ways of communicating with them.
Communication	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Yeah, like I said, the timing couldn't have been better. We had just finished a meeting. We'd just opened our brand new department operations center. They had a beautiful white wall for us. There's a map in there. One of our firefighter's kids is a dispatcher at a neighboring department where our fire calls roll to when the system goes down. So they go to [County] and they roll them to [City] Metro Fire MatCom. And he called one of my chiefs on his cell phone and went, "What is going on? We're getting your calls. What do you want us to do with them?" So we went into the department operations center and set up a makeshift

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								comm center until they could get everything up and running again.
Communication	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So we went to a interoperability channel. They would get the call, MatCom would process it and call us on an interoperability channel. My BC would take it. We'd write it on the board. Another chief would pick our-- go, "This is the run card. This is who I'm sending." Somebody else was tracking it on the board, and another person was tracking it on a computer screen and pulling up maps just in case we had to-- because we lost our mapping, everything. So just in case we had to route somebody in then we could route them in. So it just happened to be at the end of a meeting when everybody was upstairs. So we just pushed everybody into the room and everybody's like, "Why didn't dispatch do something?" I go, "What did you want them to do?" It's not what they're trained to do. So, yeah, it was fun. It was really fun.
Communication	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: wildfire incident] ...So what was cool about it was, MatCom has a dispatcher that drives around in a pick-up truck. One of their dispatchers is set up in a pick-up truck. And, at some point, I'm trying to get resources and coordinate my radio communications, and he pulls up next to me and he goes, "Hi. What can I do for you?" And he's standing there with an iPad. And I go, "I need five brush trucks right now." And he goes, "Okay." And you see him push a couple buttons on his iPad and he goes, "Done. Now what do you need?" I go, "I need five type one engines right now." "Okay. Done. You want me to spin you up some weather? I'll spin you up some weather and give you live weather. If we can get the airplane up, I can get overhead video for you."
Communication	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: wildfire incident] So having them come in and provide this amazing-- so he coordinated all my radio channels. So I had 27 Mutual Aid agencies on the call. I've never experienced anything like that. And he coordinated all my comms, rigs coming in, rigs going out, having everybody go to certain radio channels for me. And he's like, "Here you go. Here's what you have. Here you go. Here's what you have," which was an-- because otherwise I'd have just been sitting in the cab of my truck, trying to figure this out on my own, and he was able to set me up. He



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								was able to talk to the state and get certain channels freed up for me to use, which was really cool.
Communication	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: working in Arson] Radio-wise, by the time we got there, everything was over, everything was done. Most of ours was face-to-face communication or cell phone comms with each other, the other investigators, or the state investigator. Everything was cell phone or text message. It was rare we do a lot of radio comms...
Communication	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Sure. So usually what happens is, say we're going to a shooting, a party with a gunshot wound. We won't go in. We stage a way. Fire and ambulance stage a way, block two blocks away. En route, the officer on the engine or ladder truck will come up on dispatch and go, "Dispatch, tell me what PD channel and the officer in charge." And they'll be like, "Okay, go to PD3, Lincoln 27." So we'll switch over to PD3. And, usually, we have an extra radio in there or they'll use their portable to keep the rig radio on whatever TAC channel we're on. And then listen and listen to hear PD say, "Request entry." So they don't tell us it's clear anymore. They just will request entry when it's safe as it's going to be for us to come in.
Communication	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: communication with LE] So they'll request entry. We can communicate on this. So we recently had a SWAT activation for a guy who had some hostages. So we had an in-sync commander who will do unified command post. And then, we'll listen to whatever PD channel they're on. And then, we'll operate on our own fire channels with our fire person. We usually only have the in-sync commander go to the PD channel because they really don't want us talking on their channels if we can help it. But we have access to all their channels. And within the last year, they've added our channels onto their supervisors radio. So they can come up on our channels now to-- up until a year ago, they didn't have that access. They didn't want it. All of the sudden, something happened where they couldn't get a hold of us and they realized they really wanted it and they've got to add it on to their radios.
Communication	FF	S	Supervising Field	46-55	21-30	Male	FF-S-017	The old one was just as free, truly free-standing MACOM system that worked well within the city, but was incredibly frustrating when you try to

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			Responder					leave the city because other than going to the red channels, you really-- or the statewide Mutual Aid channel, you had nothing else to communicate on. And if you had a complex multi-agency incident, you weren't able to communicate. And, like I was saying, the red channels were not meant to be this large intense operation that system just can't tolerate it...
Communication	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...Cell phones have made life better and life worse because I get text messages 24/7, whether I'm at work or not. And the belief is they know you're going to see it so they expect that you're going to answer it...
Communication	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	But some of the in-mass communication stuff we're excited about. We hope that that plays out so you're not holding your radio up to your mask and then having it move through an amplifier and through your microphone...
Communication	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	I think Scott's starting to move that way. They've got that plug-on or that add-on thermal imager. So they've got that now. And they're going with some of the Bluetooth comms. And at some point, I'm hoping that you'll put out a mask where I can-- maybe I can track my people on a little map. Or I can flip through a little side screen where I, as the officer, I can get a thermal image. Or I can track my people. Or I can get some kind of heads up information that the IC could send from something inside. If we can't communicate well that way, can I get stuff that would come up on a small heads-up display? I don't know. Maybe by the time that comes they won't let us go into fires anymore so.
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So we start our day with our daily pass off from the off-going crew. They tell us anything to note, just what they did on the day before for anything, any issues. And then we go to our life-size system which is a video conferencing system through all the stations and headquarters and dispatch. Everybody gives any more pertinent information and what's going on with the day. And the time chief and the support officer run that. After that, we go out and do our truck checks, get everything ready for the day. My lieutenant spells out what we'll be doing for the set the two days that we're on, and we go from there.

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Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So we have two truck check sheets, so to speak. So we have an inventory list that's really just kind of more of an in-house-- we're checking specific pieces of equipment and we're doing it on paper and check marks. And then we have a daily truck check that is more the basic mechanical stuff and making sure the lights and sirens work and the radio and things like that. And those also are on a sheet of paper with check marks, and then they get sent to our maintenance division.
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So we'll scan them and send them to maintenance. I believe our maintenance secretary enters them for that for the ISO and all that.
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So we do have a dispatch center, our own dispatch center. So they verbally, over the air, and on our NDT's give us information about, obviously, where the call is and pertinent information. A lot of the information doesn't come over the air, but I'll get notes on the NDT telling me specifics. And then we all wear headsets, so we can talk to each other in the truck.
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	The majority of our calls are just face-to-face verbal conversations when we're on scene because, for the most part, on medical calls and motor vehicle accidents, we're close enough that we can just talk. I don't have to talk to these guys over the radio. Now if we have a fire scene or a larger scene, the way we work, our truck companies and the rescues we split so we're two and two. So I can talk to other companies or these guys via the portable radios.
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So with that, too, I mean, if we're working a fire, we'll assign to a tac channel and that'll be separate from all the other operations throughout the district. But, for every other call, everybody shares the same channel versus for the operations dispatch. As they dispatch out the calls, that's on its own separate channel.
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	I don't believe we have the-- our old radios did, but we can't just talk to each other. It'll go through everybody. Everybody will hear it. There's no just portable-to-portable or unit-to-unit transmissions. We can just go on the tac channel and just speak and everybody'll hear it.

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Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So really, if we take a fire scene, command is in a separate vehicle. And usually there's at least two people in that command vehicle. So they're giving overall orders for the scene. So it's a back and forth of-- we echo everything, so, "Rescue 54, I want you to do ventilation." "Copy. Performing ventilation." And then we can talk to other crews, also, which doesn't happen, usually, on our fire scenes. Everything goes through command and then send information back out to the crews.
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Most of the directly surrounding departments, we can get on their tactical channels through our radio, so it's real easy. And then we have kind of an all-encompassing channels that we can use in this area. It's called Red [City] . So all departments can get on the same channel, be it their portable and apparatus radios. And then we can all talk to each other. So it's pretty straightforward and streamlined anymore.
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	With that, [City] Police Department's also-- we can also get on their two tac channels so we can talk to them and listen to them, also. And vice versa, they can get on ours. And there's been several times they get on there and let us know stuff, so.
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: communicating with surrounding departments] It's pretty easy. And we have cheat sheets in the apparatus just so you can remind yourself where the channels are, and how to get to them. It's pretty easy.
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: communicating with surrounding departments via radio] SME S3: Not really. I mean, that works pretty well for us because it's pretty limited interaction for the most part. SME S2: And if we need a phone number, dispatch will get it for us. I don't think there's a need to have it all spelled out on something when they could just get it for us and relay that info.
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	I mean, I've, personally, been on mutual aid, where we went to a house fire in a neighboring district, and it was pretty easy. Our dispatch just said, "This is where you're responding." And the map came up on our MDT, and they said, "This is the tactical channel you need to be on." So we could listen, obviously, at a delayed response for us. It took us a while to get there. But we could listen to the incident as we got there.

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								And then we did it face-to-face with their battalion chief when we got there and were assigned. We were already on their channel so it worked pretty easy.
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Most of the surrounding departments use a typical command structure that's similar to ours. So, really, it's the same verbiage, and tactically they may do things differently, but it's pretty easy to understand what they want from us or vice versa. So it's like I said, pretty straightforward and basic.
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: radio in the rescues] The officer usually is talking into it.
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: radio in the rescues] The officer and the engineer both have a button to talk. In the back, we don't have a button, so either one of them can talk, but he's the main.
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Hazmat we have in-suit communications. So that's just a thing that clips into your mask and then it has a speaker that goes by your ear. You have a button that you can push through the big level A suit. You can push it through there and then speak. We have a radio system on that hazmat that we use for that, but it just uses regular radios.
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So we do have voice amplifiers on the side of our mask, so face to face communication is a lot better.
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Kind of, in the truck, we have headsets on, and we can talk to each other without yelling if it's loud. And we're responding emergent to a call and with the siren and truck noises, and so we can talk to each other just fine, and it doesn't transmit over the air. And I always thought it would be neat if we were inside of a building, we could talk to each other. And then you could click a button and you're transmitting. I always thought that would be neat versus yelling at each and "What?"
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	We are. We're telling chiefs, support officers, and then we have an office administrator, that she builds the schedules. And I don't know what the process is on all that. You may want to talk to them. But as far as what I hear with this TeleStaff, I hear it does it all. It calls people. It's

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								automated. It's a computer that does it all, so.
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So if someone calls in sick, they call TeleStaff, and they say, "This is so and so. I'm out for 24 hours." And then TeleStaff starts rebuilding the schedule for them instead of-- for us, it's our time chiefs have to start calling people. Sometimes it goes really quick, but it can be a lengthy process.
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	...sometimes there's been information that's been lost in translation from people on the scene to the officer, to their dispatch, to our dispatch, to us, confusion about if somebody's inside or not which really changes what we do tactically. So we're doing something, thinking there's potential rescue when there's not. So you're really putting guys in quite a bit more risk...
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: dispatch] For the most part, I think they do a pretty good job giving us pertinent information.
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Yeah. So generally station five is our support, or we support each other with technical rescues. So we always respond jointly. And again, with that, we're part of the [Name] Tech Rescue Team. So our last one was a trench collapse with a guy in the bottom, out in a different jurisdiction. And so we responded with them out there. And yeah. So we go on scene, and there's a guy in the bottom of a collapsed trench. And for that, we'd shore up the sides, and then we start digging out. And as far as communication, it could have gone better. There was the incident command structure, and he was delegating all the tasks and all that. But, yeah. I don't know if we had a common radio channel. It was mostly face-to-face on that one. How in-depth, do you want me to go about the call?
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Yeah. Our engineer, he was one of the leads so most of the stuff relayed through him and that other guy from the other department, who were managing the technical part, were then relaying it all to the operations and to the [inaudible] commander.
Communication	FF	S	Field	26-35	11-20	Male	FF-S-018	So, I mean, my role, I talk with my lieutenant. I barely get on the radio.

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			Responder					Everything's relayed through him and same with him to me. He talks to me. And then he's usually assigned through the radio from instant commander after the command's open, it passed the battalion, to the chief.
Communication	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Really, for the most part, it's the company officers talking to command. On a larger incident that could change because they could set up divisions. So I might be talking to a specific person who then has four or five companies under them. Then they talk to command.
Communication	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Along with the texting, we do use some [webnostic?] programs out there to communicate, like Everbridge. So, obviously, you can use that for notification of the public, but we also use it as a group to send out events or callbacks. Dispatch uses it at [inaudible]. We use WhenToWork as our scheduling program. So there's some communication there, who's on to do what shifts. So there's a communication element there.
Communication	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...I mean, it's funny if you look at personality and look at how people behave, when you analyze people communicating or working together, they tend to work together if they can talk to them. It's that simple fact that back in the day, when it was up valley, down valley, they had different radio systems, and so then there was rivalries and stuff because you don't really know what's going on. You can't really interface. But as soon as you make it so they can just casually talk to each other, then the relationships grow. And it's not even an intentional thing but it just- because that foundation is there, they talk, and then they work together more. And I think that's important. That's a subconscious thing that actually happens when you look at interpersonal dynamics.
Communication	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We work with the state, with the [Organization]. We're one of the few fire departments that have a fantastic relationship with [Agency] when we're out on the road. And I think it's because back in the day, we made sure we had their radio channels. We communicate with them. Every time we went out in the interstate, we don't need them or anything, but hey, we'd call up, and, "Hey, we're going to the interstate for this call." And just them knowing what's going on builds a camaraderie, and now we train

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								with them all the time. We do all this other stuff, so that is key.
Communication	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	No. We have the [inaudible] MDTs, but I think we would call it a failed technology. Because it relies on Verizon to communicate, it just doesn't work. We spend more time wasting time trying to keep that thing working than we do doing our job. So we've given up on it. My vehicle, which actually is an old sheriff's office vehicle, because they built it in certain ways and it's actually one of their old terminals and all that stuff, it works okay, but I certainly would never rely on it or make it a priority.
Communication	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	That's our radio template. This exists for every single radio in [County] County. All 1,200 radios have the exact same template. It doesn't matter if you're a public works person, trash collection, or the county manager. We all have the same template. That's something, again, as a group in [County] County, we've really embraced. And this has helped us really work well together, that we know how to find each other, and it's open. I mean, you're not going to get your hand slapped because you went over and called someone and talked to somebody.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...Recently, the police department and the fire department and the sheriff's department took our radios and we made them all the same so that we can-- where police has their main channels and we have ours, fire can now access police channels and police can access fire. So incident commanders can actually-- we can actually talk significantly easier now because of the way our radio channels and our trunk [inaudible] is set up.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Yeah. So that's frequently how we-- we'll just set up and have a communications plan. Police will be operating on whatever channel it is. And then we would have that. And we would spread that information to whoever that unified command incident commander is who's working in that specific incident. And then we would take down and pass-- if we wanted to have subchannels underneath there, we would pass that down to fire commanders or to police commanders who are working underneath, like in a fire branch or in a law enforcement branch, or an EMS branch...



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Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: LE multiagency terrorism information] ...it could be anything. "Hey, a firefighter had his equipment stolen out of his car." Doesn't seem like a really big thing until, from an intelligence aspect, you start saying, "Well, we have an event coming up over here." And if a firefighter's gear went missing and somebody was wearing that, could they just gain access into this event? So we will then take this information which has been disseminated to key individuals, and we will pass that throughout our organization and say, "Hey, look out for this." Or I might coordinate with the [Name] security to say, "Hey, we have a Knox-Box key," which is on every building. "So, hey, one of our Knox-Box keys was stolen. So you need to--"
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So every morning, I check with the Joint Terrorism Task Force, the [State] Information Analysis Center, to see if there's anything credible that's going on and see if there's anything that's going on within the city and county to see if there's any correlation. And if there's information that I need to disseminate, then I take that information and I push it on out to the operations folks.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...I specifically don't use Twitter and Facebook, but the fire department, we do have... like our public information officer and our community outreach that we have...
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...But as far as other modes of communication, it's really just email and phone. I mean, if I wanted to talk to you or talk to the shift commander, it's usually just-- rarely, unless it's critical, on scene, well, we use radios. But that's the predominant way we'll communicate with each other.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...there are communications equipment specific for confined space rescue where they have communication, little thing, little earbuds and throat mics and things like that. And so they'll make sure all the comm pieces are set up appropriately. Same thing with the diving. So they have full piece, what we call AUGA masks that are a full-faced mask. And so when they're diving, whether it's under the ice or just in a pond, they can talk to a tender.

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Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Yeah. Absolutely. So there's two ear pieces on the AUGA face piece and then there's a voice mic in here. So the communications is laid into a-- it looks just like a rope but it plugs into the mask. And so what you do is you kind of tether it into-- you tie a knot and it tethers into your equipment so it can't pull off your face... And then it just hooks up into your mask and so you can talk. The tender wears kind of a communications box and he has you on-- you have your communications line and a tending line and he or she just talks to you. They're usually watching your search patterns under the water and saying, "Hey, you're doing okay. It sounds like you're breathing a little heavy. Slow your breathing down a little bit." Or, "Hey, I'm going to move you on over to this area right here because that's the last known area that we saw the person." And so you can just maintain that communication. But all that has to be looked at every morning.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So Tablet Command is a program that, in a nutshell, we-- a company came in and helped develop for us. And so what it does is it takes live data that comes in from dispatch, and we use it on a tablet, and it puts the incident on a map and then it has an incident command kind of application. So it's kind of a live feed thing. So it's an incident commander saying, "Hey, Truck One and Truck Two, I want you to go to the roof and be my vent group." It will drop them in. Everything is live feed, live recorded, and so it really helps us after to actually see what transpired. And so rather than using a tactical worksheet and say, "Okay. Truck One, Truck Two to the roof. You're my vent group." It has trucks color-coded as red. They are now the vent group. You could just slide them on over and drop them in as the vent group.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Tablet Command program] And so it's very intuitive. It's live, and it records everything just like all of our communications to dispatch. And the other piece is that you're getting this kind of Google Earth, top-down view of an incident, which is kind of nice. So not only do I get to see what my different-- my various resources, what they're doing and how they're doing it, but I can kind of have this overview map of exactly what

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								my incident looks like from a bird's eye view. We're going to try to tie that in with a real-time feed instead of using Google Earth to utilize our drone to actually--
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Yeah. So that's kind of what the goal is, is to have Tablet Command interface with the drone. So let's say I show up, and I have the drone, and I'm flying the drone. The incident commander will be able to see... This is actually what you're seeing, and I could use-- it was yesterday or the day before, we had a pretty good working fire with a multifamily building that had a fire up in the attic. Well, now I could take the thermal imager, and I could actually show the chief, "Hey, here's where all your fire is. Direct the crews to go over there and cut a hole right there." So that has a lot of application... Yeah. The drones that we'll be using, they'll have the TIC mounted to the drone.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Tablet Command program] Yes. So only one person can really make-- so the incident commander is the only one that could really make any changes, but multiple people could see it. So let's say Division Chief [Name] is the operations divisions chief and he's sitting in his office and he wants to take a look at what's going on at this fire over here. He could turn on his radio, listen to the radio, and he can pull out his tablet and see exactly what's going on, where the crews are, how they're being utilized. What we didn't want was a second and third battalion chief on scene being able to manipulate data. So I'm not quite sure how that piece works, but if I'm the second-in chief, I'm not the incident commander. I'm the safety officer, or I'm assigned to be on the back side of the building. I can see things but I don't have the ability to actually drag and drop companies. That only comes from the incident commander and dispatch... So if the chief's super busy, dispatch can actually take that and they can actually assist the chief in doing--
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...sometimes CAD will come in and say, "Engine one, respond to this call." Well, it's not taking into account that this road is closed, and so engine 11 may actually be closer because right now there's a protest going on, and so this road is closed. And so it just automatically assigned engine

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								one... So, us having firefighters up there who actually understand firefighting... They understand, "Hey, you know what? I got this road closed." And usually, they're not quite as-- I don't want to say fearful of making a decision as maybe a civilian who's hired to be a dispatcher. "CAD told me to do this so that's what I'm going to do." I have firefighters who are like, "No, this is the best reason why I would do this." Or, "Hey, Chief. Do you want me to start you a second company on that? It looks like you're running a little low on truck companies. I'll start you another one." So having those firefighters up there is kind of a-- every time we come to collective bargaining every three years in the city we always fight to keep our dispatchers up there.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So what we did was we were able to get our technology services division within the city who are our tech people. They dedicated a couple of people and about a year and a half of time to develop what we call a-- what is it called? It's not WebEOC. It's Situational 360 or something like that. I'm not quite sure what it's called. And this tool allows you to see everything that's going on in the city. So every event is put in there. You can click on a map and it'll show you, "Hey, the [Name] are playing a baseball game today. Here's a point of contact. Here's where the event is." Is there alcohol being-- one of the things we thought was important, is alcohol being served there? ...
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Situational 360 program] ...So we could look at Pride Fest, right? And Pride Fest is a large event here. It's one of the larger Pride Fests in the country. About half a million people. So if you clicked on that event, it would go, "Here's the event organizer. Here's the footprint of the entire event. Here's where the parade is. Here's the--" And you can go and see what road closures are in there. You can see construction road closures real time, as it's happening...
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Situational 360 program] ...From an incident perspective, there is also-- it kind of splits. Most people would have access to that. So if I'm a firefighter or a company officer and I'm working downstairs and I wanted to get on that tool, I can say, "Hey, what's going on today? It's Saturday,

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								July 4th," and I could just start clicking. "Man, this road is closed here. We've got to take this route over here."
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Situational 360 program] ...Or, "Man, I totally forgot that [Name] Festival was going on this weekend, and there's going to be a couple hundred thousand people at [Name] Lake. Man, that's going to mean we're probably going to be heading on over there for a lot of calls." There's also a public safety side to that, which is not accessible by some of those other people within the city. Only by public safety, which actually does something similar. It's tied into 311 and 911.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Situational 360 program] And so as calls actually come in it drops them into the map and so you can actually click on that and see where police cars are, where fire trucks are. If you click on them, it'll say, "This police car is responding to this domestic violence call. They're at [Street] on a domestic violence call." So you can actually-- you could pan it out. You can look at the whole city. You could look at just this one little area. So you could start seeing if I have multiple large events going on or, "Boy, that's really strange. I have this going on over here. What's going on over here?" Ultimately, we want to tie that into the metropolitan area, where we could start saying, "Hey, [Name] just had an event right here." Whatever it is. What does that do to the surrounding jurisdictions?
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Situational 360 program] If I have 18 fire trucks working here and a bunch of police cars because we had a Boston Marathon bombing, something like that, we still have all the other calls for service in the city. People are still having heart attacks. There are still fires. How do you service that, is through mutual aid and prearranged agreements that you have with these other jurisdictions. Well, if you're operating on an island, kind of hard to start communicating those things. So trying to increase that. Increase the common operational picture for all these agencies. And so this is a tool that we're trying to-- this is the first iteration. It just came out two weeks ago.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Situational 360 program] So, the events are inputted from-- there's an office. One of the things that we did was we actually created an office

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								under the mayor called The Office of Special Events. So people from The Office of Special Events enter the event data in there. The public safety side of it is directly tied into the 911, 311 system. So there's really not-- everything is just live feed directly. However they did it, I have no idea. So it's direct feed into there. As a call comes in it's live fed into there. So you could see, "Hey, that fire truck just went in service. This fire truck is--" so, yeah. That's kind of how that--
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Situational 360 program] So yeah, the ultimate goal is to ensure first that everybody within the city is utilizing it the way it should be utilized. Trying to get more agencies on board. And so some of the stuff we're struggling a little bit with is trying to-- if I'm an incident commander and I'm working at this particular house fire and I have roads here, and I say, "Hey, I'd like the police department to come in and block off this road right here to protect our hose lines and make sure nobody goes down there," how do I show on the map that these roads are closed? ...
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Situational 360 program] ...We have a way to do it from public works, when public works permits that building which is being built over there and they're closing the road down. As they pull their permit and they say, "On July 20th, we will have this road shut down because we're doing crane operations." That data gets inputted in here so you can actually see that road closure. As something happens where I have the SWAT team working barricade suspect we don't have any availability right now to show that road closure. We are working currently with the water department as well as with public works to refine that a little bit more. So the water department can show, "Hey, we're working on this water main over here, so you're going to get less flow out of these fire hydrants." ... So, yeah. So that would be in there. So you know as an incident commander, or even as an engine company officer, I'm not going to get all the water I thought I was going to get out of that fire hydrant... So I might [crosstalk] go to this one over here. Or I might need two engines to do-- so, it gives you an increased situational awareness...
Communication	FF	U	Field	46-55	11-20	Male	FF-U-020	[RE: Situational 360 program] As we start working through that, the

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			Responder					ultimate goal is to bring in these other municipalities in and around the area so that all the jurisdictions in and around the metro area are operating on the same sheet of music. So that we can actually all see exactly what's going on. That's the ultimate goal, that we're not operating in our own silo. That we're actually really sharing as much of that information as possible. So that is the ultimate goal.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Really, I mean, just from a basic level, when I first came on, only the chief and the company officers would have a radio. Now, everybody has a radio. Everybody also has a voice amplifier that's hooked up to the face piece that allows us to communicate face-to-face easier. While I'm talking like this [laughter] I now have the voice amplifier which makes communicating face-to-face easier in a-- what we call an IDLH environment. So--
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Yeah. The other thing is the MDTs where we're seeing information. As the dispatchers are getting information, it's immediately coming into that company officer. "Hey, dumb-dumb. Guy got gun [laughter]." Right? There it is. I don't even have to put it over a radio. As he or she is taking the notes or putting it in, as I'm going to the call it's coming right onto my mobile data terminal.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	I can see that information right there. We also have the ability to say, at the same location, "Dumb-dumb has gun in house. We've been here 10 times." So we flag that. So as that address comes up we know, "Hey, this building, there's a guy with a gun. We've been there five, six, seven, eight times. We know he has a gun." So we can enter notes. "Hey, this particular building has some type of a construction feature that's hazardous to firefighters." So we will take that information and share it throughout our organization and even from [Name] Health and Hospitals, [Name] Police, and the fire department...
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...So now with that, in addition to looking for that specific problem, one of the things that we did is on our software in a program that we were using called Firehouse, which now we're using a different program, we created a safety hazard box, which is-- essentially, if I go on a call and

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								there is a safety hazard, I can click that box and write in what that safety hazard is. That safety hazard, when I click that, gets sent to the highest levels of the [City] Fire Department. The chief sees it, the deputy chief sees it. The division heads see it and some key other people. And that safety hazard will be immediately looked into.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: hazardous construction features] And so now, rather than it coming and going through kind of a bureaucratic-y kind of, "Well, maybe we'll get-- who's going to get to it? I don't know," there is, I'm a company officer. It's 2:00 in the morning. I went on a call. I found whatever the hazard is. I immediately click safety hazard. I write in what it is. And then that's going to be immediately, that very-- immediately, the next day, people will be assigned to flag the building, go out and look to see if it's meeting code, put it in the dispatch notes so all the key players who would be involved in communicating it and mitigating it are immediately involved.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: radio training] Because there's various radio channels that you have to go to. You still have to mitigate the emergency and now deal with this other challenge that you have going on. In addition to that, we'll take that down kind of at the base level and we'll train firefighters on, "If you are the firefighter who is trapped or missing or lost, here's how you do that." When we switched over to our new-- the way our radio channels are all set up, we conducted training on exactly how to utilize all those radio channels. Because there's quite a few but it's actually set up significantly better than it used to be.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So now instead of the company officer calling dispatch to call the ambulance which is essentially a different company, a different entity, the firefighter can call the ambulance.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	And so, same thing with the police. Rather than saying, "Dispatch, could you find out what police car is coming on this?" I can actually switch over to police district six and say, "Hey, police district six dispatcher. This is Captain [Name]. I'm working at the accident over here at 2nd and [Name]. Who do you have coming on this? What's their ETA?" "You're



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								going to get car 54 on that. Their ETA is about six minutes." "Okay. Thanks." And so rather than putting that middle person in there, you have the ability...
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...if there was a way to say, "Hey, you're responding to [Street]." And something were to come up that actually shows you [Street], it definitely would be advantageous to say, "Okay. Wow. This is this type of building of this type of construction, it's this time of day which means I have this kind of a hazard. If it's this time of day, it's a totally different hazard." But being able to visually see that would be good.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...We're using a new program as we're-- in EMS for-- it's an iPad-based system for patient contact, where it has everything there, and we can actually share. So when the paramedics get on scene, our iPad will link up with their iPad and they can see, "Yeah, we already wrote down all the medicines they're on. Here's their history," and it links up with them so they have it. And then when they get to the hospital, subsequently, it just shares with them. And it also gives us the ability to see resolution with the patient outcome. So that piece that we've always been missing, "Hey, this five-year-old girl, she had anaphylactic shock and she wasn't breathing. We took her to the hospital," and the firefighters are always saying, "I wonder what ever happened to her?" You'd actually be able to see a patient outcome on that, days later. So it's a pretty interesting little tool that we're using, that we're going to. We're not actually there. Probably within the next four to six months, we'll be-- it's called ESO.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...we currently use iPads for inspections, which has really significantly increased our ability to-- like any technology tool, we've had some glitches with it, but I think, overall, it's helped us.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...So I don't know. For me that's, especially at the task level, when the firefighters are trying to actually communicate critical functions during critical times to an incident commander or to somebody else that's a supervisor of a task. "Hey, I'm trying to get this done," or whatever. We seem to be missing that piece.

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Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So the other stuff from a technology standpoint, for our department, because our chief is so-- I think he just got TVs in every firehouse so that we could use this training program so we could live feed training to a firehouse. They could pause it, go on a call and come back, hit play again and the training is up on the TV. He can talk to every firehouse if he wanted to and give a, "Hey, I'm the chief. Here's the mission of the fire department. Here's the direction we're going in." And if they went on a call, they could just pause it and hit play again when they come back, they could finish watching him. I think it's even interactive. I think they can even ask questions back to-- that piece I'm not sure. That stuff, that's not in where I work.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Communication problems in our work? Number one, I would say, a lack of understanding of whatever that process might be, whether it's radio or email or chain of command or whatever that specific process is for communicating that information. And a lack of information sharing. So, frequently, we get just-- frequently, we get people that will bypass the chain of command...
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: communication issues] ...so somebody may call me. Let's say the same lieutenant, "I lost my fire hydrant wrench." Well, now that person didn't inform their captain, their chief. And so their captain and their chief have no idea that this was lost. Not from a punitive standpoint but because they're, and I'm just kind of using it as an example, because that fire apparatus is missing a critical piece of equipment. Or let's say it's not a piece of equipment...
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: communication issues] ...Let's say it is something to do with a policy or a procedure, and now this lieutenant calls up our administrative captain and says, "Hey, I need this. There's a pay thing and I don't know why it's doing that." They didn't go through the captain or go through their chief to come through the administrative captain. They went through the administrative captain. And so now their captain and their chief miss out on that opportunity to learn on how they could have solved that problem. So frequently, I think, from a communication

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								standpoint, we miss out on opportunities for people to learn and kind of just, I don't know, maybe-- I don't know. I'd say that's pretty much it.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Yeah, when I was in the military, we said the same thing that we say in the fire service, communication and the ability to share information is, bar none, the most important-- it's the most important thing that can happen. And it keeps people safe and without it, we're just kind of fish in the water.
Communication	FF	U	Manager	46-55	11-20	Male	FF-U-021	If there's anything paramount that, again, needs to be taken care of immediately, I meet with the assistant chief of administration, and if there's any IA concerns, people-- if there's any law violations, anyone under investigation, sometimes things we need to handle immediately, so we kind of have a discussion around on what's going on with discipline issues or any investigations.
Communication	FF	U	Manager	46-55	11-20	Male	FF-U-021	Face-to-face meeting every day. Same thing, I kind of update on city attorney stuff, things we have going on litigation-wise or if any of the concerns he needs to be aware of. He's over at a separate building. That's where arson's staffed out of, so he's kind of my eyes and ears for arson, and we also run the Youth Fire Stop program as well, so that staff's a smoke trailer and does all the education components for the schools, for DPS, and things of that nature. So I kind of get an update from him what's going on. Investigations, any arrests, anything in that aspect I need to know about...
Communication	FF	U	Manager	46-55	11-20	Male	FF-U-021	I don't know. This one is personal, this one's department. So I tend to forward my department to my personal. Probably not the smartest in the world, legally wise. But to me, it's just easier... I don't like carrying two phones and it's just--
Communication	FF	U	Manager	46-55	11-20	Male	FF-U-021	...So as far as-- there's a lot of texts. So we get certain text, any time there's an injury, 24 hours a day 7 days a week, I get a text of that. And then my team is responsible for going to the hospital. So we'll actually meet someone there that, whether or not they're by themselves and frees up the assistant chief, whoever took them. So they can go back

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								and service them, stay with them. And either take them home or make arrangements for them to get picked up. If it's a significant injury, numerous of us will respond. But we always have someone from administration there...
Communication	FF	U	Manager	46-55	11-20	Male	FF-U-021	...At any significant incident, any type of fire, we get paged on 24 hours a day 7 days a week as well. So that's some of the technology we use as far as the pagers. And then obviously, face-to-face communication, phone communication, email communication, texts. And that's really about it as far as that type of communications are concerned. Probably the most utilized, I'd have to say, would be email. Probably, roughly 75 to 125 emails a day, back and forth. It's quick, it's effective. Text, very quick and effective as well. Less and less phone conversation.
Communication	FF	U	Manager	46-55	11-20	Male	FF-U-021	I personally don't. I do, obviously, with police, being in different types of meetings we'll communicate about civil service hiring, promotions, recruitment practices, something, behavioral health, a lot of stuff that falls under administration, I'll speak with the other administrators from [City] Police. A little bit from paramedics but obviously on the job, day-to-day interactions, it's non-stop with firefighters. I mean, you're running calls, you're having verbal communications with paramedics. We're a two-tiered system so we're generally on scene 90% of the time first so we're kind of giving them a hand-off when they arrive on scene anywhere from 5 to 15 minutes later on...
Communication	FF	U	Manager	46-55	11-20	Male	FF-U-021	...What we've been doing and what the issues are with a particular type of call. PD, again, it's dependent on the type of call but if it's an active shooter or something significant then we'll have some type of a joint command. Same thing with ALS but those are not as frequent but again, you still have, they respond a lot to accidents. So there's that verbal communication and we will listen to them on the radio to find out if the scene is secure and safe for us to approach. So we'll definitely go to the radio channels and monitor the radio channels. Same thing with ALS, we can go to their channels or let them know that they're not needed or vice versa. They'll pick us up on our channels if we're not needed at the

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								scene.
Communication	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: in-mask TICs] Well again, that's kind of out of my realm, it's out of my division but it's something that we're paying attention to. I know we've met with [Name] and a few other manufacturers, they're very costly, but the benefits of them would be huge because right now only there's one assigned per unit.
Communication	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: in-mask TICs] And generally it's on a truck, engines don't have them. And we have them in chiefs' cars but it's one of those things where it's better to have and not need in my opinion than to not have and need it. And they are costly but the benefits of having it integrated into your mask rather than having a hand that's taken away from you that can be utilized for other things... So to me that's a technology that's up and coming that I would love to see us be part of.
Communication	FF	U	Manager	46-55	11-20	Male	FF-U-021	...There's also a lot of stuff on- my passion's auto-extrication and there's a lot of stuff out there that are in the form of applications but there's nothing that we're utilizing right now. So to give you an example, the way technology is changing with car stuff either being hybrid or fully electric, there's a lot of dos and don'ts and it's good to know where those components are shutting off the vehicles, the high voltage versus medium voltage versus low voltage. There's schematics that are available in these apps where you can pull up any type of car and automatically know where the high voltage is running, where you can cut it, where you shouldn't, where fuel lines are, things of that nature. So does the car have one battery? Does it have two?
Communication	FF	U	Manager	46-55	11-20	Male	FF-U-021	A lot of things that are important, and airbags. So that's technology that's there. But again, it's on an app and that's costly, but that's something I would like to see us go to eventually where you should be able to pull up on a scene and either on your computer in the rig or an iPad automatically puts in the first ten of the VIN number, it'll pop up that car. And you'll know right there that you have in your hand where it's safe to cut, where it's safe to stabilize, how many batteries there are, if it's electric, if it's partial hybrid, if it's even hydrogen. There are a lot of

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								different vehicles that are out there. That'd be beneficial for us.
Communication	FF	U	Manager	46-55	11-20	Male	FF-U-021	Oh boy. A lot. I mean, I was on the special operations team so we use a lot of communications. Because you'll be either in a Level A suit for hazmat or confined space. We use a lot of comm units where for diving it's integrated into one of the-- you'll have basically a rope system and part of that you'd have a comm, so you could communicate in your auto mask...
Communication	FF	U	Manager	46-55	11-20	Male	FF-U-021	...We've got different types of headless and communication sets where it's kind of a throat mic for a confined space. Things of that nature. So that's something we're-- We're definitely always behind technology-wise but those are different types of communications that we use, and they keep getting clearer and clearer. Obviously now we've got-- rather than having to have a radio with a microphone, they've got the headpieces now. So an engineer at a pump panel, you're not holding the microphone to your ear. It's kind of built in to the headset. So they've got those as well in headsets. So wireless communications.
Communication	FF	U	Manager	46-55	11-20	Male	FF-U-021	...The biggest thing that I feel we're getting better but we're still not there is intrinsically safe radios. I mean just like any type of-- I don't care what field you're in, communication is the key to either success or failure and you're only as good as your communication components and your knowledge of communication. So we're always lacking, in my opinion, when it comes to radio communication. There's always problems, there's always problems getting on the right channel or being able to communicate with a different entity or different agency...
Communication	FF	U	Manager	46-55	11-20	Male	FF-U-021	...You see that in, unfortunately, but you've got mass shootings and there's always a problem with cops being able to talk to firefighters. There are paramedics. There are [City] being able to talk to [City], or this or that. And I don't know what the answer is, but I mean, there's hundreds of millions of dollars of grants that have been thrown towards it and we get better but I don't know if-- I don't know what the answer is to that streamless communication. Practice. But I mean, there's always technology that's going to give you problems.

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Communication	FF	U	Manager	46-55	11-20	Male	FF-U-021	Yeah. Back to the technology, what I found when I was in the firehouse it was more, I think it's training, and what we would try to do is try to communicate differently, holding the microphone because they say you're supposed to hold it on the opposite of your voice amp. Does it make a difference? So we would try different ways. Hold it on the [doorstep?]-
Communication	FF	U	Manager	46-55	11-20	Male	FF-U-021	...As far as, I think, some type of a portable, something similar to an iPad but more of a- that's obviously a little more durable because we're really good at breaking things. But that way we can utilize, automatically you get on scene, you can pull an address and automatically have a Google map of this is the roof, we have skylights here. This is what the Charley side or the back of the building looks like. These are where the utility shutoffs are. I mean, I know it's out there, so you should- I mean I'd love to have technology going to a call where you can pull it up on your computer and look at a map, look at aerial views and have a general idea of the makeup...
Communication	FF	U	Manager	46-55	11-20	Male	FF-U-021	...Same thing with high rises. I mean, I know they have it out there, here's the skeleton and here's where the elevator shafts are. Here's where the shutoffs are. Here's where your fire department connections are because a lot of times they're not where you think they are. An address could be- should be on the front side of the street and sometimes it's not. I mean, the same thing, you have one-way streets downtown. You're trying to find the fire department connections, sometimes you're driving in circles. So things of that nature.
Communication	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Well, daily routines are set. So I'm not talking to them about everything they do. But cell phone, email, we have a desk phone, but we were issued portable laptops, so we don't- the other [Job title] and I - we have one that's vacant right now - we spend a lot of time on our laptop away from our office. So the desk phone rings and rings and rings, and we would like to get rid of it, actually. But mostly it's the cell phone. It's the radio during calls.
Communication	FF	R	Supervising	36-45	21-30	Male	FF-R-024	[RE: search and rescue operations] We used to get called in for those,

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			Field Responder					and it was very disorganized. So what happens now is there will be someone lost or someone injured out off of the grid. Away from highways, if you will. And what they do is they will alert the fire, EMS, mountain rescue, and law, whoever's in charge for the day. They tone those four people, we meet on a certain channel, dispatch issues the information, and then the four of us decide who's going to do what. Most of the time, mountain rescue handles everything. Occasionally, they will ask us to help. We're just not outfitted for that, but we will help.
Communication	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: laptops] So the battalion chiefs and upper issued them. It allows us to work remotely. We can bring them to meetings. I can do work at home. I try not to. I don't get overtime. We're exempt. But really, it's a way to kind of free us from the desk so we can work at the table. We can take it to the stations and use it for training if we want or whatever.
Communication	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: comms with other disciplines] We do. If dispatchers and if everybody sticks to protocol, it's not so difficult for us to get on the same radio channel, but it doesn't always happen. So EMS and fire are pretty much on the same channel. Law is on their own set of channels. Dispatchers will tell them to move over to our channel if it's a big, long, drawn-out call. Otherwise, if not, then we got to tell dispatch to tell law enforcement. Law enforcement has to give-- tell dispatch the answer. Then they have to tell us.
Communication	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...And then what we, as [City], and by policy we, our operations-- so by operations, I mean when we are working on a scene, we take all of our traffic to a non-repeated channel by policy. It's not recorded, but we have decided we don't care if it's recorded or not. We just don't want any-- when somebody keys up the mic, we want them to be heard. For example, [City], on the other hand, is the opposite. All of their operations are on the repeated channel because they want everything to be recorded. And you get far more distance out of that because it's on the repeated system. You get almost a mile on the non-repeated. That's plenty. Unless it's a massive hazmat, we are not operating over more than a few hundred square feet. So that is one thing that we have done



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								to improve is we just don't use the technology.
Communication	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Well it's finally robust enough that other repeaters will take over for that. But there are probably some spots in East [City] that were not covered. The [Name] Pass is tough. Highway [Highway] is really tough going to [City]. So it's gotten better, but that's one of the tough ones. And we had to switch to MAC channels so that we can talk to state patrol. They're not even on the same system as us.
Communication	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: Dragonfly] I'm not even sure. It's an incident command tool so we can use it in the field on our mobile data terminals, MDT's. So there's many components. I believe there's an accountability component so we can keep track of our people on certain scenes. There's a hazardous materials component, I believe, so we can calculate exposures, evacuations, and stuff like that. If I understand correctly there is a lot involved with it. So it's just a multi-use software.
Communication	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	So for that point there, every week all of the agencies from [County], which is one county east-- from [County] to the [State] border, conference call every week. So I didn't know this until last week when the chief said he couldn't be there so I had to call in. And so not everybody makes it every week, but at that point, there were 46 people on the line. And so what happens is the [Organization] kind of goes down the list of agencies or counties and they just chat about current fire conditions. How are you feeling about it? When it's rainy, there probably isn't much to talk about. When it's dry, a lot of them-- there's a lot of chat about what they've had. We've had some incidents here and there, whatnot. The particular phone call I was part of was, "Let's go to stage one fire conditions," or-- yeah, stage one. So basically stage one is just you can still have campfires but the have to be in an approved camping ring. You can't just light them with rocks on your own, if you will. And so it's that phone call where the decisions are made, and then every agency has a PIO up here, everywhere.
Communication	FF	R	Supervising Field	36-45	21-30	Male	FF-R-024	...We have a huge Facebook follow. That's been very successful for [City]. I don't even know how many we have. We have thousands of

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			Responder					people. So it goes out on Facebook. We also have a Twitter account, but our PIO doesn't use Twitter that often. I don't know why. She puts a lot of stuff out that I feel like should be tweets, like road closures and stuff, but she puts it out on here...
Communication	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Anyway, we get thousands of followers. We get good really feedback through Facebook. So anyway, decisions are made, PIOs are notified. They put together a little press release. They send them out. Up here, people are really good about listening to and abiding by the restrictions, even the visitors. The people who live up here understand what happens if you don't, so.
Communication	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...The other thing about station alerting is right now someone answers the phone, they start taking information, who, what, where, why, what's going on, and then they hit a button, whatever their procedure is, and then it goes to the other consoles. Then the person who's dispatching sees the call, they read the notes, okay. They start building the calling CAD, and then they have to go to this other screen and they have to choose which radio channels need to be awoken, if you will. Then they use a button, they make the noise, and then they send out the dispatch.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So our communications is anything and everything, depending on the nature of the disaster. So in emergency service, it's not unheard of, whether it's communications or anything, to kind of have your main plan, your backup plan, your backup to the backup plan, your backup to the backup to that. So depending on where I'm working, the communications will be different. So in operations here in the fire station, we use smartphone-type devices.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: smart phones] FEMA issues a device for their search-and-rescue environment. Usually I'll have that one forward to this one or something like that.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...So on a smartphone device, I've got the ability-- if I meet somebody that's deaf, or maybe somebody that's mute that can't talk back or something like that, between the two of us, we'll have applications for

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								EMS where they can show me pictures of what's wrong or spell it out or something like that.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	In the pharmacy, people may say, "I'm taking these medications." And as you can imagine, there's thousands and thousands of different pills and medications. I may have no idea what that is for, but I can look up within seconds and find out, "Oh, that's a diabetic medicine. So do you have a history of diabetes?" And that can lead into entire lines of questioning that maybe very pertinent to why we're there for their medical condition or whatnot.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: apps] Yeah. So we've got an emergency-response guide, which tells us-- so trucks that are transporting chemicals will have a placard with a number on there that tells us exactly what that chemical is, and then we can reference that... back to what that is...The department has created apps so... time-off request, injuries, disabilities. Even being able to see off shift what calls are going on in the city at any given time... That's all available in there...Chemical databases...We've got information on here for, like I said, what's going on in the department at any given time. We have apps in here that are communications related. For example, if we get a big incident there's an app that will tell us what frequencies are available, what radio channels people should be using so we can push that out to people coming in and share that.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: apps] ...we've got information on rail stuff that shows us rail crossings, and what may be coming on trains, and where to go, and emergency contact numbers for that... Well, in our major city we've got lots of-- [Name], and [Name] track, and trains coming and going all day, every day, year round. In fact, this is a very narrow rail corridor. So it's not much as finding an alternate route as opposed to trying to find out what's in this train. This train just derailed or hit a car crossing. And there is this white cloud coming out. What is that? Is it good? Is it bad? Is it who cares or whatever? ...
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: apps] ...A lot of our medical protocols are on the smart devices set up in apps as far as just reminders, as far as, "Hey, these are things

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								where you should call a doctor," or, "You shouldn't," or, "You're good." Whatnot... We've got apps on there that will tell us that if anybody is doing CPR within a three-block radius or something like that, that there's CPR in progress. So as trained responders, if we're available, we may be able to run out of the building real quick and across the street before we get dispatched to find out and help start doing CPR or something like that... And that's all in addition to just texting, and emailing, and meeting, scheduling, and that regular stuff as well.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: communication with LE] It's gotten a lot better, and I would say that it is incredibly regional as to how good or bad it is. This area of the country, this greater metro area, has been working on it for a long time. 15 years or more. And so, in this area, I would say that it is really good. If we're weak in any one part, maybe, in some of the training. At technology level, every responder in the region has the ability to talk to every responder in the region, but sometimes, people aren't using it a lot. They may not remember or they may not know where do I turn in my radio or whatnot. It's a perishable skill. Use it or lose it. But this area of the country's worked really well. I know from a lot of my national stuff that there are areas of the country where it is not very good at all.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: communication with LE] That they don't. What we have found since September 11th, is that after September 11th, public safety put out the word that, "Hey, we need a lot of help with this." And in short order, we got a lot of technological support. So there are the little black boxes or apps or software. You can pretty much make anybody talk to anybody. So that was part of it...
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: communication with LE] ...The challenge that we had starting shortly after is the people side of it. So just because you can talk, police chief to fire chief, the cultural limits, the busyness, who knows whatever reason, they still may, to this day, not talk to each other. In which case, I can give you all the technology in the world but I can't force you [laughter]. We like to describe it in the national level, with FirstNet and SAFECOM and whatever, that we manage the pipes, we don't manage,

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								necessarily, what's going through the pipes. That's up to every fire chief, police chief out there.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: communication with other jurisdictions] So it really depends. Our first choice throughout the whole region, and again, pretty big region, is using the radio systems. The reason we like the radio systems, excuse me, is because we built those and the reliability is incredibly high. And they'll work when a lot of these other systems don't. Day to day, there's the cellular device where I can just call them. Or even the wired, the landline stuff. We have a pretty robust satellite network in this area.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: communication with other jurisdictions] So if all that other stuff fails, we have, like I said, a pretty good satellite-backed call so that we can at least talk from command centers to each other, in that regard. The technology that I see most of the guys and gals using every day is like the text messaging and stuff. So that seems to be the biggest one.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Yeah. And so on our MDCs we have status messaging on there. We have dispatch messaging. We're able to look up limited inspection information on those as well.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So, yeah, time is everything. And because of that time, the data management, the being able to get the information that you need, when you need it, how you need, is huge. And quickly people find that operations company officers and what not, if it doesn't work for them, then things get shelved and get dusty very quickly [laughter].
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: NG 911] I see a lot of pros and cons with that. There's the potential that you might get good stuff or that you can communicate that stuff, as far as showing a receiving emergency room doctor a picture of the crash, or the 911 center getting a picture of the crash, then you can gauge the level of response that would be appropriate to send to that...
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: NG 911] ...The downside from everybody we've talked to and everybody that's doing the Data911 is it's so much more labor intensive because just processing that information. And we strive to finish- or not finish, but on a 911 call to be able to dispatch an appropriate resource

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								within a minute. If you're having to look through text messages and JPEG photos and all of that, there's no way. I mean, your averages are going to go way up just because of the time and the responding and figuring out what's what.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So, I mean, we all studied the whole communications model in undergrad, right, as far as sender, receiver, feedback, message, content, and all of that. Those are where the breakdowns are, right? I mean the technology's there. Again, after September 11th, you literally get almost any device to talk to any other device. But coming back to our communications model as far as the people, if you're not willing to receive a message for whatever bias, or if the feedback loop is not there, you may send the message to me and either-- so our city has-- when we put out voters' pamphlets or something like that, I think they publish them in 32 different languages. So the message may be coming, but [laughter] if it's in a language that I-- I can't even recognize what language it is, let alone pick out some of the important words or something like that, that's a breakdown in communications, right? Again, an important one...
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Yeah. So public safety is horrible, collectively speaking, at ongoing communications training. Most police and fire folks will get initial training in whatever academies they're going to. But then anything ongoing, so often it's just taken for granted that, "Oh, here's your radio, and you turn this knob to turn it on, and you turn this knob for wherever they tell you to go." The real rub about that or the irony is that other than the station uniform itself, I can't think of anymore equipment in the fire service that gets used more than the radio.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So we require annual training on our apparatus to drive them, and move around, and whatnot. We require annual training on everything that's on there: the hoses, the ladders, all of that. We require all manner of specialty training, as far as, "Oh, Ebola hits the coast, and here's what you do. Here's how you prepare and everything like that." The one device that-- I mean there are stations around the country that may not go

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								anywhere during a given day just from slow call volume or something like that, but even they will be listening to the radio and making decisions whether, "Am I listening to the right stuff? Do I need to change the channel?" or something like that.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	The problem that we found is, as far as just one, there isn't one solution that fits all. So we're walking around like this, with just nothing else. I may be able to use my earpiece in here and it may stay in fine. But if I go into the firefighting mode where I have to put in a hood over myself and I have to put on the SCBA mask with straps, that same mechanism may just not be able to stay in the ear or something like that...
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: communication in HAZMAT suit] We'll keep the radio in a holster on the inside, but as far as the audio stuff, we've tried conductive mics, either on the throat or on the head. We've tried hands-free stuff, but we just have not found any one solution that meets all of those needs.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...Ideal would be some kind of hearing solution that also affords you hearing protection. So if I had the magic hearing aid [laughter], my hearing aid would provide protection when I'm in a high-noise environment. It would provide enhancement when I'm in a low-noise environment, or maybe a confusing or noisy environment. And then it would also allow me to hear communications that are either specific towards me, squad level, or communications that may be command level that will impact me, as far as, "Oh. They're coming in the back door," or something like that.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	... So with FirstNet and stuff, we're building the pipes. I keep coming back to that example. So in public safety, we have a lot of stuff that we'd like to run through those pipes. So a station like this with a hazmat team, when our hazmat team goes downrange, they'll have medical telemetry, they'll have telemetry from their breathing apparatus, they'll have geographical telemetry as far as here's where I am, here's how fast I'm walking, here's where I'm going. They'll have incident mitigation telemetry. So they're taking sensors with them that are monitoring for the amount of oxygen, hydrogen sulfide, CO, CO2, explosive levels, and

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								all of that. For hazardous materials, they'll sometimes take a camera with them, a GoPro, or something like that...
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...Our apparatus should be able to talk real time all the time with our facility managers, our fleet managers, our mechanics. I mean, that happens in the airline industry. You take a typical Boeing airplane, a Boeing airplane will be talking to-- pick your airline, Alaskan, American, or something like that. A plane will be talking to Alaskan's fleet services all the time, as far as, "Hey, things are running fine," or, "We got an engine problem." And you, or the pilot-- you as a passenger or the pilot may never know that it's going on, but when the plane lands, the mechanics are there with the lawn guys, and they're checking stuff out that was a minor glitch that didn't ground or crash the plane, but it was something that was talking to them. Why fire engines, ladder trucks, and stuff can't be doing that same thing?
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Personnel issues throughout the department. It's kind of a pain in the butt, as far as something happens to one of my crew members. I get notified as a company officer by voice, or they talk to me. I have to notify the chief. There's this whole up and down, and stuff, and then there's the paperwork shuffle that catches up with it. There could be so much more automation on there, that firefighter says. "This happened," or, "I'm not feeling well," or whatever, that there may be an initial set of verification. But then there's a lot of automation, where it goes all the way up, payroll automatically-- there's stuff that automatically happens in payroll, as far as now you're getting paid out of sick time versus regular time, and a lot of automation on the staffing that could be done.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Well, communication for us has been a major player when things go wrong. That's normally one of the-- probably the main, I would say, most common denominator of anything that's gone wrong in the fire service is the communication breakdown. So we use radios. The radios that we use are fairly good. Where it comes into issues with communication is when you're actually interior and you're actively doing something, and being able to communicate what's happening or what you're doing may



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								not be as easy as it may seem. So plus talking through a face piece and into a radio mic, the clarity isn't the greatest.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	I was a paramedic for years. Same thing with communications or radios. And then they've kind of moved to the use of cell phones. There's some cell phone use when you're calling hospitals and stuff like that. So they do utilize a little more modern technology in some things. Now, actually, we are looking to go into more of a laptop or an iPad kind of device for communications. So we are kind of evolving a little bit with technology. I think where we may run into some issues are the durability of technology because we're not very delicate with things, so everything that we use that is going to be-- whether it's a tool or a communication device, has to be durable, for sure...
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: cell phone use in FF] It's not going to be used as much. The chiefs do it. They'll use cell phones to communicate probably to our main dispatch center when they can, just because they have the capabilities. They have the time to do it. They're set back from the scene. They're not actually in the trenches, so for us to use a cell phone in fire situations are less likely, but other incidences like maybe if it's a situation where we're able to step back and not get so involved, we may be able to use a cell phone. But when cell phones are used, it's mainly an incident-command type of situation, not actual-- the companies are actually mitigating a situation. We don't really get into cell phone use at this point, so.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Well, a few things have changed with communication is that everyone has a radio now versus when I first came on, there was minimal radios, so not everyone had a radio. So a lot of things were based on face-to-face communication or they were based on an officer-directed communication. He would get information from the outside and then relay that to the members inside who didn't have radios. So there was a lot of face-to-face, but now everybody has radios. So that's one change with communication, which has certainly helped tremendously...
Communication	FF	U	Field	46-55	21-30	Male	FF-U-025	...I think maybe different improvements in radio function or capabilities

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			Responder					have changed. Radios we used to have years ago just didn't have the transmittable capabilities, didn't have as many channel selections. And they weren't really high-tech radios. They were very basic, which is okay too. But I think the level of high frequency versus very high frequency and those kind of things, the capabilities of radios have changed. But I think that our biggest change, just in fire ground operations, is that now everybody has a radio, and I think that has really changed a lot.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: state of communication technology] I think it's good. I think at first, there was a lot of overtalk. There was a lot of-- everybody had a radio, so everybody felt like they should use it at first. So there's been kind of a transition of learning with that and more listening versus talking. So when you have a radio, a lot of times, it's really to listen to what's happening. Listening to the progression of the fire attack. Listen to what maybe could be dangerous about the building. Are there holes in the floor on the third floor? Are they getting the fire under control below you? Those kind of things, is the more listening when it comes to communications...
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...there is a few incidences where we were caught into some pretty scary situations inside looking for potential victims, especially in occupied buildings. So situations where either it's unoccupied or the people calling in saying, "Hey. There's a fire at this address. No one's in the building," there's been a few times where we've been inside and we've been caught up in some scary situations where the people outside knew that there was no one in there, and we never got that information. Those kind of situations are critical because then, we wouldn't have been in those situations, and we wouldn't have been in there to where fires break through the door and starting to fly down the hallway because we're in there looking for somebody. We wouldn't have put ourselves in that situation if we had known that there's no one in the buildings, so I think those are critical pieces of information.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: usefulness of computer] If our attention is directed to it, sometimes it's just one of those things you've got to develop habits. And you've got

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								to break some of the old habits. So you've got to develop new ways of doing things. Now for me honestly, I never focus on the computer when I was going to work because I'd look to see what the address was. But then there was times where I was more focused on listening to the radio. I was more focused on making sure everybody was ready to go and then looking for the smoke. So I'm concentrated on outside. I'm looking for the smoke. I'm looking for the streets. I'm watching traffic. And then I'm looking for hydrants...
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: overwhelmed] That can potentially happen, for sure, especially in larger size incidences where it's involving a major commercial building. Or one thing that can be overwhelming would be-- they would call them mayday situations. So where a fireman's trapped or injured or there's an incident and a mayday is called. So when a mayday's called, then there's a lot of-- there's a lot of things that go through your mind. What's happening? What's wrong with the situation? Why was there a mayday? And so for a brief moment, the situation gets chaotic and very uncertain. Those are situations that they can pose those stressful uncertainties. And then other ones would be emergency evacuations. So when you're inside and you're fighting the fire, you're doing what you need to do, and then they tell everybody to get out of the building, they start blowing horns outside to let you know you need to get out, there are times where we're not real sure why they're pulling us out...
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...So through time, we've learned that when you have somebody outside telling you to get out of the building, just get out. Get out and ask questions later versus being in there getting on the radio, "What's going on? We got it." There's been a number of situations where, I myself included, are guilty of that, slowed getting out because we thought we had it knocked. And we thought we had it under control. "We got this. We got this." I mean, that kind of thought. And then you finally back out slowly and then you turn around and look and you notice that the roof's getting ready to come in or the building's getting ready to-- and it didn't seem like that inside. So those things are situations where

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								communication-- and not even that it's poor communication; it's just there's a period of time where there's an unknown, so.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	I would say, initially-- I would say the first maybe five minutes of the scene because there's a lot of overtalk. There's a lot of companies talking over this person and talking over that person. So that's when we run into those issues, is when they first arrive and there is a lot of things going on. And so there's a lot of times where people want to say something and they're not listening to the radio. They just want to say what they think and what they want to say. So there's a lot of communication crosstalk that cut out...
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...So now, the radios that we have, they're digital. So if I click and talk and half of my message doesn't go through, you don't get any of the message. You don't get, "Hey, this is Engine 93. We've got this," or, "We're looking at this." And then somebody say, "You know what, 93, we didn't hear that." What would happen is they wouldn't even hear me say, "Engine 93, we've got this." The whole message would be deleted. So there would be no reason or any kind of a reflex to say, "Hey, 93, what was that?" You know what I mean? So that's kind of changed our communication in a bad way, a little bit...
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...I think when you have a chaotic scene where there's a lot of things that need to happen, there's a lot of-- maybe you pull up and there's a big fire, and it's communicating to three or four buildings, and you may have some occupant issues, when you have a large incident like that, at first, the first five minutes are very-- they're very, I would say, chaotic with communication because you don't really know what's happening. You can't really set up a game plan because there's just-- you can't make a decision. So.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Subways are huge. A lot of issues with subway radio communications. I would say there have been a lot of issues with high rises just because of all the interference, frequency interference in downtown, for sure. And I would say that's probably the biggest communication issue, especially when you're on fire ground. Sometimes our fire ground frequency only

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								goes so far. It's not a very strong signal. And so if you're 25 floors up or 40 floors up and you're trying to talk to someone on the ground floor, it may not go through as well. So there's times where even other departments, they'll put almost repeaters that are on different floors that transmit and repeat their message. Or there's repeaters built in the high rise. So there's all different kind of things to think about with that. But then we set up our command staff, which is one of the reasons why we do that, a few floors below the fire floor so that that radio communication doesn't have to go all the way down. So it would go to him, and then it would go down.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	we also have a computer in our rig which runs our dispatch over, gives us our information on where we're going - tips on street locations, cross streets. It also gives us, sometimes, information on what we're heading into like some-- I don't know why it never was completed, but there was like a high rise survey. So some buildings we'd get how many stories, standpipes, what stairwells, have smoke towers, stuff like that. It could definitely be used more efficiently.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Yes, and mobile data terminal. And then at the firehouse, we have a terminal where we get the dispatch from, which is very similar to that one, and then also a computer where we do our daily reports, and everything should be done on that.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	[RE: change in technology] I think it's definitely a good thing to move up. The only thing with having more radios, we have to have better radio discipline. There's a lot of things that don't need to be on the channels. A lot of people like just hearing themselves on the radios rather than-- clogging up the airways when pertinent information needs to get through. I mean, you'll see. If you listen to our radio channels, there'll be a big fire, one with a lot of messages. Then some other company - it's not even close - and all will be like, "Yeah, we're on the scene for an ambulance assist," instead of just hitting the button to let them know they're on the scene, right in the middle of an incident going down.
Communication	FF	U	Field	46-55	11-20	Male	FF-U-027	Oh, I think there's always could be more information passed along. Like I

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			Responder					said, the buildings that we're going to, or-- and I think it's be a lot better. Not as much as-- I just came from a spot where I was assigned, so I knew the area. But when you're relieving, you're going to different areas every day, definitely, definitely, more information would be better. You may not know the buildings, or the areas, or the streets. So more information would be better. Like I said, I don't think we use that mobile data terminal to nearly its best effectiveness.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	I use my cell phone for a lot. I use it to call the office, like our dispatch center. Especially for stuff I don't want on the radio. Or we use it a lot for EMS runs. Each company also has a cell phone for the EMS with-- so when you're calling medical control to talk to a doctor, rather than just use the radio, you can use a cell phone. So I use it to communicate to the chief. Maybe the chief's out, and you have a question about a drill we're doing, or where you want us to be, I can call him on his cell phone too.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	[RE: cause of communication issues] It's probably two-fold. First, a lot of it is operator error. Like I said, radio discipline - being able to use your equipment and also being able to make the correct communications at the appropriate times. And I'm sure there's also a technological aspect where you have to make sure it works. If anything, there's a tendency that things may break, need to be replaced. As a whole, our department, we don't embrace change very well. So we have a lot of people that-- I mean, I don't think it's as much now, but I know that whenever I get a radio, in the beginning, some people are like, "I'm never going to use it." Just like the computers, "I'm never using that." 150 years tradition unimpeded by progress. We're just getting to the part where we don't file forms with carbon paper anymore.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	I'd like to have a little more information heading into the scene, maybe a live feed picture. I'd like to have radios that I know work all the time. Get through whatever we need to get through, be it a high rise or subway incident or anywhere. It'd be nice to be able to keep track of where everybody is at. I mean, I know that's way far away in the future. But

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								being an officer, your men obviously don't work directly underneath you. Many times they're scattered throughout the building. It'd be nice to be able to keep track of them in a better way. I don't know how that would be, though, obviously.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	I haven't had any issues. I think our equipment is pretty much up to date. When we compare ourselves, you have to have a comparison to other people. Other big departments are pretty much on the same wavelength as us and we're vice versa with them. So I think our technology has finally caught up. I can't really think of any issues that could pose a problem, but we could be operating portable radios, for instance, in dead zones, high rise, metal, concrete buildings where you might not be able to get that transmission out. That's what's important because their transmission may be very important. It's important that everyone hears it.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	In the field, we have the mobile radio on the rig. And then, once we're off the rig and ambulating on a scene, for primarily, on our portable radios that we have and both are made by Motorola, digital. I think we work on an 800 meg system. We have plenty of repeaters throughout the city. So they hear us except for those trouble spots. But those are our two primary ways of communication as far as getting hold of, for better sake of term, our dispatch center. It's relaying critical and non-critical communications.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...Gaining complexity is the real killer of simplicity from my perspective. And how to improve that? A lot of face-to-face communication, maybe having one guy operate the radio. Giving messages instead of everyone having radios, and all this talk and garble. I have to be responsible for listening to all this, because it may apply to me. So funnel. So you take your five people in a room. You tell them all be quiet, one speaks. So that would be just a suggestion for that, just not being in a position where you're going to be overloaded with, where this technology has become rather burdensome in your decision making or thought processes right now.

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Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...on the EMS aspect, our cardiac monitors that we use for monitoring someone's heart rate. That has come a long way as well, as we're able to do more cardiac procedures from pacing people to having real-time information when people are innovative of how much O2 are they getting. What is their expelling of CO2? Diagnostic tools that help us in the field, again, the ability to save lives or identify a problem and correct it, and from any EMS standpoint. In the great technology that has come along in regards to EMS, 12 lead EKGs. We're doing these into the field where we're early identifying if there is a STEMI, or in layman's terms if there's an acute myocardial infarction aka the heart attack. We're being able to diagnose that and find that in the field, where they would have to be transported to a hospital, have them do their work, and their workups. It saves him time. It buys him time and it gets him enough time to get to a cath lab, or however their cardiologist is going to treat the underlying problem...
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Perhaps, we may have locators on our bodies through technology to find out where is Lieutenant such and such or five-- here to see where they are in actual real time on the fire ground, what floor, and in what room? ... for accountability purposes. What companies you have, who's in there and where? And also, it's evolving with our breathing component system too, with built-in heat temperatures, to know what environment you're in. What is the heat of the ceiling? Thermal imaging for victims. Air pressure in your tank. CO levels. It's all in your heads up display. Wow. Is that something? That's technology.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Cell phones, I think they're-- yeah, again, very useful. We all have one. We all carry one. If you look at the cell phone usage, job-related for use at an incident - at an incident where you have time obviously - where you're not googling or looking up things. It's a great mechanism if you had learn to-- "Oh, I forgot how to tie this knot." Go on YouTube. Various fire departments and well-known fire instructors also put out information in series or in format so you can use it as a drill, or call it up and doing searches on single family dwellings. So then we can use the technology



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								as a form or basis of your training for the day...
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Everything there's a fine line in every detail. Do we have time or do we not have time? Or when we process data, you don't have the time. When things that are happening real quick and real fast, it's hard to go through the technology to find things. I'm thinking of the other side of that spectrum is that when you have time. Because when you have time, you can look up every resource that you want using technology at hand and what we have available as a fire department. Yeah, flood yourself, get the upper hand. Knowing your enemy, knowing what you're getting yourself into through technology means, but again it's practical then not practical. And I think that's your dividing line. We have time to use technology, or we have no time to use it.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Going to an apartment building fire, for example, the only technology piece that I would find useful is the thermal-imaging camera and obviously the portable radios that communicate messages back and forth among people. Not overwhelming with messages, but enough to get the gist. It's what is putting the fire out, is using your hose line. It's not the computer. It's not the technology that's doing this stuff. We're still going into time-proven ways of doing things without the presence of technology. From that aspect, as a line officer, I look at that...
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: communication issues] Failure to communicate is one of them, yeah. But as far as communication from a technical aspect - buildings, dead zones, again, metal buildings, being encased in concrete - you're just not getting that signal out. What is causing communication is possibly the-- in fact is that we have possibly too many radios operating on one fire realm. It can be cumbersome, and lost messages will occur. Some of those are crucial, or non-crucial... Sort of triaging your messages, yeah. What needs to be known, readily known right now? What can wait? If you've got some guy at an active fire that says, "Yeah, I've got a water cooler out on the rig for you guys." You don't need to say that. It's hogging up air time, we'll address it later. I think those are the two communication problems. Those would be the two that I've

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								experienced. I'm sure there's more, but from what I've experienced, those seem to be the two problem issues.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	There are certain benchmarks that must be set and made on the fire ground to be successful and to know what area or what part of the fire you are just by simple benchmarks through the progression of the fire. So heavy reliance and the portable radio is of utmost priority. This is our lifeline to an incident commander out there, but also for other companies in where they're going to be filling in the gaps, and where they're needed, and where they're needed right now.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: portable radios] I've never noticed an issue with that as far as you're looking at weight or user-friendliness. You never give it a thought. There was no problems. There's nothing to draw from is that I have a problem. I haven't had no problems with these. There could be a problem with the portable radio if left outside of your protective equipment due to thermal insult or a thermal exposure to it. Yeah. You'll melt the thing and it becomes useless, then you've got to rely on yelling, or if you're lucky enough, escape a pre-flashover. So if worn right, worn correctly, and following the procedures or guidelines of the fire department, it won't fail you. Most of those things that occur in the fire service, a lot of it is then human error and miscommunication. Communication is a big factor.
Communication	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Good. But there's always room for improvement. We're much better at radio communications, the equipment itself has gotten a lot better. Our frequency availability, at least from the chief officer's standpoint, I can direct companies. Say we had multiple fires in a close proximity, that could be an issue because we would get bleed over communication from a fire. And you wouldn't know if, "Am I hearing a guy that's in trouble at my fire or at the fire that's three blocks from here?" So we have the ability to-- we can offset that now by changing frequencies. There has to be an initiation made by somebody to make sure that that goes down properly. But once it does, if I, for instance, tell, "Hey, everybody on the scene," then I'll give the address. "Everybody here on the scene of "address" [Street] Fire Academy, switch over to ops channel 8 for the

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								remainder of the fire." And then, if they do that, everything's good. Now I won't be miscommunicating a transmission to somebody hearing me on another fire, calling in a Mayday, or something which would really make things bad if we don't know.
Communication	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	We carry-- it's a radio, as well. But the battalion chief-- well, each district in the city here carries a-- they call it a RIB radio, and basically, it's a little stronger. We tend to use it more in high-rises than anything else, just because of the same problem, talking from grade level to the, say, 25th floor became an issue sometimes. And so we would triangulate our communication which, obviously, now you're involving more people. So now our large-scale incidents or fires in high-rise, or anything else that may happen in a high-rise, because the event would be escalated in our city to extra alarms, that radio comes in the building, as well. They set it up and then it aids in the communication from the command, the people that are in command throughout, it trickles down throughout the ranks that are at that incident. So that's been good. Communication wise? On the EMS side, which I really can't speak of, they've come a long way. I know they're already doing a lot of documentation on tablets and things like that, so that helps, I'm sure, on their end as far as documentation goes. Let's see.
Communication	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	... Email's really big on the fire department now and that's only popped up in the last 18 months or so. Yeah. I mean, as far as the way that it's being used now, all the way down to the fire fighter rank, they'll put out maybe, a memo on our shared drive saying, "Check your email." And they'll dump something into the email of every department member. And they'll kind of flag that they should be checking it because it tends to be on the lower ranks that they don't check it as often because there isn't anything too important in there for them. Whereas, at the upper ranks, it's the main source of communication I would say right now, maybe even being abused by some. I've had people in the building here email me something insignificant that worked down the hall from me and I'm like, "Listen. Just come down and talk to me." I mean, really? You're

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								going to say this in an email? Come on.
Communication	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	On your rigs, we have on-board computers. We have the ability to type in narratives to the fire alarm office. They do the same to us if they don't want to transmit something that somebody outside the department may be listening to because people have scanners and listen to us. So we can communicate that way. It also documents all of our arrival times and route times, on the scene times, when we're returning... And now the alarm office can read that and send up a typewritten message to the responding ambulance to let them know what you're encountering. For instance, somebody may say-- they tell us they're HIV-positive, or something, rather than put that out over the air, for the sake of the patient, really, more than anybody.
Communication	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	...Any information I always had, I would always try to just verbally tell everybody because I didn't feel like I should be the only one that knows this. I would leave the firehouse with that printout but if I saw something, I would say, "Hey, the 20th floor, they're saying is loaded with gasoline drums." I would tell everybody [laughter] about it. I don't want to be the only one that knows that. I feel like the more people that know stuff like that, the better. I get technology is there. It's always, "How is it going to be paid for?" So is the near future that we'll all have access to all this information now? That would be great, but I know that's probably not realistic because of budgets.
Communication	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Too much communication. I would say, yes, you can have too-- I'm not trying to dwell on anything specific, but you definitely can have too much at once, depending on how many players there are in the process. As a chief running a fire event, I've many times had to tell people, "Standby, because somebody's breaking in," maybe. And so, there's a problem there, too. I would have to wonder, "Why are they breaking in?" They should be able to hear me having a transmission already, so possibly on their radio, they weren't hearing. So, you have to wonder. But then I would have to stop, contact that person, transmit a message to them, standby so that I could finish what I have going on here. But it becomes

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								a juggling act because I have to decipher in an instant, is what he's trying to tell me more important than me finishing my communication with the person who I- you know what I mean? So yeah, it could be a little hairy sometimes. So can there be too much? Yeah. I've had incidents where there was too much at once. But I don't know if too much is a word you should use with communication, because the more, the better, right? I mean, the more, the better.
Communication	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	... But as soon as I pull up, this is all I have. It's all I have. That, and whatever anybody is transmitting to me that they see that I can't. So it's really all I have as far as technology goes. Now, do I have access to my cell phone? I do. So in a pinch, if this malfunctions, the best that I can do- I can't really contact anybody at the scene that's working, but I can call the firearm office, maybe tell them, "I'm having radio problems. I'm going to secure another radio from somebody else, so I'll get that to you in a minute." I may do something like that. So in a pinch, I could use my cell phone, definitely. Definitely don't go anywhere without it.
Communication	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Right. And there are times that I don't want to transmit certain things over the air. And I'll call our line officer on my cell phone just to let them know, give them an update of something that went down that they might need to know about.
Communication	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	...So I have a big problem with civilian traffic in the building, getting people out. So in our job we- and it's going to vary from department to department. So I have to worry about things like evacuation stairwells, and I have to designate one for people to come out of and one for fire attack. I would automatically- in the city here, I would be asking for a Plan 1, which is at least five ALS ambulances...I have to get a look at that stairwell or at least have people that I can trust that can communicate by radio from the stairwell to me, "Yes, we can get them down from eight. We can negotiate it. Right now, the conditions are okay that we can get them down from eight."... And that puts people's minds at ease a little bit. But if they hear nothing, no communication is good. No communication is the worst kind.

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Communication	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	... So it's all about communication at that point..., I would automatically bring more ambulance personnel just because it sounds like the possibility of there being even more victims is much greater now...So company by company, we will make radio transmissions to make sure that everybody's accounted for from our standpoint. Because without us, now the public has nothing... So again, it would be about proper radio transmissions so that I could get as much information as possible which would enable me to bring in enough resources to mitigate it.
Communication	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Yes, in an incident scene, I think I kind of covered that in terms of I'm the coach when just I get to the scene. If we need to call in more teammates, I do that or, "Hey, now we can let people go," because you have to guess in a way-- "911, what's your emergency?" "My house is on fire," and you get there and it's a trash can, well we don't need seven units. Everybody else go home except for one. "Hey what's your problem?" "Hey, I see a little bit of smoke," we send a smoke investigation unit for smoke investigation, and suddenly it's a big fire. "Hey, we need a bunch of more folks." So juggling that dynamic, helping out with culture and chemistry. When things go awry, I become a counselor and a psychologist all in one.
Communication	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...And so the battalion chiefs all get together at 10:30. They look at how many people are on vacation, sick, or training, and we staff our battalions and we talk on the radio, basically an open-talk channel like a-- when you hit it, everybody else is listening to your conversation or what you're saying and we pick people from a list, as a group, to fill all the spots. And so a radio helps us do that, that is, it doesn't have to be encrypted, it can be open. It's not a big deal. We also send out our orders about, "I have these stations, these people, this movement." And we've created a system on Outlook which is a meeting notice that every station saves, this recurring notice, it's a blank template, and then we go in. And I think every BC does this now where it's, "Here's who's coming to work, who shows off, and here's any special--" like today I've got some people training. Somebody's training at 2:00, somebody's training at

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								3:00, somebody's training in the morning, and so my whole team reads that daily order email or meeting notice, and then they have their marching orders..... So we have the radio that we all get on one channel, say channel one, and we're all listening to that channel. So when the first person gets there, they tell us what they have. "It's a fire. Here's how big it is. Here's what I'm doing."
Communication	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Right. That's right. So we do it on-- we feel like we could predesignate, but instead, we ask all seven to be able to do basically all seven so when they show up they say, "I'm taking task one. And I'm Engine blah, blah, blah." And so my job as a coach now, is my [Name] changes every time. So I've got to remember - I remember because I have a tactical sheet that helps me, a hand-written one - that when [Name] when they go out and say, "Hey, I'm the quarterback," I've got to remember who the quarterback is. So when I get there, I can say, "Hey quarterback, what are the conditions inside the house?" And then they can get back with me. And if something goes wrong and the real, real, real reason, it's a span of control. Where, when you're doing very critical tasks, we have a very small span of control.
Communication	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	And then also, situational awareness, "Oh, being situationally aware. Part of my job role." If you look at The NIOSH 5 and see the reason people die from-- communication is always in the top, not following SOGs, not being accountable, having situational awareness. And if I don't have situational awareness and the crews too, boy, that really puts us in a bad spot.
Communication	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	And that helps me be situationally aware of where it's at, picturing if a hose line, perhaps, would be wise to take right in the front door and go to that back corner. Or if they have super easy access, they might just run down the Delta side to knock it out. That's another option. And so technology. Thermal imaging cameras help us, being able to communicate to everyone at the same time, which has its pros and cons.
Communication	FF	U	Supervising	46-55	21-30	Male	FF-U-001	And also, technology-wise, dispatch, we have a certain number of

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			Field Responder					dispatchers. You can always overwhelm any system. There is no such thing as a bulletproof system. And so we have a certain staffing level. And when we have a fire, we also put a dispatcher on it, meaning they're listening to that channel with the people inside. And they are dedicated to listening to what's going on.
Communication	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So if I am sitting here upfront and I miss something, there is no such thing as multitasking. We can only focus on one thing at a time, be fully engaged. It's a life. You think you can do two. It's just those. So if I'm focused on this and something comes up, and I'm talking somebody and they say, "Command, I need blah, blah, blah," I could totally miss it because I'm auditorily excluding. And dispatch comes in and can say, "Command, the inside crew just asked you for some help. Thank you." And we also bring other people to bear at our command post to help us listen and to be a second set of ears, too. But it takes time, of course.
Communication	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So that's really helpful as we move into-- and also when we have not necessarily our incident scenes, we can watch videos from others. And then basically, I say pretend but just say, "Okay. You're on scene, go. What are you going to do?" And then hear them talk out, "Here's what I'm going to do. I'm going to send command. Pull this kind of line. I'm going to park here." We'll have them draw it on the chalkboard. And show where you would park. "Okay, you're next. What are you going to do?" To run through those plays. Those positions.
Communication	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	There are departments that have older air packs. So the Phase 1 air packs that have the software that reads it, but that was a blah, blah, blah bit system, and now they said, "Hey, this bit is more up-to-date," but the software, they haven't built that bit system integration yet. So I was like, "Oh," because I went and we got to see this in action and I go, "This is great. This gives us more info." And then we have got a team that drone, showing pictures from above. That can only help with situational awareness.
Communication	FF	U	Supervising Field	46-55	21-30	Male	FF-U-001	Right, earlier. Just overwhelm with information because if it's really big and you've got, let's say, 100 people to evacuate, the building is half on



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			Responder					fire and the water supply is jacked, not very good. You have 30 things to do and you've got 4 people to start. And so what you pick and how you start to act and operate, just that whole communication stream is-- somebody else isn't on the page as you, it could just be muddled.
Communication	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Right. Being disciplined, practicing, all those things are things that help, but if you're not-- just like any other sport, if you're not doing a bunch of reps and trying to stay leaning forward-- that's your best opportunity to communicate well, succinctly and with the right message. So you said, "What are the barriers?" So not doing that would be a big barrier.
Communication	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Right. And face-to-face communication will always be the best route. If I'm talking to you right here, if we just put a barrier up right now, inference and stuff will be lost, there may be so many things that we would lose.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Yes. Last week. Brand new radios. And so, we've used the-- we used to use the 5000 Motorola series. Now we use the 8000 Motorola series. We had some comments on the way down here for this. So our communication, in our world, is meant to almost exclusively happen over these radios.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Right. So the radio's of course-- like buying a new sofa. Things have changed a little bit, and you've got to play with it and get used to it. So there's lots of creature comforts that are nice, but at the end of the day, especially when you look at cost and all kinds of stuff, I think that the lion's share of benefit comes on the internal side, on the communication side.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	At a time. And in our organization whoever's got control of this wins and gets to talk. There's some on that channel, and so that has been problematic in some of our-- people that should be talking and saying things can't get out on the radio because someone else is talking. And so, I know some departments handle that through certain people. People are on different channels, or something, people have the ability to talk to certain people.

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Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Well, we have lots of channels but typically we operate on one channel in an incident, but anybody's got a radio. They're all the same. My radio's no different than the kid that came on the job yesterday and he has a radio, too. And so, he can talk same way I can--
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	So giving everyone that fourth radio. The number of channels has great-- when I first came on the job, there were two channels. Right? One for people north of the river and one for people south of the river [laughter], and now it's now we have just hundreds of channels depending on where you are in the city or county or region or what have you. So that is very beneficial that I can get very specific by my region and probably the most important thing, especially since 9/11, is now I have the ability to talk to other public safety resources. If I want to go on the radio and talk to the police, I can talk to the police. If I want to talk to EMS or to the sheriff in a different county or to specialized units like SWAT units, bomb units, I can talk to them. And that's a huge-- in a big event, that's a huge, huge thing.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Sure. Yeah. Yeah. Any message communicated has to be received, it's kind of like a communication loop. But I guess more to my point, any emergency incident, there's good radio traffic and there's bad radio traffic. Good radio traffic is things I need, there are important among different groups that are operating to be successful. And then, there's radio chatter.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	I don't think it's from the technology standpoint. I think it's more from incident dynamics, and human emotions or error or things-- people's ability to handle incident, emergent problems. It's not a communication issue, it's a human error issue.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	People's ability to communicate clearly, and not be-- let me turn this off for you so it doesn't--
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	So people's ability to be concise and clear and communicate their needs, what they need. We tend to-- again, a lot of it's a training component, and if you can imagine my generation versus a new

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								generation that's used to, you know, talk, talk, talk
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	You need to translate for it. You know, any new communication doctrine will tell you that we speak in plain text, ever since-- the presidential directives, NIMS, all that kind of stuff, we're supposed to speak in plain text. There are still organizations that do not, and why they don't, you'll have to ask them.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Sure. There's been times where, in a way-- I've been on incident scenes where the technology has failed. And radio systems or channels have failed, and completely prevented our ability to communicate with each other. Other than line of-- right? I mean right now I can communicate with guys in the next room, just by not moving, by pushing this button. If that fails, how do I communicate with the guys? And I can communicate with you, because you're right here, but I can't communicate with them. And so it's a communication failure, and it's technology failure, that complicates-- when we rely so heavily in our job for this to work. When it fails - which is rare - how do I communicate?
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	So we have lots of-- any of these buildings downtown we've input maps. So it's a great example of communication overload. What a wonderful resource to have if I'm going into one of these big high-rise tall buildings. Right? So it's a great resource to have. No one would ever argue that. But then all the sudden, I've got this 30-page map. It's got everything I want to know about that building on a computer. That's overload because that doesn't--
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Yeah, and I would think that it would be easier than it apparently sounds to make that happen so that everybody could communicate. Just like you and I are having a conversation right now, why can't I have a conversation when everything's pitch black with everything muffled. So that's what I want to see. And I would like to see better thermal camera technology. So I'd like to see more advanced, user-friendly thermal camera technology.
Communication	FF	U	Field	36-45	11-20	Male	FF-U-003	But I would say that almost every line-of-duty death or injury, the

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			Responder					communication side always comes up and it's mostly us just not being confident in what we're doing. If we're confident in what we're doing, we don't even use the radios. The best fire grounds are run when you hardly hear anything.
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	–we're fine. But what it is [crosstalk] is it's cover your butt. So, they have to write down the [manpost?] and did they check the 13s, the 12s, the 10s? As they get PAR they're checking off each unit, instead of just saying, "Who doesn't have PAR?" Yeah, but there's so many things that go into it, but I say that communication side of it's the hardest thing, the technology. It's helped us, and hurt us. Because the easier it gets, the more people want to use it.
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	I would just like it to take a step back. I would like us to just become more reliant on our implicit communication, on using less radio traffic, only saying things that are necessary, really bring things back in because I think we've gotten a little out of control.
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	It usually doesn't because they go to a separate channel when they're responding. They're not responding on your unit, they report to that staging area. And as the battalion chief on scene needs them, he calls for them.
Communication	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	...You didn't depend on the computer to know where everyone was. When the other station was going to go out and be somewhere new, we kind of had– we would talk to each other and we'd know like, "Hey, we're going to go do training. We're going to be on the north side, so if a call comes in in our territory, y'all need to cover." Okay. And now it would almost be impossible to manage that without this system.
Communication	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	...And it's hard to understand the guy who's screaming on the radio through his air mask. And sometimes there is a real mumble and you can't understand it. Clear communications. And then, even more, data as far as you could put some kind of the command, the guy at the command truck would be able to get, like, "Okay. This is our location in the building. This is the temperature that they're experiencing right now.

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								This is the guy's body temperature," maybe, "This is the guy's heart rate," all that stuff. I know some of that's available, but that's information for the command center to make better decisions like, "Hey, this guy is getting really hot. His environment is getting really hot, let's pull him out." That kind of stuff is definitely-- I guess that is what I would like to see is again, maybe a tablet command center or whatever, that he's getting that information right in there.
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	We're fortunate in that we have, on each of our rigs, we have at least one radio per person. There's a mobile radio and we have a pretty robust radio system around town. There's multiple agencies using multiple different frequencies and we're able to communicate with each other on a pretty easy basis. We have a central dispatch that we talk to. They talk to us. We're able to talk to other trucks out in the field. We're able to talk to other agencies. We can talk to police and fire-- or police and EMS if we need to and it's-- the only communication system I know and have known is what we have in [City] and it seems to be a very good system.
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	Well, because I can get on the radio and talk to someone and it's more than likely going to be acknowledged very quickly. The communication is going to be clear even in times of very high call volume or very bad weather, there's usually no service interruption. I can recall throughout the years, where there's never been a time where radios were dead and we couldn't talk to somebody. There are a few unique circumstances where communication goes in and out but for the most part, it's a good system.
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	As we've grown as a department and the way that-- our communication has become more structured. There's more rules regarding how much you should say, how much you should not say. We strive to keep our communications short and to the point. And there's lots of different tactical benchmarks and things that you're expected to say depending on the call that you go to. So that's something that's changed in the last few years, that becoming more structured and rigid and paying more attention to what you're saying on the radio.

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Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	Let's say I'm going to a fire call and there are seven fire trucks going. Dispatch will put us on a separate channel. The department won't hear it unless you're scanning, unless they want to. But anything I say on that tactical channel, everybody hears that's responding, also dispatch hears. And they're kind of waiting. It gives them a picture of kind of what to anticipate when they show up on scene. And dispatch is hearing what I'm saying, recording it, and making notes, and making sure that whatever I say, they will kind of repeat back so that in case somebody misses it, they'll dispatch and catch them up on the back end.
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	...We go one floor underground and radio communication is done for. You can't talk. So we'll try and go to our direct channel, which is kind of a walkie-talkie mode, that works sometimes. But sometimes, it's kind of funny, with all the technology that we do have. We had a call a couple weeks ago, where we were getting somebody unstuck from an elevator. So we had people down in the machine room and we had people on the fourth floor. Radios don't work. Direct is kind of garbled so we just were calling on our cell phones, talking to each other.
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	Not really. I could do it face-to-face but then only the person I told it to knows. And something like that is some big significant deviation from our policies needs to be on a radio so everyone can know, especially the chief and dispatch.
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	Very often when we respond with police in general. We're pretty much when we respond to a medical incident with EMS, which is the third system in [City], but we operate on the same radio channel so if we have to stage for law enforcement to secure the scene, or we're on a scene where law enforcement is involved in the actual scene, it's very difficult to get information from them. We can scan their channels but we don't really have a good process. And maybe it's not so much the communications. It's almost just is getting it solved to communicate better with law enforcement. But we had a fire recently where someone had a gun inside of the house on fire, and so we all had to back out. And then we weren't really sure what police was [doing?], but we can kind of

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								hear their communications, but they don't use plain English, they use 10 codes that we really can't make sense out of. But just if there was a way for us to communicate with police more easily.
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	So when we went downstairs, we're on just a regular channel, repeated channel; didn't get out, just because we were down in a parking garage. So we ended up having to run the incident on the direct channel. But so in the incident that it's a high-rise fire we have to communicate which stairway we are going to use for a fire attack and designate an evacuation stairwell and that's just going out on our regular portable handheld stuff.
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	Okay. Smoke, just at least need some way to communicate to those people and there's a system in [City], that I'm not really too familiar with that-- I know in a lot of the high-rises that we go to fire alarms and stuff they have a Twitter, and I don't know how it even gets activated, but they can communicate with building occupants on some kind of social media. I'm not sure who does it. But we can at least tell people to go inside or just to reassure them, "Hey. It's just this nearby fire that's causing-- and a lot of time stuff like that's handled at the dispatch center. People will call in and they'll say, "Aw, it's just this type of thing." But if you need to just notify people advising them to stay inside because of the smoke or if there is danger from the smoke or from the fire, you can assign additional units. And it just be on scene personnel that would make that call. "Hey. We need additional units to go maybe evacuate these people, or at least to tell them to stay indoors or something."
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	...I guess, maybe notify dispatch to notify the occupants to what's going on. And then also communications with law enforcement and just getting them to block off streets so we can get in there. A lot of times, too, we'll get there-- and this is part of our not communicating well with law enforcement-- they'll park to block people out, but then they'll have a fire apparatus needing to get down there and you don't know who's car it is or where they are, so just trying to get people there. But this

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								communicating better with law enforcement thing is our big issue and it's probably just more of a policy issue than it is a technology issue.
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	You're going to just need communication from on-syncers to not get adequate flow and there's a unit that's assigned to supplement the flow and a lot of times on our-- so it just kind of looks like I thought there'd a sign at the fire department connection that says, "Pump this pressure." But if they don't have that sign, then on our MDCs it says, "Pump this pressure." And it may not even say it on the MDC it hadn't been updated. So you have to go down to the pump room, and then get the pump, and kind of calculate the incoming pressure and the turn pressure that's labeled on the pump. So then you have to kind of just add those up and that's going to give our pressure. So then if all else fails, there's kind of the height of the building and start off in the minimum pressure. And if you have your minimum pressure, like your 150 PSI, plus however many for however many floors it is, then you still aren't getting adequate pressure, then you have to have a way to communicating it, probably just done with our portable radios down below, "Hey, we don't have enough pressure." From the guy at standpipe who will have a valve right there-- or, I'm sorry, a gauge right there, to see how much is flowing. Just the communicating, it's just with our portable radios.
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	...But I guess probably the best way is just through portable radio if there is an issue or maybe even if they were going by the pressure we're supposed to be pumping, but this is not working. Maybe there's pressure reducing valves that nobody knew was in this building for some reason. Yeah, I think just portable radio. I wouldn't really even know a better way to communicate it than just the guy at the standpipe, at the gauge. Yeah, I think just portable radio is probably the best. There's a new upcoming that-- I didn't even know about that would be able to communicate that.
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	Yeah, so that's probably the big one. There's going to be tons of radio traffic, and I'm sure someone is going to hit that button and say, "Emergency traffic. Building collapse." Whatever needs to happen. "Evacuate everybody." If there's a way to, communication-wise, if there's



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								a way just to confirm that that message has been received by everybody-- that would be a cool button to have, just like if there's an emergency event, and everybody has their just like, "Okay. We got it.
Communication	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	...But as far as talking to the cops, that's not-- we have the ability to do that. We have the channels that are in our radio. We get the same text on our MDC that they get. So, there's that. But it's not really interoperable because we would never switch over to talk to them. And they would never switch over to talk to us because, what unit is that? Who is it? We don't know the nomenclature, we don't know the personalities.
Communication	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	Maybe not. And so our brains are not as analytic as one might hope it to be, and so we fill in the gaps. And so that leads to a chain of events that can lead down a bad path. So that would be my number one, communication error. Communication on the radio-- the nice thing in the fire service is that everybody now has a radio. The bad thing is that everybody has a radio. And so, we have this tendency to just talk and talk and talk and talk, but it's meaningless and nobody's taking action, it's just to hear ourselves.
Communication	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	...And then the limiting factor in communications often times is that you go and invest in this system and it has boundaries. And then to change that or to add something into it is usually not compatible, so you end up with a situation of, "You do this with this system and you do that with this system," but they're not integrated.
Communication	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	So I think communication problems start probably from the top. We used to not get our daily expectations I guess, or what you're doing for the day, our layouts...So communication-wise, I wouldn't say anything malfunctioned, or we didn't get our stuff. So Chief's rolling out right now, what he's doing. We do truck checks every morning. He might have told you this, but now we're getting an iPad.
Communication	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	So communication's often very difficult. So the first thing to understand is when a federal asset's coming into a local jurisdiction, we're there to support the local jurisdiction, not to take over from the local

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								jurisdiction...In terms of us communicating with the local resources, like I say, sometimes, we're setting up the incident management structure for them to sort of use. Other times, we're interacting with our existing structure. And sometimes that's involved either exchanging cellphone numbers if the cellphone network is actually up and it will handle the network saturation that's often an issue in the aftermath of one of these events. Or exchanging radios. We sometimes do that. We'll get one of their radios or we'll give them a radio.
Communication	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	--taller, very urbanized areas. And that's certainly presenting us with some challenges. Didn't really get into sort of my whole background, but one of the things I've done is I'm sort of one of the communications guys for the county, and when--
Communication	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	Yeah, basically, doing a sort of a bucket brigade thing where somebody stands here with a radio that's got coverage, and this person's over there with a radio that doesn't have coverage, and then they talk.... And in specific, there's a public safety communications committee within COG, and then under that, there's a fire committee and a police committee.
Communication	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	--in my EMS unit scenario. They've both gone into the incident. So that's where the coverage is really important. To have robust coverage available, to try to minimize the number of times that those single resources find themselves out of communications.
Communication	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...people are in distress and they need help and some of it's life-threatening stuff, but they're very straightforward simple incidents that only require a few units to mitigate the incident. There's not a whole lot of complexity. It doesn't require a whole bunch of additional communication or coordination to manage the incident... one, every unit in [County] would know how to get to that channel, with no confusion, because it's a very simple pattern that everybody can understand. And we would be operating directly on their radio system just as we were a native [County] radio user. So that plan has been implemented throughout the COG region and works very well and helps to coordinate our communications within the fire rescue community.

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Communication	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	They have missed the fact that their radio is on the wrong resource. Occasionally, they get told to go to the wrong resource, and they go where they're told to go, but it turns out that's not the right place to be. That occasionally happens when there's a breakdown in communication between communication centers.
Communication	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	And then when we drop down to Zone 72, we have two more sets. So we can have six simultaneous incidents going on in [County], each incident being allocated three talk groups that are discrete to that incident with no cross-communication across any of those-- nine, not six. I'm sorry. Nine simultaneous incidents with three talk groups a piece, with no cross-communication across any of those nine incidents. But that means users have to change modes on the radio, which we don't normally do. Because 99% of the time [crosstalk] we're using 7 Charlie or 7 Golf. And most people don't get too confused over that, but occasionally, that introduces confusion. So occasionally, there's problems there. The other thing that can sometimes cause communications problems is when we get resources in from outside the COG region.
Communication	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	No. Now the police communication talks to the fire communication, talks to the unit officer to say that it's secure.
Communication	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	There are times that communication gets held above me or there are times that communication is brought down to the station level, and I don't know it. Yeah. So communication, not communicating, is a big deal. That's a thing that we struggle with.
Communication	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	But communication is the biggest thing, obviously not within our job, but on the fire ground too. So it's important. The only problem is, I have to tell you, is that everybody wants to talk.
Communication	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	...I mean, all the military units have-- or military fire department units have at least one [City] portable. So there is the ability to communicate but that's just one person, that's not the whole crew.

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Communication	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	--it's by radio. Sometimes we'll hop on other jurisdictions' channels when it's water rescues that are right on the border. Sometimes we'll have to hop on with [City], or [City], or if it's a Metro assignment where it's [City] and to [City] or G
Communication	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	--you could be the primary but not closest to the scene. And now you might not have the most effective communication.
Communication	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Other fire departments it's very easy because we can all get on the same channel, and we have interoperability. Same with EMS. Law enforcement can be a challenge. Typically the law enforcement people don't want to come to the command post. Funny how who's in charge at the scene is usually-- sometimes difficult. [answering how easy or difficult communication is]
Communication	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	No, we don't have radio interoperability. And that's, for us, I think, a fallacy. We don't want to have interoperability. I don't want to call them on the radio. Tell me where the command post is. We'll get there, we'll meet face to face, and that's how we want that to be done.
Communication	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Yeah. We have some very easy communication back and forth. There's no ambiguity. We're always on the same page.
Communication	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	...So generally my day - if it wasn't on an incident response or an investigation of an injury or something like that - was busy communicating with our vendors, with my boss, the Risk Management Deputy, on what we need to do to project purchases, stuff like that. Lots of vendor meetings. We did quite a bit of face-to-face or conference call meetings about new products coming out or stuff that we want to see that we think that could maybe work for us.
Communication	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	Yeah. I think it's a double-edged sword because, obviously, you don't want to put anything out too early. But as far as kind of updating your people-- I mean our public information office does a pretty good job here of updating the public and citizens as to what's going on, and sometimes we use it as communication.

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Communication	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	...It was so bad that I actually had to get on my phone and call the Battalion Chief, the incident commander on his personal phone. So I went back, typed up the thing, sent it off to our communications liaison basically.
Communication	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	Yes, you're relying on communications for whether train movement stopped, whether power's down, whether the fan status of removing smoke, whether the stations being evacuated. I mean, there's so many things that can't happen while you're talking on a cellphone. You need to get that information out to the entire assignment. Not just from one person on the phone, so.
Communication	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	We have pretty good communication with the surrounding jurisdictions and 10 codes. Everybody's on the same radio so we can talk to each other. That's generally not an issue.
Communication	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	Yeah, no. I think the ability to teach our people, whether it's a first day firefighter or a 30-year chief, radio discipline and effective communications is key-- and that's just not our jurisdiction, that's anywhere. That's kind of key to streamlining everything.
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	The communications come down in a very paramilitary style, so it works its way from the division chief to the battalion chiefs, and the battalion chiefs disseminate that to the house captains. And then, that's when we get it. It'll either go directly from the house captain or through lieutenants to the individual crews. But usually, that's stuff that happens at roll call.
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	But there is some protocols for switching channels. If there's a RIC operation in progress, they'll ask to switch everyone over to a different channel to keep the people involved in RIC on the channel that they were on and just clear traffic away from that. But that's usually up to the division chief. It used to be automatic, but I think they changed it after an incident to prompt the division chief and see if they want to do that.
Communication	FF	U	Field	36-45	11-20	Male	FF-U-010	Q: Okay and so much of your communication is with and through

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			Responder					dispatch? SME: Right
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Most of it's verbal. If it's a major incident, like a fire, a huge auto accident or something like that then you'll have a TAC channel, tactical channel, assigned to you. And if you're not within eyesight of the person who you talk to, it's gonna go over the radio.
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah, like I was talking about, you know some of those incidents where you get there and you find out that this is a police matter or we got dispatched for a small fire and find out it's a big fire when you get there [laughter]. Things like that.
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	I would say, for the most part, it's the accidental transmits and then it's people getting too excited and not trans--or not communicating effectively over the radio and not knowing how to speak into a microphone and have that come out clearly on the other side. A lot of people get up too close and you hear over-modulation [laughter].
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah, it's just professional speaking. We don't send a whole lot of personal messages over the radio [laughter].
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Sometimes we'll get a tiny bit of crossover like they'll use a police code for a deceased person, they'll say like an 801 or an 802 or something like that. Not everybody knows what that means but the dispatchers all know because I think they usually work both sides. But on a day-to-day basis, everything is plain English.
Communication	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Some people do have email and work email on their phone. I don't have it on mine because everything that we get is firefighters at our rank level, also comes over the general orders. So.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Or I'll give you an example, the other night we went to a vehicle crash here, two blocks away on [Street], and the police were first on-scene. And it was a drunk driver in one pickup and then another SUV, and they were both pretty banged up. And so in that case, communication when I first on-scene with the officer, "Just how many victims do you have?" And he would point out, "I have two." And there actually turned out to be a third victim that was sitting down. It's when a officer pointed that out

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								to me, some other officer, and so I went and checked her out. And I go, "Which vehicle were you in?" And she goes, "The black SUV." So I went back and I communicated with the person that was driving that vehicle and I go, "Do you know this person? She says she was in your vehicle." He goes, "No. I've never seen her in my life." So I tell the cops what's going on. Turns out that she was a prostitute that was in the car with him, and he did not--
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Q: So now, when you say, the headsets, they're integrated how? SME: Just within the rig. And the officer has capability to talk to dispatch.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Yeah. So then, outside the rig, everyone else has a radio that can communicate on whatever tactical channel's on. So you can, within the crew on that incident, or to radio. Because I think at radio, someone's assigned to listen to each channel.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	No. I mean, our tours change all the time so you're working with different people, and you get to know how people work. So say you didn't work-- you haven't worked with this person before, it'd be nice just to have a face-to-face and work things out how-- if we do get something, how things should go.
Communication	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Because in the radio-- that dispatch knows that that radio's assigned to whoever's on that roster. So if you go missing-- God forbid you go missing on a call, they will know who's missing.
Communication	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	So it's usually on radio. So at an instant when we get there which they come in and check in with the chief, I'm usually just listening. I'm the second set of ears and I'm just moving people because he doesn't have to tell me, I can just hear it, right?
Communication	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	And then they'll go do their assignment and then you're listening on the radio. They'll either say it-- so like the chief is usually head of fire attack and then you assign all these companies to fire attack. So if somebody in fire attack says, "Okay we're done, we're coming out," or whatever, then I can hear that and I'm like, "Okay, they're either coming up."
Communication	FF	U	Supervising	46-55	21-30	Female	FF-U-013	Well like with our radios and stuff, sometimes they don't work when you

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			Field Responder					go below grade. They don't work some in the high-rise because the concrete and so then that-- and that for our job realistically, 99.9% of when things go bad is because communications has either been nonexistent or muffled or miscommunicated or something. It's something to do with communication. I think it goes across the board for relationships in general, right [laughter]? Life in general, any problem is usually some sort of lack of communication. So we do run into problems with the radios in buildings. We get around it. Luckily we've had it happen enough now so when it does happen and we have enough people on scene, we'll have people go to direct channels and then we just have to kind of get in a line of sight. It's almost like the old bucket brigade and you have to kind of stay and feed that information back up and down the stairs, or up a building. So it's a little harder when we're going up into a high-rise because then trying to get communications back down if it's closed is hard. The basement's a little bit easier because it's usually only so far down and then you have stairs. So that's probably the biggest thing is when our radios don't work and then it's kind of like you're dead in the water because we really need to be able to communicate and orchestrate stuff because that's where the danger is. Is that if people start freelancing and doing their own thing because they're not being directed, they can do things that are going to hurt other people without knowing it because they don't know when
Communication	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	--where we're operating. We have different radios that we carry that have some different loads of zones that we can go to, that other firefighters don't have the ability to do. They're broken down into the airport zone, and then some mutual aid zones that
Communication	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Yeah. I mean, if I went on the call right now, I would be dealing with two battalion chiefs, three engines, two truck companies, a rescue squad, so I have a lot of people. So 35 radios are showing up that I have the ability to communicate with. And so we organize that by either just talking to the officer in charge of those engines or breaking them up into groups and talking to just one person using the span of control to be able to talk



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								to people correctly. But yeah. There's a lot showing up, and that's a good thing, and it can be a hindrance sometimes. Somebody gets with a stuck-open mic. So if you're working doing something, and your microphone ends up in the wrong place and it opens, then everybody on the fire ground loses communications.
Communication	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	So if we were all at an incident right now and we were on the same frequency, and you happened to be on an open channel-- oh, I talk to the communication center on a different channel. Yes, I do. Yes.
Communication	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Well, I mean, there's two facets to that. We take care of 99.9% of our stuff with just our department within the city and county of [City]. There are some areas to the south of us that we might interact with them a little bit. But when I'm talking about the mutual aid component of things, along the sea, the ocean, and out towards the Golden Gate Bridge, we may have to communicate with the coast guard, and the CHP helicopter, and maybe another department for a boat in distress or somebody that's in distress in the water. And so, if we have to communicate with them, we need to have the ability to quickly find that channel and talk to them instead of having to go through zones to try and find them.
Communication	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	... The verbal communications is kind of what we see when we pull up to an accident or fire, how we do our assignment verbally so people are listening to the channel that they're responding on. So a lot of it is verbal traffic. And then when we're working in the incident, if it gets real busy, we'll break it up into two different channels. So a lot of it is verbal communications, not necessarily data-driven at that point.
Communication	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	They are. Within our county, [County], that's how we communicate with the hospitals. When we're doing patient transports, it's all done over cell phone verbal communications.
Communication	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	What I find after doing it for 15 years now is the relationships, and who your point of contacts are, and how you maintain those relationships. Because you don't always have a lot of time to start trying to figure out who's who in the sandbox when you need to make decisions and get

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								mission-critical communications backup. And it could be a line of sight communications. It could be regional communication. But you need to have some plans and some contacts so when stuff goes south, you can reach out and have those conversations.
Communication	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	In our geographical area, fire and EMS, it's relatively easy for us to communicate across those two disciplines because mainly the fire service dispatches the EMS component, so we're tied at the hip because we're responding. Law enforcement's kind of a different animal. We have inter-op talk groups and channels that we can communicate on. But the law enforcement side, they don't like leaving that dispatch channel, which is their lifeline to their dispatchers, to their vacation center. And to get them off and talking to somebody else, it makes them nervous if they're missing something over here on their primary dispatch channel. So trying to get that-- I want to say it's challenging to get the law enforcement to come over to the inter-op side of the world. They're learning ICS. As of 10 years ago, they couldn't spell ICS. Now through grant funding and kind of through Department of Homeland Security, it's becoming the norm of communications, clear text, and the structure of how we run incidents. It's using ICS. So it's becoming easier, but there's still that gap of having them come over to one of our inter-op talks to share information without going through the dispatch centers. I'm sure it's better in other parts of the country than it is other places, but--
Communication	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	And I'm going to preface this with the fire side first. And I think from the fire service in [State], we do a very good job communicating with one another because we have what we call a Master Mutual Aid Agreement. And we move fire trucks from end of the state to the other very easily and very quickly. And we have an agreement that we all have this set number of channels in all of our radios, and they're all the same. So no matter where we move in the state, we have a set of radio channel that we can jump to for interoperability to work with other agencies.
Communication	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	As in terms of instant management teams being called up and-- yeah. There's challenges, but I think we deal with it so fluidly. When we get

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								called up, there's 56 of us, and we get called up. And there's four of us on my team that deals strictly with communication stuff.
Communication	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	I'm not sure I can answer that question just because in every after action review, communications is in the top three items that need to be reviewed and improved upon. And so, I mean, I don't know if I can answer the question if it's helped or hindered. We're still in the top three of items that always seem to be an issue in any major event. I'm sure it enhances it to some point, but we may rely on the technology to share that information where verbal communications could have, should have been directly involved. And I mean, that could have been walking up and talking to somebody, versus trying to send them a message through an MDT, and the system being down or congested, and it never made it there to where-- it's dependent on the situation and what's happened, but--
Communication	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	Yeah. It needs to happen at the Incident Commander level. That's where the interoperable needs-- when the police want something and the fire chief says, "Okay." Then he tells his people, and vice versa. That way command and control is maintained, we have accountability of what's happening on the scene, we both know what-- the police and fire know what's happening, who's been requested to do different tasks.
Communication	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Yeah. Primarily email is the mainstream communication model. Going on right now, at 8:05 every morning, there's a conference call with the battalion chief. The battalion chief is the shift supervisor for all nine stations. That conference call will go over what's on the schedule for the day, what issues there are, what training is going on, what companies are out of service for training or maintenance or whatever. It's just sort of a collective gathering on the phone that okay, I wasn't aware, I didn't read the email yet, but today is X. So for example, there was training that was scheduled in [City] this morning that has been canceled. And so that information was sent out via email last week and it will be confirmed this morning that there's no required in [City] today. And then face-to-face sometimes when you meet up with-- the battalion chief will

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								go around to the stations and meet with the crews and confirm that this is the chief's meeting minutes. I want to go over it with you, with the crew. So there's the physical, face-to-face communication as well.
Communication	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	At face value, it's very difficult. There's different radio frequencies, there's different broadband channels, there's different physical radios. For someone to try and communicate with [City] police, unless there's handed down knowledge of, I'll go to this channel and you can talk to the dispatch center in [City], just fine. You wouldn't know that trying to communicate with agencies outside of our dispatch center. Our dispatch center is in [City]. It's called NORCOM, N-O-R-C-O-M. And they dispatch for approximately 20-plus fire agencies and several police agencies, and so if I wanted to talk to the [City] Police Department dispatch center, separate, just down the street, I would have to talk to my [City] communications specialist. And then they would have to contact [City] police and we relay that information in three-way communication versus just getting on the radio, turning the knob and contacting the dispatch center myself.
Communication	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Right. So sometimes if some of our stations that are near the border of [County]-- we're zone one, they're zone three. They'll just get on the radio and they already know because they work at that station that you go to Valley Com automatically and you just communicate with them directly and leave NORCOM out. However, that causes some problems because if I'm just going to communicate with someone over here and I don't let you know that I'm doing that, that puts confusion on your end.
Communication	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	And it's prevalent sometimes when, let's say city of [City] fire department requests a task force or a strike team of units. They need a dozen fire trucks to go to a big fire. Well, for us to get that information and to rally those trucks and then making sure all those different fire trucks get on the same channel, that's a major problem. Maybe two out of the 10 fire trucks would be able to go to the proper channel to communicate--
Communication	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Unless you've done it before. And that's the problem. It's not a continual thing. There isn't a required training module. It's, "Oh yeah, 10 years ago I

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								remember I went in on a big fire and I went to this channel and I talked to the dispatch center." So there are definitely some gaps. I want to say it's not a failure rate of 100% but there's definitely gaps that need to be communicated.
Communication	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Yes. So I have a department issued phone in the training division but each company officer, lieutenant or captain or battalion chief, will have a department issued phone. And that's their means of communicating just for that crew and that shift.
Communication	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	--good time to do that. And if I choose not to upgrade that, then I can't get that information and I have to go to an alternative means, and that's radio communication.
Communication	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Yeah, sometimes they do, but oftentimes they do not. So, yeah, oftentimes there's not a lot of communication currently between the building owners and us, or no method for them to do that yet. So a lot of it is just rely on us noticing that something has moved or is relevant, and then marking that on our paper, communicating it to the people that would maintain that system, who can then disseminate that information out to everybody else, so.
Communication	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Yeah. Certainly, so communication within our station is almost always face-to-face. And even often with our outlying stations it's-- I guess it wouldn't be face-to-face. It's often over the phone if you want to-- there's nine stations in [City] that are staffed [inaudible]. So face-to-face communication and then a lot of telephone. If you wanted to reach somebody, we can see in our staffing, daily staffing, kind of software where everybody's at. So if you need to get somebody, "Oh, this person is at station such and such. I'm going to call that station." Communication from the administration is very much not face-to-face, it's through email. The department relies a tremendous amount on email for communication, and yeah, to the extent that it's almost, at some degree, starting to become a problem, I would say. Just the fact that everything is just kind of-- if I've pushed out an email, I assume it's read by everybody and just lots of email, lots of communication that way. So,

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								anyway, so the inner crew, definitely face-to-face. Your direct supervisor, face-to-face. Communication to and from admin, a lot of it is not face-to-face and done via email.
Communication	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	It's very easy when the calls are small, and it's very challenging when the calls are big. So most of the communication is done through radio, and radio is a one-time, one-person-gets-to-talk type of thing, technology, right? So if we just need to talk to one other unit or we need to talk to the dispatching agency or we need to talk to one police officer, it's not that difficult. I suppose it is a little more difficult for us to communicate to police just because they're on a just different channel--
Communication	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	No. Anything like that is done over the radio. So if we have a question, or if we want to communicate something back, it's pick up the radio and call them. They have the capacity to type on their end and send us information about the call. So they would send us then, what type of call we're going to, what kind of notes they have from the dispatcher who took the call. So that's the other piece of technology that's in all of our apparatus. We have recently, somewhat recently, started to make use of mobile devices - smartphones, tablets. So we use those, primarily, right now just to access those pre-fire plans that we have. They can also be used to do a variety of other things, but that's typically what we use them for. I suppose the other element that we're starting to use those smart devices for is there are some third-party applications out there that will help us route to the calls and mapping applications that--
Communication	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	It's not difficult. We, typically, only interact with police when we have a joint incident. So something that requires law enforcement and an EMS response. And then, same thing kind of applies if we're in close proximity. We'll have face-to-face communication. If it's not necessarily close, then we can listen in on a couple of their radio channels with our portable radios, and our dispatchers can also patch us together onto the same tactical channel if that's necessary.
Communication	FF	S	Other Public	36-45	11-20	Male	FF-S-033	Most of our incidents were on channel one. And so you're used to just going to channel one, but this incident's on channel two-- and this has

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			Safety Personnel					happened to me, where you've been on scene and you're making communications but you're on the wrong channel. And so you're telling people information that they're not receiving. And then, by the time you've figured it out and you realized it--
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Most of the communication all goes through our alarm center. So if I'm on scene and I need the cops, I usually don't call the cops. I'll call my dispatch to indicate that I need [City]PD expedited or a backup, or whatever the case may be.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	It can be, right? Because it just not only provides another step in the communication as far as what you're communicating, the length of what you can communicate, how well that is transferred from your intentions were versus what-- right, the whole thing, tell one person and go around a circle. But also, it delays in time.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	It just depends what kind of run. If it's an aid run and there's four of us there, obviously it's just face-to-face. There might be times where I get separated from-- we get separated from the driver, based upon we have to go up in a high-rise and I keep him downstairs to wait for the medics. To let them in the front door because it was locked, or something like that. There's times where medics are responding and I'll give them a report. So there are times that I'm using my radio on the designated channel. For fire responses, when you've got multiple units going, and you've got-- I come in and I take command in the lobby, and then I send a unit up to investigate, we're definitely communicating via radio.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Not normally. Normally, it's pretty good. They've got quite a few within the 800 megahertz system. There's quite a few towers. And specifically within [City], we've got three or four. I think it was three. I don't think we have a fourth one. But, no, I would say the majority of the time communication is pretty good. Other than too much communication.
Communication	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Wherever I am, they can know that Lieutenant [Name] is right there. If I fall through a floor, next thing they know is that I'm on floor 22. The ability to maybe be able to track people with individual GPSs in our

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								backpacks, in our radios, something like that. So at any given point that the command post, like you see in the movies with everyone standing around the big 3D, 3-dimensional, and you could see where all your units are, all your people. I mean, you want to talk about making the fire scene safer, as well as more efficient. And in that way too, I think it would alleviate communication. Because a lot of the communication we do, is because they don't-- maybe I'm having to update where I'm going. I've cleared this floor, I'm going to the second floor. Well, that's good to know. And, yes, there's times you're going to want to say that. But sometimes, you're having to communicate because you don't know where somebody is or what's going on. And to have an ability to see that, will probably alleviate communication to a large degree.
Communication	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S5] I know there is, definitely on their standpoint. But sitting here, I try to keep and kind of do my own thing, in the sense of I make a lot of contacts within the community daily, whether it's in our car seat checks, whether it's dealing with people within the city, within the school district, within parent groups, within a big variety. And then on top of that, with their emergencies, it's communicating with the media regularly. So even if I'm not aware of something going on, necessarily here, the media will call, and then I would go online in the middle of the night and check and see what the emergency is to be able to communicate with the crew that's on the emergency before I go back to the media, and to make sure that I'm putting out the right information.
Communication	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] On scene, yeah, probably the radio. That's going to be how we're going to communicate with dispatch. And that's how we'd communicate with incoming units if we're calling for additional resources, talking to them about asking for things to bring into the scene. if we need something like a back board or something like that or the stretcher, we could tell them through the radio what we would need while they're still in route. And then, even if they're out of the rig.
Communication	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] It depends. Not often, but if-- so say we're on a call and there's something we need from the engine company that's the kind of thing



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								that's a little bit more complex than just saying, "Hey, I need you to grab such and such off the rig." Sometimes the officer will call and say, "Hey, call me on the cell phone." So that way you can just communicate straight back and forth instead of having to wait and ensure the radio traffic is clear to pass your information, but it's not that often.
Communication	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] Yeah, I mean, if he doesn't have an iPhone and I do, then, of course, we're not going to communicate. But if he has a certain app that will communicate with my FaceTime, then we can effectively communicate the same way. But turning that camera on and sending that video feed outside while you're in some sort of environment that not everybody can be in is pretty crucial.
Communication	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] Even kind of we as I department, I think we're very strong in the practice of the chain of command. Right? So if [Name] was my lieutenant for a long time or when [Name] is sitting right seat of the engine and we going in an incident, unless there is something desperately wrong or I need to communicate with something that he's asked me to keep communicating to him with or about, I'm not talking on the radio. He's the lieutenant and that kind of helps filter it a little bit, right? Not every guy is going to be out there going, "Oh, I see this, I see this." I'm going to come straight to [Name] and I'd say, "Hey, did you catch that?" And filter it that way. It's probably the most-- I believe it's the most appropriate way to try to manage that radio traffic and get the most critical information out there in an appropriate manner.
Communication	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] It's a double edged sword, however. Not [inaudible] texting versus a whole bunch of different phone calls. When communication occurs over the radio, everybody gets to hear it. Not everybody gets to hear the face-to-face communication, so I used to not like to have a whole lot of radio communication, for instance. I would always try to do face-to-face. What I found was is it created a lack of situational awareness on the incident as a whole, so it was really incumbent upon me to make sure that as the incident commander, I transmitted out important information. But if I needed-- if he was the guy, I would get the information from him face-to-

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								face, because when I have a face-to-face conversation, then I'm going to have the best of what he says. I may be able to read a lot into what he says based upon how he's saying it and the look on his face while he's saying it.
Communication	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] How do mean? So I can talk to you from my level. I send out an occasional email explaining what's going on in the department. I would love to meet with every crew once in a while, but that's 54 stops. So by the time I get to the 54th, everything is changed from the first one. It's impossible. So we have to depend on the information coming from [Name] to the battalion chiefs that can go out and communicate with the crews. I think it's important for the chief to get out, but it's impossible to get to all the stations.
Communication	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] I think it's worth looking into in the future. I think it's-- we have a new chief coming in. It will be anxious to see his view on what he thinks, how he communicates. But I think there's a few things to try.
Communication	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] Mostly. I talk to my battalion chiefs, usually at least one of them daily, out of the three that are on. So I do talk to them by phone, cell phone more than anything. A couple of them I see. I see one more than the others because he's in this area. But email is probably our number one. It's the only way to get out to 300 people.
Communication	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	So I communicate with the folks within the organization. I communicate with folks in the community. I mean, I do a lot of that through phone calling, emailing. It just depends on the situation how I would do that. Sometimes, text message. That's probably the rarest form. Other than, "Hey, are you almost here?" You know, something small like that.
Communication	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	[S2] Well, on my level maybe a little bit differently than on somebody who's actually responding to the incident [laughter]. They would probably be communicating via radio, whereas I would probably be communicating via cell phone to somebody else, whether it be the police PIO or our PIO or-- so mine is mostly in major incidents via cell phone. If our cell phones went down, I think I would be in trouble

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								[laughter].
Communication	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	[S2] So I have been on a couple incidents where I was in the rig for the fires in Okanagan, and a lot of that communication was-- well, we communicated well within our group. A lot of it, we had to go-- while we had the cell phone numbers, they weren't always answering. So a lot of times, we actually drove to the site where the other group of PIOs were to ask those questions because just-- but what we did that we found worked well, was having a conference call every morning at a certain time, so that people had it on their schedule in the morning. So that worked pretty well. But, again, if you didn't have phone service, I think it would be really a struggle. Same with if there was no email, or text, or [laughter]--
Communication	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	[S2] Yeah. And currently, there is no way for them to know what we've done on our inspections, and the things that we've found. And sometimes we try and communicate some of the big stuff like hazardous materials and things like that. We'll communicate with our hazmat team and our hazmat folks, but there's no way to automatically have those things update. So if it's not us handing it to them, it's-- yeah. So just our regular old annual inspections, they don't have access to those.
Communication	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	[S2] I think sometimes you just don't recognize that you have a message that needs to be communicated [laughter]. Sometimes it's like you may be doing something or working on a project, and you may not think about the impact that it might have on somebody else or another division. So I think maybe sometimes you just don't recognize the need to communicate what you're doing [laughter]. But I think, overall, our communication here is pretty good. I mean, I guess we try and do a good job of letting each other know what's happening. So--
Communication	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Computers, yep, all that business. I do believe there is a-- I use email a lot to get a general message out to the troops that I need to-- it needs to be-- everyone needs to be notified, and it's not something I can go meet up with everybody and notify them. So I use it all the time for that kind of

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								thing, and I get those as well. I mean, we use email a lot for communicating. It's just the way it is now.
Communication	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Calls come in a couple different ways. So we have South Sound 911, which is our regional communication, which you're aware of that I'm sure. So 911 calls go to the dispatch center. Well, they go do the primary, and we're considered secondary. So they go to the Firecom. Firecom plugs them, does their CAD business, and pushes it out to the stations over VHF to the majority of our stations with the exception of this one right now. It's a VHF system, and then now we're getting into things that I'm-- I don't know a lot about technology when it comes to this stuff, just kind of what I know. It's gets pushed out to the stations. This station has a unique system. It's US Digital. It's something we put in last year or the year before. It's pushed out a different way from Firecom. They have a backbone built in the Firecom and it gets pushed out via either computer lines or something, and it triggers an alarm in the stations. So we have that.
Communication	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	So that's where the guys are sitting in their-- guys, girls sitting in things, and the lights go on, and they get all that business. But we also use Active911, which is the program in our phone, that is also triggered through Firecom through the CAD. It's an automatic trigger that when they do their business and hit send, it pushes it out here, and it's just a text-- well, actually there's two ways. We receive a text message through regular texting and then through Active911, which is a program we purchased and utilize.
Communication	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	They are using either the radio-- they're communicating back to dispatch or communicating with other resources that are responding, say, if there's multiple engines or battalion chiefs that they communicate via the radio. And then they'll use the company phone to make contact to the hospitals for EMS type contacts that they need to get patient reports or whomever they may need to call.
Communication	FF	S	Supervising Field	46-55	31-40	Male	FF-S-038	...Everybody needs to know they're on that channel because dispatch can't hear it at all because they can't communicate on a direct channel

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			Responder					like that. So the incident commander has got to be very careful when he uses that channel, which we don't use very often because we haven't had the need to use it very often.
Communication	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Yes. Monitoring the radio, windows up. They may get somebody that comes up to their window that wants to ask them a question. Unless they're ready with everything they're going they won't roll their window down and talk to that person yet. Now if the person-- if it's an emergency, certainly, but we've become disciplined, I guess, in that aspect where we understand the importance of listening and paying attention to the radio.
Communication	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Being a very active community we do a lot of back country rescue and communications again is one of our biggest issues so we kind of look at different ways that we can improve communications and have backup communications for those responders that are going out into the field because especially during winter with avalanches there's so many additional hazards that the responders face out there added on top of it so what we've been using between the radios, hand radio we've also started using [name] units which are similar to the spot units for tracking of our members and our teams. The nice part of the [name] units is that we can actively track where they are out in the field where it will send a location and it also has freeform text messaging so they can either say if they've lost all other communications to the satellite they can then request a helicopter there to their location which will then give us the coordinates and everything and we use this summer actually on a rescue where they were I think 30 miles out a canyon where we didn't have radio communications and I was actually at home and received a message on my phone that they were just letting us know that they were okay.
Communication	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	No but the [name] thing is another tool that for me like back at the fire academy if I hear a call or see a call come in on the phone I can then turn on the radio and monitor the traffic back at the fire academy and see if it's anything that I can help with from back there and we have we

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								can communicate directly with each other and it basically just gives us more tools when one goes down that we can then access another one to kind of communicate with each other.
Communication	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Yeah I think there's the different levels of communication whether it's just within like internal with an organization for getting stuff done can be a problem where certain stuff that needs to be relayed doesn't and stuff that doesn't need to be relayed does and then from a paper call perspective it's just having that because it's not their full time job. It's one of those things that they listen to the radio and they don't get on the radio very often so that's part of the problem with calls and that kind of thing is not having the experience on the radio.
Communication	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Another kind of aspect I guess would be when if somebody starts saying something on the radio that's different then the volunteers hear it and think that's what's supposed to happen so then they start using it so then it becomes a bigger problem again and yeah I guess communication in general is one of those things that if you can just most problems can be solved if they're brought to people's attention and talked about it but that doesn't always get through to people and so it kind of builds up and becomes a bigger issue.
Communication	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	But yeah just having that ability to launch a drone in the back country so that's one of those things that I definitely see that progressing and that's using more of them around here but also for seeing size ups so having that ability to launch a drone and have it arrive on scene before us so that the officers can have it on their iPad and be able to do kind of that 360 a little bit before we get there because we get so much snow it makes it difficult to do that 360 and actually determine everything about the building so it's not uncommon for us to have 5 to 10 feet of snow around a house that we're trying to trudge around to see what's going on or what kind of structure we have and so have that ability to do the virtual 360 would be huge and yeah I think the improvements of communication will be interesting to see what happens in five years.
Communication	FF	R	Supervising	Not	Not	Male	FF-R-046	When we've had some incidents where people have tried to use incident

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			Field Responder	specified	specified			command where like on a wild line fire. You have the communications unit right and they do all the radios, they clone everything so everything works, they put repeaters out but it's a big incident so we've had people who think of smaller incidents as needing all this stuff and the reality is we don't have the staff and if it's an isolated incident that's a low frequency you know high risk thing that involves ten people we don't need a communications unit with all these different channels.
Communication	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Currently we have just switched to an app on our phones on our smartphones that's called [Application]. With it, it will the app will come across our tone for our department will go out and then it will give us the information for the call, it will be followed by a text through text messaging through that system we can either say we're responding to the scene if we're closer than where we're at to the scene or we can respond to our department or we can stand down and in doing that through the app it goes directly to everybody on the department so everybody knows who is showing up and it also goes to dispatch and they can know okay we have a firefighter or EMR that is in route either to the station or to the scene. So it helps with a lot of confusion. Let's see we've only been on this app for 2 or 3 months maybe 4 months no about 4 months so it's still relatively new. Prior to that we were using what was called [Application] another app and then we still have the text messages and a phone call that would come through but through that we just see the deal and look at it and go and we didn't know who was responding so what we were doing is we were on the phone and calling are you coming? Or calling the chief saying hey, I'm at least showing up you know and then or if what I would normally do is I would call the dispatch and say I am in route to the station.
Communication	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Mostly through our radios. What we can do is say we show up on a scene and we need additional help we will radio in to [County] to our dispatch and say can you dispatch so and so for assistance? And so they will they'll do that and send them out and then once they're on scene we can all get on the same radio frequency and then

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								communicate with each other.
Communication	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	I have maps and stuff on my phone. It's not through the department but if I ever needed to I could pull it up. The [application] app does have a mapping part on it to where they can with the E911 systems that we have in place now that dispatch can pinpoint that call for us and then if we need to we can map it out.
Communication	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	On another department that I am on [name] they have one rig that does have a headset that is very beneficial because the guy on the back can say hey you know we need to go over here where if the guy driving can't see it but then the guy driving is the one communicating and can listen inside. So that can be a problem you know if we're out and just not being able to hear our devices.
Communication	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	On the scene just guys being able to you know hear their radios you know if they're in and out because you get on scene things are loud. You're going to have to yell at guys you know face to face. I mean you and I are what five feet apart we'd be hollering at each other most of the time trying to communicate you know depending on the scene. Just being able to hear each other and you know so we can understand each other that would be a main thing I think on a lot of it.
Communication	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	I'd say so. Our I think that goes back to working together because you have to have communication but it's a good relationship. I know when I've worked here and EMS, SO, Sheriff's office comes by and chit chat a little bit. Public safety is a brotherhood volunteer or paid. Ya'll experience such tragic and wonderful things you have to know each other and it helps to know each other especially when you're working. It's a good feeling of comradery and also you know it's good to know that people know you and have your back.
Communication	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Are we talking about on a scene which to me is what's going to be the most important. Lack of communication. Lack of being familiar with the incident command system. That being said lack of knowing how to use the incident command system in the setting with the resources you are



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								provided. So you ask people to go out raise money for barbeques, respond to calls in the middle of the night and then you say oh you need to go take some classes too.
Communication	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Yeah. Communication is invaluable whether it's over radio, whether it's face to face. In light of 9/11, [Name] as brand as it is it is vital to understand at least the basic incident command system. It's the first step in safety and from that you know it responds whether it's face to face verbal, whether it's over radio communication things of that nature. On a scale of 1 to 10 out here our communication on scene I would rate it at a six.
Communication	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Yeah we have a system called Voice net. Voice net is pretty much attached to our radio communication center. As soon as we get a call they will tone out pretty much give you a certain buzz to say there's a fire, there's a medical alarm and it will say exactly who is being dispatched.
Communication	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	Q: Okay and so the initial stuff is coming through on the radio. The same information coming through on the MDT? [speaker 3] SME: Yes, yes ma'am.
Communication	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	Q: I meant to also ask are there call takers and dispatchers or just? [speaker 3] SME: Yes. We have call takers taking in a call.
Communication	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	Q: And is that does communication vary depending on where they are? [speaker 3] SME: Generally.
Communication	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Just being closer to the airport. We deal with a lot I know a lot of spots when I worked at an airport there were a lot of dead spots out at the airport. There weren't a lot of reception because you know their antennas are a lot stronger than ours so but for the most part not too bad just a lot of dead spots around there.
Communication	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Not really. Just because of the dead zone you don't realize too many on the terminal it's pretty strong so your dead zones would be out on the runway somewhere but more so in the terminal it's pretty cool in the terminal.

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Communication	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] All involved. Any way you can get your word across is the best way.
Communication	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] I prefer face to face but if there's a fire in this building on multiple floors and he's doing something above me somewhere in the building that's going to affect my operation on this floor of course we're going to be talking on the radio but me personally I prefer if we can do a face to face at some point during that incident.
Communication	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] And from time to time if you have multiple crews working you may get some walk over or if individuals work together and he's in charge and he's trying to communicate there may be some kind of I don't know if the new radios do some type of echo or I may have to move off from them.
Communication	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Training. The little stuff that you said is all the majority of it besides you going to a basement you know don't work everything else is in there most of the time.
Communication	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	It is all radio dispatch and it's all--I mean if I have somebody somewhere I can get them to like email it to me or something using either getting it on my iPhone or whatever 'cause we all have our own technology but in terms of having the technology to bring in the information available. I mean I can call--if I'm outside this building, if I'm dealing with a suspect on an arson or a car that we're investigating or whatever I can get any information I want sent to me over the radio and then they'll copy it to the CAD and we get that later on. But in terms of having something printed in front of you that you can sit there and walk up and say, okay, when she reads me--if she gives me a VIN which is sometimes the only way I can identify a car I've got to go sit and write it down then go take it back or I can read it to her and she can say, yeah, that's what it is.
Communication	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Now let me tell you this. We have... other than the 2 radio systems that we're dispatched across 'cause we're dispatched still across 2 different ones because that's a rating thing, for rating purposes. But we also use other technology that we don't get credit for but a lot of people get their

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								messages this way. We have a tech service that we use that comes out of here that AT&T does. It's through the AT&T system and then we pay for what's called Active 911 and that system sends a message to our phones. And those 2 things seems to go down more than--frequently. And it's not--usually it's just some little glitch and once they figure out it's down, the biggest thing is figuring out it's down. Once you know it's down, you tell them and they figure out how to fix it most if the time.
Communication	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	If they don't have one, they don't get that service. But other than that, no. I mean none of us complain about the fact that we're using our own. You know? It's a nice feature for 2 reasons. One) I don't have to carry the radio. Let's say I want to go to dinner which I carry mine if I'm in the [County] but if I'm close by, I can leave, you know, I can leave the radio outside. It'll--there is a delay in it though. The text messages, some of them come before the tones do because as soon as they're generating the call it'll generate the text message. So we'll--a lot of time and I've got a couple of people, we call it across the concrete divide or the road between the two, as soon as they get a text message they want to start calling on the radio do we have a call?
Communication	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Not understanding they're still building the call. You know if you get the text message and you're that worried, go get in the truck and wait for them, you know to tell you to go. But... used to the Active 911 would hit first. We'd get an Active 911, it tells you what it is, where it's at, same thing the text message shows but Active 911 actually builds you a map to where--from where you're at to it. It's helpful. You know all of those technologies, they're--one's extreme, you know one does a whole lot more for you, one does a little less. I can, on Active 911 I can hit a button and them I'm going.
Communication	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	It's... not difficult with the 700 radio. It's a matter of me turning a knob. And I can talk to any one of them that's coming to the scene with--I mean I regularly do it. I should get the call and just turn the knob all the way to response coord and we should all be there. And I'm--since that's on my mind, I'm going to talk to [Name] about prompting them to do it.

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								To tell them to go do it.
Communication	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Impossible to talk to. We have--it's not impossible. We'd have to go to a region frequency. See one of the things that aggravates me about the 700 system in [state] is that that radio works everywhere in the state. But if I'm in [city] which I regularly--I go to [city], I go to [city], I go to everywhere, if I'm going down the road and run across a problem I have to go into that radio to find something that might let me talk to somebody. I can go and have immediate help or I can pick up the phone and dial 911 and have to go through a series of operators instead of saying, hey, I need a trooper to come to this area or , hey, I need, because I--they monitor our region channel, okay? And I can get to our region channel pretty easy.
Communication	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	But when I go to another region channel you don't know whether those organizations monitor it. State police usually do. They can get you to one of the others. But. 911, I'm not doing anybody else any more good than [Name] driving down the road because I can call them on the radio and say this is what I have, this is what I need, and bang, it should be done. Where instead calling 911 and they're going to just go through their normal deal and they may be sending me what stuff I don't need when I can say, hey, this is all I need for this particular thing.
Communication	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Well I own my own and I have the latest version of the iPad Pro. I think the others probably have Airs or Air 2's. So I mean they're functional. We're not having any issues with those. Over there you can find everything from the latest Samsung and you know they all have something. They all know how to make it work for what we do. But it's not the primary communication, you know, on a scene. If we got out on something that's long term, we have Wi-Fi hotspots, we have computers that we could bring out. But in terms of it showing up on the truck or you driving down the road, getting the information you need, it's not happening for most of the people.
Communication	FF	R	Supervising Field	46-55	21-30	Male	FF-R-051	And if the system says, hey, I'm sending you to my house, okay? If the system has the data it ought to be bam. It's touch of a button there's a

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			Responder					map, there's the this there's--and so, hey, there's the map. Okay I know where I'm going, I don't need the map. What's the floor plan of it look like? I can, you know, the guys on the truck that are fixing to fight the fire or whatever and say, hey, oh, wait this guy has a sprinkler system in his house or this guy has--this is where his electrical disconnect is and this is where--all that stuff is available and can be added to like I tell people every time when you go in somebody's house to a first aid call, the question you ask before you leave is did you check your smoke detectors lately.
Communication	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	We're dispatched through the 911 center. And it goes across our radios. Most everybody carries their radios. Some people still carry pagers but not very many carry the pagers anymore. There's also, speaking of technology, there's different apps that are out there.
Communication	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	Up here it seems to be fairly easy. I would consider fairly easy because our radios all have everybody's channels programmed into them and we can just go to their channel if we're not already scanning it and communicate with officers if we're going to a wreck or something like that or EMS if it's, you know, we need to get in touch with them because we may get--they may be, you know, somewhere else in the [County] or they may have left with patients from the [County] and maybe both of the units may be in [city] or something at one time. And we may have to call and say, hey, you know either call like [town] to send an ambulance or it might be Life Flight out of [Town].
Communication	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	... And I think that was the idea behind it initially. But I think we have a lot of other people's... we may not have like their direct communication center program but we'd have like their fire ground or something like that that we could try to get on.
Communication	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	So if I try to get on the radio to call them because I need something from them, typically if I'm on scene and I need something I do it, we would usually do it through like the 911 Centers. You know? Whatever my unit is, hey, can you contact them? Well then they can get on the telephone or whatever, however they contact them, and say, you know we've got a

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								crew that's at this location and they're requesting, you know, X, Y, and Z for you all. Can you--but now if they're on the way I don't know if I can talk to them.
Communication	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	...when you get here, we're the third driveway on the right but I need you to stage by the oak tree or you know whatever. And they're not going to know that unless I call back to communications and then communications probably calls their dispatch center, you know, on the phone or landline or something and I don't know how that works.
Communication	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: Each truck has a different type of mobile unit based on its needs, so some could have a whole lot of different bandwidth; some have different channels where we can communicate with other counties as a mutual aid agreement, as far as [State] codes for mutual aid. Some of those radios may not even have that it is just sometimes they need programs and sometimes with other agencies like the [city] fire department has a certain type of radio system, it is hard to communicate with them [indiscernible]. Now our 911 center can marry us together and we can talk to each other based on [indiscernible]
Communication	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: So then we were able to communicate with that. We don't get to communicate with law enforcement because they are on that certain bandwidth as well and we have to go through Dispatch. Our dispatch talks to their dispatch and then they relay information and that's how...
Communication	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: Well, both. If we are here at the station they send a certain tone out through their system and activate some alert system here and they give us a preliminary dispatch, an EMS call for a seizure, okay so we get in the truck, we go respond to and then we do a secondary dispatch that tells us it is a seizure with somebody who has history, somebody with epilepsy or it is a febrile seizure for a child or something of that nature, give us a little bit more on the secondary. But the initial dispatch is to get us to the truck and get us on the road and then kind of build this thing.
Communication	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S2: So we get those messages sent to our phone and I'm responding.

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Communication	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: Yeah the global communication, the government actually talked about one time or another that this new CAD system would send the closest respondent in an incident whether it is here or the city, because who cares where it is coming from as long as somebody is there to help quickly.
Communication	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S1: Yeah it was a nightmare at first and [indiscernible]third day when we told people to stay off the phone and when the electricity got back up and when the towers were repaired, communication became a lot more easier, but it was hard at first.
Communication	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: Then we communicate with Dispatch and other fire departments we use.
Communication	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: Yeah it is an all-county dispatch.
Communication	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S4: It is very good, everyone communicates good.
Communication	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: So you got radios, they all like to contact on it. You got the Jaws of Life also your trucks and stuff. You got your generators, pumps, thermal imaging cameras, gas meters.
Communication	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S3: They give it to you through the dispatch.
Communication	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S3: And like on this app on here it gives you the address everything it on to too so you can follow it.
Communication	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: The big thing about that is they just went to a new radio which is like a, it is called Digital, it is like the quality when you are talking on it, say like there is noise in the background on there you can hear through these radios but on theirs it like blurs the background out so you can hear the actual person talking.
Communication	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	S2: Well they dispatch us all. And all our pagers go off at the same time and usually a lot of people are at work during the day. So, when we are at the meetings, we try to figure out like me -- I am off during the days,

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								during the weeks, I work at night. So, during the days, most of the time I will respond, with two other guys or three other guys and if somebody is off, they will respond. And like today, I am off all day and off tomorrow and half of Sunday, so I can respond to whatever.
Communication	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	S2: And you will charge it and -- but that's what I'm doing. We are hoping -- I am hoping it happens, because it will be easier to communicate. It will be easier to find out what truck is going on scene, how many guys are going, how many Active 911, you can look at that and it shows you the people that is going but you cant do that driving down the road, not when you are going 50 miles/70 miles an hour and you are looking at that and going I cant tell who is there, you know, but in this here, the numbers going off and what trucks are going, that is better -- yeah.
Communication	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	S2: I'd say they have changed a lot as far as, you know, communicating with other people as far as other departments. I think our dispatch and their dispatch have gotten better communication because when we had the big fire, I mean, the radios were going beserk. I mean, they had a big mobile command unit up there that was an RV and it was nothing but telecommunications and radio. And it was huge.
Communication	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	S2: We got information at our station, what was going on. And, when we crossed over, we could still talk to ours, but they kind of said they wanted us to talk to [county] dispatch because we were out of their county, but when we got back into the county, we could talk to them but they wanted to keep our station clear for [county] and others.
Communication	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	S2: So, but they call us back in but how did they -- I don't know how they did it. That's a good, that's a good -- I never thought about that. How they communicated because everybody they had their own band or whatever you want to say. So, I don't know --
Communication	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Text messages all day long. We all have iPhones for better, for worse.
Communication	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: department issued iphones] ...We just got our patrol but everybody at the Sheriff's office has an iPhone. Text messages between co-



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								workers and bosses about things you can need. And sometimes it's as simple as, during the workday, "Hey." I'm interviewing somebody in the jail, "Can you bring me a form?" Cool. Or it can be 10 o'clock at night, "Come find me in the morning," or, "I need to do this in the morning." And some of that bothers me, some of it doesn't. That's why I try not to go through the emails. But some of them are-- there's a lot of junk mail. And being me, I get my [Organization]'s emails sent to my phone. So that way I just-- but on weekends, I'll spend 10 minutes at a time just waiting through it. I haven't gone on. And I've just waited through...
Communication	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Both. But I try to use my desk phone more because I'm inside. And maybe it's because I'm in my 40s. So it's just as easy for me to pick up a desk phone. Plus I got the big foamy things so I can rest [inaudible].. Also hands-free. So I'm like this, and I can still type. But yeah, both desk and cell. And I've got a car that's got Bluetooth. So I've got my phones wired through that so I can talk as I'm driving down the road. And that happens quite often. I got police radios. I got one in my office. I got one in the car. And everybody, if I don't answer my work cell phone, they have my personal cell phone. So they'll call me in there. Thankfully, that tends to be more trash-talking. And that I thoroughly enjoy. I should cut down on my trash-talking. But at this point, I'm enjoying that.
Communication	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] ...Some specific ones, I use for the job. One's called Theodolite, T-H-E-O-D-O-L-I-T-E. And it's a surveying app. But what it does is surveying, but you can take pictures with it. And I also put it up here. So you can take a picture and then it's going to have your GPS coordinates... And then you can take that picture and then put it in your case files. So we have a homicide. And like I said, there are some spots where it's just you and God out there. And this way, you can get a GPS coordinates of it, or an approximate GPS coordinates. Otherwise, we go by the Fore Service map which will narrow it down to a square mile. This will narrow it down to a few feet...
Communication	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] There is a DUI app, where it-- I've got it, but I use it more in a teaching scenario. And I tell people about it. But what it'll do is you go

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								through it and you go through all the steps in a DUI process, and it will prompt you [inaudible]. Okay. Did you see it? Yes or no. And then it'll email you everything so you have a lot of stuff already filled up for your report. I like certain aspects of it, but I don't like using it on the street because I think you're too busy. You get dug into your phone and safety issues. One called Units. And that just helps convert times, distance, weights.
Communication	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] Once called the US Cop. It's basically the only one I would tell people to actually buy when I teach in the academy. And I'm like, "It's five bucks. Buy it. It's worth it." ... It's got all kinds of stuff on it. It's got drugs, schedules, news feeds, traffic laws, law enforcement contacts... It's got some Spanish stuff. It's got a little bit of everything. So if you have traffic laws, traffic questions, you got something about tire size, speed difference. I mean, this is a big one here, front license plate states, and it'll give you a list of-- I mean, we could have the measured power of Google and just do it that way too, ... And then compact and non-compact states. Compact is states that have gotten together and signed. So if I get a speeding ticket in California, or-- no. Let's say Florida. Florida. It affects my [State] driver's license. But what I love about being from [State] is it's a non-compact state. So as long as I didn't get a speeding ticket in [State] it didn't affect my [State] stuff.
Communication	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	So there's that. But yeah. English, Spanish, and German are the three most spoken in [State]. I know people that, if I need to, I can call, and they can handle all of those. We have deputies that speak Spanish. We have deputies who speak German, deputies who speak Portuguese because we get a lot of the ski resorts. They bring up people, and I think they're J-1 visas. So they bring a lot of South America. And then you'll get Portuguese up here, and they commit crimes and-- I'm sorry not Portuguese but Brazilians who speak Portuguese. And then so we've got somebody that speaks Portuguese that can speak to them. And their eyes about fall out of their head when they run into somebody because-- but if you run into somebody that speaks Mandarin, you're not going to

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								know it's Mandarin. You're just going to know, "I don't know what the hell you're saying." We have phone call language lines that we can call up, and they'll provide translators for us.
Communication	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...Our records management system are-- so we can look up inmates. So we can look up names and stuff. I would absolutely love that. I mean, [Name] down the [City]. And this was 10 years ago when I first started getting in the dope patrol. They already had that on their cracky Blackberries. But they could look up [Name]. They could look him up and they'd pull up his picture. That kind of thing.
Communication	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	So the front desk folks, if they need help, they have a question, they kick it back to us. And we get a lot of, "Hey, can you come here? I need you for five minutes." Well, five minutes, and five minutes, and five minutes, and five minutes. Then where our office is, it's kind of a-- so for you, it's an L-shaped corner. Our office, the detective office, is between the [Job title], [Job title], and the [Job title]. So everything filters into our-- and it's a corner office. So everything would filter into there, whether it's some command staff just coming in to BS, which is-- it's cool. "We're letting you know we're one of the boys." But they come in there. Or if they have a special project that needs done right away, they come in to us. "We need this done right away." And all you do is say, "Okay." Whatever I was working on, it wasn't the priority. Now, this is my priority. But what happens is they come back to you, "Why didn't you have that done for me?" "Well, it's because you told me to do these three other things." "That doesn't matter. Why isn't this done? I don't want to hear any excuses." So we're kind of a dumping ground of-- we get everything...
Communication	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Not so much right now in my current position. But yeah. You do. When I was handling general crimes and there's a fire, you go there and you check in with the IC, the command, and find out what's going on. And depending on who the [Italian?] chief is, is how much trash you can talk because they don't always know me, and I kind of just if it's here, it comes out. There's not much of a filter. So I'll start teasing them right off the back. "Hey, what time does lunch show up? We're hungry [laughter]."

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								Just to let them know that you're not better than anybody else... I hurt a lot of feelings too...
Communication	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	I think for the most part. I can't think of any technological advancement that is bad. Some of them aren't great but going from handwritten reports to dictated reports, to a crappy DOS-based report system, to now, where you can have a word processor, that's easy and the information sharing is great because through the various systems, we can communicate all over the world. If I need to email copy [Name] on something, he's going to get that email within 30 seconds of me hitting send. You can't just bounce jurisdiction to jurisdiction, state to state and get away with the same crimes.
Communication	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: new CAD system] That was a good thing, and that's kind of why we stuck with Motorola, that there are very few dispatch-related changes. It's more functioning-type changes, working with our RMS, a smart copy feature... And the ability for the officers to take, say, a response from our DMV and be able to put it into our RMS system, eliminating duplication of entry and those type of things. So those are some of the big upgrades that we did functionality-wise.
Communication	LE	U	Manager	46-55	31-40	Male	LE-U-020	In a consolidated center, you've got multiple people there to help you all the time. And typically each area doesn't have an emergency going on at the same time. So a lot of pluses on that, the ability to talk and have different channels and those types of things. I've seen it evolve...
Communication	LE	U	Manager	46-55	31-40	Male	LE-U-020	...And I think the next step when we move into the FirstNet broadband, I think that's going to be the next significant step because once it gets done-- I mean it's not eminent, but once it gets done it's going to be very good in the next step. I see that that's where it's headed. So things we're doing now, again, will be kind of archaic, like writing things down, like it was in the past...
Communication	LE	U	Manager	46-55	31-40	Male	LE-U-020	...You talk about different apps and different things and the ability to use those more, and being able to get videos of scenes, and next gen 911, and those types of things are things that will start coming into

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								communication centers and you're going to have to deal with those a little bit differently than you do now. On one hand, it's going to be great because one of the complaints on dispatch use is they're in a tunnel. They never get to see. They can only think... what's going on. When you have a critical incident, and we've had our share, and always the viewpoint of the dispatcher is always worse than the actual event itself.
Communication	LE	U	Manager	46-55	31-40	Male	LE-U-020	One of the debriefs we had, we had a charter bus accident with multiple people in. And when we did the debrief, and you actually got the officers with-- I mean they had some video of things, and even though it was bad, in the dispatcher's mind, it wasn't as bad as what their mind's eye was picturing. So, when they're starting to see some of these things arrive, they're going to be subject to more immediate trauma because you could see, you've got another sensory that's going to be involved, but you're also going to have more of a realistic view of what's going on at the time. So I think as we move forward into this, it's a growing. There's going to be good and bad, but it's different things that we are going to have to deal with.
Communication	LE	U	Manager	46-55	31-40	Male	LE-U-020	One of the things we have, it's called the Safe2Tell program, which is it's for kids to call anonymously to report incidents involving in schools, whether it's bullying, suicide attempts, all those type of things. It gives them a unique perspective to be able to call into-- when it started to-- it was a toll-free number, totally anonymous. And when we started this back, maybe 10 plus years-- and it was good, it was busy, it was those type of things, but a year and a half ago, they implemented the app and it went through the roof.
Communication	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: text-to-911 Safe2Tell program] Yeah, and when we first started is-- when we had just the phones, it came into our [City] dispatch center and that was the only one statewide that it came in to. When we saw the-- we were looking at texting and then the app, we needed to open it up. Oh, and there's also the web bit. They can do it over the web as well.
Communication	LE	U	Manager	46-55	31-40	Male	LE-U-020	...When DTR came in, when Digital Truck Radio system came in, the ability for responders to be on the same talk group, same thing, share

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								information, is there. We still have agencies who, for one reason or another, did not adopt DTR. They're on a different system, or they're on a DTR system, let's say silo, because they want to control off of states. We do have silos of communication, so we do have interoperability channels with all the different agencies. So there are some that we can still talk direct to even interoperability to multiple systems. But there are some that have to go through dispatch to dispatch. So we have a little bit of everything. A lot of our centers that we dispatch police, fire, EMS, we're dispatching it all, so that's a one-stop shop. So we have the ability to go from-- we do everything to-- we have the interoperability and then some we don't have much of anything other than dispatch to dispatch.
Communication	LE	U	Manager	46-55	31-40	Male	LE-U-020	So that's the ability for us to-- and that's required of all of our centers. We have our busy radios with the multiple troopers, and everybody has to have their ability to work that radio. And we get kick-backed sometimes and says, "No, we want our dispatch. We want this dispatcher." And I'm saying, "Yeah, but I've got to make sure this other dispatcher that may not be as fast, and may not be as fast, has functionality in you because your favorite dispatcher may not be here someday. And if the other one has never been there, it's going to be a lot worse."
Communication	LE	U	Manager	46-55	31-40	Male	LE-U-020	True. Well, a lot of stuff on the front range, we're dependent-- the initial call does not come in to us. So if you dial 911 on the front range, you're not going to get to state patrol unless they either transfer it, but a lot of the times, some agencies will take down the information, and then they'll call us. So we're basing the questions that they asked, where it may not be the same questions that we would ask if we were actually talking to the person...
Communication	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...as far as our role in repair or diagnosing problems, typically, what happens is an officer will email-- we have email accounts set-up. It goes to all of us. Our team consists of seven people. It goes to all of us, and the officer will email us and say, "Hey, my camera fell or was knocked off in a fight and broke." Or, "My video isn't downloading," or whatever the

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								problem is. And then we try to respond within a couple hours even on weekends and overnight if one of us sees the email. We'll respond, just tell them what they need to do until we can get the camera repaired. And then typically, first thing in the morning, we replace or repair the camera. So that's kind of how, in a nutshell, how it works.
Communication	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: SWAT technology use] Up to this point, it's been almost all pole cameras, being able to see through a window on a second story, one up. That's mostly cameras that you can put into a business or a residence, see what's going on, introduce that way, and then they run that back wirelessly to the command post so the commanders inside the command post can see what's going on real-time. What's going on outside, and if possible inside where the target is...
Communication	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	If the officer gets in and logs into the program for the LPRs, license plate readers, then whenever a plate that's red trips an alert for whatever alert it's set for, then that pretty instantly pops up on the screen in a way that it's set to override anything else on the screen. And that's the one thing that you get is a picture of that license plate in the direction, location, base and description on what it's wanted for.
Communication	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: LPR results] We're really not talking about great deal of data. I mean, like the downloads we're talking about are text files. The hits that come up on it are a photo of the vehicle, and photo of the license plate. So it's not like we're transmitting video.
Communication	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: radio system] And it is digitally encrypted, and we can communicate with pretty much anybody in the state. And the MDC is the mobile digital computers inside the car...
Communication	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...From a technology standpoint, I think that probably the biggest issue with it is, it has really, really inferior mapping and routing capabilities which are really critically important to public safety to be able to get to where you're trying to get to efficiently and by the shortest route. So that's one of their huge shortfalls and then the ability for that particular product to integrate with other systems, we're finding, even though we

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								were told, "Oh yeah, it's easy." It's not. And they're using it as a way to increase revenue by saying, "Okay. Well, if you wanted to integrate this way, it's going to cost."...
Communication	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: CAD system purchase] ...So, yeah. It's been a really, really disappointing process. And that's one of the things just for in technology in general with, I think, most law enforcement agencies is there are many disparate systems that need to communicate, and that's one of the real challenges is getting our CAD system who's made by one vendor to talk to our RMS, records management system, who's made by another vendor and get all that information to feed to our analytics system, which is a completely another vendor, so those kinds of things are really a challenge. I'm sure you've heard that from other agencies, but that's a challenge for us.
Communication	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	I've obviously seen officers using their cell phones to navigate to a call. I've seen that map on the computer.
Communication	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: MDTs] Yeah, any time that goes down, you get officers, they have to be on the radio and ask two or three times for the address because they didn't write it down.
Communication	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	It's another new thing they just did was a got to [inaudible] dispatching. I hope you are familiar, but that scripted thing that the call-taker do when they get a call. It affects how the call prints out, or how it displays in the car, and it affects how it's aired, and when it's aired. And so there's been some growing pains with that. But everybody is getting more, and more used to that too. I think they, for the most part, they do pretty well. There's been some problems, some complaints, and one of the solutions that they just went to is to bring dispatch back under the police department umbrella rather than having it as a separate entity that it was before, so that means they can do rest here.
Communication	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	So internal communication, there isn't a lot except at the chief's level, I'm sure there is. But there isn't a lot of, I guess, communication interaction between the agencies. Now from a radio standpoint, or a radio system,



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								we have the capability to talk across police, fire, that kind of thing. So that's pretty seamless. I mean, we all have the same radio system. Everybody in the city has the same radio system. We have it set up so that if a street worker is in trouble and needs help, they can get on the radio and call dispatch and get a police response.
Communication	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Yeah. And there's been times I've heard people from the fire department get on to our channel because they see something going on or they need something. "Hey, I've got this going on right here. Do you have somebody that can come respond?" So usually, they'll tend to do that more at the captain or chief level.
Communication	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: PIO use of social media] They'll put out information about things that are going on, mostly putting the police department in a good light when possible. They'll respond to questions from citizens on social media.
Communication	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	I don't know how much time you've spent interviewing police officers when pretty much everybody lies to a cop, sometimes during the conversation, so.
Communication	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	We use cell phones quite a bit too. We try not to use them too much when we're on scenes because it's not recorded. But a lot of times, once the scene's stable, we'll be using our cell phones back and forth to get the stuff we need instead of using up the air time because we're limited. Only one person can talk at a time, and some stuff is more important, some stuff isn't, so there's a lot more cell phone usage...
Communication	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...so back on car traffic stops, do all that. I can do the computer dispatching a little bit if I'm not-- I can assign a case number or if I'm going on something where there's not going to be any public contact. So if I'm vehicle maintenance or if I'm going on a follow up or a meeting, meetings contact, then I can do it on the computer that way. Now, our animal control people, they can put themselves on dispatch calls. They're going to the same houses and their not armed, so a little confusing as to why they don't have to do it on the radio either, but it's

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								how that works.
Communication	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Well, the computer has the ability that I can see every call that's on the screen. I can click on it, and I can technically hit the button to assign me that call, and I would pop up, and it would be assigned to me. But patrol's not allowed to use that. Our animal control officers, they can look at it, and they can hit the button and self-dispatch. So again, I think it's just stuck in the-- the biggest fighters we had about going to self-dispatching, which we tried a dozen years ago, was we had a few old time sergeants who wanted to hear absolutely everything that happened. And they told their people not to engage in the testing, so then it went downhill. And without support from the supervisors, it didn't progress. So then we're back to the radio, and most of those supervisors are gone now. And most of the supervisors we have now, frankly, started way after I did [laughter]. And I think technology is moving that we can move more in that direction now. Just a slow process.
Communication	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Yeah, technically there are channels that we can go to to do the interoperability. I can go to-- there's some state channels that I can go to. It's like [channel], and I can go there, and everybody in the state has access to that channel. So technically we can talk back and forth. There can be some delay, because everything goes into one place and then gets reformatted in digital or analog and then gets pumped back out, and so it's not always the perfect thing. I can be standing right next to the guy, and I can key up, and it takes a second for him to hear. And it does work when we absolutely have to. But when it comes down to emergency type situations, it's very difficult.
Communication	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...one of the deputies was in our city, actually ended up firing shots at a suspect. We got the call from another party in the house, and we were already responding had units on scene, before we got relayed that it was a [county] deputy involved, and then we've got the scene shut down. We're taking care of it when the Sheriff's Department and all their resources start rolling into the scene, and we're immediately screaming at them, "Stay in your car! Stay here! We've got this." We don't want any

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								blue-on-blue stuff because you don't know where we're at. We don't know where you're going. Because in order to switch everybody to a channel, it takes time. You would think that they could hit a button and do it, but it doesn't work and so... We just shut them down, we handled it, and then it was all face-to-face conversation, and it went through that way. And it got taken care of...
Communication	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: running a person's information during a traffic stop] We have the option to do that. Either through the radio or through the computer, we can hit the [state database], NCIC databases. And so, sometimes we do, sometimes we don't. Traffic, very seldom do we actually run people because I don't care. I don't want the warrant because if I get the warrant, then I have to have somebody from patrol come over and take them because I don't have a cage in my car. Motorcycles don't have cages. Our job is to go out and impact traffic and run with that. So it's very seldom that we run people unless they don't have an ID. And so, we have the ability to do it in the car and if I'm going to do it, I do it in the car. I do it through the computer. I don't have to radio...
Communication	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: running a person's information during a traffic stop] ...we have a few people who will not use the computer, use only the radio, which then takes up bandwidth for everybody else, but they won't change, and they're our trainers. So when you have trainers who are teaching people to constantly do that, it's like, yeah I can teach them how to, but you don't need to do it all the time. So it just, there's a lot of things that we can do with technology that our people are preventing. Whether that's dispatching, whether that's running inquiries and stuff like that on computer, because we just get a mindset of, "Well, this is how we've always done it."
Communication	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	We'll call through the radio to ask for the tow to respond, and our dispatch center will then call our contract tow company and send somebody out. Sometimes if they're really busy, and I can tell dispatch is busy, I will use my phone and call the tow company direct and say, "Hey, I need a tow out here." But that's pretty much it.

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Communication	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: relationship with dispatch] I think it's pretty good. I think we have-- again, we have people who think that dispatchers should be doing more than I think dispatchers should be doing. Where we have officers asking for so much stuff that I can do myself. And that's just me, I guess. If I can do it myself, I'm going to do it myself. I'm not going to use somebody else to do what I can do... And I think that's, again, a mindset that, if I can do it myself then I'm going to do it myself. If I'm in the building, I'm going to do it on the computers compared to keying up the radio. From the back of the holding cell, I'm not going to call dispatch on my radio to get them to run a query for me. If I can't do it myself, I might call them on the phone, just the landline phone back there. But I'm not going to use the radio up to do that.
Communication	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	... we'll have the officer who will spend all this time on the radio, okay, asking dispatch, "Okay, can you go and can you check this other database and see if you can find this person, find a phone number?" and all this stuff. He's got a computer in his car. He could do it himself. But now he's having the dispatchers do it, who are then also still answering phones and dispatching calls. And so then they get upset when I don't get my responses back real quick. It's like well, that's not their job, they're communications and dispatch. They are not to do your follow up for you...
Communication	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: officer to officer comms] We have a channel that we can talk back and forth on. And it happens quite a bit. But, again, when you get into the real nitty gritty of a case or something like that, we go to cell phones as compared to that. Also our primary channels are all encrypted. But our traffic channel is not, so.
Communication	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Fire has access to our encrypted channels because we share a radio system. But the channels that they use primarily are not encrypted. And we thought that that was going to be a big issue, and so our PRC, our Public Relations Coordinator was all freaking out because the news was going to be able to get our radios. It has not been an issue at all. It has actually improved because we used to stop cars, and they have the app

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								up, and then we could hear ourselves key it up, and it's coming through their phone. And now that doesn't happen. So it's very good. We still let the news know what's going on. Tweet them or whatever [laughter].
Communication	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	Generally, start by checking emails. If there's new cases that come in, review cases. See what's been done, what needs to be done. When it comes to evidence, all the patrol officers will package their evidences and then submit it to us. We have to review it and make sure that it's packaged correctly. All the T's are crossed and I's dotted. And then we'll put it in the evidence vault with our tracking system so that we know which pieces go where, what cases they're associated to, when the statute limitations is up that we can dispose of them, that sort of thing...
Communication	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...as far as caseload goes, it's usually most of what we do is follow-up phone calls, following up with witnesses or trying to obtain video, writing warrants, affidavits, search warrants, and reviewing stuff like that.
Communication	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	... If we're out doing something, and we don't really want to be known that we're in the polices, we usually text each other via the phone, so we're not using radios. If it's people that just have questions, usually we'll just come back to our office and we'll talk about it face-to-face. Other times, if it's someone that's not working or if it's for everybody, we'll do email- excuse me. Or, like I said, we do a lot of follow up on the phone too, so a lot of phone calls.
Communication	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: jurisdictional agencies] we've got a pretty good relationship with all of them. I think the biggest issue is that State Patrol's on VHF or UHF, I can't remember... And we're on 800, and our dispatch center has the ability to patch our radio channels so that we can talk to each other. And then we've got certain mutual aid channels that we can all get on from our individual radios and talk to each other, which is very helpful...
Communication	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...But on a kind of day-to-day basis when there's nothing important really going on, it's not a huge issue. We can either call their dispatch center and get patched through or whatever we need. We've got their channel on ours, that's patched, and they can get- a lot of the State Patrol guys

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								carry an 800 radio so that they can get a hold of us. So it's not uncommon for us to be talking back and forth. And then obviously the fire departments, they're all on the same radio system, so you've just got to change channels.
Communication	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	I know we went to [County] two weeks ago, and they don't have 800 radios, so our radio channels were incompatible. But it wasn't... So I was working on a wildfire up there, so I was just helping man a checkpoint, so I was with a guy from [County]. So I just didn't really worry about the radio. That was his issue. So usually cell phones will work or, yeah, just call dispatch and get patched through.
Communication	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	... being a detective, we're on call usually every other week. But instead of having to sit by my phone at the house, or call and say, "Hey, I'm going to this restaurant if you need me," or "I'm going this movie theater," I can just have my cell phone. And I can kind of go, and be, and do as I please as long as I've got cell service. So that makes that a little easier.
Communication	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: comm center] there's the computer aided dispatch system. There is the [state] CIC system. Like I said, there's an alarm monitoring system. The phones are on a computer screen now instead of-- you actually hit the button for the phone line. We've got email, and they've got access to our records, or our report writing software stuff. So they've got access to a lot of different things. Yeah. And it's been a while, so I don't remember exactly what's on all of them.
Communication	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	Yeah, I will use maps if I'm going somewhere that I'm not familiar with, usually out of county. We text each other, but just use it as everyone else uses their phone, so.
Communication	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	... from my time in dispatch, I know that talking to people in crisis they don't always answer questions the first, second, third, fourth or fifth time you ask.
Communication	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: dispatch CAD system] ...So if you get a call and its cardiac arrest, or abdominal pain, or a poisoning, or something like that, usually-- when I started it was you had to flip open a card, and find it, and open it up.

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								Now, it's just integrated into the CAD system, and it will just bring up exactly the questions that you need to ask...
Communication	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: dispatch CAD system] ...based on those questions, it will code what response it thinks the ambulance needs to go to, whether it needs to run lights and sirens, or if it's just a pretty benign sort of thing. So once you get through the coding, then it will pass it off to the dispatcher who's actually going to tone the fire department to send them out. And they'll say this is-- like our system right now, it's Alpha through Echo. So Alpha is, I have a paper cut and I need a Band-Aid. Echo is not breathing, not conscious. So on that sliding scale. Then, once we know exactly what the issue is, it's been coded. This is how you're going to respond. Then, it kind of forays into, this is what we're going to do about it. Whether it's instructions for CPR, instructions for choking, instructions to try and ward off shock, this, that, or the other. And having that on the computer is very helpful because you don't have to, under stress, flip through, find the card, code it yourself like we used to have, and then do all that stuff...
Communication	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	If it's a fire call, you want to say, "Is there smoke? Is there anyone in the house? Is there anyone nearby? Do you see anything?" for pretty much any fire call. So there's variations, but a lot of it's very, very standard. Cops always want to know the same thing [laughter].
Communication	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	... part of why dispatch has access to all our report-writing stuff because they don't write reports. They don't need to access it for that, but when they can pull up and say, "Hey, we've been here. We've taken four cases on this," because the CAD system logs pretty much every time someone calls the police or calls for a fire department. The report writing-system only logs anytime we take a case. So if someone calls for something, and it's not really to the point where we need to take a case on it, it's still documented in one system, but not necessarily the other. So they have a lot more short-term information. Everything from the call to the time we get there, pretty much. And then the report-writing software is pretty much everything from the time we get there, whatever follow-up, anything that we've saw, what video we need to get, this, that, and the

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								other. So it's kind of dispatch has the shorter term, immediate information, and then the report-writing system has the longer term.
Communication	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	So when a [Job title] goes out to a call, and they say, "Yes, I need to draw a case on this and write a case up," they'll ask for a case number which will be issued through the CAD system. When that case is closed, when they clear that call in CAD, it then dumps that information into the report-writing software. So if you pull up the case number, it's going to have the address that the call was billed to, the times, and that's about it. But you kind of have a baseline to start off, and then you just add to it.
Communication	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	... Interpersonally, email is a blessing and a curse in that it allows everyone to talk to everyone. But you kind of miss the non-verbal cues. You don't know if it's necessarily directed specifically at you if there's an email to the whole department, that sort of thing. So I know communication interpersonally is something gets brought up at pretty much every department meeting that we need to improve on, so.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: new technology] ...so you start to see there's more of a support need but then there's still the work flow tieback. So as you talked about, sometimes new stuff gets introduced and the sales guys or the tech guys may say this but it doesn't transfer the work flow. So I like to see myself now as sort of that bridge. So I'll still go out occasionally and work a shift to try and remember what it's like [crosstalk] just to, basically, take a call and then come back and follow it all the way through. From the initial call takers with dispatch flowing through to the car computers, then to the records management side, and then all the way down to the jail. And now, of course, we'll be incorporating in the body cameras, all the videos we're taking, all the new audio formats...
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: electronic evidence discovery] We certainly from the district attorney's office, probably their efficiencies have gone up huge. And from the defense attorney's side, being able to provide that discovery is big. It does provide electronic tracking. So as soon as we send it, it's stamped and they get it. So there's no questions on, "Ready for trial?" "Well, you never provided this photo to us." "Oh, yes, we did."



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Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: evidence discovery process] Today, if they [district attorney's office] were to call us up, we'd just make a new copy of whatever and take it to them, which we probably already gave them a copy and whether it got lost, got misplaced. So there are a few safeguards built in and a few potentially helpful things as these systems come up. And that's sort of the tracking, the data integrity, all the other stuff that people think that any system should have when you're talking about data and data transfer.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I'll pop on the emails. A lot of people know if they want it immediately they're going to text me. A few people who, I guess, are kind of what I would say my frontline main users, when there's an issue. I got a text today of the [state crime database] system for running people and plates, wasn't saying connected for them. He thought it was related to an update we pushed out to the computer which-- I said we made an update to this part of the program and it shouldn't affect that part of the program but we'll see. But that is something they've come to rely on and so that's an immediacy thing, that they want to know what's going on. So I think, currently, that cellphone is probably the most immediate way to get ahold of people.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I do have a department-- this is my personal one from doing the contract work so a lot of people just know I carry that one. I have my department issued cellphone for when I'm doing patrol shifts because if I call people back I'm not going to use my own cellphone. So it's kind of a mix of which one I use. And I usually carry them both now but my department issued one's not on as much unless I'm doing more patrol work where dispatch is transferring calls to me. Yeah. Then it's to get in and check the emails and respond to a few of those. It's for the more formal, written stuff. And then, occasionally, I actually get to have meetings with people.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I think most everyone carries two cellphones because everyone has their work phone to keep that stuff separate and then they got to stay communicated with their personal phones. Because that's how everyone

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								talks to the family and friends and everything else these days.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	The department issued cellphones. Well, now, a lot of people communicate primarily through text. So if you're trying talk to a suspect and you have a cellphone number and they just wanted to text with you or they're using just an app that doesn't even have cellular service, whether, it be a WhatsApp or any of those, those are creating issues in guys out in the streets doing their jobs. So finally, the department bought smartphones...
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	We haven't that much into the app world yet, I would say. Although, on a smartphone, what we think of the basic phone part, recognize that's an app. It's the highest priority app on the device. Because if you're doing anything else and your phone rings, it's going to pop up. I think that concept doesn't exist for people because it started as phone and they think of it as a phone first and not recognizing now it's just an app within the phone and all the other apps could be prioritized over that. The texting app that's there. People keep their calendars on it now. My whole family has their calendar and we're all shared so we know what's going on. So if somebody asks can I do something or pick up a shift or something, I can look at the calendar to see what everybody else has going on.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...there's lots of apps that I use regularly in my day mainly for communication, and organization, making sure life keeps moving and doesn't get too hectic. Our department hasn't gone into work-specific apps. Certainly, they are out there. The response apps. I know some of the other agencies in the county have the information apps that are tied into dispatch because they carry their phone. So as soon as the event is created they get a notification on whatever device that your agency has a call coming through. And that's going to be dictated by their workflow and the type of device they have. The mix in law enforcement versus fire...
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	When we had the ski races in 2015, we used a couple of apps to do messaging and chatting in situational awareness and just trying to

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								figure those out and then each day train each crew coming on as a [inaudible] of a device. Going, okay, this app is going to be on and we can track each other.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: app for situational awareness] It did work pretty well. In the command center, I could see it. I was able to take pictures. We were able to monitor crowd size. So from the field, I would take pictures within the app and then it would tie it into the app. It would show up in the command center. Then they would relay it to the public relations people. So I'd watch how long it would take when I'd say, "Stands are half full." And then that would go to the command center, they would pass it on to the PIO group who was putting out, on the public side, the notifications. And it's usually about a minute or two and then it would come through, "Stands are half full." And then the people in command could actually see the pictures, so if something did come up they could have gone back to those pictures at the time that I took them...
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: app for situational awareness] ...But it was kind of a new concept at the time since, as I mentioned, the department wasn't using cellphones yet, or the smartphone, so the concept of having apps that did all this stuff wasn't there. The chat was more encrypted than I think if we just think of the standard messaging apps that are within the phone. Sometimes that comes into play, sometimes it doesn't. Sometimes the tracking of those messages can come in if we're all using one app. And so we go through a server and we tell everyone, "Hey, guys, all this stuff is cataloged. Just be aware it's discoverable." That's always the issue guys want to know. A lot of time guys will use apps that aren't official apps because no one knows they are using them, so it could never be discovered, just like a phone conversation... Everyone knows everything on the radio is recorded, but if you call me on the phone we can talk about whatever we want.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	The duties that someone has to do and you can pull guys in for overtime, but they can get burnt out on that. You don't want a shorter shift so a lot of the time it'll come to me to say, "Am I open to go do it?"

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								Quite often I end up going down to do that and getting the car from the jail. Can you pick up an inmate on the way back who's sitting in [county]? So you always kind of have that in the back of your mind of being prepared to do those things and bringing the stuff with you, whether it's an extra pair of shackles or letting them know, "No, I'm not in a vehicle with a cage." So that's sort of the part I think most people get into being a first responder is that you're never really sure. I think I'm just going to [city] to swap out a car and I'm going to come back with two inmates, but I didn't know that at the time.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: vehicle swap / inmate transfer] Sort of think about it or I know the other day I had one and they wanted me to pick somebody up and I said, "The weather is not looking good. Let me get back through this mountain pass before I tell you yes because I maybe two hours getting back through this pass and I don't want to commit if they actually need to be here to be back in court the next day and I'm not going to be able to get them." So that's the nice part of that...
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: in-vehicle boosters for cellphone coverage] And certainly that is necessitated by the public's demand that when they call and they have a question, they expect to be transferred immediately to someone. Nobody wants to wait anymore. This idea of where they're going to call you back, that's not what the public demands any more. They know communication should be instant...
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...Kind of a paradigm change from how it was before of, I'm going to show up at your house. People don't want us showing up at their house anymore. They only want to talk to you on the phone. If you suggest, "Well, I can come to your house and meet you," "Oh, no, don't do that. I just need to have a question." I don't know if that's a change in attitudes in general with society if we can deal on the phone and just resolve it then, I just wanted the information so it's done. I don't know. I haven't given that one that much thought... But it kind of relates back to the equipment that's in the car and why we have all that equipment in the car now... The boosters are the big one. They get the fringe areas...

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Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...We're fortunate that we've got the [military training site]. So they bring in helicopters, crews from all over the country, the world. I know we've had Israeli troops in here and they do the training. We benefit from that in our mountainous area with some of our search and rescue stuff. Back in the day, if you will, things were much looser and we could just call up the station and the commander would drive up there and say, "We've got a lost party in this area. Can you guys launch a bird and go look for them?" or "We need some support." ...
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: helicopters from military training site] So there is a more formal process, the chain of command to make a request for a resource. And then they approve it, or don't approve it, and then it comes down to logo base to say, "Yes, you can use the resource," whether it was a budgetary standpoint. Fortunately, we didn't have a bad situation that necessitated this. No one got hurt and was told, "You weren't even approved to be up flying." So that's a good thing. But I think they wanted to tighten things up and know when the resources were being used and why they were being used...
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...The other thing we have here is because we have federal wilderness area. So if we have a lost hiker and we need to put a helicopter up in the air, we have to notify the forest service because we're using motorized equipment within the wilderness area. We have those protocols sort of pre-established on the sense of urgency that's needed and is it just a notification because we're going to be going in there, especially if you found somebody, we're going to go get them out. If some of the forest services can't answer the phone right now, we're not waiting for permission to go on and do it. Other times, we are. We're just doing a search. It's a very broad area. We don't have an actual victim. We need wait for permission before we can use a motorized whatever within the wilderness areas.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	And everyone knows that in a lot of wilderness areas, you're not going to have radio communications because you can't put a radio tower in there. And generally, wilderness areas are high and mountainous, which means

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								there's valleys and radio signals don't get into valleys. So you know what valleys you're not going to have system coverage, you'll have direct coverage. But that just involves the pre-planning and training guys on the radio on the concept of a radio system and a repeated talk group versus a line of sight and direct talk group. And when do you change and what are the limitations. So their expectations aren't unrealistic versus what your technology can do. So you don't hear after actions the whole time that the radio system just stinks [laughter]. Well, it doesn't stink. Let's work to resolve it so the next time you know what to expect.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... we stood up an 800 MHz system within our county. So we all had each other's talk groups but everyone was still afraid to change the channel on the radio or talk in somebody else's talk group because they just didn't do that before. So that took a while to convince people that we have new response protocols. And if multiple agencies are responding to a scene, we're going to move off the various dispatch talk groups and go to one response talk group. It took law enforcement a long time, and they're still not really there, that they're going to go off their channel to go to that response channel because their thought is they're always waiting for the bigger and better deal to come along and go do something that is more fun than directing traffic on an accident scene. So they always listen to their talk group. So we try and do that from a resource utilization standpoint, from an information sharing standpoint. If we're all driving up and down the interstate and no one's found the accident, it's nice to know that...
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... The biggest thing we used to joke about is the law enforcement officer does not need to tell the dispatcher that the fire truck is on the scene. The fire trucks knows they're on scene [crosstalk]. This goes both ways. We have lots of tapes of the fire truck telling the dispatcher that the law enforcement is on scene. So that was the training years ago. They know they're on scene. You don't have to tell anybody that. Resource utilization, talk time. So we finally said, "Okay. Look, if the tow truck gets on scene, we don't track the tow trucks. You can tell them the tow truck's

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								on the scene, if it makes you feel better." But again, just something we would sit there and laugh about, going, "They know they're on scene. Really?" But it made them feel better, I guess, to somebody was on scene.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... I know a lot of other areas, they have got enough repeaters within their sites, the certain talk groups they designated are always turned on. So if it was on your scan list, you'd always hear it. But that was a big change early on when people were complaining they didn't hear traffic, they'd call each other. So the result of that it goes to a little more talking on your main talk group that everyone is listening to, to tell them to go to their secondary talk group, and that's just the only way to get around it.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Now that we're on this shared state system, we don't know how many units the Department of Transportation has that may be using the same tower I have. We're no longer an island, where it's just the people in our little county and our responders. Anybody could be driving through here and tying up those resources. And I go to hit my radio and I get a busy signal. I'm like, "Why am I getting a busy signal? It's a clear day. There's no accidents." Well, there's more people out there now. Or it could've been somebody didn't turn off their radio and they drove through and they're dragging a talk group and tying up my resources. So trying to explain some of those to people, again, we try and mitigate it by putting more repeaters in a site if we have to so we don't get busies...
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	So it's changed from a technology standpoint, but we sort of say, the radios, for the most part, don't do anything different than what they did before. I push the button and talk and a [Job title] hears me, and they push the button and talk... What it does is the same. Okay...
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...the in-car computers are great, and yes, you get a confirmation of what you did. But your supervisor sitting in the office doesn't have the computer in front of him to know that that's what you're doing. And they've all said they'd like to hear that you've cleared your traffic stop. That you went out on a traffic stop. They want to keep a little situation awareness and they're currently using the radio.

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Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	So then, in response, a lot of agencies have gotten to encrypting their radio talk groups. And then the press is like, "Well, wait a minute. What are you hiding? Why can't we hear what's going on?" Kind of a whole nother discussion on privacy and just the way our system works. So we have been able to change our protocols on how vague can you be. You're on foot patrol and give the town. And if I want to know, I can go look on the computer and see exactly what business complex you're at. But we expect people are listening. A lot of our guys have the scanner app on their phone because they like when they go on vacation to listen sometimes. I don't know why.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: body armor] ...So then we started looking at the shoulder mics and everything else, and because it's fairly new and we've only had a few trainings wearing all this, people are realizing you're going to have to rearrange stuff to maintain those communications. And then even putting these helmets that are not very comfortable. Just learning to work with all the new equipment that's out.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: dispatch] ...they may be giving you information as you're responding to a scene that that issue has come up. Do you have the dispatch center continue to talk to the person and relay information? A lot of guys would rather talk to the person who is calling in themselves. So do you really want to do that when you're driving, especially if it's a hazardous situation? When you get there, we expect you're going to hang up, and then you've lost that person? That's probably not what you want to do. Again, going back to the radio and dispatch training, they're not going to tell you how to do your job, but just think about that, not just transfer the RP to me. It is something you think you are pretty sure you're going to respond to. It may not be the best decision.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	But it goes into the training of-- if the dispatch tells you it's windy, that was a big discussion. If when the new system came in, if you're digital, do you want dispatch to tell you you're digital? Do you want them to tell you why your transmission didn't go through based on their point because it was too windy and they couldn't hear it, because your



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								microphone was too far away and they couldn't hear it, because it was digital? Or do you just want to be asked to repeat? Big topic at discussions, guys like, "I can't do anything about being digital. What good does it tell me you're digital? Just tell me to repeat." But if it was windy, you should be told, "A lot of wind noise. Please move." Little annoyance things. I try and count. Some guys are, "I'm glad this is the biggest annoyance you have today, and we can resolve this."
Communication	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... So we just had a bank robbery today. So I am on my way driving down the roadway and they air it out on the radio-- well, so here's the problem. So on channel one, we have a incident of somebody trying to kill themselves. So they hold the air, so they give us-- all the traffic that's on that channel is specifically for this call, so everybody else needs to move from channel one to channel two. So now on channel two, we get the bank robbery. So now all the traffic is isolated to that channel. But the problem is you're having scanning covering, so we're getting channel one covering channel two even if you take off your scanning functions. Sometimes it happens, sometimes it still covers it. So right when the bank robbery was giving out the information, the dispatcher was giving out the information, channel one relayed up something and it covered over channel two, so I missed the description of the person going out as we're rolling up to the bank. So we get up to the bank and then we continue to follow.
Communication	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: bank robbery incident] ...throughout today, I'm following, trying to catch up to this car, and I'm already two steps behind because the tracker's so slow. And now I'm another step behind because of the information getting relayed... And then I have to wait to get on the air, and by the time we find out that the tracker has stopped, we now block off the roadway, but by then, the person is already long gone. We don't realize that because we think it's immediate information, which it's not...
Communication	LE	S	Other Public Safety	26-35	6-10	Male	LE-S-021	... some of us live out of radio range from the station and we're on call. So we get called out in the middle of the night, and immediately, they say "Hey, we need you to go to this spot." So we go grab our radio and turn it

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			Personnel					on because we want to hear what's going on the call on our way in. Well, you can't hear it at all. So if we had something that-- if we can't get the radios to go that far, if you can get your radio to transmit to a cell phone or a tablet-- I don't know how that technology works, but if you could do something like that, that would be extremely beneficial. Even if it just went to that car, to the take-home car, then that way, you're driving in, you have all the information, and you don't show up on scene blind and say, "I have no idea what I need to do."
Communication	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: critical incident response team] ...say, for instance, State Patrol comes into our agency because we have all these highways that surround us, and they're working an accident scene and somebody runs from that, they get onto their radio, they call their agency, their agency then communicates on [urban city radio channel] to ours and says, "Hey, we need you to come help." We then come over here and okay, now we need to get somebody to that [state police] officer so that we can do the buddy system again unless we can get to a toggle station that's active. But the problem with that toggle station is we don't have enough dispatchers to cover that additional jurisdiction station.
Communication	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So if we could just-- so one great thing that we've done here is our fire department has the same channels that we do now. So when they go to an incident to help us out, they pull up on scene or they get dispatched to it, they flip to our channel, they answer up on our radio, and we know that they're hearing us and all we have to say is, "You're good to come in," and they can come in. Whereas before, we call our radio, our dispatch, they call their dispatch, they send them, and actually, we're sitting next to each other-- So that's been beneficial, but if we could expand it to include other agencies, which, I know, again, it brings in a can of worms.
Communication	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: police departments in general] Yeah, half of them use military, half use police. Half use 10 codes, half don't use 10 codes... and they all don't use the same 10 codes... and military has their own set of 10 codes. So it varies from branch to branch, it varies from agency to

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								agency. So, yeah, if we went to a place like [city], I believe they use 10 codes, we would have no idea what they were saying. Even if we did just toggle over to their channel, we wouldn't have any idea what's going on. Whereas ours is plain speak, but maybe it does take a little bit longer to get things out...
Communication	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... So right now, we have, I want to say four main channels that we use. So our first one is the main, "Tell us what we're doing". The second one is we do clearances, so it's like administrative work, so like, "I need you to clear this person," or, "I need you to do this for me, I need you to do that." Third channel, it's for animal control so that they can operate on a channel, not ours... And then the fourth one is car to car, so we can go through and just talk plain speak to each other...
Communication	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	So within in [city], we have three different-- well, four different sectors with three different areas that have a specific building, I guess. So here in Baker, one in Charlie, and one in Adam. And we all kind of teleconference, similar to this. And so here in Baker, we'll have whichever officer's listening to Charlie's commander or sergeants or Adam's commanders and sergeants on whatever issues they have to present, so.
Communication	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: typical communication] In patrol, I mean, it's a combination of things. We have our personal phone, so if our sergeant needs to get hold of us, that's typically how they'll contact us. Or if there's a longer conversation that needs to be held regarding a specific situation or whatever, then officers will contact each other via telephone. But most of our conversations-- our [inaudible] or whatever occurs via our handhels or the radios on our vehicles. And then, obviously, email's a big portion.
Communication	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: comms with FF, EMS] I don't directly, but when EMS or fire's dispatched to a call that we're on, they occasionally will be on our channel so that we know that they're either staging or in route. I have never personally contacted them. So that's the extent that I've been contacted via the radio.

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Communication	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... we have our [information sharing software] and Messenger and those types of things, so those are just different programs that we're able to utilize to obtain information on individuals or whatever we need to do.
Communication	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Yeah, so at the beginning of shift you have to log in to your computer so that it's assigned to you specifically based on the vehicle, your ID, your password, so they can monitor who's using what, where they're at, and then within that you have to log into-- certain officers pull up different programs. It just depends on what you want to do because we can run stuff through dispatch if we want to, but I like to run people if I can just on my own so I don't have to call dispatch, wait for them to do it and then call me back, as opposed to me just typing it in and it coming directly back to me. But you have to log in to those, so they're different programs...
Communication	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... There's potentially four things that I would log into given specific days, so the computer itself, or I/LEADS, which is where we submit reports and document what we're engaged in for that day or whatever. And then [information sharing software], which kind of a localized database of criminals, criminal activity, locations, things like that. And then Messenger which provides us with D and B clearances, vehicle registration, warrants, those types of things.
Communication	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Yeah, so as a [Name] unit-- so we're all assigned our own identification, so I was [ID]. And that's what we refer to ourselves as. So if I call out on a traffic stop or something, it's [ID], and then they respond to me as [ID]... Yeah, so my sector partners would be a [ID] or [ID], and those are the people that I'm with in my sector that I'm trying to back up or just know where they are at all times and make sure that I'm just aware of any situation that they might need help in or something.
Communication	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: apps] Some of the translator stuff is very beneficial. We have a lot of Russian-speaking individuals in our city. I mean, it's kind of a subpopulation, but we handle a lot of calls where it's hard to communicate. We have certain officers that can speak Spanish and stuff, but nobody that can speak Russian, to my knowledge, anyways. So

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								having Translation, which is just basic communication with different languages, is very helpful.
Communication	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	I think, in general if there's ever information that's not provided to us prior to arrival, it falls upon the reporting party or their inability to communicate effectively through dispatch. People are in states of panic or whatever, so it's very hard to communicate. And so dispatch has to do the best that they can and provide us with the most succinct and direct response to what they're being provided. So yeah, a lot of the time we show up, and it could be a suspicious incident or something, and it's actually an active domestic. So you get on scene and it's, "Okay, well, I wasn't provided this information," but it's not necessarily their responsibility to tell us everything that we need to accomplish our end goal...
Communication	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	...I don't want to make it sound like it's a negative thing, but you have a lot of strong-headed people that are very intelligent people, and it's not that one way is the right way or-- no one way is the right way or another way is the right way, they're both good paths to take. But everybody wants to do it their own way, so sometimes that gets a little conflicting especially when you have a sergeant that'll tell you one thing and another sergeant [inaudible]. It's not like either one's wrong, it's just they don't always tell you the exact same thing, so. There's a little bit of a communication breakdown, I think, in those regards, which it isn't a bad thing necessarily, it's nice to have different perspectives. I guess that's from the top down, involving control directly.
Communication	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: code 3 run] Those are essentially if human life is in danger. So one of the most common ones that we have is an unknown injury traffic accident. So say, just over here on [inaudible], we get dispatched, unknown injury traffic accident. It's been reported, and we know at least two cars or whatever have been involved, but we don't know if that person's laying on the ground bleeding out or something, so we have to respond as quickly as possible but still being safe and regarding traffic laws and stuff like that, but. So we're going lights and sirens, and that's

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								when traffic is supposed to get out of the way, and we're able to kind of-- not blow red lights, but kind of not adhering to those, necessarily.
Communication	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	So a Code 0 would be the situation or-- there's a robbery, or anything like that. So when they call out on it, there's a tone, so all units be ready for a tone, or however they word it, and it's just a siren over the radio, so that means that channel 1 is specifically dedicated to whoever is being dispatched to that call or any other units that are associated with that call. Nobody else can talk on that channel. All other traffic goes to 2 or whatever else...
Communication	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... So there's Code 0, Code 3, Code 7's our lunch break. Code 9's if you can't hear somebody. Code 6 is if we have-- if somebody has a warrant or something like that. So a lot of departments have different ways of communicating. We use plain speak, I think is what it's called, so we talk very directly. We don't have a lot of Code 10-4, 10-20, 10-82, stuff like that. So it just kind of depends.
Communication	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: learning geography] So I have my duty bag, and I keep my-- so we have, they're laminated and they're yea big or so. And so each side is a sector, so you've got Baker one side, Adam on another, then Charlie and Delta. So if in situations like that, if you absolutely needed to pull out your map, then you just-- and that's what they do with a lot of the recruits or people in training is they'll have them pull over, identify where it is, and go.
Communication	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	I think what they're doing with [information sharing software] is going to be very beneficial because right now, it's kind of located within our city and the surrounding areas. So if somebody's been arrested here, then I can pull up their information and stuff, but if it's in [City] or [City], it's not necessarily going to come up. But they're trying to combine us with [City], [inaudible], [City], [City]. And so just having that general database of individuals and their associates, their vehicles, their locations, their phone numbers, that's invaluable to investigating and figuring out how you can pursue people and charge people with stuff...

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Communication	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	For me, usually I come in to see who has court, check the sheets to see who's working, then we'll do roll call or we'll address the troops. A lot of times we'll get the information from our SDSC room that anything that happened or from the previous lieutenant that was working just to let officers who we're looking for, if there's been a crime pattern or something that has recently occurred. Afterwards, when I review arrest reports and then anything that the desk sergeant can't do, I've got to take care of. But in most part, the desk sergeant kind of runs the station and their assistant is the next level. And then if there's any use of force, we have to review and approve the TR-- they're called TRRs, Technical Response Supports. So if officer is using a type of force to document it, we have to make sure it was proper, and necessary, and reasonable.
Communication	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	like say, I'm digging for a warrant or something on the beat I'm looking to look for that day, I would be through a database. It's typically easier to navigate at a computer on the station. And if not, it'd be in the car. The car is sometimes not updated enough to get those systems to run. And if it was something like a call, they will come to the computer as well or the [CAD] inside the squad car.
Communication	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Cell phone-- the radio would be the initial call getting put out. Maybe you need an update or you need dispatch to call that person back because we don't have access to their phone number after they call. So that's all on their end. So any information like that is going to be on the radio. If it's for cell phone really, unless something's happening and you don't necessarily want to put it on the radio is when I would typically use a phone call. And then if it's just something like looking up a database, for the most part, it works on most of the computers and if they're nearly updated by now.
Communication	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: comms with dispatch] Mostly on the radio. Sometimes on the computer if they ask for it to not be put over the air, but they're doing a lot. So if they're in the middle of something, like they have a-- somebody has a pretty good scene, if I send them a message, they're not going to get to it right away. So for the most part, it's easier to talk to dispatch

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								over the air.
Communication	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I mean, I have a department phone, a personal cell phone, obviously, and then if I'm in the station, we can call the zone directly if there's something-- if I want something done but I don't want it to tie up here, put it over. We also with the SDSC room, they do send out if we get information, they'll send out an email to all the phones and everyone, in theory, can look at it right away and actually see the picture of the person or whatever else-- if we had stolen car, and if they caught it on camera, I'll just take a screenshot from the PCAD computer or whatever, the video monitoring, and then they'll put an email and shoot it out so--
Communication	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: picture of person/vehicle of interest] It is because you get to see who-- what kind of a car it is or if there's any distinguishing marks. It's a lot easier to-- I think, give the picture description as opposed to just describing the person by words. Because, gray sweater, blue jeans might mean dark gray to me and acid-washed jeans, whereas opposed the other person-- everybody takes the description differently. So I think that the picture is probably the best thing, especially when there's people that are wanted now with everyone having-- a lot of them have video in their houses and stuff. So I mean, if they have a picture of the actual person that did burglary or that tried to break in, it's better to shoot that out because then you can see who you're looking for and you can reference back to it...
Communication	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: getting call info] It's radio and they'll throw it-- you'll get it on the computer pretty much simultaneously. If you don't have a computer, usually I ask them to repeat it, and you write it down on a piece of paper.
Communication	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: comms with other officers] Within our department-- within the police department, I think it's very easy, where you could send a message on the PCAD. Now that we have the department phones, that's an option, and most of us have each other's cellphone numbers. So that's the easiest action, probably.
Communication	LE	U	Field	Not	Not	Not	LE-U-024	[RE: comms with other LE jurisdictions] Occasionally. Say, I recover a



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			Responder	specified	specified	specified		vehicle from a suburb, usually you reach out to the agency just to let them know that you found it. I think I was very briefly an officer in the burbs. And I think that we could do better with it, especially with something like [city]. With state police running in the city and we don't have their emergency network to know when they need help, I think is a little-- I mean, I don't know how we would integrate it...
Communication	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Two sides of our districts are bordered by expressways. So it-- there's a police shooting on the-- not a police shooting, but there's a shooting on the [street] ramp and trying to coordinate between the dispatcher talking to the state police dispatcher then to us, and getting all the information back, there's a lot of confusion going on. I mean, we had people chasing people. Nobody knew who the offender was. Until you get there and somebody can actually put it out that this is what happened, there's-- it's confusing sometimes.
Communication	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...on the radios, we are able to change networks. So for example, if we did have a chase from state coming to my old jurisdiction and we communicate with state dispatchers. We don't communicate with our own. We said, "We're leaving this network to go to this network." And then, we talked to [city] with state, with all of the other agencies that were then chasing, probably all the suburbs. So it puts all of us on states network with their dispatcher. So it's all going through one.
Communication	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: report writing] It can be a little buggy sometimes. You'll have a signal and then it'll drop out. So you might be in the middle of a report, you go to update it or go to the next page and there goes your whole report [laughter]...And I already found that if you start it in the field and you save it and you go to open it in the station, it's not what you saved [laughter]. So I usually try-- if I'm going to do it in the station or the car, I do it 100% and then save.
Communication	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: body cameras] I think they're not-- I'm newer to the district. Did they get them last year? So I've had it since about March. I think it's more of a-- it's not too conscious yet to say, "Okay, now I got to turn this on." Because you're used to hit the lights, "Okay, where am I going? What

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								hundred block is that?" And sometimes you're figuring out your route and you're doing a lot of other things in your head and you get to the call and you're like, "Oh, I forgot." So I think it's still-- it'll eventually be in most officers just your natural thing to, "Oh, I'm going to a call, I turned it on." But it still has to be-- it has to get to that point. Time will fix that, but it's you push a button, it's really not that hard to use.
Communication	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I think, partially my generation, but definitely, the generation that's coming after me, we're more apt to text than make phone calls. And so I think we're not as good of communicators because of that. We're used to being able to plan out what we're saying before we send it and stuff like that. So that phone calls, sometimes you-- when I first came to the department, we had to start making notifications. I'm like, "Oh my God, I hate talking on the phone this much." It was just, it was something to even get used to, to be on the phone regularly.
Communication	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	To me, it seems easier to communicate because everyone has multiple ways that they can reach out to each other, whether it's through their own phone, through the department phone or the PDT. We can push out information quicker, but I don't think the process is smooth yet. It'd be nice to integrate everything into the computer, like with ShotSpotter or with HunchLab where you have the screen, at least you can see where you're supposed to be or where it's going off, as opposed to if you hear it go off, you unclip it and you have to open the phone, put in your password and then go to the app to see where it's at. It would be nice if that information, even with the dispatcher got it, they just shot it with the screenshot like, "Here. You're going to go here." It's there. There's not-- I know that technology's getting there, where they're going to push video and what else to the cars, but--
Communication	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I'm more of an audio learner. So, even when I do read-- if I'm going to a call and something's on the PCAD, I tend to read it out loud to myself. Or if I do have a partner, somebody does read it out loud. Usually, the person not driving [laughter]... But I would say audio works better for me and of course, it's nice to reference though, "Were those pants black?"

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								And you can look and of course, it's easy to look at the PCAD and read it.
Communication	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	You know what, I think sometimes the shortfall is what the caller gives us. So, part one of the puzzle is the 911 call and if that starts very poorly, then it's that bad game of telephone just totally degrades by the time it gets to us in the car... Sometimes we'll get good descriptions right off the bat and that's way more helpful, but that's part of the equation that we cannot control. I think for the most part, people get updated, you can see who's on the scene, the dispatchers will update the tickets with information as it's given out. So I would say on our end, it gets updated and it's used very well.
Communication	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[To the?] aspect like the radio communications that there's something going on. "Shots fired." Like, "We have an officer shot." Everybody tries to get on the radio at the same time. Sometimes the dispatcher just-- they have a hard time controlling the entire situation. The officers have a hard time not cutting each other out. So, like we had one officer that was shot while the other officer didn't know she was shot because they work in a pair. He took off chasing the guys. So, she's trying to come over the air saying she's shot while he's coming over the air saying he's chasing this person. Then people would step in, that, "I'm going. I'm going." Where then that person doesn't need to-- you just go. So some way of better controlling the airways when there is a critical incident.
Communication	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: 10 codes and plain language] I think it's a little bit of the radio like how we talked about radio discipline. I think it's a little bit of the problem. But it's not encouraged here. It's keep it short and sweet. Now I've noticed that I've gotten that way a little bit, too. Now that I'm working here, I will get on the soap box and maybe hold the air for too long where it would have been totally inappropriate at the last department, and there's a 10 code for inappropriate use of radio. So if somebody was on the radio too long, somebody would come over and say 10-39, like you shouldn't have done that. So you got called out on it.
Communication	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	In the smaller departments, it's also easier to manage the amount of folks you have whereas a police department this size, we have people

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								that have trouble remembering simple ways to code out jobs. There's only 20 of them and they still can't figure it out so--.
Communication	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: calls stacking up] Well, if they stack you, they will. When you do multiple jobs. That will happen sometimes through afternoons and midnights when there's a higher level of call for service. But the officers in their cars, at least before it was, they can't see what's pending or what's waiting. Only the dispatcher can and the supervisors can. So from the station, I can run and see how many calls for service we have waiting. Around the 4th of July, you get 3,000 calls of disturbances with fireworks. And we'll tell the dispatchers [not to?] call them unless there's a caller that wants to be seen because, literally, you can't handle-- you're going to be in a back log all day if you're--
Communication	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I'd kind of like more sharing between all the databases. I know we have [state criminal database]. If you're certified in that, you can pull up pictures of people. But I think that all of those databases should just be rolled. The states should be able to communicate.
Communication	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	when the ShotSpotter goes off, we go over the areas that spotter detects the shots. And we call it out. And then we see if there's somebody shot, and we dispatch officers there immediately. I have HunchLab. So with that, I help deploy. I assign our overtime cars from the Violence Reduction Initiative. So we determine where we need the extra resources, where our regular beat cars in the district don't-- aren't able to always cover. So where there's a high propensity for violence. So we will put the extra overtime cars there. So I do that when I get to work also...
Communication	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...We also have a meeting, and it consists of the commander and all the other bosses. And we go over any violence, any shootings, any robberies from the night before to make sure everybody has the same information. There's a PowerPoint slide. We send it out to all of the officers on the watch on all three watches, the TAG team, any other outside unit who needs it. We do that. I make sure that the probationary police officers feel comfortable with their FTOs. If they have any questions, they can

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								come and talk to me. They can come ask me questions when they're not with their FTO. If they're scared to ask their FTO or if they have any comments, cares, concerns, they can come to me just like anybody else on the watch. So there's probably some other stuff but I can't remember.
Communication	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	I get to work approximately a quarter to 1:00, maybe 12:30. I get there and we go over what is called a daily brief. And I get ready for the meeting that we have with the commander, other bosses, other sergeants, other units. Take notes during that meeting. And then anything that needs to be updated gets updated on the PowerPoint slide. Any new information gets disseminated. And then at 2 o'clock we may address roll call. If there's any new information, if there's any officer safety alerts, we will go down there and do that. We will print out the HunchLab map for that day. It changes at 2 o'clock. We'll print it out...
Communication	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...I will then go to the VRI office, which is the Violent Reduction Initiative, and will ask them how many cars are detailed to the [district name]. They will tell me how many cars. I will go upstairs myself if the [special information officer], if he is there. We will place the cars strategically where we're expecting violence. And then I will type out all of the HunchLab boxes that they are going to be into. And then I will mail it to everybody that needs to be mailed. And then I will go and bring it-- bring the maps downstairs. They don't have a color printer. We do. So I have to go down there and go give it to him. I will go over it with him, see if there's any questions they have, and then I will go back upstairs...
Communication	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...From there, I will then approve and look over all of the daily observation reports that all of the FTOs do for all of their PPOs. Meanwhile, while all of this is going on, if there is a person shot I will have to do the report for that. I will have to find out who was shot, where they're shot, the location. I will have to make some notifications. I will then have to find if there is a gang conflict, who they're in conflict with, and then send that report out to my commander and everybody above him. And then every other task that would come out...
Communication	LE	U	Field	36-45	11-20	Female	LE-U-026	[RE: patrol officers] So they get a lot of information. They get information

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			Responder					through their email. They get information through the department phones. They get information on their PDT. And then they get information over the radio.
Communication	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: checking email frequently] A lot of the newer people do. Our schedules in the [district] are disseminated through their phones-- well, through their email. So they check it if they would like to know what they're working. They don't have to call anybody. They don't have to ask. They can see the schedule. So I would like to say in the [district], the majority of them check their email regularly.
Communication	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: roll call] The information that goes out on the department cell phone is the same information that I send out on third watch to their personal email. So in case they don't check their personal email, they are getting it on the department phone.
Communication	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: patrol officers] They get calls for everything. They get calls for, "I no longer want my child anymore." "My child is misbehaving." "My neighbor's watering the grass." "There's a person shot." "There's--"
Communication	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: calls] Well, it gets dispatched through the radio. And then it gets dispatched on their PDT if they have one in the car.
Communication	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: dispatch via radio and PDT] Well, we need both. It comes over the air, so then if another unit is nearby they can go and assist you. Other units listen to the radio. But it's nice to see it in case there's a lot of radio traffic. I can read what the dispatcher said, so you don't have to ask them to repeat it. Another unit is calling for help or they're chasing somebody, it's on your PDT so you can read the information.
Communication	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: patrol officers] Lots of information comes through the PDT. They can look up criminal history. They can read the daily bulletin. They can read stuff on the wire. They can inventory things from the car.
Communication	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: patrol officers] They can write their report in their car. Everything that's on the computer in the district is on that computer if they have a new computer. If they have an older one, they don't.

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Communication	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: patrol officers] In roll call, there is a large monitor and in it, that PowerPoint that gets pushed out through the phone and in their email is playing on a loop. So they see wanted individuals every day. They see what's going on. They see the officer safety alerts. It's all on there... And it's just continually going on a loop the whole time they're in roll call, so they may see somebody on the street and say, "I remember that face. Where did I remember him from?"
Communication	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: station life] There's the desk officers. So there's the desk, people come in, people need reports, people need help, people complain. At the same time the desk sergeant is there, he's approving case reports, he's approving arrest reports, he's approving inventories, he's going to lockup to check on the prisoners, he's sending out emails if there's a person shot, and anything else the lieutenant might need him to do. I'm off to the side. I'm in this information center and I'm in there with two other officers.
Communication	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	I know a lot of people in the community. I'm just a text message away from some of them... I was a patrolman and, yeah, that's how I met them. Some people would meet me in the back of an alley to give me keys to an apartment building so I could catch drug dealers. Some people will email me and tell me what's going on. They still call and text.
Communication	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: comms with other LE jurisdictions] Oh, when there's something going on, when we have information, I don't see any problem... We call. When I was in the [district], we bordered [neighborhood] and those districts over there. What else would be over there? [neighborhood]. There's another frequency, it's called [inaudible], and that's how we could communicate on the radio with them because we were on the border. So if I was calling for help at [street], they're probably going to be closer to me than any other beat car in the [district], so they will come and help.
Communication	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: patrol officers] They'll see that call and any other calls that they were assigned. They will not see any calls that are waiting to be dispatched... So they can have a dead body waiting at the hospital. They can have a domestic. They could have a noise disturbance and a kid bit

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								by a dog. They can have all of that waiting because it's assigned to them, but they may not see that there was, let's say, a call on the next block or that just hasn't been assigned yet.
Communication	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: work cell phones] I don't think they've made a whole lot of difference. I mean, they have HunchLab on them so that makes it easier for the officers. If we could get that on the PDT, they wouldn't need one more thing to take out. ShotSpotter is on the PDT. So I think it would depend if you had a PDT in your car or not. Because if you have the cell phone, event numbers, stuff shows up on there. It would work very well for, let's say-- some things work well for bike officers. Like if you could get the phone to run a name on there, if you had access to leads on the phone, that would be great for people who are on the bicycle. Because they don't have a PDT, they have to run everything over the air. So some things could be used for-- they're a great technology, but if you have a PDT some of it is the same technology.
Communication	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Well, we don't use a lot of 10 codes. We only use 10-4 and 10-99, but most-- yeah, most of the time if you're by yourself you'll just say 99 or 10-4 and that is it. Those are the only 10 codes we use.
Communication	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Well, with us having the SDSC room they have a place to give us their information. Somebody said, "Hey, I have all these lots. I don't know who owns them." They won't have time during their shift to figure all of this out. So they're able to just to send it to me and then that's stuff I can do in the room for them, other places without this or without a sergeant or without somebody for them to go to to help them get this information.
Communication	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Well I think one of the big things not necessarily with me routinely but you know we obviously have a 700 megahertz radio system. That's certainly part of my daily routine as monitoring the radio. Certainly speak on the telephone a lot, cell phone and land line fielding citizen's requests or complaints via telephone and email primarily. We do have a fairly good social media presence with our Facebook page which I'm one of the administrators on. We do have a staff member that primarily handles the social media but and certainly communications in person



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								daily with our staff and that's about it.
Communication	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	So I'm communicating primarily with customers and a lot of those customers are departmental heads or elective officials and so a lot of the requests that I receive are high level. The majority of my requests are going to come in via email whether that's through a ticketing system or direct communications. I spend a fair amount of time on telephones as well both land and cell lines and other than that's about it you know.
Communication	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Well I think I personally don't use it but our patrol guys have mobile data terminals in their vehicles. [Name] might be able to speak more to how they function or work because I don't really know to be honest but I think yeah in our county we've had some issues with inoperability which I don't know if you're going to touch on but it's something that you know we have our law enforcement partners here in the [County] are on board with our getting a grant when a national grant when we switched over from UHF to 700 and some of our fire departments chose not to make that switch and so I think when I hear from a radio communication standpoint a lot is the inoperability issue...
Communication	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I think all in all the communication is a good system for us here. We do have some geographical challenges. We have parts of our county where we have no radio coverage at all and it's been that way for many, many years. We have started trying to work towards installing a repeater in the north end of the county. We're actually just in the process of that right now. We've met with the forest service, we've met with the radio tower owner and I think our goal is in the spring once the snow melts and we can get up there is to have it all installed and up and running by early summer.
Communication	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	They are. Yeah they're tightly integrated so when an officer calls in and needs something to tag that to call for service that number is generated within records management system and so that number that CFS will follow that incident throughout the life of it whether it ends up at Supreme Court or not. It's all tied directly into and starts with the records management system so when the dispatcher issues that it comes out of

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								records management and creates that and starts it once it comes back into the office and they login to RMS it's there and they can start adding notes, entering evidence and do whatever they need to do.
Communication	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: CAD and RMS integration] Sure and there's challenges there. Both of those systems are standalone systems are extremely expensive and so to replace one you're either going to have to build an EPI it'll seamlessly allow that to happen. The CAD also ties in with our mobiles and so officers can see notes that are being communicated via dispatch notes that they're taking those will pop like to a certain degree within the mobiles as well.
Communication	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: RMS access from MDT] They can access the RMS yeah. It's mostly a text driven system or they're inputting various pieces of information whether it's referencing photos that they've taken or recordings that they've handheld, voice recorders that they've used so all of that is difficult to do in a vehicle and I think most of their time is spent rolling as opposed to sitting staffing information so they can access it via the VPN technology that we have in the mobiles but it's of limited use. I think mostly your supervisory staff is accessing those records so that when they have a 15 minute break they can go they can review other officer's notes, approve those and keep the process flowing.
Communication	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...I think we need a lot of information and specifically I have a hard time coming up with things I mean for my job from a command staff level I mean we do a lot of in person communication. We certainly have lots of meetings face to face I know that sometimes as nauseam. But as far as the information I mean I'm trying to think of it from my perspective or from one of our average you know patrol officer/jail deputy's perspectives I think they just constantly need information passed verbally through email, through telephone, radio...
Communication	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Yeah I think for our average employee that's out in the field they're constantly seeking information certainly through the communication center and the communication center gets it from the CAD and RMS and other data bases and eyelets and the blogger.

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Communication	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	The blogger is a running tabulation of not just calls for service but also contacts and things of interest so that when officers move to a new shift they can look back at that blogger they can see it from both the vehicle and from desktops with this facility and so one of the things that I see as a constant float information back and forth mostly between supervisor and command staff is the checks and balances built into the records management system and even the crash investigation software...
Communication	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...So the officers are entering information the supervisor is looking at that information and approving it, that information is going to the RMS administrator, she's viewing that information and approving that, that information is going back to the officer for final approval and getting pushed up to the feds. So there's constant electronic communication back and forth as far as checks and balances and making sure the information is accurate and it all flows very well and I'm always impressed at how much information is back and forth and not just via email but via these systems that the officers are using to maintain data.
Communication	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I mean I think that on a daily basis. I mean that not only just with technology I mean certainly the state operates the eyelet system which is a law enforcement database for criminal histories and driving records and vehicle registrations you know all types of vehicle registrations boats, planes and so I think that's a constant daily hourly thing. I think I can't think of you know there's probably tons of other things. You mentioned like the fingerprint system and like anytime someone's booked in the jail their fingerprints are transmitted electronically to the state. There's tons more.
Communication	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I know the probation department has systems and they work directly with the juvenile offenders, the correctional institutions, the prosecutors are constantly working with different agencies throughout the state. We're tied into hub and spoke network with the [State] Supreme Court and so there's a centralized brand new system in the State of [State] where the Supreme Court has servers both at each county and also

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								centrally located and so there's constant communication, probation prosecutors, public defenders and defense attorneys are all tied into that system as well. And so that information is funneling from law enforcement to the prosecutor's office to the courts to probation and it all ties in seamlessly...
Communication	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	... Secretary of State is a direct connection for us as well so the voter systems, registration, voting booths all of that stuff ties in automatically and information transferred nightly between different agencies. I know that the [state] State Patrol maintains a crime lab and so a lot of the investigative pieces of our investigations go there and there's a system that we can access 24/7 where we can view the status of different pieces of investigatory evidence and where that's at in the workflow and so we're very tied in to agencies throughout the state...
Communication	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...I think we have seven or eight direct connections not including the cities which we also directly connect to. Some of the evidence management we do have an evidence management system and some of that ties directly into the cities where they have the ability to log evidence up there enter information and then it comes down here to a centralized evidence locker where that stuff is maintained piece by piece row by row aisle by aisle and so it's a lot of integration.
Communication	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I think too one thing that popped in was like our communications with the state emergency operations center in times of disasters or like specifically the flooding events that we went through in the spring there was a constant I think we have some type of integrated line that's a direct communication with the state EOC. We do use a state I guess internet based communication called web EOC. That's something that we really used a lot. I think it took us a while to get on board with it but we really saw the value during the flooding event...
Communication	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: [Organization]] ...That was our primary way to push out information to local first responders and commanders for fire and law enforcement and EMS along with like the health districts and the state EOC. We had a lot of users in the county that was pretty much their primary source of

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								information during the flood events as far as the daily operations and updates. I think it took a couple of I think [Organization] has been in place for many years but it really took a while to catch on here I guess and now I know during this flood event the state guys were like you guys have so many users now it's becoming such a big thing and it's like well that's good that's what you guys wanted. The management of it has been excellent and the training and it's really been a big tool but it really only gets used when something's bad is going on.
Communication	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	... That takes half a day going back and forth, meeting schedules, talking. Maybe you have to talk to a neighbor.
Communication	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	I would break down our communications into probably different-- I would label them. There's inter-partner communications. There's communications, and then there's intelligence communications. You have to kind of break those two up. There's communications of just getting through the job you're at, which is speaking with your partner, letting the dispatcher know where you're at, letting the other surrounding officers know what's going on, notifying supervisors what's going on. I would break those down into-- those are basically, primarily done on a radio communications. But then, there's this whole other component, which is really to delve into the [inaudible] of the department. They're calling it smart policing, and it's the intel which is so important. And that communication is just like any other business communication.
Communication	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	A valley, and so that hurts us in our communication. And this being so far away from Austin hurts us. It's improved from when I first started to where we are now, but it's still not 100%.
Communication	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	...But yeah, that was always the biggest headache, it was dealing with other agencies just because communication was so difficult.
Communication	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	Well, it just kind of varies. There's different forms of communication that patrol would use on a regular basis, anywhere from your normal stuff that you hear, the radio, communicating with dispatch, communicating between officers. Then you have your messaging on our computer-aided

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								dispatch, on our CAD systems. Essentially, it's like text messaging, but on the computer. Or even on a broader state, just emails going back and forth with day-to-day stuff, with our BOLOs, be on the lookouts, just information, briefings, going on our emails a lot of the way that that gets communicated, and obviously cellphone, and face-to-face, and all that.
Communication	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	I would say, for the most part, it's good. I think there's always room for improvement. I think one of the main downfalls in our communication is handheld devices. One way to communicate that something as simple as overtime is available, or something as serious as the city is burning, we need as many officers as possible. One of the main ways they're going to communicate that is through a pager, which is great, but not everyone checks their pager. Not a whole lot of people have it on the all the time. So having a cell phone with a large type of - I don't know exactly how you would say it - some sort of network that everyone's on. A wireless messaging system that everyone is communicating through would be very beneficial. And I know that's out there, so it's just a matter of the department getting it there.
Communication	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	It's kind of a-- like I said, for the most part, it works. So there's not a whole lot to be fixed. The communication mostly, when I think about it, is through the radio. And it's so, in the grand scheme of things, basic. It's hard to kind of mess up. Now, there's reception issues from time to time.
Communication	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	[S2] So we have a lot of different officers that are on different channels. But depending on where you're working, they will tell you how to get a hold of the other officers. Like you will have a show up briefing. So before you start whatever assignment, they'll tell you kind of where you need to be and stuff like that.
Communication	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	[S5] Could be technology. It doesn't have to be. So you mentioned the EMS incident, for example, where they tweet something and say one thing and you would release it in a different way, for example.
Communication	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Sure. So you can use the radio to communicate directly to the dispatcher. You can also use the radio to communicate directly to other

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								officers. And you can use the radio to communicate with other jurisdictions and other areas if you know what you're doing. It can be kind of confusing switching from one jurisdiction to another. So there's a whole host of ways to communicate with other folks. We can even-- I guess the best way to describe it would like texting via computer. We can communicate car to car with other officers, so you can send messages, like direct messages to a specific officer without utilizing the radio or the phone or anything else. So we have an ability to communicate using that mobile data terminal in the cruiser as well. You can communicate with the admin staff at the station if you wanted to, electronically. They very rarely use the radios, but they can use the computers as well. But there's a whole host of ways that we can actually communicate.
Communication	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	We have a very good relationship with [County], so my agency communicates directly with them on their radio channel. We supplement them. They supplement us... You could have an event taking place there and the county wouldn't know it and the city wouldn't know it until those two dispatchers communicate. And again, there is that time delay where there's that missed moment of shared information. So again, for us, I guess you could use the state police. The state police communicate on a radio and they have [Street]. I personally scan multiple radio channels as a K9 officer so I can hear what the state police are doing, even though I'm not on their channel. The rest of the patrol officers do not. So if they had a problem, or a shooting, or a bailout, or something that's taking place right on [Street] in our district, they wouldn't know it until their dispatcher contacted our dispatcher and communicated it to us and hopefully somebody's close.
Communication	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Yeah. Communicating with other officers, and that sort of stuff. But other than the audio-video recording system and that sort of stuff, I believe that's probably it.
Communication	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	The usual communication I have on the department is with our radio system, and it'll just be me and the dispatcher. Rarely, will I talk officer to

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								officer. If that--
Communication	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	I don't know if it's gotten in the way, but I don't think they've quite developed the ability to communicate everywhere.
Communication	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	Communications [crosstalk]. So they're actually-- they're like the Big Brother. They're making sure that those calls are going through and things that are-- and that people are following up and they update the watch commander or the commander in the command center at that time,
Communication	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	You got to maintain control or you can get overtaken inside the footprint, so. But so I just say that to say communication-- you asked me about communication. I think that communication is getting better. But radio communication is still a problem because of frequencies at this time. But I think it's getting better.
Communication	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	But yeah. So communicating so there's-- through the tablet, you can go through the Internet and get other internal NPD stuff and our resources for running people's names and people who have histories. And then there's an application, Mobile for Public Safety, MPS, and that's the application that the dispatcher sees at our office of unified communications. And those are all where we can see all the 911 calls that come in.
Communication	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah. So there's no way of us really communicating over directly to them. [talking about law enforcement going through the dispatcher to tell [City] Fire that the ambulance location is changed]
Communication	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	...And so you can usually raise a Capitol Police officer on our radio because they're monitoring it, or sometimes Federal Protective Services on our radio. But most jurisdictions, you either have to call them directly. So if I need to contact the Secret Service office about something, I got to call their duty office because I couldn't communicate with Uniformed Secret Service, I don't think, other than calling their dispatcher.
Communication	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Most of our contact with coworkers is either on the telephone, cell phone, or on the computer, our mobile data terminals in our cars. We'll



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								send messages back and forth on that like talk screen messages. And supervisors typically, it's a telephone call.
Communication	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	With police officers, like for other officers on calls and that stuff, again, most of it's done through the computer, I would say. Most of it's done off the radio, unless we're running calls with them, and that's pretty much it.
Communication	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	So we use the radios and we use the phones to communicate.
Communication	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	Generally, no. If there's a time crunch with something, they'll call me on the radio or they'll call my phone. Or they'll ask the dispatcher to ask for my phone number or ask to give me their phone number so I can call them.
Communication	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	It's easy for the dispatcher to communicate with them. Usually, if there's a call and we need fire and rescue to come out and help, we request it through the dispatcher and the dispatcher request it through their dispatcher and they get dispatched to help out. So we don't necessarily communicate with them directly, fire and rescue.
Communication	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	I've communicated with state police. Federal wise, anything I've done with them, it's usually we will brief together and then we'll take care of whatever the assignment is. But radio wise, federal level, I haven't used radio for that level.
Communication	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	The MDTs I communicate with local law enforcement agencies. If there is a way to communicate with fire and rescue-- I know they use the same system, but I don't know if I can or can't. I'm not sure about that, but I know all the different agencies in this area I can communicate with through MDT.
Communication	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	We have a system where we have a direct, I guess, I don't know, link or where we can talk directly on radios without going through a repeater. So what we'll do is we'll switch over to that channel and we'll have someone stay in the location where they can communicate with ECC. So I will talk directly to that person, to their radio, and they'll relay the message to ECC. So the same thing with whether it's if I'm in a

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								basement, somebody would stay outside or if it's a rural area someone will stay back far enough to hear me through the radio and then communicate with them.
Communication	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	Well, I mean, in the past 10 years, the methods of communication, the whole social media platform, things like that-- I mean, it used to be, in law enforcement years ago, we had call boxes.
Communication	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	So me, as a patrol officer, I'm in the car. Maybe there's a theft at a store. The dispatcher can come over the radio and say, "Hey, 3051, there's a theft at the store XYZ," and they'll send the call to you on your tablet. And you can see, boom, you have all the information that the call-taker at the office [inaudible] communication has put in there
Communication	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	...There's always your informal communications that you have through email, but the same thing, we've got a paging system that we use so if something pops up, "Okay, we need to have 10 officers for this event that's going tomorrow," we can page it out and the officers can call back into our Command Information Center, or to our Special Events Branch over at the special operations division, and say, "Hey, I'd like to work that detail," whatever, and we can staff it that way. So kind of going back and forth. Same kind of methods.
Communication	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	Sure. So I mean, we use a lot of communication methods. Depending on what we're planning, if we're planning a special event, a street festival or a rally, march, whatever, obviously, coming together as a group, the in-person planning, conference calls, there's a lot of email communications back and forth, especially when you're working with organizers... So there's always lots of task groups, and groups convening communicate on a more routine basis about what's going on, sharing information back and forth.
Communication	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	Sure. I mean, yeah, obviously. So whenever we have a special event-- so I guess I should kind of start with, a routine day-to-day. Routine day-to-day here in the city, every patrol district has a radio frequency that they do their general communications on... So they may be in the building and

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								not have full communications. And sometimes tactical assets like SWAT teams are on their own separate channel. So maybe a SWAT team's in the building and maybe active shooter teams are in from patrol or from other agencies, and how are they communicating what's going on, because normally SWAT people talk on their own channels because of their own self-enclosed team and move like that, so.
Communication	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	... But, at the end of the day, we'd be like the state police for the city. So everything kind of-- we're responsible for making sure things are covered. So making sure that we're communicating. So we do a really good job with that, and it all comes back down to personal relationships, talking about what's going on. And the same tools, I mean, email, in-person meetings, phone calls, just picking up and, "Hey, what do you guys seeing on this?" I mean, information sharing is key because, as we talked about, things rapidly evolve.
Communication	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	Sure. So, yeah, fire and EMS. So whenever we get special events and things like that, they're all involved in the planning.
Communication	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	And then on game day we use the ICS structure so for large events we activate, what we call the Joint Operations Command Center here. There's a fire comm that the fire department stands up and we have liaisons in all the locations. So if we're having a marathon, we have our command bus up, we'll have someone from the fire department on there. So an officer will say, "Yeah, we have an individual he's passed out at this location. It's a 35-year-old male." Fire department's right there. We tell them, they're on the radio, they're dispatching their units that they have for over there. So the communication, although we use separate radio systems - as in different frequencies - but the same thing, we have the ability to communicate...Sharing that information and then that way they can control their assets, we can control ours and then you don't have that cross talk when you don't really need it. If you need the crosstalk you can directly communicate, but a lot of times it causes confusion.

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Communication	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	... So for a patrol officer every day, they go in service on the radio, log onto their MDT, go in service for their car. They get the calls dispatched out to whatever area they're responding to and their communicating through the MDT, through their radio. Maybe some cell phone back and forth between each other or with the sergeant if they have questions. Responding in person, talking to people, responding to the station so that everything is basically done like that.
Communication	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	99% of it is email, and that is something that has scaled down. But it also makes it easier to track. If a citizen is able to email us a question, then we have their email address. And it's so much easier to be able to email back a response.
Communication	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	The communication we have mainly is established through command centers on large details. There are different agencies that-- Special Operations has the ability to switch in between certain jurisdictions and to speak with Secret Service on secured channels, but it's not a department-wide thing.
Communication	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	But we are trying to get to a comprehensive system where we could share radio communications if we need to. And we are working with our Fire Department and EMS to do so. Some certain are encrypted different ways just based on their security function.
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] Yeah, it's underground, but they actually put repeaters down there and so you can communicate down there, and it costs money. We were switching over to 700, and they have a huge hub at [Street] that's going to go underground at [Street] and [Street] which might help with the radio at [City] Mall. Because now we're separate, we're on 700 MHz now and their in the process. These radios are all 700, 800 capable. So when they do hit the switch to 700, it's hit the switch and the cop's not going to notice a difference.
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] And that one radio unit would do all the grants, get all the-- at [City] Mall, we need communications, they do all that stuff. They don't.
Communication	LE	U	Field	46-55	21-30	Male	LE-U-010	[S2] During scenarios you might have a critical incident on the border

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			Responder					somewhere. Say the airport, because that's technically [City], [we need a command van down there?] and you send a bunch of cops down there, and [inaudible] because say if I send two cops to each station, when he comes back, that information filters out to the other cops when they're in the locker room and stuff. Or when something does happen those two cops get on the radio, "Hey, guys, go to this channel." We don't practice that. And unfortunately until something happens, then they make changes. And that's been the history of every police department. Until something happens then they make changes.
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] So he's Asian, the other guy is straight from Ireland, so obviously they're going to go, "What did you say [inaudible]," and we mess with them all the time around here. That's why you see all these pictures of--so [inaudible] that's me and all the radio mics.
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] Yeah, because [City] had to be [City] and this has been going on since the '60s. [talking about 10 codes]
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] We use part of the 10 codes
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] Right? But that's what and right now and that's the biggest issue we have and the biggest divide is you can't communicate with anybody anymore.
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] [The community means a lot?]. And this first time the community has talked to the cops in months. And they're still doing this thing. The Captain says, "You got any issues, you email me." I'm looking at him like [laughter], "Why?" If that was the fact, why are we having a community meeting? We just do a mass email. How about that? Let's just video tape it. We'll video tape it in here. Everybody logs on and you video tape so you don't have to talk to anybody in person anymore. But that's what society has turned to now. And that's where technology is hampering, I think law enforcement, is they're not getting out and not talking to you. Every once and a while, you'll get a clip of a cop playing basketball with a kid out in the street or something like that. But they're not doing that.

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								You can't communicate with them unless it's PlayStation 4 or some crazy stuff. There's nothing to relate to. There's no Monday night basketball. I remember you had to be home before the streetlights came on. And if I screwed up, my neighbors had permission to whip my butt. Then I got two of them, from them and then from my parents when I got home.
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	It was driven by the radio. It was driven by calls to service, and depending what those calls entailed, and that was your day. I mean, it was literally going from run to run to run, and communicating with dispatch, dispatch not dictating, but directing where the runs were coming from.
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	On their phones communicating with others.
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	So you chase the young woman down, under the-- to the mezzanine of [Street] and then she ended up going to the food court and into a stairwell. No comms. Officer and the female. Female fought like she had her life to-- and got complete advantage over the police officer and ended up pepper spraying him. Couldn't get his gun out of the holster, tried though. Tore the mic off, disconnected. So his partner couldn't find him. So then the suspect was seen running. She ended up going back down to the BART platform and hit. Once again, the radio's don't work down there. There's a procedure protocol for communications down there that we don't grow and practice enough, and some of the dispatchers have very short memories, and so they don't say, "Hey, this is what you need to do. This is what we're doing. Move to Channel C8. We'll patch it to your A2 channel. When you're on the platform but as soon as you start coming up out of the ground, you got to switch back. We don't train." Comms is the last-- if there was ever any shortcoming in our day to day, it's communications training.
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	There is very little direct positive communication between the ranks, between the station level individuals and the management.

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Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Not easy. Not impossible. We could go to an event channel. I can go. I have a couple of fire channels in the radio. Even I who played with the fleet map of the channels all the time would have to go through and find it.
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah, and okay, it's not there and not there. [City], the East Bay. Is it 700? And I spent a lot of time, but I've never communicated with a firefighter on my police radio.
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah. Well, if back in the day the general consensus was I don't want cops on my fires. I don't want cops talking to my radio and police. I don't want fireman talking on my radio. Recent event, the UPS shooting. Lots of people there that day. They should have known better. Lots of different agencies all working together with the exact same radio. No one thought to use an event channel so they could all talk to each other. They all have the same event channels programmed in their radios. Could have gone to B4.
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Very advanced [laughter]. Yeah. So our low band-- CHP uses low band throughout the whole state. We can hear one of their primary low band channels. So the guys on nights that work around the freeways and whatnot will listen to that and try to catch the guys coming off the road. But in a conference call with all the movers and shakers of [State] Highway Patrol three weeks ago, I said, "Listen. I'll trade you. I'll give you my A-bank. You unlock the other half, other side of the low-band equation." You would have thought I was asking for everyone's first born on that phone. "If we do it for you, we'd have to do it for everybody. We'd have people on our channel that'd be unmanageable." It's the same shite that everyone had been predicting would happen if we ever had anything that was like you had. No one would be able to talk.
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	People are dug in. I don't know how a handful of civilians can make the case that if they were to allow me to have their channels, it would interfere with the highway patrol officers doing their job, given the fact that the civilians at best work at a little lab playing with transistors, or they manage the people who play with the radios, or they manage the

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								people who make sure that the transmitters and everything work, but they don't know shit about what's going on out in the field. I can have a CHP officer out in front in a life and death situation, and he will be calling his dispatcher to call our dispatcher to call a cop to come help him.
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	And it's happened. And it happens up and down the state... It's happened to me. You go over the [Street]. I was in an unmarked car, me and my partner, following what, at first thought, was just an auto-booster, but we didn't have enough for the stop. But as I worked, my private cell phone calling the car rental agency to find out who had rented the car, and then doing some follow-up computer work to realize this guy was a very bad guy that I knew of, who always had a gun with him. And so once we got over the Bay Bridge, got towards the [Street] tunnel. We started to lose comm, so I'm talking to dispatch on my phone. And I'm trying to get them to talk to CHP, to get CHP to come out because I'm in an old hoopty car, and so it turns into a chase, goes up [Street] to [Street], and then all of a sudden, there is 16 outside agency, police cars chasing me. And I have the phone on speaker on the dash, and my partner was driving. And I'm talking to the dispatcher, and I'm telling her, "Okay. Listen. I don't know what you told them, but you got this all fucked up."
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	We don't train any of our officers to be comm L trained. We don't take the comms part of it seriously. We just take it for granted that it will work, and then someone else's makes sure that the towers are up, and that everything is up, and turn it on, and it works. But we don't train individuals at all the stations on what to do if all sudden, you can't talk to dispatch, there is a problem.
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah. What do you do if all of the sudden, dispatch goes off the air? You're going to drive to dispatch to see if anyone is home. Right now, that's what your average cop would say. They drive over here and see what's going on.
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Radio. And you might get some of it-- now the driver is going to be depending on the urgency of the run and the response. You're not going to be able to spend a lot of time reading along texts on your screen and



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								safely operate the car. So your passenger is going to be your comms guy, communicating with dispatch and reading the CAD. And whether they need assistance or they want backup units, all that is going out over the air. It's not getting typed up. It's going out over the radio.
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	A multiband radio-- not multiband, but a radio that - and they exist, and Harris makes it, but we didn't buy it - depending on where I am, it will choose the best way to communicate with home whether it's through radio, through Wi-Fi or through cellular. It will choose the strongest signal and that's how-- instantaneously.
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	In real time choose. So, if I go into a building that hasn't been updated, it's going to switch to cell, and it's going to communicate with the dispatchers via cell phone. And then I don't care if the building owners didn't want to spend \$6 million in their antique building, their historically preserved building. No one wants to spend this money, and they're going to fight it. So wouldn't it be better to use the technology that exists that your phones use between cell and Wi-Fi every day--
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	No. As far as technology goes, I mean, we focused on the commutations aspect of technology. Information sharing across platforms, I shouldn't have to run you three or four different ways to get an FBI return, to get this return, to get that return. I should be able to run your driver's license number and get everything I need.
Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	And the more back to the-- what do I want to know when I'm going up the stairs? I want to know everything up to who cooked the dinner so who's in trouble. How many times I've been there, has CPS been there, has APS been there? All these things. A good dispatcher will see some of these things if they run the address separate. But if I'm running up the stairs and someone dialed 911 and put the phone down, and it's check on their well being, and then they won't answer the door, and then I have to force the door, which creates anxiety for the autistic person or whatever, if I know right off the bat that I'm dealing with someone with a diminished sense of communication skills [laughter] or a different set of skills, I'm going to approach it differently.

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Communication	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah. The dispatcher that someone's called and says, "Hey, my son is--" because the call taker is only going to listen to so much of your input before they have to get the thing up. So they're not going to listen or they don't have the capability to process the nuances of what you're telling them so they can type it, answer the little questions that come up on their computer-generated checklist, whether they should dispatch who. But if there's some way-- I don't know. Get back to communication and technology training.
Communication	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	Q: And communication on the radio with them? SME:Very little. Very little.
Communication	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	I would say you have to have both. You have to have a base. Dispatch gives you the base. You want to be in communications to know where they are, so you're not walking into something blindly, especially, if this is a repeated offender.
Communication	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	Yeah. Google Translate's on the phones. And the reason why I say-- I guess, interpreter just comes into mind because [City] so multicultural. It's just not your regular English, and Spanish, and Cantonese or whatever. It's everybody under the sun that's here, which we welcome anyway. And you have to be able to communicate with all these different nationalities out there. And even when we have the interpretation service, I can't even recall now how many other languages. It used to be a trifle, which they were a lot [laughter].
Communication	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	So with our department, we have our line up in the morning. It's like roll call, I guess in other departments. They give us information. If we're looking for someone or if there's someone that's wanted, they'll show us a BOLO or a be on the look out for. Information that's passed down through the captain or command staff, if someone is ill or if there's a birthday in our station, we kind of relay information. So we have that in the morning, and then we have what's called secondary line up, which means a few of us will go grab coffee somewhere else and just catch up on the week, especially if it's our Monday.

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Communication	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	They're in the same center, but they still have to contact them who's at a different desk maybe 20 feet away. We're not connected with fire or the medics. The medics and fire are connected to their own channel, so we would have to switch our radios to go to a different channel to contact fire.
Communication	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	We don't. Specialized units can contact [State] Highway Patrol. We can in our cars. We used to because their was channel was different. They have better technology now, but we still have old radios on our car that would connect to CHP. And the sheriffs are on our-- some of them are on our channel; they do patrol in our area. But it's still hard to contact [City] PD. We literally have to either call the dispatch on our cell phone or have dispatch call them on a phone and notify them that we're on the border. We don't border any other county where we're at. But I used to work [[City]?] which bordered [City] and [City]. So you had to call their dispatcher and say, "Hey, there's this in your area." Or our dispatcher would call them on a cell phone and let them know that we're in their district, because the border would be a line.
Communication	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So yes, because the events that we'll get-- it's either we could have an impromptu protest would show up, a demonstration. We'd have the response from that, which would draw on our resources from patrol. But in addition to our own district, we would be drawing from the Field Operations Bureau. So they would be assigning additional personnel to come down. As we're dealing with that, either we share a channel or we get another channel. And we try to coordinate that, meet with the spokesman or whoever is in charge of the demonstration, coordinate with them on what their plan is, and then coordinate our response to that.
Communication	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So the PD, in [City], you have the patrol. So they'll patrol the sector cars and manage the different response to call for service and needs in the particular sector in the district. We have what's called Traffic Company, which is our motorcycle officers. We have some that are assigned to each district station, but we also have the unit as a whole that responds

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								and conducts their own traffic enforcement operations. They are on a different channel and don't usually communicate anything to the district unless it's going to impact the district. Though we seem to stay within the district. There's parking control officers that are out there all the time doing enforcement and traffic control for different new street configurations.
Communication	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So the communication at the larger events, the issues become when you've got multiple entities involved. So you've got the police department, the fire department, the medical services, the EMS guys that are actually on-site. Typically large events have medical staff assigned to the venue, and the purpose for that is so that we're not drawing from our fire department site to go into a footprint that already has medical staff there, so it minimizes some of the impact for the surrounding district. In addition to that, the security staff and personnel that are at the venue because PD will be at a lot of these larger events, but the responsibility for the security for these events is actually with the event. So they'll hire their own security companies, their own volunteers, so getting communication in a timely fashion, and the information disseminated from all those different components to the point of contact for the PD and do our command post and then coordinating that with the district station at the same time. So a lot of times, we'll get a different channel, another PD channel, separate from the district channel.
Communication	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	And then to try to put an event in there and try to coordinate in an event on their channel would be very difficult. Because in addition to just having the activity that goes on there, the ambient noise with the stages, the speakers, just the overall den, you wouldn't be able to get it out. So it's a big part of-- we coordinate communication with the event planners, the stage managers, often by their radios that they have there because we're not giving them ours. Because that just doesn't happen. So we try to have either a liaison from us with their staff, into a command post type situation, and then have that information pushed out.

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Communication	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	But if something like that was available, I think something that would be a lot easier because that would be a channel that would allow the private entity to speak with the city agencies and actually close some of the gaps.
Communication	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So usually, for the officers that are assigned to the particular event, and they all know they're on a particular channel, and they'll monitor that channel. Each squad has a sergeant squad leader that's assigned that will typically monitor that radio for any communication coming out and then designate what personnel would respond to a particular call. We know where officers are posted within the venue. So they'll have a call sign for a particular quadrant within the venue. So at the command post, we know particular officers that are in these locations. So when we contact them, we'll go officer to officer, just unit-to-unit kind of communications. And if there's an issue there, then we'll dovetail in dispatch, and then we'll ask dispatch to raise that unit. Sometimes, I don't know, maybe they're just luckier than us, but I don't know if they have a better broadband or broadcast ability, or if the officer had maybe changed channels, or whatever it is, but oftentimes, we'll utilize them to communicate with those officers if we don't get a direct, but often that's not an issue as much because we'll have direct communication with them.
Communication	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	To communicate with fire, if there's a fire call that we need, we coordinate through our dispatch. And then they go to whatever channel that they communicate with fire because it's completely separate from ours. And then they'll go the response in from fire. If there's medical, if we have a good communication going with the medical that's on-site within the command post that's already established and we can communicate with them, we'll do that. If we're not getting a response from them, if there's going to be a delay for any reason, we'll notify our dispatch that will notify our fire and have a unit responding in. And then they'll draw from outside districts. So depending on what kind of staffing the medical personnel have on-site for a particular event, they could be

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								impacted and unavailable.
Communication	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So if, say, it's an event that gets really hot and they get a lot of people falling from heat exhaustion or girl over intoxicated, and the units that they do have assigned to the event are now tasked trying to deal with that, and the ambulances that are on site that are now transporting are unavailable, we will coordinate through our police dispatch to get another fire unit to come in. And that's never been an issue coordinating that. So we staff the channel with a dispatcher who monitors and then keeps a log of everything else's that's going on for the calls for service. And if there's a need to query somebody's criminal history or something like that, we would utilize dispatch to do that as opposed to the officers on site because they're able to run it much faster and get us back the results and do that. So they're there. We don't ask the dispatchers with much with a whole lot of involvement in the event, depending on what the event is. But for the most part, it's unit-to-unit communications, and the dispatchers there as a resource and a backup if it goes beyond of the scope of our ability of what we need at our level.
Communication	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Because we have the cell phone that's engaged now, we have the body worn cameras. They're linked together now. So you're going to have one with the other to be able to utilize them. And officers have them and they're required to have them with them at each event. That is a good backup. It's not a guarantee because, depending on where they're at, some venues we have zero cell service or they would just be poor cell service. So it's a good backup if we need it, kind of send out a message, "Shift your personnel over this direction." Maybe we'll communicate it that way. But first line communication we use is the radio. And then if we can't, then we'll try to raise somebody on their phone and ask them, "Hey."
Communication	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Yeah. Depending on what's needed, yeah, there is. But a lot of the marching orders and the instructions are already given at any of these events at the lineup and at the briefing. All right? The expectations, the parameter, what the idea is for the event, and then what the chain will be

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								if there is a response for something or a need. We establish that. And then the proper contact for any of the officers that are on post is that squad leader. So that squad leader is pretty diligent as far as staying in communication with the command post or whoever the event commander is.
Communication	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Radio to radio. Yeah. Not so much person-to-person. So the person-to-person, once that venue gets started and people are on post that person-to-person is not really person-to-person. It's unit-to-unit over the radio that you'll deal with radios.
Communication	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...Communications, everybody speaks to each other, talks to each other. It's the calm before the storm, usually for calls for service because we have a large district. I mean, it's a pretty good size district. And the calls for service could be minimal at a moment and then spike. So depending on the day, you'll get these thermal meters of crank density towards the afternoons or towards the late nights or whatever, but then you've got all these different calls for service in the middle.
Communication	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So it's interesting because the sheriff's department, for the most part, doesn't have patrol units on the street, but they do have units that are occasionally on the street, so they do monitor the district stations that are on our channels. So if we're looking for them, we'll try to raise them on the radio, but unless we know they're assigned to something, then we won't find them. The sheriff's department, if we have a large event, will assign their units to us. They'll be on our own channels. They'll have their own call signs. We communicate with them. If we have a large demo or something like that, where all of a sudden we are going to have a lot of arrests, we'll call the jail and coordinate with them that way. So we don't share a channel with them. They have their own channels in the jails. So on the street, we have minimal communication, and I think that's just because of a limited presence from them on the street. Fire, we have no direct communication with them.
Communication	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...So if it's a medical call for service, we have a pretty standard format that we'll give dispatch. It's the location of the incident that we need, the

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								particular observation of whatever the injury is, the age and sex of the person, and whether they're conscious or unconscious. And we'll push that to fire. Fire will make their own determination from there depending on that call for service on how they'll respond and then they'll respond. There will be no communication beyond that, just that we're coming, which is fine because the officers are already rendering aid or engaged in whatever they're doing, either ensuring the scene is safe. To be in communication with fire asking a bunch of questions, I think, would be a detractor, so that system works.
Communication	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...We've got the airport where we've had [County] made issues down that direction. So there definitely is a need to be able to communicate we the other agencies. So that is a huge resource that we have now. The department cell phones, not just the fact that we have the cell phones, but on those cell phones, we have access to our crime data warehouse. We can run the mug shot system from our cell phones and actually look those up. CalPhoto from the phones, we can actually look and see and try to get a little bit more information from somebody.
Communication	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	. So we utilize that going through the websites and trying to figure out that stuff and then try to have a pretty open communication with the event planners. Because at a lot of these events, I mean they all come with their own agenda. They all want to get more for less and have a great event, which is great. But for us, we're trying to get as much actual information as possible and coordinate it from that, and care less about their event. It's going to happen regardless. But trying to get the best information for us is a big one.
Communication	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So we communicate closely with our DEM folks, their emergency medical guys. Because we can kind of see what their plan is, where they're going to be situated but also try to work out a better plan for our communication between them and us and whatever else is going on at the event.
Communication	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	..In addition to that, when you're trying to locate officers that are non-responsive at a scene but you're able to see them on the board, you can



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								have a coordinated response to go to that particular location and actually see if there's a reason they're not coming up or responding. You can actually do that. You can click on that board, send them a direct message to either their MDT or to their phone because you now have that ability on the board or on the board under your screen on the computer whoever it is that you can actually go to that and everything is just interlinked.
Communication	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Reception. So the beauty of a big building is the fact that it's a big building, and it interferes with your transmissions. And we're rolling out the new radios. We're running into that, but these are areas that we've already known existed for bad communication or no communication. Getting private entities to think beyond what their own infrastructure is
Communication	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	But other than that for communication, really, the reception for the area that we run into. [City], really poor reception. [City], I get the back side of [City]. Almost no reception.
Communication	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	I don't think it would be much different. So with everyone in here, it's just-- I mean, more [as?] person when you're walking by or it's email. I don't know. That's the main thing. And the guys that I know or I'm more friends with, we text on our personal phones outside, and sometimes we text at work, the same thing when it's not necessarily work-related, or it's just hey-can-you-come-over-here-and-see-me type of thing. But it won't change a lot. It's going to be basically the same. Email, and we all email. Email's kind of that professional-- it makes it real, I guess, and then it's official. So we all email. I don't know. I'm not the biggest fan of email, but we do it, so.
Communication	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	--so I can send a message. If I'm out on patrol squad, I can set a group, so all of them are grouped together, and I can send it to the whole squad, that type of thing, so.
Communication	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	... So it's usually done here at our dispatch center than everybody go to some random radio frequency, and then trying to communicate that across the group that's all deployed on a scene, so it's much easier to do

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								it at- we're at the trunk than it is to do it at all the branches. And we can monitor other agencies' frequencies as well as state patrol, and so I can go and I know where I can talk to other agencies on my own radio frequency, if I, for some reason, need to reach out without being patched. I can find that avenue, but it's a little more difficult to do that.
Communication	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Yeah, that can start with people. And then when you talk about technology again, there's always spotty coverage, especially when you then get out of that car, and you're talking off a mobile device as opposed to a boosted car device. Like you said, what we talked about earlier, the interoperability between agencies and/or radio systems, and/or frequencies. I mean, I don't even know if we can communicate with somebody who's not on 800 megahertz. I don't know enough about our system to even understand whether that's even possible. Talking outside of organizational, so going from police-to-police or police-to-fire, and without the cumbersome ability to have to change radio frequencies, and that type of thing. I think that a lot of radio systems and the methodology in which we communicate is still pretty cumbersome. Obviously, email is very fast, but that's not something that we use to communicate on a scene or in an in-progress incident. That's something that you go back to the office and have to answer. Somebody has a question about something so you answer it that way. So--
Communication	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	The airtime is usually what causes things to crumble because if I can't communicate because everybody's trying to get on the air-- if I can't communicate to people, I can't tell them what I need them to do. And you can have incidents fail because you can't get that direction out. To me, that's the thing we've got to do. So we've got to come up with alternate ways to be able to communicate with people, or to get the information of, "Okay, listen. Officer [Name] is there, officer [Name] is there," but be able to do that without having to use the radio.
Communication	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Our current radio system, we have common channels. We don't use them all the time, so when we get somewhere we have to make a conscious decision of, "Okay, let's put our channels together." Which I

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								think is not a bad thing, because again you're cramming a lot of people on there. But we do have the ability with our new radio system with [inaudible]. I could probably tell you about that. We have the ability to patch frequencies and we have common frequencies with local law enforcement as well as the fire department, so we can get on the same channel if we need to.
Communication	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	So in specific to patrol, they're doing more proactive police work. But some of the calls well, actually, the dispatcher will actually put it out as information and so if they're close by, they can take them.
Communication	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	No. Like I said, for me, I'm not a very technologically savvy person. Never have been. My daughter fixes my phone for me. But just being able to prioritize, because that's the one thing that I notice is-- like this protest on Saturday. Very easy, no issues with communication, because nothing happened. But as soon as something happens, communication goes out the window. You can't get on the radio. So part of it's internal of getting people to understand, "Listen, this is the hierarchy. Get on the radio if it's an emergency." And then for me, it's just going to be finding the money to get the technology to the officers - of tablets, of cell phones, things like that. Our department's trying to get larger. We've actually gotten the authorization to hire up to 200 more officers.
Communication	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	And if it's a big event, say, it's a big building fire where there's a multi-agency, multi-department response, then we would setup a common command post. And so the commanders for the police department, the fire department, whatever their city agency, they would all be there and be able to talk face-to-face at a command level. And then those individual commanders could talk to their respective subordinates on their respective radio systems. So sometimes, it gets a little complicated to get information back and forth, but that is very, very rare. I think in my opinion, we've always had an excellent working relationship with the fire department, and we just work out the communications issues on a as-needed basis.
Communication	LE	U	Field	56-65	31-40	Male	LE-U-030	It becomes even more cumbersome but much the same way because if

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			Responder					I need some information from [County] sheriffs, again it's a matter of going through our dispatch to their dispatch to whoever they're trying to reach out to. Now, there have been occasions where I've given my cell phone number to whoever it is from the other agency that's trying to contact me or I've gotten their cell phone number, and we've had those telephone conversations, but those events, those situations are very rare. There's been far more numerous times where I've communicated with someone from another jurisdiction on an issue, not an ongoing, in-progress incident but some other mutually inclusive situation. And that's predominantly emails or sometimes a phone call. But operationally, it's not easy to talk directly to someone on the radio from another jurisdiction.
Communication	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Yeah. I mean, so there is a tremendous amount of communication that goes back and forth now on cell phones instead of-- because each precinct, there are five precincts in the city. Each of the precincts has its own on radio zone. South and Southwest Precinct share a radio zone. So there are four main radio zones, like there's East Radio--
Communication	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Yeah, yeah. We talked about it. So we went this way and then these guys ended up making an arrest. It was a guy in a stolen car, and there wasn't quite a scuffle, but almost a scuffle. So they got on the air and we came zipping around, and now--
Communication	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Yeah, yeah. We do a lot of texting.
Communication	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	It's irrelevant to me, but he feels it's important. So I mean, we've met with the captain, but it feels like to me, what needs to happen is, is if he wants me to think like him, then he needs to tell me why it's important to him.
Communication	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] I think electronic mail is the biggest form of communication.
Communication	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] Messaging. So you might roll messaging and email together as a primary and then I would say my second is phone and in person. There's

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								sometimes that I just feel better communicating with a person.
Communication	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] More discussion. I think you can communicate your point better or there's no emails and messaging as you know just from texting can not portray exactly what you're meaning to portray, right? And I think face to face, I just think you can communicate better that way.
Communication	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] Yep. So yeah, we used a 800 megahertz trunk radio system here. That's the primary means of communicating to the first responders on the street. We use sort of the car-to-car messaging which would be through our CAD and MGT applications. There's probably a lot of that that goes on.
Communication	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] So I'd say the hierarchy is radio, voice radio, and then messaging, whether that's email or instant messaging, and then phone.
Communication	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Yeah. And we don't have first responders often coming into our dispatch center for face-to-face communications, most strictly done by those other means.
Communication	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	--hurt somebody or impact an operation. And then also the privacy part with the address blurring and things of that nature.
Communication	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] Well, and it's hard with communications, and even the street-- both the street and communications, because you have minimum staffing. So you can't pull people off. The very people that you need there that are the boots on the ground are the people that can't take the time to be pulled off into the meetings and the this and the that.
Communication	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Usually through emails. People will call. We have a system as far as like updates for the parcel and then that will include road and address points where we built a script and once a week we run it and so if the assessor breaks out and plats a new subdivision and records that new subdivision then I get they create new parcel ID numbers and then so there's a script that runs over the weekend that says these parcel ID numbers are not in the GIS layer so that tells me that there's new stuff that they did and then I can go in there and update that and do those updates so yeah and as far as you know other things that need to be

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								updated you know people will send me an email saying this address needs to be updated or this thing text messaging thing needs to be updated or who knows what so yeah.
Communication	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Yes. Yeah it's mostly email. You know occasionally phone calls but they'll it's nice of the emails because it's a written document and you can always go back to that. It's like it's a way of keeping track if you've done it or not right because you can just delete it when you're done with it. And if it's not deleted then you still need to do it. At least that's the way that's my unfortunate work plan.
Communication	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Communication problems. I don't know everything causes problems right and that's such a cop out answer but it's true. Over communicating, under communicating you know sometimes you tell people too much information than they need, sometimes you don't tell them enough, sometimes you don't tell the right people the right things, sometimes you tell the wrong people the right things, sometimes you have communication technology that doesn't work. I mean it's computer, it's technology, it's electronics right? They don't always do what we want them to do. You know software has bugs. It breaks and so you have problems with software, you have problems with equipment, you have problems with any of it yeah it's just the cost of doing business. It's kind of the good cliché for that.
Communication	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Well I'm doing it poorly so I probably won't give you the right answers and I know there's no right answers but anyways you know I'm talking mostly amongst the first responders here, the county commissioners and the [state] and so I'm more of a liaison between the [state] and the local responders as we go through this. My work with the local responders would be more the you know the emergency operation plan, the EOP they call it in developing that, developing your all hazard mitigation plan.
Communication	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	Well we do lots of it over the air and we are continually doing lots of it so prior when I first started like I said we had pagers which was not cell phones which seems weird even ten years ago but we had pagers and

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								the we would run all of our wants and wants over the air so from a privacy standpoint or we were you know saying [name] date of birth, address, valid suspended, registered sex offender, concealed weapons permit holder all of that was coming over the air. If we couldn't readily identify them we use socials so we would be given social security number over the air all of which can be picked up by a scanner that a lot of people listen to and we've gone away with that with CAD in the last couple of years really kind of pushing communication.
Communication	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	I think it really for me focuses around communication because I can't effectively I mean I'm only one person so when I'm on a scene I need to get resources, I need to figure out what I need to do to stop the situation from getting worse and that generally involves other people so I need to be able to quickly concisely communicate with them. The other thing that would be really handy that I would love to see is some way to run and ID from a radio so all of our ID's have barcodes on them now.
Communication	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	Well crap I just left my GPS in the car you know just having kind of a device or something that's all in one that can do a lot of different things and communicate and be able to communicate you know having inoperability that's really the key for me in my mind is being able to talk with whoever we need to talk with to get the resources that I need. So for me it's really about communication I guess not necessarily other I'm trying to think of any other technology that would be cool.
Communication	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] It's with other law enforcement. It's other departments, [counties]. Over the phone we'll talk I've had to talk to [county] in [State] that's as far as I've had to talk to. It just depends but as far as other first responders like life and fire we do the same calls and life and fire code 3 or code one and our dispatch will take care of it.
Communication	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] I couldn't answer that. I mean I've worked dispatch for four days when I was in training but I mean there's a little bit but it's nothing major. If we say we need life and fire they all have headsets on they can all hear what we're saying so when we say hey life and fire here now. Fire dispatch gets on and helps the fire when we said it. Life on the other

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								hand there's been times on injury accidents where because usually in town we usually only have one or two ambulances running at times and there's times where they work three counties. They don't show up for half an hour and we need them there within 5 minutes.
Communication	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] Cell phone or radio. The county is with radio. [county] we can communicate with them through our radio. The jail we can through our radio. We do have frequency on there for it's called [Organization] which is other state agencies that we can speak with but most of the time we don't need to speak with anybody else out of [county] major county.
Communication	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] For the most part they try to stay a little bit similar but I know [county] is [city] but I know our 88 which is our intoxicated driver is their vehicle registration so different ends of the spectrum. I mean sometimes it's everybody knows that the only one that I've known that is seen around the same around the state is 10-8 and 10-7 which is I'm on duty I'm off duty or he's alive he's not.
Communication	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	Well like I said we're often alone so sometimes there isn't a whole lot of communication. We're monitoring yeah we're monitoring usually we're on our radios and if a call comes through it's on our radio so that's generally how I'm getting information if I need it is through the radio but a lot of times you're just out there you in your car yeah.
Communication	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	We really don't. It's very difficult for us to communicate with fire. They've got radios and we've got radios but they don't really talk very well together and so I know we can we just don't really. It's just easier just to call them up on the cell phone so we'll figure out which community's responding and often times when we got a fire there our fire trucks from a lot of these different small towns going.
Communication	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	So (00:14:50) it's not that hard but it's also kind of not it's not through the radio like the rest of our communication is with dispatch. Dispatch is sending them usually the calls.
Communication	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	Well they aren't always real comfortable right. We got this microphone here and you got the cord and it kind of wraps around and you got the



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								radio and it's a little bulky sometimes but you know that's part of being an officer here right it's that's what we need to communicate, that's what we need to do our jobs and so I think I don't know we're just very used to it.
Communication	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	Oh I don't think so not very much no. I would say that I think dispatch has gotten better since I started. They've gotten better at just communicating what we need and I think some of that is learning, some of that is just you know people getting better at their jobs but no I don't think things have changed all that much not since I've been here. It's only been 7 years.
Communication	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	. We already talked about the fact that the radios don't work everywhere that's the biggest problem really. We use the radio all the time that's what we're using to communicate and so when that doesn't work then we got to find something else that works and maybe that's a cell phone but then if that cell phone doesn't work then we're out of luck then we got to drive someplace else until we get a signal or the radio works so that can be complicated there so I would say that's our biggest problem. Maybe I would say another problem is we have trouble getting dispatchers and so that's kind of a communication problem for us because then we don't have anybody there or we're always having to train people and you know there's always a learning curve there. There's a learning curve to any job and that makes that difficult I think for those people yeah.
Communication	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	They truly are. So most of the time they talk by radio and then you have sometimes they say such stuff they really shouldn't say but you let it slide you know it's like the other day we got in a chase and this guy was doing over 120 miles an hour in a Mustang convertible and [Name] gets on the radio and says [county]. I don't know what he got up under that hood but it must be something good you know and it's like and coming from where I come from it's like that's not really professional but in the context of here it's kind of funny. So you let it slide and then folks are talking about did you hear what he said about you know what I'm saying

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								but you want to keep it reigned in and not get too out of control about with it but I mean it was funny you know.
Communication	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	We're improving. Before they didn't communicate with anybody. They truly didn't. Some of the fire guys they had one guy in particular that was very difficult. He wanted to be in charge and he didn't want to do stuff. He wanted to make me do what he wanted me to do and I'm not that guy. I'm like listen I'm respectful of you be respectful to me. He refused to come out to a call one night because I hadn't called him back yet and he called out here and cussed out my dispatchers and then he got in court and was ugly so I said that's fine so I went through and documented everything. At the fire association meeting I said hey this guy is making you look bad. This is your business you deal with it but I'm not going to call him back.
Communication	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	We do. We'll do that through dispatch. State patrol is on a different radio system. We'll contact their dispatch. We'll contact state patrol. A lot of our guys has the state patrol's phone numbers and they'll call directly. State patrol works off stats. They need a certain number of tickets, certain number of DUI's, certain number of accidents. We'll come them directly and say hey, how far out are you? If you're working they know who is working. You know we all hang out together and talk you know we have good relationships. Last night had a fire over there near [county] line.
Communication	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Q: And so most of that communication though would be through cell phones? SME: A lot of it is through dispatch.
Communication	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	It started through dispatch and then actually we seen some of them had the other cell phone stuff but most of us still let [Name] know so and so and so and so.
Communication	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] Not to mention, typing. We use an app to communicate between our agency and with other agencies so we're also on they're typing to The [City] or whoever trying to deal with each other. We always got a number

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								of things going at once.
Communication	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] Dispatch. I mean if we're over in a certain area the way our unit works is we generally communicate within our own little group. Dispatch doesn't really get involved unless we're addressing a certain problem. Like I said we don't handle necessarily the 911 calls for service. Now if we're in a certain area for a certain type of crime burglaries for instance we'll let the dispatcher know that and we'll be on a separate channel from the regular patrol units and then the dispatcher will switch over and say hey I got a burglary in your area so that way that's our priority that's why we're there we head over that way but in the meantime like we said all these other forms of communication if we're working on stolen cars that's when we have most lines of communication come in because the stolen cars travel from jurisdiction to jurisdiction and we're getting this information from so many different officers.
Communication	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] Yeah we're texting, emailing, using the app, on the radio I mean we're just blasting out information.
Communication	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] Well day to day if we're out doing something we have this crown trend of sliders where kids are jumping in the cars at gas stations because people leave their purses and their keys in their car. Well if they're happening on us but we know they live in [city] we talk to [city] we'll just flip on their channel and talk to them. Hey, we've had a car stolen or vice versa they'll let us know so we have great communication there. On the UASI end we've had full scale incidents where training incidents so I'll go to one area and we've had comm checks or whatever and we've been able to talk to the command posts and incident command and whatnot.
Communication	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] And to touch on what he said non-incident type things. The [abbreviation] group itself has you know become a huge communication to where if you need anything in another jurisdiction or hey we're looking at somebody down in your jurisdiction you know anything from police chiefs down to line officers have tools to communicate with each other like there's a SWAT commander group that has an email group and all

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								the metro SWAT commanders you know they meet monthly along with team leaders, team leaders another level they meet monthly and communicate on what incidents they've had and any kind of training or what something new that they found on the SWAT incident so I think the communication has become a lot easier amongst jurisdictions in just within the last 10 years.
Communication	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] But now now I mean like we just know we have good relationships with everybody around here and just it's been a lot more activity on the communication end along with meetings.
Communication	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Yeah we it's probably by most standards not too much communication but our dispatch is in the center of the police department. It's accessible by the officers.
Communication	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	...It is there but I think for purposes of like offline communication people are going to use their cell phones and we use our radio system quite a bit.
Communication	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	She would have been the person to be with but they did like a ISD inline at [name] to allow communication so they're on the radio there so they have operability with our main campus but their portable is not going to reach here.
Communication	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	...If they go on a call they might need a CAD they take it with them and most officers keep their portable tuned to our channel and may change their car radio to the county channel so they can hear what's going on but your portable should be on the channel you need to be on so with regard to you know communicating with [name] and CAD you can just hop on the radio and say and we use the same codes and signals as [name].
Communication	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	...We're actually going to and I'm sure this is stuff you're talking about there's a conversation on a plain talk happening here because we have to communicate with multiple jurisdictions.
Communication	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	And have. Some even know our codes and signals if they're really bad guys so our ability to communicate with [name] and [name] and out at

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								[name] so they're in the [city] which is a tiny little city with almost a part time police department. They have a super close working relationship. They contact each other on phones but they also have radio operability and there's [county] Sheriff that provides coverage as well and they have their radios so we're dealing with three jurisdictions, three different codes and signals so we as an agency are kind of trying to find our way like how do we communicate with everybody we're trying to communicate with and how do we also deal with the fact that we're bringing officers and in most cases we sent some people to mandate but a lot of our officers are coming with prior experience and so you have a Hodge podge of codes and signals.
Communication	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	...People are having a bad day but it can really impact our ability to communicate but I think when the situation gets stressful or it's a high you have officers messing up, you can have dispatchers messing up and I think when if people just don't have the intellectual capacity to do the job or are not properly trained you run into problems
Communication	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	... We have these radios for a reason. We have means of communications. We don't need to always but there's probably more face to face here than there should be because of the commun--not in terms of personal interaction but people like during the course of their job either calling or going back there to talk to dispatch instead of just doing it I think either over the radio or on the MDT but again this is me offering my personal opinion as opposed to what but I think I speak for the communication supervisor as to what she would like to happen.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	... You can open it up and then you can go through each bulletin and read if it's a... BOLO, be on the lookout for a murder suspect or someone who's requesting X patrol in a certain neighborhood or residents due to crime. It's all listed there, so we don't have to keep passing that information on. They can read it for themselves as soon as they come to work.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Same way, either via radio, I'll call them and then tell them, look, check the bulletin, make sure you're patrolling this street tonight, ex crime, or I

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								will call them verbally on the radio. I'll also reiterate, make sure this is done.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Ninety percent of the calls, their assignments will come through communications
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	For us it's not an issue. It's more like our first responder, our EMS. We have [Ambulance company], we have a private company, [Company] Ambulance, they're a private organization that works our areas. We have their radio, but we frequently don't get on the radio to talk to them. We will call through communications and let them know to notify them. Fire Department is actually dispatched from here in that other room, so all of our dispatchers for fire department and our agency are in the same building... So those are all the other agencies within our [County], they're hearing exactly what's going on in our end, we hear what's going on in their end.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Yes. Because during the hurricane, the hurricane something of that magnitude, you will get outside agencies and after [Event] we had units come down from Oklahoma, sheriff's office, just from [State]. [City] Police Department came down into our area. They all worked. So we couldn't use our own channel. We actually used a regional talk around channel. And our signal codes are not the same in New York. Our signal codes are different just from one agency to another because what we normally use our signal codes are our criminal codes. For instance 14-103 is a criminal for disturbing the peace. So we dispatch it as a signal 103, which it all coincides with that number.
Communication	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Pretty much, yeah. I mean I get up early every day; I'm at work for 7:00. I mean in the afternoons, usually every afternoon I usually stop off at the fire station, make sure I didn't get no mail or if we had any calls during that daytime, see what, see exactly what went on. If I need to sign any paperwork, any phone calls I need to return there. I mean at the police department I kind of have two secretaries and a staff that work under me, so throughout the day they're constantly taking messages and calling me so that's pretty much taken care of on that end. But the fire

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								service side is all volunteers, so you just you've got to pick up the information when it comes in or we all come together and when there's a call or when there's a meeting or training, other than that you don't keep in contact throughout the day on the fire service side.
Communication	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Alright, so in the volunteer fire service they don't have computers in the car, nothing is computer animated for them. Everything comes over the radio or pager. You wear a pager on your belt, and they have a paging system that they send out that alerts the fire department. All are done through radio systems. We don't have computers in the trucks or anything like that.
Communication	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Well you can talk through the radio, or you can use your cell phones, I mean we use cell phones a lot. Especially if we coordinate in training or if they have like officers on the scene, and I'm unable to respond, he'll call me on the phone or you know.
Communication	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	... That way the officer doesn't have to change noting on his radio whether it's the sheriff's office, the fire department whatever channel, whatever departments that are working, that incident, we bring them in a box and they can stay on their regular channel and they'll be able to hear the Sheriff's office talking, they will be able to hear the ambulance talking, everybody will be on one channel.
Communication	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Well, between unit to unit, of course you've got the radio traffic, and they use their cell phones quite a bit. There's some face-to-face, where they meet with each other and discuss what's going on or whatever, but typically, they respond to calls, if it's not enforcing traffic, of course, if they're out checking for speeders or whatever, but then you have your dispatch calls to your accidents, your medicals, sometimes if they need assist, Fire Department. Again, your domestics, robberies, just the whole spectrum of things that can happen that law enforcement has to respond to.
Communication	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	No, we have no communications in the car other than the radios, the 700 radios.

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Communication	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Not so good. The radio coverage on a 700, when you get into a building, it probably drops out on you. We have areas of the [County] that, the terrain, because of iron ore or nickel in the minerals in the makeup of the soil, block a lot of the communications. I'd say the cell phone coverage is probably as good as our 700 coverage from our repeaters, but again, most of our official communication goes over the radio, and we've got some really bad areas in the [County].
Communication	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Right. We ended up using down there, in [City], was Verizon, I think, their push to talk, so now they've brought in a whole bunch of cell phones, and we were able to talk on different talk groups and that type of thing. The only radios that really work well for us down there were the 150 MHz that the Fire Department had, and we were able, from [City], to hit the repeaters up here with portals, it was fairly impressive, but again, that's 150 MHz, and the wavelength on that is a lot better.
Communication	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Well, if you go through the Incident Command System or--what is it, the FEMA programs and things like that, not all communications--you've got your incident commander up here, so not everybody is talking to him, so with the talk groups, you can go, I think, seven or eight in your span of command, they talk to this guy, he has seven or eight people over here, this guy has seven or eight people talking to him, and then they kind of build up the tier to where they're talking to the guy that's over the whole incident, so--
Communication	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	The majority of the time it was all through, you know, radio. You would get dispatched via radio, you would communicate via radio. Supervisors would contact you. You know I think more recently text messages and emails are kind of becoming the norm but I think for most patrol officers radio is their main line of communication.
Communication	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Right. You'll get, you know, if you're working a case or you've left a case card for somebody and they'll call and you know maybe an officer's out patrolling and that victim needs to contact them so they'll patch through to cellphones or...



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Communication	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Yeah. We... we probably don't use our MDTs quite as much as somebody might. [city] whose call volume is super high, you know, we don't generate quite as much radio traffic. So we still do a lot over the radio. But the calls are pushed through CAD, through their, you know, through their MDTs. They're able to run license plates and enter their own paperwork and stuff like that. But you know a lot of our calls take you away from the car so you're still doing a lot of the information through the radio and having communications enter it and then come back and complete your reports.
Communication	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	... So we utilize the inter-op, the state inter-op radio channels when we work those large events. You know it kind of changes how things are dispatched and we go to plain talk on those days. So, yeah, it's a little different but you know the main piece of pushing the button and talking is still the same and it's still--you know certain groups communicate more regularly through text messages like our commanders will set up a group text and they're communicating that way. But if we have an incident, radio is probably going to be our primary communication piece.
Communication	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Yeah, we're [Laughing], we're slowing moving away from it. We've had the mandate out for about 2 years now. But you know if an officer's been using a 10 code for the last 20 years it's hard to get that out of their head. We still do call numbers. Everybody here has a radio number so when you at--you know--a football game you can't say 102 to headquarters 'cause nobody knows who that is from the other agencies. So we go to agency, officer last name, so it would be[University] PD, [Name] to headquarters. And so the Sheriff's Office does the same thing, State Police does the same thing so we're all on the same page.
Communication	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Our... until we're set up and running on those interoperability channels and you know on a daily basis most of our contact and communication until they arrive on scene is through our communications officers. Our officer on scene is seeing X, Y, and Z. They're relaying it to communications. And communications is relaying that over to EMS or fire or whoever is coming.

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Communication	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Then it's kind of a face to face interaction, you know? Assuming it's just a normal, everyday, we either had a small fire or medical emergency of some sort. It's just interaction between their personnel and our personnel. Hey look, this needs to happen. We've got to do this and we have to do this. You know? I would... in a major incident that's going to change just because of the mutual aid and everything that's going to be going on and I... I'm not quite knowledgeable enough to speak exactly on what that would look like.
Communication	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Oh. Cellphone that includes social media, email, text, phone calls... day to day a radio is not a big piece of my operation. I have one that sits on my desk and I listen to it obviously when I'm in my car I listen to it. But typically my communication is not through there unless we would have some sort of major incident then obviously that changes. That's pretty much it for me. Do you want me to speak to the officer's side or you--
Communication	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	--going to talk to them? And then you know I think we've already talked about it but they have the MDTs in the car. So they're getting information and communication through that. They're dispatched via radio so they're getting information through that. And then any face to face interactions that they may have where they're getting information and communication.
Communication	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Maybe personal calls. They may have a question that they don't want to put out on the radio that they need to ask a supervisor. There may be a... if we have a large incident or maybe not even a large incident but an incident where we don't need a lot of radio traffic, I think they use their cellphones to kind of coordinate through that. I think if I go back and listen to our audio recordings for communications there's probably a lot of, hey, what was that you dispatched? What--I quite--I missed that. You know? And so they're going back and pulling that information that way. So yeah, I would think they use them a good bit on a day to day basis.
Communication	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	So you know as a typical patrol officer they want to know who, what, when, where, and why, you know the typical where am I going, what am I going there for, and who am I looking for when I get there. And I think

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								our--and maybe it's just our officers, but our officers are very demanding of our communications officers on details before they actually get to the scene. You know who, is he still there, did he leave, where was he going, this, that and the other. Whereas you know I think maybe a lot of agencies just dispatch the call, the officer gets there and figures it out when they get there. Not necessarily a bad thing it's just kind of the way we operate here and our communications officers are really good at trying to go that extra mile and get that extra information so that they have as much as they can before they get on the scene.
Communication	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	But at a more upper level, you know you're looking at how are we managing security for these sites, maintaining security on campus. I have to communicate with this patrol group. I have to communicate with this shelter group. We have to communicate with EOC. So the reliability is the biggest word I can use in situations like that. You don't want to have, I know my cellphone jammed, I couldn't get the call to go through. The radio tower went down. So reliability is the key I think when you're looking at those situations.
Communication	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	Most of it is radio communication. I stress with my guys, I like to keep the net as clear as possible, I don't like a lot of radio traffic that doesn't need to be there, if it can be sent in an email, or we can talk by phone, or we can meet face-to-face again, we're small, so I can usually--at the office and go find them and meet with them in about five minutes. Important information, emergency information over the radio, I don't need an entire synopsis of what they did back over the radio, it just ties up the radio for an actual emergency.
Communication	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	Right, and so would you say that--I mean, since most of the communication happens through dispatch, I would imagine.
Communication	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	It can, certainly. I had several situations where, when I first got here and it was like that, I worked the same hours every day, which was 11:00 at night to 7:00 in the morning, and we also used--we have a car-to-car on our base radios that a lot of us would use at night. It was just the culture then, that we liked to use the car-to-car for those conversations that we

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								may not want our main dispatch, just because it will take up too much time. I would rather give somebody a phone call, if we want to let the whole shift know something, if we had to get that much larger synopsis over the radio, we weren't tying up a primary channel, we were tying up a channel that all of our calls were coming through.
Communication	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	We have a very large EOC, Emergency Operation Center, that they activate for those events. They will--communications, they will link multiple channels to one channels, so the officers here won't change their radio from Dispatch 1, but various inter-op channels that the state has will get patched into that, so that way, everyone can hear what's going on for Dispatch. There is the change--generally, an officer may go to a call while a game is going on, and we are going to be a bit busier, they will roll into a different channel, and just let communications know what channel they're going to, to pass things like license numbers and names, if they need to call in a name or something like that.
Communication	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	That seems to work pretty well. The big part there is, when I was in Motors for it, we got a list of all the tasks we were expected--all of our escorts, and each escort had what channel that escort would be on, so for us, we used--let's say it was Inter-op 4, Inter-op 5, which were the escort--those channels were set aside just for escorts. In Motors, we were expected to communicate with each other a little bit more, especially while we're doing something, we have to keep people who are also in the escort abreast of what's happening, if the intersection is not secure, or I need another officer to come up there and help me secure an intersection for the escort, I need to be able to say that to them, and we generally ran--even had one channel was for away team escorts, and one channel was for home team stuff. Athletics, I'll give them credit, everything happens on the mitt [phonetic] with them. They've got it down to a science of when they have to move people, when people--how long it takes to get somewhere, so you are--when that escort sheet says, you know, 16:00, we're going to do something, we're starting that at 16:00, so there's never multiple groups

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								trying to communicate on that same escort, about different escorts, on that same channel about different escorts.
Communication	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	We do use them. I would say that we don't use them as much as other officers. But yes, we will use them. If we're out in the field taking care of something, we will use our radios and contact communications that way.
Communication	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	We use cell phones a lot of times to communicate between each other, but yeah.
Communication	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	... We were on scene just to make sure, we had cameras and crime scene resource where we could assist the fire inspector if he needed us. So we had an incident command set up. But other than that, not too, too much. We do communicate with other law enforcement in the area.
Communication	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	A lot of text messaging too, yeah. But I don't, we don't typically text message with our victims or suspects or anything that we're looking for. I guess if there's no other way to get in touch with them, they may send a text to meet up with them. We try to avoid that. But we will text amongst each other, me and the detectives, say hey look, I need you over here to help me collect some evidence, where are you at? And they would respond that they're doing this instead of picking up the phone and talking. A quick text or something like that.
Communication	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Generally it will come through our dispatch center and it could come through radio, it could come through phone, it now has the ability to come through computer or in-car computer, so all three of those are often used on an everyday basis, quite honestly, so, you know, and certainly email is another option that we have. You know, there are just so many different sources that we get our information from; I am sure that I am not thinking of right now, quite honestly.
Communication	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Well, you would be surprised. We are a little archaic in our communication system, and again that is because, you know, we are not a high density population county. So when I talk about this, I am not talking just specifically for our city, I am talking more generally with our

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								county - a bigger picture, if you will.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	S1: Okay. And so most of that communication is face to face with colleagues? S2: Can be email, texts.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Umm, I mean not really; I mean, usually for communicating with like school staff or something that don't have the radio capabilities that we have. We try to - actually there is a culture here - we try to limit our radio traffic - we are not gonna give, you know, a two-minute narrative on the radio when I can just call them and tell them.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	For the most part. You know, the dispatchers do a pretty good job at determining what questions need to be asked, you know, so that we have an idea what we are going to; some domestics, for instance, you know, Dispatch will ask if there are any weapons in the house or if someone is intoxicated, and in pretty much all the calls that we get dispatched have an element of questions that would typically go with them. So I mean, generally it's pretty good. And some of the stuff may be a little more colorful stuff that you dont put over the radio is entered into the MDT.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	It's almost nonexistent. We do have the frequency but it is a county frequency so, you know, if I wanna talk to [Town] Fire, I can do so, but a majority of that cross-discipline radio traffic is unheard of generally.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Oh, for sure. You know, like if I have to pass on something to the fire department, I generally call back to Dispatch. Dispatch then will call the county dispatch. County dispatch will then relay it on the Fire frequency over to the Fire department, so there is a huge delay.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	I mean, I can't call [County], call on the cell phone. I can't call [County]; we don't have their frequencies available, so it would all have to be relayed from us to here to County, to their dispatch to their officer and then back to the state again.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	You are passing through a number of people which will tend to distort what comes out the other end but also you are touching base and using terminology that is so different, probably, and you are hitting different

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								points along that snake that they might not know exactly what you are talking about. So they don't know what they are hearing, they can't really pass it on accurately, I don't think.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Oh, absolutely. You know, computer programs would be nice to enter the person's information one time and have it populate across the applications.
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Which was identified as a big problem then and it still is. You know, our inability to have dedicated channels to talk to different folks where the Fire has the capability to go to different channels, so for instance, there is the main Fire frequency that everybody gets dispatched on and then if there is - if it is a big enough incident, they might go to a secondary channel, but once they go to a secondary channel, people that don't have that, whether they are, you know, coming in or not, you know a lot of time, agencies that respond in won't have that secondary frequency so they won't know what's going on. And there are certain things you have to do once you arrive on scene, so how do you get that?
Communication	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	You know, because the big push is to stay off - we really only have the main frequencies in all - I shouldn't say all, like we have our own frequency, [City] police have their own and the sheriff's department those are pretty much the three. But every fire department has the main, so everybody tries to stay off the main because you don't want to tie it up, so they go to their second channel, and not everybody has those. Fire does, to a degree. At least the frequencies are variable, available for them if they want to put them in their radios, but nobody else has them.
Communication	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	I am pretty much just email and phone, yeah. You know, person-to-person contact when we have meetings and stuff like that but a good chunk of it is just email and phone.
Communication	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	S1: Okay. Okay. And for your patrol officers who are out there, how are they usually communicating with each other, with Dispatch, with you? S2: Well, pretty much it is through the radio system.
Communication	LE	S	Field	36-45	11-20	Male	LE-S-061	...it's the smart thing to do because for me to pick up here and transfer

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			Responder					over there is kind of dumb and up until 6 months ago, they ran a complete different radio system than us; we couldn't even communicate. We had an old 400 MHz radio at the front desk that they were on. They were at 400 MHz up until about 6 months and that is one of the big reasons why I think the guys are so hard pressed to combine with [city] because I mean, up until now, the only [city], as a road officer, I have probably dealt with [city] 3 times in 20 years because we never had any communication with them.
Communication	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Okay. So can you tell me about the kinds of technology that an officer out there in the patrol car is going to use on a daily basis?
Communication	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Most things are done with our police radios. We can also send messages over the computer if we dont want to call, you know. A lot of the public have police scanners and certain information that may be sensitive for specific crimes you dont want to go out over the airwaves where somebody is going to, you know, immediately post on Facebook or on the internet or call the station in a panic. So we will send that over our private messenger system.
Communication	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	...We communicate very well with them. We can see where they are on the computer. We can instant message them if we need backup, [unintelligible] you know, especially on shared borders. A lot of it [unintelligible] on our drive we share that border with [town]. If I see a [town] officer on a stop, I pretty much listen on the way to somewhere, I always stop, make sure they are okay, see if they need any help and vice versa. We communicate very well. It's difficult for us to communicate with the fire department because they are on a whole different radio system than us, so I can just, you know - a little different than trying to operate my radio and talk to them, I can't do that right now.
Communication	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	We radio to Dispatch and Dispatch calls them from the station. They will call their Dispatch and their Dispatch relays it to them. So it's a bit of a lag there, but at the same time, you know, you wouldn't want your radio picking up Fire stuff all the time because we just have so much chatter interruption it's - so. If we need an ambulance somewhere, I would radio



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								to the station [unintelligible] station, you know, we need an ambulance to this address and then our dispatch would tell me, okay, and they would call [City] and then [City] would send their guys out and I would let the dispatch know, hey, ambulance is on scene or Fire is on scene.
Communication	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Usually Dispatch has to do that, too. Like I dont have [state] police's radio channel on mine so I can't just radio them. I know that getting that would be nice, but I dont know they are going to figure out a system that is not extremely complicated [unintelligible] radio now, but there are times you wish you could talk to them or Department of Corrections will come out to pick people up and you know, they got their radio systems where their guys can talk, we have ours and we can't talk to each other unless on you are on a cell phone or yelling, hey, you know, guys, we are on it. Then [unintelligible]
Communication	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Sometimes, there are communication - I mean, we try and be pretty good but now and again between like the 3 shifts; like midnight is almost like being on an island because you are cut off from all of the normal day stuff and every shift is different days - like you deal with the schools, nuisance stuff, if the businesses are open, things like that. Afternoons gets a lot more of the crime kind and then midnights -it varies, but the communication between days and afternoons is pretty good. Like a lot of times I will hang over and do traffic overtime for a couple of hours after my regular shift so I talk to those guys at noon, make sure that everybody knows what is going on, to let me know stuff that is going on in that afternoon shift. Whereas midnight is a little different, you know. A lot of times in the morning they barely got their eyes open, wants to get the heck outta here, not linger around and talk, but at the same time, I mean, we have, on our computer system, we can go there and read all the recent reports; we can see what happened last night. I generally try and read the reports every morning; if there is a problem, I will answer. If I think we are going to [unintelligible] some more I will know.
Communication	LE	S	Field	26-35	6-10	Male	LE-S-063	Yeah, I would say about in the 80-20; 80% probably face to face and then

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			Responder					20% that is probably going back and check the logs for the computers and scan documents or something like that or check previous calls to that area.
Communication	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	I would say about 85% of the information that we receive that we act on is through phone calls that we receive up front here and then -
Communication	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Right. Yeah. We receive a phone call or a walk-in and I would say about 85% of the calls for service that we have are generated based off those phone calls and then about 10% of it is maybe someone walking in or [unintelligible] on the road or something like that and then another 5% is just straight off initiated on the road, so..
Communication	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Yeah. If we need to get another car or additional resources or something like that, like a rescue unit, I can key up and say, hey I need a rescue over here from whatever I need it for and they are generally pretty good about that.
Communication	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Yeah. I would say the majority of our enforcement activity is either somebody calls us and says, hey, there is a reckless driver over here on one of the side streets or to run stop signs in this area. Can you give us special attention? Or, you know, some officers have spots that they prefer to [unintelligible] give a ticket or two or kind of make their presence known, so, I would say generally, though, driving around until you get a call and then you are - call on your computer or via the radio.
Communication	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	We - I know some departments have it but we do not have internet in our cars, so if we need to look some information up, we usually use our personal phones. It's only the detectives that are issued city phones, so; look at our numbers or addresses or other resources like that, calling on people's behalf. I have an app that I use for calling people on the road that I can call them with a local number that is not mine so, stuff like that as far as - the phone is the big one. Our MDTs are - we have a digital camera for taking evidence photos. We have radar in lighter units for traffic enforcement [unintelligible]
Communication	LE	S	Field	26-35	6-10	Male	LE-S-063	We can -if we need some information or something like that, we can

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			Responder					type out something and run it off real quick and -
Communication	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	S1: Okay. And do you think that that is a useful tool to have when you are out there? What do you tend to use it for? S2: To call the station, ask a question about something.
Communication	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	So it would be nice to have like a fully functional system that everybody could communicate with anybody in the state, you know, if you had to easily, without, you know; I mean obviously, you can send like a LEAN message to anybody in the United States, but I dont have the access to do that in the car.
Communication	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	I think in our agency with the resources we and our technology, I believe we are doing very well. How, we are reaching -- and for us, not just the way we communicate internally but how we communicate externally to our citizens -- I think we do a really good job with the -- we have a crime mapping initiative that's an online initiative that's on our website that you can go in and see what's happening in your neighborhood or you can set a radius up around your address to see what has happened and you can see and it is updated. If I come to your house to a burglary report, it is updated as soon as it is approved in record. So, you know, we update hourly on that thing, so we try to let people know what's happened in their community because we believe that those people are a great force equalizer, you know, you can't be successful in this job, in law enforcement unless your community trusts and supports you -- you can't. So, we have great trust within our community and great support. We really do. We are very fortunate to live and work what we do.
Communication	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yeah. We still have a server. We still have to maintain some things you know here. But, on our chain-based evidence from patrol, you know we will be looking soon to outfit and interrogation room, our interrogation room is downstairs so we can upload that to the cloud on our evidence.com platform so when a DA goes to look at a case, they can sit at their computer and pull every video, every officer that was there, any interrogations that were done of suspects, they can look at all that right there from that, they don't have to get CD here and a CD here and a type

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								of copy of this tape and it's all at their fingertips.
Communication	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	I have got the mobile radio and, you know, I've got weapons in there and things that I might need, but yeah it is more like an office to me. Then you know, I don't use the mobile battle units or anything like or the terminals like that. I don't have -- if I need to use at all, I will call somebody, you know.
Communication	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	I think so. I may be wrong about that. [Name] [inaudible] just called me while we were talking, it was [Name], but I'm not sure -- but, it's an expensive process to get through, but if something happened at Neyland Stadium on a Saturday in October, you know, you would never be able to get out on a phone, you just wouldn't. So, you know, you saw that in 9/11, you saw it in other places at tragic events where, you know, bandwidth was gone. I mean, you know --
Communication	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	You know, [inaudible] [crosstalk] that I wouldn't know. Those radios they are using today for us are pretty advanced and, you know, we can talk to different agencies without -- you know seamlessly. And that is going to help if you ever have, you know, a major incident, you know, but I don't know about the timeframe.
Communication	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] Just so you know, in dispatch there's zone communication which primarily focuses on above-ground communication in particular precincts, and as chief was saying some are combined. One dispatcher can handle multiple precincts within a zone. Some precincts are so busy it's just one precinct in that zone. And then there's the specialized, citywide SOD and citywide where we have-- our citywide radio channels that handle protests and other details and counter-terrorism and special operations.
Communication	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] For the most part, police officers in the field communicate with dispatch and rarely-- unless the request comes in unit to unit in a lot of cases, and we have the ability to control that from the dispatcher position. However, there's a lot of special requirements that we have that make mission-critical voice unique. For us is that if our infrastructure is

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								in use and a police officer is speaking to a dispatcher, in a lot of ways there are other people that contend. Voice traffic can get busy and other people can contend for traffic, or the dispatcher is communicating out.
Communication	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] They're supposed to have-- yeah. We essentially have 36 radio zones plus multiple citywide zones plus transit radio channels as well plus interoperability radio channels that we utilize as required to communicate with the fire department, if needed. For example, every second-alarm fire that's broadcasted out or received, we have a special procedure where we put a dispatcher on what are called our NYMAC interoperability channels and we assign one of those channels for that purpose. And so if there's a fire it needs to tune to that, or at a command level, interoperability, they can turn to those dedicated channels and communicate so that all those procedures are put in place. Recently, during the UN General Assembly, we activate special patches between the federal interoperability channel, which is VHF, and our UHF system. And we conduct daily roll-calls twice a day, and make sure that all lines of communication are open between federal and city, and really stay in authority because the MTA police is on there, [State] Police. And so everybody is-- all lines of communication are open. Hold on one second, please.
Communication	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...So we need to ensure that every single radio communication transmission is heard by the dispatcher, right? And every unit here is the dispatcher. So it's very unique when it comes to our voice communication. Again, the smartphone communication is greater situational awareness.
Communication	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...So we're handling the incident and, really, day-to-day. That's the majority of what we do. And so on a day-to-day basis we handle, I mean, really, department communications required just amongst ourselves. And even at the PSAC you'll see upstairs face-to-face or walking from one side of the floor to the other, there's a lot of communication that can happen that way just upstairs in the PSAC. But out in the field as well, as an incident may be growing, we deploy field command posts and other--

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								there are sort of forward command posts and command posts that are set more back. And there's really a lot of face-to-face interoperability going on in the field
Communication	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] Very easy. So, again, we have 24/7, 365 staff here that supports the dispatchers. And, essentially, we have constant communication. Our radio technicians are on the floor working with our other technology coordinators, I'll call them, to work any need. So it's basically an intercom call from the supervisor down to the tech room and it patches up like that.
Communication	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] .... Rarely is our communication point-to-point. Everything is done through dispatch, except in cases where you have your special- we have special TAC channels between the police and fire and TAC-U, but we have that point-to-point with the fire department.
Communication	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	Yeah. We're very good with communicating with them. I meet with them all the time. I speak with the upper echelon of their agency. But that may be- and I just wanted to touch upon that.
Communication	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...So Chief [Name] and I, we met and we're going to be working with him on making some adjustments to, like I said, tweaking some capabilities that we have. So giving EMS access to communicate with us in the subway, for example. There are ways to putting this tactical interoperability channel in all our radios, all their radios. So there are some things that we've done to optimize our interoperability.
Context_of_Work	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Yeah. So for example, this station, we do annual sign ups. So each year, we'll bid for either fire division, patrol division, or special operations. Special operations is like our training units, our internal affairs, our community service officers [with the schools?], detectives, our motor unit. So anything that isn't kind of the two main bureaus falls under special ops. But fire bureau, within that bureau, you have a whole bunch of specialized assignments. Like this station has, normally, a platform, a ladder truck, and so that's a specialty assignment. This is also your hazmat team, so it's a specialty assignment. So within those

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								assignments, we have rotations for specialties that are anywhere between three and five years. So being the supervisor in charge of this hazmat program on A-shift, I have that window of I could be here in this role anywhere from three years to the maximum of six years. I mean, obviously, there are some [spin-up?] costs, and training costs, and just getting to know your job. Likewise, same with a canine officer, or a detective supervisor, or something like that. So it is a very unique challenging place to work at. There's lots going on.
Context_of_Work	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	And so our fire assignments-- so typically, on a first-alarm fire where another agency might be getting anywhere from 16 to 20 bodies, on a first-alarm assignment, to make anywhere from, maybe, 4 to 5 work groups, 3 to 4 person work groups. Our response is we send 12 fire base personnel, and then we supplement that with 6 patrol personnel.
Context_of_Work	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	And so technology, I mean, we have-- I don't know, like one, two, three, four-- yeah, so I have a computer on the rescue. I have a printer, all-in-one printer, and I have, no, three iPads. So when I'm putting together like tech ref for an event, somebody's doing technical reference using all of those things and then backing up with some of the paper stuff that's in the libraries on the rig.
Context_of_Work	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	... So they have a volunteer firefighter that their job is to come out to the scene and fly that drone and get aerial footage, relay it to the command post.
Context_of_Work	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	So what we're looking at right now is because we're running so many of these currently because we're a couple of years after they implemented that law, and we're starting to see unit failures to the point where we're getting two or three of these false alarms a day. And for a department of our size, that doesn't sound like a big deal, but it's just three more calls that we're running all the time. So, typically, we'll have a rescue that has the meters go out on all of those, right?
Context_of_Work	LE	S	Not	Not	Not	Male	PS-S-002	...So managing change is huge. And the easiest way to do that is to

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			specified	specified	specified			provide resource. When we switched to our digital radio, luckily enough, I led the project but I had a team of about 20 people for our department that's 201 [inaudible]. So 10% of our department participated in my change team. And I did that and I wanted a big team, or at least a good percentage, because I wanted them to not only-- I don't want them to say ownership. I wanted them to understand. I let them pummel with the questions. We train the heck out of them. And then we train the heck out of the rest of the line staff.
Context_of_Work	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	We've been very slow to adopt a lot of that and part of that is [State]. So you go to Arizona and you run a driver's license, you get back the thumb print and you get back a photo of the person. [State], there is no connection to the photo database which is held by [State]-Photo in the Department of Justice versus Department of Motor Vehicles. They make us do it separately. So you would have to log into a completely different system. They treat it completely different. You have to have a case number in order to get in and get the photo. I mean, in my mind, I should be able to take my phone, do a QR scan of a driver's license and see the driver's license return right there.
Context_of_Work	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	We have an easy flow. I mean, we're right around 38 to 40 percent available status. So I mean, about 60, 62 percent of our time is tasked, meaning whether it's self-initiated or not.
Context_of_Work	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	So from the EMS perspective, we're just basic life support. We're not paramedics. So from the EMS perspective, we're just basic life support. We're not paramedics.
Context_of_Work	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: I am [name] I am [Job title] for years and years, been here about as long as everybody else, 30 -- over 30 years and that's what we do.
Context_of_Work	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: [Job title], 29 -- well, October will be 30 years.
Context_of_Work	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: [Job title]; and I am on my 23rd year. I am the baby.
Context_of_Work	COMMS	R	Not	Not	Not	Not	COMMS-	[S5]: My job, I would describe my job as making sure that the people that



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			specified	specified	specified	specified	R-019	answer the phones know how to work the computers and that the computers do what they needed to do.
Context_of_Work	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: I would explain my job as making sure those people that answer the phones, know what they are doing and that they are properly trained and to make sure that we keep our accreditation.
Context_of_Work	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: I do the hiring process or see them throughout the process. I oversee their training process. Any issues that come up, personnel inside the centre, I handle and then oversee the accreditation.
Context_of_Work	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S4]: I guess, the main thing with me would be to make sure -- get them to understand that the radios are the lifeline to Fire, Police, EMS, public safety, you know, basic -- you know push-to-talk, whether to listen if they need help, that it has to work, that it has to work, make sure that the towers and all the equipment are up to where they need to be, you know, so -- so there's no lack in communications for -- to send help out to people.
Context_of_Work	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: So it takes a special type of person to do this. It really does. Because there has been people -- I mean, over my span. You know I have trained people and there are some people that are just, they are good but they can't do the dispatch part of it. They, you know, they are great on the phones and then want to move over and things have changed from the way we do it now to back when I did, you know, a 100 years ago, because I have had people come from the call-processing side moving on to Dispatch, and tried to train them and it's not that they are untrainable, it is just, and it's a different type of beast. It's the hearing and being able to listen to four channels at one time and type the information and remember this officer wants this information and this officer needs this information, you kind of got to prioritize. You got to be able to work on the phone and prioritize who gets what information first, because it could determine what's going on, you know, for that officer.
Context_of_Work	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: But those are not 911 employees. We share the same CAD, there's no delay in anything. We do transfer the caller, if it's a medical call to

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								[Organization] and then they do the pre-arrival instruction.
Context_of_Work	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: 90 something seconds, yeah if you are talking about telephone call, I think that is still around 90 seconds.
Context_of_Work	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: Again, initial dispatch is probably 20 seconds, maybe.
Context_of_Work	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: I guess, the next biggest would be the bad calls. The ones nobody wants to hear. The ones you should never have to hear. Yeah. So those -- and then on the other side of dispatch, you know, when you get an officer shot and you are responsible for it, you know, that's -- that's high stress. Well, we teach them downstairs, you know, what to hear, what to listen for, (not what to hear but what to listen for), things like that. We don't see what the officers in the street are seeing. We just, we hear it and we maybe get a picture of it, you know, what we think it might be, but if we start getting video, I don't know how that will handle.
Context_of_Work	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: You know, we follow their -- their call-handling guys, and then we send it. And then, from there the dispatch call-handling guy tells how many units have to be sent on what type of call. If it is a property check, it gets 1. If it is a domestic it's going to get two. So, that's how the general --
Context_of_Work	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S1]: We being 911, our job was to get a radio system in and we had a 20-channel analogue trunking system up here and we are putting in a new 20-channel digital system up here. So, our job is to get the system in, test it out, get the new consoles in, test them out and hopefully be ready for the users.
Context_of_Work	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	I am responsible for our communication center here in the 911 Center for AMR. So we primarily dispatch [County] 911. We also dispatch [indiscernible] the rescue squad. We dispatch all the first responders in [county]. We also take calls from our outlying counties; [county names]. We have some smaller EMS and they call in here and get the right numbers. We don't dispatch them, but we maintain the records. We also have another dispatch set up in the 911 Center in [county], and even

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								though I'm not over there, I really helped them get set up because their manager is more of a supervisor, a young man and they're smaller, they only have two. They run 50, 60 transports a day where we do over 200. Including we do fire and everything else, they just do their ambulances. So a lot of mine is set up leadership, because we help set up and get the equipment, get them put in, radios all that stuff. So in a nutshell, I am pretty much over, even though I may not be financially or physically responsible for all of our radios, telephones and communication for operations in East [state], I kind of, I'm involved in all of it to make sure that we're all on the same page, we're all doing the same thing and moving in the right direction, it's good for everybody. So that's more of what my job is.
Context_of_Work	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	We do what we call IFT transports - which are Inter Facility Transports, or anything that is not 911. So nursing homes, hospitals, things like that, we do the non-emergency transfers, so that's a whole separate business unit.
Context_of_Work	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	But we run it together. So by being efficient and me being able to be involved in all that stuff, we make that more cost effective and more efficient. I don't know, if you got to go inside but when you are done, I will take you into the center and I'll kind of show you what we're talking about. So we have a fire dispatcher, we have an EMS dispatcher, we have a call taker and then I have what I call a [Job title] that sits between the Fire and EMS and then we have two [Job title] dispatchers; one is out sick today and then I have a couple of trainees in there today too. So each one of them have a job, but all of them answer emergency phone calls and take emergency calls.
Context_of_Work	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	They have to code it correctly: emergency / non-emergency. Build it very quickly; as quickly as they can, with as few questions possible to get that right: emergency or non-emergency; get the ambulance dispatched or the fire truck dispatched as quickly as possible; and then keep up and maintain that the crews are safe, and it's that same repetition, that's the basis of what we do. There's a lot more into it, there's a lot more record

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								keeping, all those things; but that's the basis of our job. We are, I mean our business guys so anyone in our meetings I tell these guys that "you guys have got to understand we're a consumer. At Dispatch we're a consumer, EMS is a producer, and Fire is a producer. We make no money. We don't do anything that provides any income for this business."
Context_of_Work	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So ATCO has a program called ATCO Meds and we use it on our computer when we [indiscernible] calls. It's not very...it's a new program that's just kind came out a couple years ago and they partnered with another company. So we've been working with them since we got this program a year and a half ago, to make it better, to work better for what we do, this is where you'll find out most things that are set up for communication centers are set up for government, than just dispatch. Most are either police-oriented CAD systems or fire-oriented CAD systems, but there's really nothing set up for EMS because it's on the east, they just always fall in ...so [county], they get an ambulance call they treat it just like a police call, they build it and they do it, and they send it. They don't pull stats, they don't look at efficiencies, they don't do all that, so that CAD works fine for them. But I'm on a CAD that I can pull out of, I pull reports daily, that's not a part of my job, except for the EMS and fire guys, we pull reports all the time. So I'm always looking, which they look at that too on the 911 side, how long do we have the call, how long before we get it out, that kind of thing, but I also look at the efficiency of our...so over your head is something extra we bought that 911 didn't buy. This is called OPTIMA. It's an add-on program to the CAD, and right now I'm looking at all the trucks that are available in [County] that are ALS for the 911 system. So if they're blue or green they're available, if they're red or orange they're on a call or at the scene of a call. So here are all the trucks that's available now, and here are all of our trucks that are on duty and in there they look at all that, this thing also has a deployment. So, we use this for our posting that is why I got it for them and we are two and a half years into this, I still haven't tweaked the way I want it.

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Context_of_Work	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	They would come in and log onto the computer and pull the CAD up, get OPTIMA. Depends on which station they're at. Fire does a few little different things they have to do and I will show you that when we go I there, because they're just taking care of our fire department, [indiscernible]. So they have...Fire's a totally different piece than Ambulance. Fire, you know they run out of one station, they have their area; if they're on a call you send the next station that's closer, whether it's on the right or left hand side of that station; it's strictly straightforward and simple. Ambulance is dynamic, they are moving all. We could have 15 available and then 10 minutes later we will have three ambulances available because we had a bunch of calls come in. So we're constantly moving and if you look at that map, you'll see the shaded areas?
Context_of_Work	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	We'd get Narcan because we give directions so we had the direction cards: how to give CPR, how to control bleeding; so if those things are going on we will give those instructions to the layperson on the phone. So we will ask, he's not breathing and I can't wake him up - do you want to do CPR? - I don't know how - I can walk you through it, do you want to do CPR? And we walk them through to do CPR on the phone. So we had to add Narcan administration because we've never done that before, so it's really simple with them. It's easier with that; with cards, you had to pay money and print out all the cards. With the new, we will pull off a script, we write out what we want it to be, how we want it to flow, we send it to our medical director, he approves it, same as we do with our policies and procedures for standards of care and then we send it to APCO, and they add it and we load it into the software.
Context_of_Work	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	That was a huge event; we probably could've used 140 radios.
Context_of_Work	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	If we have to leave this building and go out and get in that truck, or if I go to our AOC, our operational center, I'm going to be operating those cell phones. Now my CAD is set up, our CAD which we have that they don't have, so we use Citrix, I don't know if you know Citrix so anything that I

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								need, and again this is because of the HIPPA rules and security of it, so we built a secure Citrix system, so when I go to Citrix on my laptop anywhere outside this building, I can get to everything I need to sitting in my office. Or I can dispatch calls.
Context_of_Work	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	The other is, is if somebody would do that and not communicate. We're really, really fortunate here. So in [City] and [County], we all meet all the chiefs; we have the LAPC meeting once a month. After that meeting, all the chiefs, we have a meeting and we talk about these things. Fire department, police department, sheriff's department, rural metro, we're all there. So we do great; our EMS region, Region 2, our 16-county region, we meet monthly. We have the best of the best people to work together. I'm a private ambulance company, and we work great with all the other private ambulance companies and the other government ambulance companies. We meet and we take care of each other, we pool our money, sometimes we get money from the health coalition. We just bought those Broselow tape for years for babies. We still have one, but you have to replace them every so often and they're expensive. So Broselow tapes, you lay a kid out, and it not however long they are, and then it'll say they weight this and this is the color of the kid and here are the drug dosages for that weight, so it's a really quick thing for the [indiscernible]. So there's a new program called the PD-SLEEVE, because in a Broselow tape if something changes, and I just bought 10 of them, I got to buy 10 more because it's a prank call.
Context_of_Work	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	The PD-SLEEVE's you can change [indiscernible] it's the same thing as the Broselow, it's got the dosages from the weight and the size, but we can individually change and update and it costs half as much. So it costs half as much on the front end., but we got a grant through the health coalition and we just brought those for every ambulance service in 16 counties, through that grant. So, when we do stuff we don't do it just for us, we do it for everyone on the region.
Context_of_Work	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	My job is to make sure they're not mistakes that cause harm to anybody, or delays. But when I deal with our people, when I deal with irate people--

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								we had people that called the other day; I called 911 you showed up at my house non-emergency - yup; your big toe hurting for three days is non-emergency, but [indiscernible] - I don't care, I called 911, I want an ambulance here emergency. Doesn't work that way. I have those conversations all the time.
Context_of_Work	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Well it is because EMS has been the -- EMS is the stepchild that everything gets kicked to when nobody else wants to do it. So for instance: you are elderly, you fall down at home and you're not hurt, but you can't get back up and you just need help getting back up, but you're not injured. In the county, the fire department, or the metro fire department will go do that, pick them up. In the city, they won't.
Context_of_Work	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] I oversee the 911 center, the personnel responsible for the management of the daily operations and the technical equipment in the center and all of the partners.
Context_of_Work	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] So they're called takers. They handle police, fire and EMS.
Context_of_Work	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Typical day. Let's see mine started at one in the morning. I just woke up and started working but no so usually when I arrive at the office I check in with the employees, discuss some calls that have been going on overnight if there's something pertinent or if there was any kind of technical issues that they had they've probably either emailed it to me or they report it to me when they come in and from there my day kind of gets going based off of whatever just got reported to me so if they say station 3's not moving then I've got the tool bag out and... I'm working on the station and but typically my day is consist of mostly meetings. All of the administrative budgetary tasks I'm responsible for and the scheduling which is that takes a good amount of time. The policies, procedures and any of that work that needs to be done, timekeeping so basically all of the operational tasks so my life is split up basically between operations meaning your day to day ordering what is needed, working with the radio technicians or the IT or vendors of some sort, processing invoices or timesheets or that sort of thing scheduling,

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								working with personnel or working with the chiefs you know the users you know handling whatever issues are coming up.
Context_of_Work	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] And for the radio they handle 700 megahertz radios they answer on fire the HF radios and there's I don't know off the top of my head probably they handle four primary channels, radio channels and then up to six it's probably about right six to eight I guess and that's also through the [manufacturer] IP based radio system and the phone system is IP based as well and okay so there's the phone. They have a CAD system so their computer system they have eight different screens so eight monitors, CAD system which is operated off of a desktop and the software programs they run would be the CAD system itself, computer aided dispatch and then the our the eyelet system which is your criminal justice information. They run that program. They have a [application] which is a 911 text program that they use and then emails, general management, records management, they have the jail, they're able to take the control over from the jail so they're able to use touch screens to open doors or whatever they have to do if they have to.
Context_of_Work	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Thank you. The EMD programs the emergency medical dispatch is through priority dispatch or it's [software] and they also use [software] for the daily DOR's and what am I forgetting [name]?
Context_of_Work	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] It's going to change things a lot I think. It's going to change how the calls are processed. It's going to change the transfer information will be I don't think a lot of people will even consider what the capability will be for the transfer of information, patient's records going to the hospital you know patient's records dumping into your CAD and then dumping straight to the hospital just because they've signed up for you know like the smart what is that smart 911 which even now through our text to 911 if that person has already signed up we can go in and pull that information if it's necessary.
Context_of_Work	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] So they get the address, the first piece of information, their name, their phone number, they determine the call type and then from there it will determine whether or not they're opening up the EMD program.



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Context_of_Work	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Technically it's from the officers requesting it but we do receive requests from the prosecuting attorney's office if they have somebody who is requested discovery that we send it to them so yeah that's used. I wouldn't say a lot. We probably do two or three a month.
Context_of_Work	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] The questioning comes from the EMD software. You're not supposed to vary from it only mildly but there is a lot of decision making processes that are happening outside of that related to the CAD because calls can change or escalate in seconds so you're listening to what is happening in the background so you might have somebody that's just making little noises but then you can hear something else. So you have to be able to think outside of the box and kind of capable of building a bigger picture of what's actually happening if we're willing to but yeah decision making and decision making in short time frames.
Context_of_Work	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Well we have the code red up on our smart phone. That's for emergency alert notification and I guess I have Skype if I need it. Let's see mapping, voice recording, we have a mountain bike project app so mountain bikers will go wherever and it's anywhere it's not just here and then they map their ride and so the map actually shows you the trails and we actually had a 911 call where we used the app to help the rider get back because he was like I don't know if I should turn here because you end up with like four different choices of forks in the road or whatever to go so he wasn't sure where to go so we were able to use that app based off of what other riders had done to go okay well you're trying to get back over to [City] okay don't turn left there, don't take that one, go this way so we've used that one before. Code red. [name] is there another one help me out.
Context_of_Work	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	I'm the [Job title].
Context_of_Work	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	But I really answer to everybody, all the chiefs. We have 24 dispatchers and supervisors, and I herd them [laughter].
Context_of_Work	COMMS	R	Manager	56-65	11-20	Male	COMMS-	Well, right now we're in budget season, so I'm doing a lot of budget

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							R-002	work..., I have to do a report on my report on my payroll. What's that going to be? Because that's our biggest expense usually.
Context_of_Work	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Writing those proposals. And then I spend-- in our comm center, I spend a lot of time with personnel. We had some issues with a call last night. So it happened to be a trainee and a trainer that were dealing with that. And so I met with them, and spent a few hours with them.
Context_of_Work	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	... It's pretty simple. And I pump some of those out too, but whoever it happens to be on duty as a supervisor, they come into our email and from the District Attorneys. Maybe if they just need a phone call, it might take 10 minutes to do that. Sometimes we have more complicated ones that they want, but not too time-consuming. [talking about keeping recordings for a year and dealing with the DA]
Context_of_Work	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	... That that's necessary so when I-- we do applications through the town, and then I have a dispatcher who calls those the first time, and she goes through and checks if they'd done everything right, or if they don't have a driver's license or they felonies, or they have whatever. And then if they get through that process, she sets up a test for them and we have-- we use credit call.
Context_of_Work	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	You're ahead of me, and it doesn't make any sense to me at all, but it's part of the packet that we buy for testing. And if they pass through that, all of those tests, they get it, I interview them. And then we start their background, if we like them to come to work for us, then we start their background and our detectives do that, [Name] does a lot of those.
Context_of_Work	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	[RE: university PTSD research] Is in charge of that. So we've worked with them. Worked with a group to do some research. We did our own and then we had the basic PTSD study that's online everywhere, and we took it and kind of promoted it ourselves among dispatchers. And we ended up with 1,700 responses on this SurveyMonkey survey that we did. It was completely unscientific, and we made a lot of mistakes but--
Context_of_Work	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Yeah. That's probably my biggest push for me, personally, in workplace and our workforce. And one of my goals is to-- it's all part of retention, I

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								think. So I just want to make it a good place to work. Kind of my goal.
Context_of_Work	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	So what we've done in the past is we've gotten data from [name] County, which the GIS department has sent it through to us and it's not the same, so we have to clean it. We have to make it match, and what we've decided this process that we're doing and everybody's on board with this again so far anyway, that 911 is going to live in the comm center on our own server, Town of [name] got a server for us. We got an [inaudible] license or whatever, we need there. And we're going to send it out to all these other entities. And so it's our data, we own it. We store it. If it changes you need tell us, and we'll send out once a month or once every two months or whatever.
Context_of_Work	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	No, they do. We try to rotate every day. Since we have four disciplines, we try to have each person-- if there's four on shift we try to have them take one a week. Or they work four turns. It just works out. That doesn't always work because we have trainees and they have to have a certain channel, but we do try to rotate. We also rotate their shifts. We rotate every quarter, and you can pick the same shift three-quarters, but the fourth quarter you have to take something opposite.
Context_of_Work	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...And in recent years, more of the police have taken over the call-taking, but the dispatching is still all career firefighters.
Context_of_Work	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	... So there are firefighters that sit at our operating channels. And as a dispatch supervisor, I make sure that when the addresses come over, they have their proper cross streets, apartment numbers if there's apartment missing, or look for all the little details, make sure that when-- according to our dispatch policies, who the closest transport is, who the closest manpower piece, if it's a fire call type, the proper number of fire trucks and fire engines and rescue squads are going to that. Because we have a lot of policies that dictate who goes on what call. And so I make sure all of that gets implemented. And then obviously if any of the firefighters need to take a break or anything else, I immediately drop into that role, and I'll take over either the dispatch channel or operations channel.

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Context_of_Work	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	So this massive river that is very fast and very dangerous, around a lot of people who may or may not know the dangers. And there's people that unfortunately drown every year in the [name]. And we do all the rescues and all the body recovery and everything else.
Context_of_Work	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Which is, for everyone except the fire department is between an 8 and a 12-hour shift. Only the fire department, because of how we work in the field, we work a 24 hour shift up here.
Context_of_Work	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	... We have an 18-hour work shift and then we have a six-hour rest period, so within those six hours we're able to go and rest. And then during that 18-hour block, we have a two-hour that rotates during the daytime, so we have a PT period, which is physical training.
Context_of_Work	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Most of us work PT, so between 7:00 AM and 7:00 OM, someone is always on a PT period, so that we always have our staffing level upstairs on the operations floor, but down here, they can go to lunch or breakfast or whatever. They can run some errands. They have to be within a 10-minute response.
Context_of_Work	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	–the local people that are trained. They have all the EMS equipment. They come in and They stabilize that patient and then when the transport unit shows up, They take her to the hospital.
Context_of_Work	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	... So we have a language line that we can call immediately and it has close to 100 different languages that are available to us.
Context_of_Work	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...So then this person is still waiting on the phone this whole time. We do the best we can, and then it could be anything from my smoke detector battery needs to be replaced to my house is on fire to my infant child is having a seizure to I think I have stomach pains but I don't know what it is
Context_of_Work	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	So you call 911 because your roommate, spouse, family member, neighbor falls down, split their head open, they're bleeding, they're unconscious, and I'm asking you what the address is. Then I have to ask you, "Can you repeat that for verification? What is your phone number?" And then someone will say, "Well, just give me the ambulance." What is

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								<p>the phone number for verification? So you have to duplicate that, then we get into our medical questions. They don't understand our medical protocols that are nationally based, and that it's [State]'s state law that we have to ask. It's the EMD, or the emergency medical dispatch and emergency fire dispatch and then emergency police dispatch, so all three disciplines have protocols we have to ask the 911 caller, that helps pinpoint exactly what type of help that they need because of all those variables. And some of the public doesn't quite understand that, and they range from, "Just send me help," to the belligerent people that just go off, and they're calling for help but then you get this verbal assault and abuse of F-you, and they just start cursing at you, "Just send me the help," click, and they hang up. And all you want to do is help them but you need to calm their stressors down. So that adds to your tension and your anxiety and your blood pressure because they're angry at you and you have to get through your protocols, to the person that's a little child that says, "Help, help. Mommy won't wake up," so then you got to talk to a little child, and then you get to talk to an elderly person who can't hear, "Sir. You're in the hospital [laughter]. Hit the nurse button."</p>
Context_of_Work	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	<p>Most of them we get medical calls. Firefighters love to go to fires. It's just that with the newer technology, obviously with NIST you guys have your whole fire section... Fire research lab is amazing but for firefighters, we don't like you guys because [crosstalk] we don't go to as many fires, we don't go to as many fires because you guys are doing a great job. There are a lot of great advances in fire protection so we don't go those calls as much anymore. But that's good. So we deal with a lot more medical than fire and within that medical realm, we deal with a lot of just typical things. People in their 40s, 50s, and 60s have chest pain, trouble breathing, stroke. So any sort of cardiac, breathing, stroke, diabetes, seizures, those are our main ones that we run a lot of. Then you have this massive group of just generic sick people. Everything from headache, fever, nausea, to stomach pains and just simple little-- and then we have a traumatic injury card that goes to anything from they stubbed their finger, to an amputation. So we don't run those too often,</p>

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								but I would say the majority of our calls are the sick people and then you have the chest pains, trouble breathing, strokes, seizures, diabetics.
Context_of_Work	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	I don't understand it. So we have to go through from scratch and ask everything. So once we get their name, their phone number, and the address, then we ask usually, "Do you need the ambulance or the fire truck?" Well, the very first thing you hear in [name], the first thing they ask is, "Do you need fire, medical, or police?" And then once that's divided, then it gets sent to the fire/medical call takers or the police call takers. Then they deal with the address and the name and the phone number and all that. Then the first thing we ask is, "Okay, tell me exactly what happened." That's the first protocol question. Then based upon that we're trained, because someone can say, "I stubbed my toe because I fell down. I have chest pains, I am a diabetic, and I have a history of cancer." So then you're like, "I can do four different," so what's the highest priority? So we've been trained to go "Okay if somebody stubbed their toe and fell down, why did they fall? Is it because they had a heart attack?" That's more important, or did they just stub their toe and fall down? Then it's just a simple fall, or are they having trouble breathing because of something else? Or is their arm broken because they got hit by a car, or something else? So exactly, there's a huge difference. So we need to kind of investigate that. Some other people will say, "I'm not feeling well, I have a fever, and I don't know what to do." Then we know automatically, sick person card. We have 33 different cards. Yes, 33 different cards and each card has a specific set of questions.
Context_of_Work	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...So we're trying to tell them, we just caught you in your lie. We're calling you and they'll say "Yeah, that's correct, we're okay." And then they have the follow up of their Field Captain and their Battalion Chief that follows up with, "Hey guys, you can't do that. This is a 911, this is your job. Hungry or not, throw a candy bar in your unit and do that." And that's where it's been helpful for us because if we have a legitimate emergency we can see who the closest unit is, and we can take advantage of that technology that didn't always have before.

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Context_of_Work	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	I've been here eight years. And I would say the call taking has gotten better, because before we only had firefighters. We had no script. So when someone called up, we'd kind of say like, "Fire department, where's the fire?" "Oh, I need a medical." "Oh, where does it hurt?" "Oh, I have an arm injury," "All right, well cool. Thanks, we'll send you help." And then we'll just, at our own discretion, decide whether it's ALS or BLS. Very few follow up questions. There was no set standard, at all. So that was a huge change, having this nationally certified, state-mandated program come in. So now for a firefighter, it's kind of hard to say these questions because we're trained at a medical level. This EMD program, this set program is trained for a non-medical person, who can just come off the street and start asking questions. They have no medical background at all. So for someone who has a medical background, it kind of hinders you a little bit. But it also, if you accept it and just go with it, it streamlines everything and there's no variables, so you're actually doing the best thing for the person who has an emergency because you're asking all the appropriate questions, without any of this, all right we'll send you whoever I feel like. So that's good. As far as the actual radios and computers and stuff, again like before, I think we've gone backwards, at this specific center. It's not as nice.
Context_of_Work	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Well, my job title is fire rescue captain, currently assigned to the emergency communications center, and I am the shift supervisor for A Shift.
Context_of_Work	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	No, I think we're one of the very few communications centers that has firefighters actually doing the job of dispatching and call-taking.
Context_of_Work	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	And that's basically what I do. Now, when something does happen, like a little bit of turbulence, that's when I have to step in, and when you see something, say something. That might be in the process of being taken care of by someone. But I need to verify that it is because if I don't say something and it's not being taken care of, then it's back on me.
Context_of_Work	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	No, we just do fire. So a trainee will take the ETC course, EMD, EFD, then they'll take a CAD class, which is taught by one of the uniform folks that

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								work for us. And that's a week long, and then they'll go to a two-week simulations lab, lab simulations where we'll focus on call taking and dispatching in the training lab.
Context_of_Work	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Let's see, well, I talk to the public if they have a complaint, for example. That will immediately come to a supervisor. So I will get their name, phone number, what the gist of the complaint is, and I will forward that information to my boss who will then figure out who it belongs to and distribute it to that chief...So my job is to collect the information, not make any judgments or anything, just thank them for the information and then send it along. I talk to the PIO, if there's any-- we have specific incidents that require us to call the PIO--
Context_of_Work	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Yeah. Had to talk to our technology battalion chief this morning about a radio outage for a short period of time. Had to talk to one of my employees because he was being a bad boy [laughter]. So, yeah, I talk to lots of different people during the course of the day.
Context_of_Work	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	The first thing we do is make sure that we look at the line-up and make sure that we have the right amount of people.
Context_of_Work	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	And then we assign them their positions for the day. We rotate through phones and radio. We also have civilian-- I'm not sure if [name] touched on that. We have civilian personnel as well. So we're also looking at their line-up and seeing who's coming in, and then based on the uniform line-up and the civilian line-up, we do our rotation schedule, so who's sitting on the dispatch channel? And who's sitting on the operations radio channel? Who's sitting at the tactical talk group channel? And who our call takers are. Then we rotate them throughout the course of the day.
Context_of_Work	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Usually, the dispatch channel and the operations channel, they're just listening to their radio channels. I'm listening to everything. I'm listening to the dispatch, operations. I'm listening to mutual aid, so if [name] County calls us for assistance, then I don't necessarily handle it but--
Context_of_Work	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	--I'm looking to make sure that someone else is handling it. But it's really not a requirement that everyone listen to every single channel. I think the



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								bare minimum would be the dispatch channel, ops channel, and the mutual aid channel. And then if we ge
Context_of_Work	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	I guess when it gets really busy, I think my stress level goes from a zero to a two when I walk in the door, right off the bat. And then once we get really busy and we have a fire going on and there's a lot of things for me to do, I have a lot of notifications to make. I have to make sure that if there's big area coverage issues, I mean, that's my job to make sure that I move resources in to cover the big gaps, the big holes, so that can be stressful. Not getting calls dispatched in a timely fashion, that drives me crazy.
Context_of_Work	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Well, what we do is we just dispatch them all at one time.
Context_of_Work	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	...So we dispatch all three and we wait until all station alertings are done cycling, and then we'll dispatch all three at the same time vocally.
Context_of_Work	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Once for the address, and the second time to verify it. So address verification, you have to ask it twice for a cell phone caller. Then they ask for the phone number, and that's usually correct with [inaudible] that comes over. The phone number is usually right. And then we ask their name, not a big deal but if they're struggling or-- it's really not a big deal. Then we move on to we open our protocol, EMS protocol or fire protocol. And then we begin asking them the questions on the protocol.
Context_of_Work	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Mm-hmm. The call takers will-- there's a question about a call like, I'm not sure which protocol to use, they'll come to the supervisor and say, "I'm not really sure what protocol to use here. The caller's saying there's smoke coming from the back of the house, but they're not sure if it's coming from the house or coming from the [inaudible]. They're not really sure. What do I do here?" And that's when I'll make a decision, send it as this. Then that's on me, not them.
Context_of_Work	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	So then the call taker will process the call and then once they get a call type, the call automatically goes to our dispatch pending screen, so the dispatcher-- and it makes a beep, and that lets us know that there's a call

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								for us to dispatch. So the dispatcher opens it up and the supervisor, the dispatch supervisor opens it up, looks at it and makes sure it's the right call type, the remarks match the call type. And then the dispatcher will dispatch it.
Context_of_Work	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	The dispatcher will get a response package recommendation from CAD, and then if it looks good, then they'll hit F12 which dispatches it, which sets off the station alerting in the station and-- yeah.
Context_of_Work	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Well, we're required to read the script, but we do have, at the end, it's called an emergency disconnect so you don't have to read all of the post-dispatch instructions in the protocol. You can just say, "Ma'am, I have more calls to answer. If any changes or it gets any worse, call us back." And then you hang up and you're onto the next --call. We have something called condition red, which means that we have so many calls to answer that our resources are very limited so we go on condition red and that means that I can send whatever I want to a call. So, I love condition red [laughter]... I get to make decision... use my experience to make decisions, "Okay, you don't need that for this call." Send that unit to there. Send that unit to that call. But it usually happens during a thunderstorm or a big rain event, where we have a whole bunch of swift water calls and it just overwhelms our water resources. I go on condition red and that means I can send one boat to that call and one boat to that call because our water resources are limited to begin with. And I can't send two boats to that call, I can only send one. Just go and do your best. So that's called condition red.
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	I answer emergency and non-emergency calls from the public. I interpret that information and I translate that into a language that public safety and first responders can understand. I collect important and impertinent information. I disseminate it appropriately and I also assist in the dispatching of emergency services to a need.
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Sure. So when I come in I will always have my breakfast and then I come in here and to our roll call room, sit down for a meeting, they'll go over any important information, sometimes we have trainings in the morning,

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								we will go over any like major incidents that maybe occurred the day before, anybody that we're looking for stuff like that. Anything related to ECC if there's some type of technology issue if there's something like that and then upcoming announcements and things like that. Just like housekeeping stuff and then after that I will go into the room depending on we're assigned something different every day you know based off of what your qualifications are then they try to fit in training.
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So we like I said we do 12 hour shifts so we have 3 rotations so we have basically three positions that you'll be working and they're all four hours. So if someone's fully qualified they could be on five ground radio for four and then they'll move over to maybe teletype for four and then they'll move to police dispatch for four.
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So for example today I came in and I'm working the police administrative channel which is something that I'm qualified on one of the two radio positions and then after that I'm going to do four hours of training in teletype and then I'm going to do four hours of training on my police dispatch radio so but again like not every day is like that. People that are in training usually their days are a little bit more structured. That's traditionally the structure that I'll have for my days but that's just because I'm in training and that's kind of where they expect me to go to meet the training requirements.
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Okay so let's say I'll use a domestic because a domestic I think is a pretty good example of a regular call that we take so the most important question that we ask always is the first question we ask is what is the location. We need to know where it is right? Our technology in terms of locating people is just not there. We don't know where you are you know I've used the map as a reference but based off of the cell tower that you're hitting off of I don't know where you are. You could be anywhere you know and that's why we get a lot of calls for different jurisdictions.
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Mmhmm and then we'll have to transfer and it's not as time consuming or as bad as people think it is but if you're calling in not giving us information or you're being you know or you're not able to give us the

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								information.
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right. It can be a challenge because we don't know you know and if I'm asking you questions about where you are and you're giving me landmarks and stuff to an area that I'm not familiar with because it's not my jurisdiction I have to think about that could possibly be and then transfer. So sometimes it can be a challenge in that sense but so anyway so most important question is always where are you? Where is the location? Always ask try to get the street address. If they don't have a street address or they don't know ask for the closest intersection and then if they don't know the intersection or they don't even know that I'll ask for like a hundred block or something like that just like what street are you on and then I'll ask them for landmarks for a last resort if they really don't know where they are. I don't like using landmarks because there are some areas of the county that I'm really familiar with and some areas that I really know and if you describe something to me I'll know what you're talking about but a lot of that is very subjective and it's based off of my own experience.
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	But sometimes it can be challenging especially if someone uses a phrase or something that you're just not familiar with. You know I had somebody what was it someone used a phrase the other day or like last week where they referred to it as like [Name] Parkway or something like that and I said it wasn't me it was actually a different dispatcher somebody else said like [Name] Parkway and I had and no one had any idea what they were talking about and we called park police where [Name] Parkway was. They had no idea. We called state police they had no idea what it was. We called [City] they didn't know. Nobody knew what [Name] Parkway was.
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So anyway so location and then after I collect their location I want to know a brief description of like what's going on so usually I'll say okay well tell me what's going on there you know tell me exactly what happened and you know if there's type of whatever they say you know say like arguing with my boyfriend or you know my girlfriend just hit me

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								or my wife is you know doing whatever I'll enter that information and then I'll get them started. That usually takes maybe 30 to 45 seconds for me to get that call in and depending on the cooperation of the caller, the clarity of the information they're giving me and then I'll go straight into my main officer safety related questions. I'll ask them okay are there any weapons in the house? Yes, no? If there are weapons where are they located? Does anybody have one?
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right so and again and the reason is that because I had really good training and the other stuff will come with time but those core competencies and that's why I was saying moving to a core competency model is I think where we should go but like being able to get I think of it like blocks yeah so I think of it as having like little blocks. Being a call taker gets really easy once you learn like kind of your own scripted information and if it makes sense to you and you're able to take control of the call. Once you're able to take control of the call and you have certain questions that you're able to ask about certain topics the nervousness and everything goes away because you're just going to the questions and you know what you're dealing with. You know I ask the same questions that I ask every single time about people.
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	I know how I want to get a description of a person and we're trained on that and then I've added my own flair to it you know and so once you learn that stuff it becomes a lot easier to process a call even if it is a high stress environment and then also that being said we also work you up to that you know we start you off on phones. You take really basic calls and then you take the non-emergency line and in the non-emergency line you are going to need to use some of those skills you know in a trespassing person or a disorderly subject or something like that. You still need to get a person description but you don't need to get it as high as important as you might need for like a hot call or something like that's really active.
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	And so there's always this baseline level of tension that you never know what's going to happen and then the other part of it is too once you

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								<p>become more experienced in this job and you do start doing other things like police dispatch and stuff you know I'm starting to recognize the officer's voices and I know some of the officers you know now that I've worked here for a while because we do ride a long a lot, we work with them, we meet them in teletype and stuff like that and so I know them as people and if in addition to me being nervous for perhaps the person on the line because you do get invested in these people even though you don't know them you're still worried about them you care you know. You'd be talking to them you stress for them and then on the other hand you're also stressed for the officers because or the paramedics or whoever's responding you know because we're all kind of one family and we all care about each other and your job and this is how we think of ourselves our job is to keep them safe and make sure they get the resources they need. Make sure that they are prioritized you know and we're sending them into these crazy situations and we want to make sure that they're going to be okay. So there's a lot of stress about just again the unpredictability just don't know what's going to happen and then in addition to that the liability that if anything that goes wrong you are responsible.</p>
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	<p>There's a lot of emphasis on that and it could be for anything. Could be something simple like teletype where you're entering a warrant and then you put in the wrong information and then that person gets let go because you didn't put in the right information right? So or you could put in the wrong information and the wrong person could get arrested right? So you know you have a situation where somebody is getting stopped and then you get a hit off of this person and then the information in there has something that says for some reason this person is a white female 200 pounds or whatever when in actuality it's an Asian female who is the same descriptors, same similar name and instead it's an Asian female it's one letter right? You put an A or a W and the officer could arrest the person because they're like this is an Asian female fitting that description and they arrest this lady and she's never done anything wrong in her life.</p>

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Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	I would really like anything related to geo stuff is very helpful. Location is again the most important thing that we always need to find out. You need to know that. We need to know where you are and we need to be able not only do we need to know where you are but we need to be able to guide the responders to that location so when we ask our locations and my 911 calls again I have a little personal script and it's just my own preference but I answer the calls the same way every time I say [county] County 911 where is your emergency? And then sometimes they listen to me and sometimes they don't. If they don't listen to me I'll redirect them to that question okay where are you? You know and then if they do listen to me and they give me an address and you know you say [County] 911 where is [address] and I'll say okay [address]? I verified it with them they say yes. Okay is that a house, business or an apartment? And if they say it's an apartment. I say okay what apartment number are you in? And then apartment number 810 because sometimes people don't think about that so I need to know what apartment we're going to.
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right I'm in apartment 810. Okay and what is the name of the apartment complex? It's you know [apartment] or whatever and then I've got that info and then I go into my next question okay what's going on and they tell me exactly what happened right and that is then you know regardless of what happens after that if we get disconnected now they know exactly where to go so if the numbers aren't really obvious on the because this could be a place they've never been before right so if the medics need to go there and they see you know they don't see the numbers on the building but I've written in [apartment] then they'll be like okay [apartment] and they'll know which unit to go to and I just cut off you know if for whatever reason the phone disconnects like right at that second after I got I don't need it I should call you back and get more information but I can get them started you know.
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yes we should get the call back number as soon as we can. The our [INAUDIBLE] will display the number they're calling from if we get it on a 911 line. If we get it on a trunk if we get it through a transfer that's

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								usually one of my first questions. Is what call back number are you from? Especially if you get a transfer I always try to verify that you know because I have had that before where I've made a mistake where I didn't get that information straightaway and then I wasn't able to call them back but at least I had the location.
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	...Most people when they're out and about when they're not at home they don't know where they are so they'll call out and they'll say I'm at this place, I'm at you know they'll be outside and they'll be like I'm at [Company] which is the restaurant downstairs. Right you know or I'm at [store] or something they'll just and in an emergency right, right so in an emergency they'll just say oh I'm at this place you know and for us it can be challenging because the only way that we're going to know where you are in our own system if you call out that common place. If you can't give me anything else, can't give me a block or a cross street or anything. The only way I'm going to know where you are as if your name is in our common place. If we've put it in there.
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right. So we have to manually enter that information into our CAD system in order for us to be able to search it and then present our CAD system is not as dynamic as say Google right? If you type in Google some like let's say you say let's say there's a place called [Restaurant] whatever at [City] right? So if you tell me I'm at [Restaurant] at [City] or if you tell me I'm at [Restaurant] I can be like okay and then type in [Restaurant] and then in Google and then it'll come up with did you mean [restaurant] at [City] right? It will come up with a suggestion because it's like okay you're probably talking about this. Our system does not work that way. You must now if you have to enter it exactly as it is in the system so for example---
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right and also it would be extremely helpful to have that I don't know if crowd source is the best way to put it in but some type of system where we can easily search for a business even if that business has only been there for like a day or two or if it was an old business right and someone says I'm at the old [restaurant] right and I'm like I don't know what that is



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								right but if they say oh it existed there in you know 1960 I guarantee if you Google [restaurant] and it was like a big place then they're going to be oh did you mean [address] which is now blah, blah, blah? It's going to pop up you know so we don't have that ability so that can be quite frustrating.
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Because sometimes you know sometimes it could be a simple problem right or it could be something really dire but you just your biggest concern is you cannot send help until you know where they are.
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Exactly. You know I had a call one time from a woman this was like the worst scenario. A woman had received a call from her father who is having a diabetic emergency in [City]. She was located in [City]. She had no idea where he was in [City]. All she could tell him was oh gosh what's the name of the it's a sausage place in [City] it's like [restaurant] or something like that so anyway so she mentions she's like I have no idea where he is right and I'm like okay what's his the only thing I have---
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	He's having a diabetic emergency. I don't know what's going on. He's in a white truck on the side of the road. Okay in [City]? I don't even know if he's in [city]. Okay we think he's in [city] we don't know right so you have this man who is unconscious in his truck having a diabetic emergency, the daughter is in [city], she doesn't know where he is, she has his phone number so you have to be a detective and use his phone number and figure out based off of where he was as your own local knowledge where could he be now. And then eventually we get I don't even remember how we got there but eventually we got to this thing where she said he was at [restaurant] or whatever and basically I had to Google [restaurant] and it came up with a location and I entered it and got them started out there. Gave them the description of the white truck and thankfully they got him.
Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So it can be quite can be quite difficult and the process for tracing a phone people think it's really easy it is absolutely not. It can take 20 minutes.

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Context_of_Work	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	It can take 20 minutes to trace a phone because we're going through the cell company. The cell company has to then ping the phone it just takes forever you know we don't have that ability so even if you're having a life-threatening emergency we got to wait 20 minutes for them to fill out their paperwork in order for us to get help to you. People don't know that.
Context_of_Work	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	I am the 911 systems manager. It sounds like I manage everything but I really just manage our telephone system.
Context_of_Work	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	But we made it systems because with the new technologies coming out with texting and whatnot I'm also in charge of anything anyway in which someone would reach 911. So text, phone it all is encompassed underneath me.
Context_of_Work	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So that position not only do I manage the system itself there's a lot of different components to it.
Context_of_Work	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	And the 2216 is the actual phone that sits under the desk. Some of the items that we have in our back room are as well no longer being made. We have to kind of just find that different P4 processors and things like that so my job entails a lot of stuff. It's a lot of mitigating issues, trying to do a little bit of research to see what I can fix on my own and then contacting out to our vendor is either [name] who handles a certain portion of our demarcations and [name] who is our current vendor integrator for us.
Context_of_Work	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So I have to build everything 6 times X 8 and that's how many times I have to build I think for 12 employees which we've hired since March of this year. I entered almost 600 different profiles to get them fully in both systems so the new system is much simpler. There's one place to enter it and it enters it in both sides of the house but the current system it's just the way it was built. It's an old antiquated analog system so unfortunately there's a lot of steps for it so it's the administrative part. I also do investigations so if anybody says they're not able to reach 911 they're wondering why their phone reached a different jurisdiction, there

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								are any issues with transfers between jurisdictions I investigate all of those. Why they happen, what occurred. I pull in the vendors that I need to look deeper into the technology because our system is so old we don't have any remote incapability. So I have to physically get them out here, we hookup the computers to the PDX, sweep information from everything so I'm also investigating different things that happen depending on who calls.
Context_of_Work	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So it's a lot of even bridging of SOP's and also setting the expectations for the city and council so they know what the expectations will be if we are put into one of those situations. You know we're not going to be able to provide it would be impossible for us to provide exactly what the citizens are expecting us to provide if we're in one of those last-ditch effort evacuation type of situations.
Context_of_Work	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	We have lots of non-emergency calls stuff that during the day other county departments instead of knowing where to transfer them they're like we'll just transfer you to the non-emergency number and then we are then tasked with trying to figure out where this person who this person really needs to talk to.
Context_of_Work	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	But if we ever were to or because we are moving into IP based items hackers, TDOS things like that anytime it is deemed that something needs to be handled immediately a phone call is made to me and I'm on call with my vendors, I'm driving in, I'm here to handle anything that needs to be handled and then it's also my way of being able to communicate back and forth with emails. I get hundreds of emails everyday to kind of go through and answer back to people for simple things.
Context_of_Work	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Derecho hit I was the EOC team lead and so I called in my team and we were sat in front of the county's Twitter and we were just looking for people who were tweeting out non-emergencies or emergencies. We weren't necessarily saying oh call us here, call us there. We weren't responding a lot. We were saying hey, I see your message we're going to get it to the right person.

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Context_of_Work	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Exactly. So we've used it that was the first time we had used social media and then as we developed the Watch Desk again I was hired into that Watch Desk position in that initial year and that's the stuff that we were aiming towards was being able to be that bridge that constant bridge and communication point so the Watch Desk also sends out pages and alerts to who needs to know within the county whether it is situational awareness like there's a shooting in [name] or situational awareness that there's a large storm coming or we have certain protocols that we have to send pages for so if one of those is met it takes that burden off of the operation supervisor who can worry about maintaining and managing their shift during situations and just lets that person send out those pages and we monitor radios from around the area.
Context_of_Work	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	A partial EOC standup could just be well we had a storm come through so I just need JS for mapping, parks and recreation, the ECC liaison you know get these people in a room so we can coordinate the efforts of getting these trees out of the roadway but we don't need all 18 or 19 ESF's to be there. If we do have something catastrophic we will it doesn't even have to be catastrophic it could be something that effects each department we'll call in a full activation of an EOC.
Context_of_Work	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Where you may have something that's really cool on the operations side but really lacking on the technology side so that's something that I am really passionate about. Now that I'm on the technology side is not forgetting that operations side and making sure that the technology doesn't outweigh the operations and the operations doesn't outweigh the technology.
Context_of_Work	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	It's not just me it's also my supervisor who is he is the Deputy Administrator for Systems so he sees over all the system managers so CAD, radio, telephone. He sees over all of us so he that's his vision as well but he has been so far removed from operations that he needs that operations perspective but he also knows and understands he needs that operations perspective and the people that are being hired as the

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								older administrative staff retires or leaves they are hiring those who want to merge those two and want to keep up kind of their skills on both sides so that they make sure that they really are everybody is getting what they really need.
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	I'm the police dispatcher. But I also do the record management. I register sex offenders. I do purchase permits. We have probationaries that come in. So I have various things that I do in addition to the dispatching and taking all the calls. And since I'm here--
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	... we handle sex offenders. We do purchase permits. I mean, we have the citizens that come in. We have probationaries that come in twice a day or sometimes three times a day, to do breath test for alcohol-related incidents. Plus we have to manage our records. So I mean, you're call taking. You're dispatching. You're handling the window traffic. You're running all the officers' paperwork. Now, nobody else usually does this, but I'm submitting warrants, processing all the court work, the subpoenas, the tickets. Like I said, I do all the records management.
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	...You have to be compassionate. You have people calling who may have just lost a loved one, or could have a loved one that it's not doing well and is on their way to the hospital and maybe not expecting to make it, or someone's calling in to say that their child's been raped. I mean you could get a lot of different things that you have to be able to deal with. So you've got to have not so much a thick skin that you're not-- hold on
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Yeah, I'm the only notary in this city right now [laughter] so I do a lot of notarizing too.
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	... I don't tell them to hang up and call 9-1-1. I just take all the information. I enter it into the computer. It's already on the screen for central, and then I'll just call over there and say, "I just put one in, on such-and-such street. I've got a medical; They need an ambulance," or, "I've got a fire, they need the fire department." Or even, if I get called calls outside the city for traffic, accidents, any of that stuff, I just put it in, and then I call over and say, "Hey, I just put one in for you." Just because it's

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								just as easy, we all look at the same screen, and it's, to me, it's not right to make people repeat all their information, or it someone is in a panic mode, to say, "Hang up and call the sheriff's department," or, "Call 9-1-1." You just get their information and put it in there. And then it's done.
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	... Yesterday I had a lady come in with an identity theft, she lived in [name]. But once you get to know all the boundaries and the streets, then you know which department needs to be contacted. We handle all of the-- what's called the lean work. So if I run a file or a criminal history, warrants, all that stuff we do [name] and [name]. So I talk to those guys everyday, because I might be entering a car, entering a warrant, putting a conditional bond in, a no-contact order. So usually I'll just text somebody and say, "Hey, I got somebody here at the station, do you want me to send them to your station or do you want to come here?" Because [name] will stop by almost everyday with court work, whether it's a warrant to enter or a conditional bond. So you get to know them as well, because we have-- I won't say daily interactions, but pretty close to daily interactions. If they have an arrest and they need a full work up, we'll do what's called-- we do a file check, a criminal history, a driving history, depending on what they've been arrested for. So we're doing with them as well.
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Well, generally my customers-- I mean probably 90% of the time-- I shouldn't say 90, but usually it's someone that needs some type of police service. I mean, we do have people that walk in, and for example, found a dog. And at least in this city, it's still a police matter because we don't have an animal control officer right now. So the police officers, we would just take the dog, take it to our kennel, try and contact the owner. Like I've said I got people coming in, turning themselves that need finger prints. I mean, you still get-- that phone call was somebody that is starting a new business, and is applied for a liquor license, or a beer and wine license. So they need to come and get fingerprinted. We fingerprint, we're one of the few agencies-- there are agencies that do it, but they have very restricted hours. So we get a lot of people that come in here

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								for CPL, Concealed Pistol License, fingerprints. The teachers all have to be fingerprinted, the bus drivers, the janitors, the kitchen staff. So we get a lot of people in here everyday that need finger prints for a job-related-- we have a guy come in yesterday, he works for the federal government, I think immigration in [City], he needed fingerprints. And I think we're the only department in the county that still does ink, so we do ink and digital. So we do get a lot of people that come in to get a purchase permit. To get fingerprinted for their job. Nurses have to be fingerprinted, so we'll get a lot nurses that come in to get fingerprinted. People that race horses, they have to get fingerprinted. Some of the nurses will come in and get fingerprinted for five different states, because they'll travel around. And they'll need one for [name], one for [name], one for [name]. So I mean we have that percentage that are just everyday citizens coming-- and a lot of notaries because again, I'm the only notary in the city. I notarize stuff for the city all the time, for city council, or for like boundaries. Somebody came in the other day, it was an easement, something with an easement. So I do stuff with that.
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Right, and I mean I would say that the majority of it is law enforcement related, whether they're turning themselves in, or they've been a victim of a crime, but we still have the people that come in to get directions. or want to show their child the station. or we have people that come in for tours. The school groups will come in. I mean we still get all that stuff and we'll do presentations. But I guess I could easily say 80% of it is someone that's been either a victim of a crime, or was arrested and charged with a crime and needs to know what happens next, or to get their fingerprints, or stuff like that.
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	...So I have to switch the phones in the morning. I switch the phones and then I take care of the [PB-Teers?] and then all these computers, when we leave at midnight, everything gets shut down. So I turn everything back on and then get ready for the day. And I generally do the court work first thing, but it just depends. This morning I came in and the phone just-- it's been ringing off the hook all morning, so. Usually, on Fridays,

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								City Hall is closed so it's not as busy here but today we've been busy.
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	... But we get a lot of unlocks, a lot a lot of private property crashes, a lot of crashes on the streets. But we get a ton of unlocks and I think we're still the only agency in [County] that does unlocks. We carry the tools in our car and that's a service that we provide for free, so we do get a lot of calls for unlock. I think I had two yesterday. You'd be surprised how many people lock their keys in their car.
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	... It's basically the who, what, where, when, why. Who are you? What do you need? Where are you at? What's going on? Is it in progress? Is it already occurred? Because those are things you want to make-- like for priority reasons, if they were just assaulted and the suspect's still there, if it's a domestic violence. Or if it happened two nights ago, you were scared but you're just now calling the police. Do you know where that person went? Or if that person just left, you want to get their clothing description, their vehicle description. Did they have any weapons? Were they drinking? Are they on drugs? I mean, all these things that would play-- generally we try and run the person to see if they have an officer safety caution, to let the officers know if they have a history of violence, or running from the police, or assaulting the police. And again, where did it happen? When did it happen? You want to make sure that it was in our jurisdiction. If it wasn't, we would refer them to the jurisdiction where it happened. Again, get the caller's name, their phone number. And that's in case we need to call them back.
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Basically, you're just going to make sure that-- anywhere from 8 to 10 minutes-- depending on the call. If it's not a big deal, you're going to keep checking their status. Make sure they're secure and they don't need any backup. Or if they do, you get backup on the way. If they need, like in that instance where [name] needed a file, so I ran the file and he asked me to save it, so you print it off. I generally will put the complaint number and the time on there so they remember what it was. If it's an accident, they might ask you to put-- so that was driver of vehicle number one, which was brown. And then, again, I put the complaint number and the time. So



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								your job would be-- just make sure everything is in order for the officer. If they have an arrest, I automatically will run a file, run a criminal history, run a driving history. Have that whole packet ready for them when they come in so they go to write the report. And then, when we go to submit the warrant, we've got all that paperwork that goes with the warrant. If it's an accident or an arrest, you would be responsible, excuse me, to get a wrecker. Or if they get to a scene that came in as a non-injury and somebody says, "I'm having chest pains," they'll contact us on the radio, we get ambulance and fire on the way to have that person checked out. If we have a combative person that needs to go to the ER we will call the ER and say, "We're coming in with somebody", you know, same thing with the [crosstalk], anybody that's combative, we would let them know for safety reasons, "We've got somebody coming in, you might need more manpower or some way to strap them down or--"
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Yep. And like I said as much information as you can get, you put into that screen and then all the information you get you relate to the officers.
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	As I think you saw, I was taking a phone call and talking on the radio, so I got them in one ear and I'm writing stuff down in the other, just so I don't miss anything. We also have this complaint book which is old school, but if the computer goes down I can still go back-- if somebody comes in and wants an accident report I can still go back and say, "Oh, that was last week at [name] and [name]." And then I can run and get the report, so even if my computer's down I can still pull the report and make a copy so they don't have to come back.
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well I would say that it's can be boring I think sometimes. I think too that you know it's good work. It's important work. I would say that we take calls and we send calls so we're taking calls from the public and sending those out to the deputies that need them. I would say that I don't know what else I would say that we take calls, we deal with the public, we try to help people with their problems.
Context_of_Work	COMMS	R	Comms	36-45	11-20	Female	COMMS-	Well I would say that you know again sometimes it's boring and I was a

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			Personnel				R-009	<p>little surprised by that when I started here. Nobody kind of prepared me for that and yeah it's there are times when we just don't have a whole lot of stuff to do and there's a lot of sitting so that's sometimes hard but I'd also say you know we deal with the public and we deal with the public when they're having problems and so that sometimes I'm going to say it's painful. That might not be the right word. I don't know what the right word is there but I think you know people call us when they are in their time of need. They call us when they have a problem and so that's hard I think to be able to respond appropriately and in a way that can calm them down and make them feel better even though you're not there and that's I think is another hard piece of all this but being a dispatcher especially is that you're not there. You're on the phone and so you're kind of once removed from the problem but you're still trying to help with the problem and I think that that's hard too so I would say that it's a hard job some days. Some days it's easy, it's boring, it's you know you've got to just kind of go with the flow but it can also be really painful sometimes and mostly when there's a call that's you know that is really difficult. We get those calls sometimes medical calls or accident calls and you know that it's bad there on the scene and you want to do everything you can to help but part of it is you're not there and you're kind of this middle person so you're kind of limbo almost.</p>
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	<p>...That's the biggest thing really. You've got to be a really good communicator. You have to be good with people. We do have people sometimes coming into our offices so you know you've got that one on one and you have to be able to deal with people. Sometimes they're not happy, sometimes it's just you know have a chat. We have a lot of older folk in our community and sometimes they just like to stop in have a good old chat and then go on their way and so got to be good with that. You have to be able to follow a protocol right because when people call we have to be able to get the right information to give that information to the deputies so they can go out and do their job and actually help those people so communication skills, communication skills, communication skills you've got to have those.</p>

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Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well we just come in to the office, you talk to the dispatcher who is going off, they tell you what happened over the course of their shift and maybe anything you need to pay attention to but generally no you just start your day, you're on the radio, filing paperwork or whatever needs to get done. We don't use much else here other than a radio and a filing cabinet so that's I think kind of the way things go until you get a call and then really you're following a protocol.
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	No not really no but sometimes the Sheriff might give you a task. You know if we've got we go do fundraisers or we go help out in different communities or sometimes it's organizing something like that maybe so you might need to make some phone calls and again that's where you need those communication skills right because you're talking with all different kinds of people so sometimes though the Sheriff might have to ask for you but that's about it.
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	We start out by asking who this is and where they're at. Those are the two pieces of information we really have got to get. Who is this and where are you at? Then we need to know what's going on. Is this an accident? Is this a fire? What's the nature of the call because then we have to send out the appropriate people so that's the main information at the minimum that we need to get. Kind of who is this, where are you and what's wrong? Once we get that we really need to dispatch because that's all they need to get going and because we are such a large area it might take one of our deputies a while to get wherever they're going so we want to get that information out to them and then we might go back to the person then and ask we're going to ask things like is anybody hurt?
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Is there anything else we need to know? If it's a situation where somebody's called in with a robbery for example we need to know if the robber is still there or if the person is gone. Was there a weapon involved? And again these are really rare situations for us but they do happen occasionally so that's information we're going to ask about. Sometimes we'll get off that call with the person unless you hear that

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								they really need you there or it's the type of call that really means you need to stay on the line with them until somebody gets there. And again we'll have dispatch to either the deputies or fire or EMS sometimes all three depending on what's going on and that location.
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Oh our responsibility is about getting the information from the person and communicating that to the right people so they can go and help with that situation. That's our responsibility. Sometimes our responsibility I won't say it's really our job responsibility but I think maybe we feel a sense of responsibility to stay on the phone with people and keep them calm and keep them focused. You know if there's been an accident sometimes the person who is calling is the person who is not hurt and they're seeing their loved one in pain and they're then in pain too so part of it is for you to stay calm as a dispatcher in those situations and stay on the phone with those people so we can kind of be the anchor we're the anchor then for those people.
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	No I think I would say we pass on all the information we get. I think our people want to know as much as they can get. Again it's very rare that we're going to have two things going on at once so it's easy enough to take the time to give someone all the information they need so I don't know that we're making decisions about information as much as we're passing information along.
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well sometimes but that's very, very rare here. Sometimes maybe but if we do if I'm on a call for example and I get another call you have to see what the nature of that call is. You do make a decision then about where you need to focus your energy first, you take care of that, you dispatch that then you go back to the other call so some of it is about prioritizing and understanding what needs to take priority in those kinds of situations and so it's about figuring out who needs help the most and sending people there.
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well with our sheriffs we don't really have an issue except where maybe you know the radios don't work and we do have those kinds of coverage issues but generally not a problem when you know I'm communicating

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								something dispatch and something out to my sheriff officers but fire is a different channel and that's not usually a problem. Only sometimes they're not always listening to their radios and we can't control that. Sometimes we don't know that so but we communicate that out, we dispatch that out and then sometimes that's out of our hands and same thing for EMS. We make that call, we dispatch them but we don't always know until somebody communicates back to us that they've gone or not so it's easy enough to communicate. I don't always know that that communication has been successful.
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	No mostly the phone. I've got a headset so I mostly use that. Sometimes I take that off because it just bothers my ear but yeah mostly we're using a headset and the phone and the radio. That's how we're communicating dispatching out so calls come in on the phone, we dispatch out through the radio. I do have a computer here but we don't use it with the cars it's really just in the office here to look stuff up if we need something or you know we're processing paperwork or doing something like that but otherwise that's about it.
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Oh no I think it's mostly people really. You know people don't always give you the information that you need even when you ask for it so we think we're being really specific and asking about a very particular thing and then people give us all kinds of crazy answers so sometimes a call that you think should take you know thirty seconds takes 2 minutes and then you've got to dispatch out that information and so sometimes I guess now I think about it you asked earlier about you know decisions we're making about information and sometimes that does happen. Sometimes that is true that we get too much information from people and we don't need to pass all of that along to the folks and so we sometimes do leave things out at least in that initial dispatch and then we might call back and give them additional information later but they need that first information to really go in and deal with the call so that's I think sometimes what I would say that it's really it's a people problem more than anything and people giving you the right information when

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								you ask it in ways that are useful.
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	I don't really think they have really. I think things are pretty much the same. You got a phone, you got a radio that's about it. Maybe we use the computer a little bit more for reports or something but in general it's about the same.
Context_of_Work	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah, but actually I work in the office of emergency services and so I have dual responsibilities. I work with emergency planning and I also work with the county emergency manager, and I run our communications unit which is a split of radio and technology.
Context_of_Work	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah, I wear a lot of hats. Basically, I work in the incident management side of the world primarily. So when there's large scale emergencies or disasters our office moves in to play and we will help the incident management teams and the various agencies in the county respond to those emergencies. To do it as efficient as possible and then to set them up for success on the back-end for recovery. And then on the communications unit side, my organization facilitates communications amongst all those organizations.
Context_of_Work	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] So over the 40 hours of the weekend, it was a complex series of events that went on. So in [City], we had the first incident which started out as a vegetation fire that spread to two apartment complexes, then to a commercial building and then back to vegetation. So it became a large complex fire. We had 15 families that were displaced. It was a four-alarm fire, so a significant number of personnel on scene. In those types of events, we mobilize our mobile command and communications vehicles to facilitate interoperability amongst different agencies. As well as rehabbing radios and all those kinds of things. So that was the first one. They left that one to go to a second, new vegetation fire. While they were there, a third one was started. You know, this appears to be arson. While they were there at that second one, a larger third fire came about. So we had dozens of different fire agencies come in and we moved all of our assets from the first [town] fire to this other complex, which we called the [complex]. So it was three separate fires that we managed as

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								one with all of our resource pools so.
Context_of_Work	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah. Primarily, my daily job is technology project management. So I run different technology projects. For example, we're upgrading our helicopter's digital video dialing system right now. We're doing radio reprogramming across the county right now. So it just runs the gamut. But technology project, primarily. I also do application development and support as well so.
Context_of_Work	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] The big project we have right now is implementing [software]. If you haven't heard of that, basically, it's a crisis management software.
Context_of_Work	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah. So those are on the-- both of those things that you just described are on the CAD side, but this is on the emergency management side. So you have your instant responders that go out, your first responders that go out. And they will use tools like you just described. But on the emergency management side, when it's a larger more complex issue and you're dealing with multiple jurisdictions, how do you share information and process agencies? And so that's a platform that we're implementing. The tool itself comes from the vendor, kind of a blank slate out of the box and you customize it. And so it's the customization of that tool that is our project.
Context_of_Work	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] And it's a good question because, operationally speaking, when an incident first happens, we've found that it's better to a let a command and control type scenario work out from the communications perspective. So if those that are in command get together and have a conversation, then they can push that information back out to their respective employees and partners. If the incident is going to be prolonged it's better for us to all figure out a communications plan, and then segment that up by function as opposed to silos of law, fire and EMS. So there's a time factor to when we decide, "Hey, we're going to enter operate communications," or we're just going to let it ride because everybody knows how that operates on a daily basis.

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Context_of_Work	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] We do have a significant number of hazmat potential. Hazmat scenario's a good one right because in that scenario you're going to have a perimeter group that would be managing security on the perimeter, right? You would have an inner perimeter group to manage the hot zone. And that could be across function between your hazmat and fire. You got people that need to go around and do air sampling and those kinds of things. So in certain circumstances, the group could be a mix of law and fire and EMS.
Context_of_Work	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yep. Same thing goes for active shooters. Same thing for mass casualties, those kinds of scenarios where you might form up in teams and be a multi-discipline team.
Context_of_Work	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah, it's really slick. And then the State offers a version called [software] that they're rolling out right now. And then obviously, there's [software]. And the majority of our functions and interactions [software] is for high fidelity mapping, as opposed to kind of a situation where there's like, "Here's a pen, here's a pen". If we needed detailed mapping like, for example, we have a large landslide that took out a road in our county. Cut off a community. We needed high fidelity mapping to say, "Okay, this is where the pipelines are, this is where the utilities are, poles, and all that kind of stuff". To look at it from a detailed perspective how we are going to fix this problem. So it's a right size-- you pick the tool based on the scenario [crosstalk] and who has access to it.
Context_of_Work	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] The whole process is coordinated with state and federal partners. They have their own processes. So as an example, we recently had significant weather events in [state]. We had lots of mud slides and roads that were taken out and private property damage and those kinds of things. So when the inspectors - they're basically inspectors - when the recovery folks come to town, they're going to want to go around and look at all the damage, right? And assess it. And there's a communication flow that has to happen and it's really challenging. It has to go from your very local jurisdiction up to your operational area, and it



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								has to get processed and synthesized and say, "Okay, what's the scope of this," right? And it's much more detailed information than you would get like, "Hey this building is on fire." Okay? "Let's all run and put it out." Well now you've got to go back and you've got to have building inspector information. You've got to have-- how much time-keeping that's involved? All these different components of information that make that process a lot more complex. And then you have to account for it, right?
Context_of_Work	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] So if you're going to try and maximize what you get out of recovery, you have to account for every little thing. So that's why this [software] tool is great because I do all of my logging in there, of all-- hey, this is when I signed in, when I signed out. This is when I went to this property, here's what we learned, here's when the inspector went there. All those kinds of things that aggregates all that information for you.
Context_of_Work	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah. It's a little clunky, just to be honest. But yes, they have a mobile application where you can say-- get my GPS location, take a picture, this is what I'm seeing at this location and post it. So yeah.
Context_of_Work	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Right. Right. Yeah. We actually just used the drone. Well, we used the drone at our county fair for situational awareness, large crowd gatherings, to monitor that. What's going on in the middle of the crowd. And then perimeter stuff, so. We had a local police department that pulled a car over. The guy actually got out and ran. Ran through the perimeter of the parking lot of the fairgrounds and those kinds of things drones are really good for because you don't have to break somebody off a security spot. The better off you are if you can just go check it out. "Hey, is he coming in, or is he just running through?" Those kinds of things. And then we had a large fire in [town] a couple weeks ago, and they used a drone there to map out how much was actually involved in the fire, and whether or not structures were involved. That kind of stuff. [company] transmission line, it was in the fire area. So those kinds of things. Checking that stuff out. So they can be really useful.
Context_of_Work	COMMS	S	Other	36-45	11-20	Male	COMMS-	[S3] Yeah. They're perfectly acceptable use for search and rescue.

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			Public Safety Personnel				S-001	
Context_of_Work	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah. It's pretty neat. So yes, we use them for search and rescue. Their operational time isn't very long.
Context_of_Work	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] But one thing I will say is you can't do everything on a phone. I'm not going to write a report, right, on a phone. So you'll have to have different form factors. You'll have to have something that has a lot of screen real estate and that kind of stuff for certain job functions. That's not going to go away. But if I can provide an ecosystem of applications that makes a lot of the jobs simpler, that's really where I want this to go.
Context_of_Work	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] The job that I do is unique as well since it's so diverse. Most jobs are really, really siloed, and I have a lot of function in a lot of different areas. I've also made it my mission to work on communications across all the different organizations in the county, which I think that's also unique because there just wasn't a lot of support for that when I got here. I wrote a strategic plan on how this was going to work. Why it's worth our time and effort, all that good stuff, to do it. So those are some of the unique things about me and the jobs that I'm currently working.
Context_of_Work	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] And it's overlaid with your APN number, for the house and lot that you live on. And that automatically gets populated system. So when we have an incident they have a tool that they literally draw a geometric shape on the map, and then it will pull out all of the phone numbers from that area and then feed that into the caller system.
Context_of_Work	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Well, so if the big one really does happen within [software] there's a status board, right? So if you're online literally, right, you have the ability to connect. You'll update your status. So that's a pretty operational thing that we've worked out. That way if you don't check in we know that there's probably a problem, right? And now we can start to understand

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								situationally that, "Hey we have three cities on the west-end that haven't checked in. That's probably where a significant amount of damage is."
Context_of_Work	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Well I monitor the schedules for the four dispatchers that we have on our 911, in our 911 COMMS center. It's both sheriff and EOC, which is [County]. And it's manned by the both of us. We are cross-trained, so either one of us can run whichever console that we're on. It's just a different pay by different entity. Besides the scheduling, I fill in when we're short. I monitor any training updates that they have to do, so I keep track of all trainings, training schedules, any new training that's out there I look to so we can be updated and with the latest and greatest. Make sure everyone has their technology skills up to par.
Context_of_Work	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	So you may be on a traffic stop or responding to a call, and you can just do what you need to do, give out that information, give that person's information. But you have to take into consideration your dispatcher is 90% on the phone. If we're not on the phone, there's two of us, if we're not on the phone, we may be [inaudible] on other calls. So we need you all to monitor your radios.
Context_of_Work	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	We try to get a routine in. Sometimes it'll work. Sometimes it's like okay, we can't do it that way, you just have to do it another way. So coming in, setting up our system, and logging into all of the systems that we have to log into, and just being ready, readily available for anything that comes.
Context_of_Work	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	It takes maybe 10, 15 minutes to log into everything.
Context_of_Work	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Making sure that the deputy that's responding or fire service, EMS, whomever that we have responding, gets there and have the direct avenue to get there, the perfect location, have the correct information on, as far as if it's safe to enter or is it safe to go in, and do you need backup.
Context_of_Work	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Not, it does. They bring the invoice to me. In a nutshell, I guess if you were to [inaudible] my job into one, it's public safety more than just

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								emergency preparedness. We also have a direct, all four fire departments are volunteer within the [County].
Context_of_Work	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	I know you're also kind of in charge of the dispatch stuff and the communications...
Context_of_Work	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... Our dispatch center is a little unique in that we have a consolidated dispatch. However, we have a law enforcement, sheriff's office dispatcher, and a [County] dispatcher both cross-trained in each other's jobs. The only difference is one gets their, one's on the payroll of the sheriff, one's on the payroll of the [County]. There is a supervisor for each shift or each, I'm sorry, not each shift, each discipline. We are 24 by 7, 365, two position [inaudible].
Context_of_Work	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... And when it comes down to the communication end of it versus the emergency management side of it, it kind of ties together because when we do have natural or man-made disasters, all of a sudden we're wearing several different hats at one time and having to change gears to do and make sure that we don't overstep our boundaries, if you will, speaking, what's either law enforcement-sensitive and/or dispatch-sensitive versus what's going on in the real world. So we're almost the speed dial call of a lot of people because when's the roads going to open, when the bridges are going to reopen, that type of thing. So I mean it's, and they come to us for a lot of answers that sometimes may take us a little while to get back to them.
Context_of_Work	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	...And we can put it up on these big screens that we have inside [inaudible] and show exactly where, of course keeping confidentiality, where confidentiality needs to go, but being able to show what parts of the [County] are damaged. We took it a step further, in that right now I have my GIS crews working on a project to where we can use it for industry, to where we can, we know what emergency response equipment they have, who's the point of contact, what's the 24-hour number. So they're working on that amongst other things.
Context_of_Work	COMMS	R	Field	18-25	5 or less	Female	COMMS-	I am a [Job title].

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			Responder				R-012	
Context_of_Work	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Okay. Well not only do I work my regular jobs, my regular, I can't think right now, my regular duties, I supervise everybody else in their duties. But essentially to make it simple, we answer phones, and then we delegate deputies to go to like emergency situations, non-emergency situations. But on top of that, we also, we dispatch our fire departments to the areas in the [County], and then we also work NCIC, which is where you find your criminal histories, your wanted people, your basic background checks.
Context_of_Work	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	So definitely being able to listen, but at the same time you have to be able to multi-task while you're listening because not only are you talking to somebody on the phone, but you have deputies asking you for information, calling out traffic stops, or you have a fire department talking to you. Or you have to dispatch the fire department while you're on a call.
Context_of_Work	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	[RE: talking with other dispatchers] ...we do talk, I guess depending on the shifts, 'cause every once in a while they'll mix the shifts up. You have to get used to working with different people and people you haven't worked with before for 12 hours straight. Versus working with them maybe 30 minutes, you're working with them 12 hours straight now, so now you have to get used to how they're working. And that's the challenge for me as a supervisor 'cause I have to get used to how they operate, 'cause not everybody operates the same. Like I had [Name] [phonetic] in there. Actually he used to be on my shift. So when he and I worked together, I knew what he wanted to work, which is the radio. That's his favorite thing. But like it wasn't I had to worry about whether he covered his job duties while he's sitting at the radio. Now that I have new people I have to worry, are they doing what they're supposed to be during each situation, so now I go through, and I replay the calls that are dispatched and the calls that are taken to make sure that they are operating on the level they're supposed to versus under, I guess under with at least an okay.

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Context_of_Work	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	It definitely starts the same and ends the same. We come in. We relieve the group before us. They're usually tired or ready to go. So yeah, we'll talk, [inaudible] pass on what situations could have, could come back up, what happened, and is not going to come back up. And then as we come in, we make our coffee. We basically get the day started. And for a little while, it's a little, you kind of wait on the ball to roll down [inaudible]. So between like 6:00 in the morning and 8:00, 9:00 in the morning, it's slow. So you're just waiting on the ball to start, getting momentum, and then the phone starts ringing. So we do our daily tasks, like the radio person. They have a number of tasks they have to do, whether it's the work cellphone, the backup tasks, or we have a TTY machine which is the machine you speak with deaf people with. Then you got your, you have the two stations where they do the 9i1 phone tests, and then they, depending on what tasks are left over from the night before, whether it's a fire that's continuing, a fire call out, or if NCIC is finishing up on entering wanted people or running criminal histories for the deputies. So we catch up. That's our catch up time between 6:00 and 9:00. And then we get the day started.
Context_of_Work	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	So you've got somebody taking calls and somebody dispatching out.
Context_of_Work	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	So you would, when you pick up the call, you basically ask if it's an emergency. You identify the agency, and then you ask if it's an emergency. And typically they'll say yes, no, or it's an emergency to me, but it's not to you. So at that point forward, we go ahead and try to get a, we try to get an address first. Then we get a description of what's going on. At the very least if the call drops, we have the address. So even if we don't know what's going on, we know somebody at that address needs police help. And then we get a description of what's going on and based on the description would be what kind of incident it is or what kind of priority it would have. And usually if you have someone screaming on the line or incoherent, that's a raised priority 'cause something's going on that they can't even listen to the phone to find out, to give us

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								information. So basically we determine the priority, and then after that if we can obtain their name, their phone number, if they're involved, if they're not involved, if whoever they're calling for is still on scene, or whoever is a possible suspect is still on scene, what they're wearing.
Context_of_Work	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Well depending on what station you're at, which right now I'm not at the actual station, so I'm just kind of monitoring what everybody else is doing. But I have a trainee. She's in the fire room, so she's working on learning how we would dispatch our fire room or our fire department. So which some days pass, and we don't page the fire department out. And then other days we page out not one, but all of them. So it's imperative that they pay attention to what's going on with the fire departments. So sometimes we'll page them out. That'll be our main task. And just like when you're in the fire room, when your fire departments start going out in service, their focus is going to be the fire department.
Context_of_Work	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Yes. And then we enter what would be our wanted people, so our individuals that have serious criminal warrants, we make sure the whole, basically the whole state knows that if you find this guy, we're coming to get him.
Context_of_Work	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	It can be; it can be. I would definitely classify that as clerical, but that's part of our job duties. So like your regular clerks would not do that, 'cause it's also sensitive information, 'cause you're pulling, when you enter a wanted person for their warrants, you're also including their personal demographics such as their Social Security number. Criminals, or people that have been arrested actually are assigned a state I.D. number. So if they're arrested in the state of [State], they have their own personal I.D. number that shows, you run that I.D. number, and it shows every time they've been arrested, where they've been arrested, which is their criminal history sheet. Then there's an FBI number which is your, your 50 states, it's a number, if you run that number, it shows all 50 states.
Context_of_Work	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	It's not hard. We definitely make sure that our towers are in working order and all radios are in working order for sure, so like there's never a

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								loss of connection between the two. And if there is, we have access to everybody's cellphones, so we're calling them, making sure they're, hey are you catching my radio traffic? Which there are some dead zones. And if they aren't, they'll say hey, our radio's not working, but I am I'm okay. I don't need backup.
Context_of_Work	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	They're looking at the cameras. We also have, like my screen, I also, we have the C4 cameras which, [inaudible] [City], which is our, it's basically the port does nothing but offshore. [Inaudible] offshore companies. So we monitor their cameras as well. We pull up any database that they have. So we monitor those, and then we have the Zuercher open and the cameras for this building open and the license plate reader. My email is always open 'cause I get a bunch of those. The recorder which I can use, I tend to use 'cause I play back calls, if I hear a dispatcher raise her voice a little bit or say something that I don't think maybe should have been said that way, I'll replay the call, make sure that that call went the way it was supposed to, not inappropriately to where I don't have to pull somebody aside and have a conversation with them. But we have our map for our deputies, so I can view where every deputy is that has a unit. Which actually, I used that yesterday. No, Sunday. A deputy overslept and didn't show up, and they didn't have, he moved to [inaudible], which is a neighboring [County]. He moved there, but he didn't update his file so nobody knew where this guy lived. So I had to pull up his, basically the GPS on his unit to find out where he lives so we can find him.
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	I am the [Job title].
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	I supervise 16 employees that work communications whether it be from administration to training to scheduling to filling in shift if need be if one of them's sick [chuckling].
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	And it seems a little excessive but when you're sitting there for 12 hours and you just need to get a little bit of heat but the person 2 desks down from you is cold or is hot and wants the fans on them, it makes a big



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								difference because just in their work you are letting them get comfortable at their station as far as, you know, environmentally-wise they can heat up or warm up or cool off and they can—I find that it helps them perform better because if you're sitting there freezing, I mean you're not exactly going to do anything at that moment in time.
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	It can be officers from our agencies. It could be other agencies. Citizens that call in. It's such a wide range of people that they talk to. You know you can be on the phone talking with someone at... wanting a legal advice of what should they do and of course they get referred to contact a lawyer because we're not going to give them legal advice. You know and the next call you pick up is, you know, someone needing a dire emergency going on. So I mean it bounces from one thing to another. It could be someone calling in to see—get connected to tickets because they need to pay whatever the ticket they have or fine or a warrant check. It just... it ranges from everything you can think of.
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Over here, we work 12-hour shifts on the station at terminal one. So you day starts with that station and it ends with that station for the most part unless someone needs to switch during the day for whatever reason. I don't know that it starts and ends the same. If you're on day shift it starts really, really slow. 6:00 o'clock in the morning not a lot of people are up for the most part. But by the time you get off at 6:00 p.m. it's [Laughing] extremely chaotic in here. And then if you're night shift you're coming in at 6:00 p.m. So you're starting it off on your busy time and you're ending at 6:00 in the morning really slow.
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	They do. They have to check their radio equipment and make sure their computer volumes and everything else is set to what they need and to what it should be.
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	It starts with the people... we of course immediately ask is there an emergency. Because whether you're dialing 7-digit or 911 it could be either/or if it's coming in on. And once they've identified whether it is or isn't then, you know, there's a procedure after that. But a routine call is normally not an emergency per se. It may be an emergency to that caller,

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								it's just not an emergency to the actual police. But they take that information. They figure out what's going on. Where can we send the deputy to, to speak with them? Take down their contact information in the document, who we're speaking to and what's going briefly in the call.
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	A lot of times we are just listening to some callers because they just need someone to get out what they have to get out. Sometimes you have to start--they want to start from 3 years ago and you have to bring them back down to what's going on now. And from there gather all of the necessary and important information that you need to get those deputies to that call to be able to handle it correctly.
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	But the fire department, you have to do that before each and every call. All of our fire departments are volunteers. So you're calling them out of their house or their vehicle or their job. Some of them actually are able to leave and go. So it's a little different. The deputies you're telling them to go there. And this is where you need to go. It's not exactly an option, huh. Whereas the fire department sometimes you--they don't go en route fast enough or what you feel would be fast enough so you're setting a second tone off trying to figure out where they're at. And you have to remind yourself that they volunteer. They don't get paid. You know they do this out of them wanting to help their community. So. It's different.
Context_of_Work	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	15 years ago. And then inputting it into another system after that. I never understood that part but. We monitor security cameras around our building. We monitor over 70 securities cameras in [port] which we're in [City]. The [County] is 99 miles long. [port] at the 99 mile marker. [Laughing]. So we're monitoring their cameras as well. We have several license plate readers throughout the [County] that scans every plate coming through whether it be stolen vehicles and such. So they're monitoring that. They are monitoring fleet tracking which is another program which tells them where our officers are at, how fast they're going, whether they've got a seatbelt on, whether their lights are running. We have a lot of programs. I'm trying to think.
Context_of_Work	COMMS	R	Comms	36-45	11-20	Female	COMMS-	They're monitoring the Are You Okay program we have in our [County].

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			Personnel				R-013	Elder residents or residents that are secluded to their homes or anything like that can sign up for a free program that calls them once a day. It could either be mornings, afternoon, or evening. They pick up the phone, it's a prerecorded message from our sheriff. They press a button and it tells us that they have answered that call and they're okay. If for some reason they don't answer there's 2 contacts below that, the system will call that, automatically call so they can check on their loved on. They can render them okay if they press the button. And if none of those answer our patrol deputies are going to the house and check on them.
Context_of_Work	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	[Laughing]. I'm a 911 dispatcher.
Context_of_Work	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	It's usually quiet here [Laughing]. We only have 2 call takers on at a time, 2 dispatchers on here at a time. And during the day it's more busy because we do have people in and out of the building, dealing with the ELC and other aspects of the sheriff's office but at night it's extremely quiet. It's really not that busy here so like I said it's really quiet. And really quiet. But the building is nice. You know we have our kitchen and our restrooms and facilities that need--it's nice.
Context_of_Work	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Well we come in, make coffee and get settled in. And at 7:30 every day we have our radio checks where we have to check our system and make sure everything is up and running as it should be. After that we just sit and wait for the calls to start rolling in. And that's about it [Laughing].
Context_of_Work	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Oh, your partner, well your relief comes in at about 5:15, 5:20 and you go over shift change, tell them everything that's happened, who all they have working for them, and just kind of make small talk and they make their coffee and you leave and that's it.
Context_of_Work	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	So you just try to, you know, talk to the person, you call it through and just stay with them until help arrives and then after they get help and you disconnect you know you just take a minute to just kind of bring yourself back down and calm yourself down.
Context_of_Work	COMMS	R	Comms	26-35	6-10	Female	COMMS-	My responsibility is to stay on the phone with the caller, get all the

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			Personnel				R-014	information that I need and have it conveyed to road patrol or whoever is responding and just make sure that they're safe and my guys are safe.
Context_of_Work	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Sometimes we have to look up stuff for--I'll call it in for the guys, we have to look--Google stuff and--
Context_of_Work	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Well... because there are--like I say there are a lot of instances where we have to look up stuff for our guys because like I say we are the country and some of the addresses don't... aren't easy to find. So [Laughing] we have to try to Google and look up stuff and we've had callers who are in this [County] and they know someone who needs help in another [County] so we have to like Google, you know, information for them so-- and we do that a lot.
Context_of_Work	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	[Laughing] you just pray. Pray and get on the landlines and call and try to get your calls rerouted and let everybody know that needs to know and just... try to get it back up as quickly as you can.
Context_of_Work	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	I'm a [Job title].
Context_of_Work	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	[Job Title].
Context_of_Work	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Laughing]. I would say I'm a 911 operator so I take emergency calls from the public, emergency and non-emergency calls and I talk to police, fire, and EMS via radio and just relay basically everything I'm told to them. And I have to talk to the public a lot. Basically, huh.
Context_of_Work	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	...But if you have like a lot of kids that's a good way [Laughing] so you could be a great dispatcher because if you can hear all of them that's kind of like how they are, like when they're on the road, it's almost like well these are our kids, we got to take care of them. You have to answer them. So it's like even if the phone is on or whatever like you kind of just got to grab stuff from different places.
Context_of_Work	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	...I guess mean or have an attitude, things like that. Basically talking to the public is what we do all day. Then we'll talk to the officers and get

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								them where they need to go. We do NCIC entries like putting in people and stolen property and things like that. We talk to EMS and the fire department every day.
Context_of_Work	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Well we have some downtime but most of the time if we do have downtime we'll go through like our NCIC book and make sure everything's up to date in there. We're in the process of trying to write out new policies and procedures so we kind of do that and then I'll talk to my partner basically.
Context_of_Work	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Yes. Basically the start of my day we relieve, 'cause it's 24/7 so we relieve another shift. We'll do like a pass it on type of thing where they just let us know what happened the night before. We just log into our system. We do check everything like to make sure our radios work. The radios are still working from the night before, the 911 lines are still working and everything like that. And then at the end of the shift we just prepare to give the coming on shift their shift notes or reports.
Context_of_Work	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	[Laughing]. It is to a certain extent. I do think we do need to test our systems but sometimes it's like, well, what if they go down, like right after I do it, like how am I going to know it's down? But so we do test our systems. We kind of I think we need to restart them 'cause our computers never take a break. I guess like they--they just run 24/7. And the passing on, I definitely think that helps because you get to know like what happened on the shift before. So if somebody calls us right back and like well I just talked to y'all, I'm like, no, you didn't talk to me. But, yeah, we'll know what happened because we can look at the shift notes and they can tell us. They've already told us what happened.
Context_of_Work	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	My responsibilities are to help the public basically. Help my officer. And just ensure that everything can get back to whatever normal the person has going on where they don't just feel like they just need somebody.
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	I am the [Job title] for [County] Sheriff's Office. And also the--with that title comes 911 director for the [County].
Context_of_Work	COMMS	R	Comms	46-55	21-30	Male	COMMS-	Well I would say that first of all I am the director of operations for all

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			Personnel				R-016	emergency communications for the [County] first responders. For police, law enforcement, and fire, we handle all of the operations of their dispatch systems. So we answer the calls, the 911 calls, my division answers the 911 calls, administrative, non-emergency calls, and then we take those calls for service, put them into our computer aided dispatch and then dispatch the appropriate services for any particular event whether it's unlock of a vehicle or it's a mass casualty event, whatever it would be.
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	I guess that's the point that I look at it from because I've been there and I don't want something out there that's going to harm them or harm their responsibilities because to me the most important thing that-- responsibility that we have is protecting the officers, the deputies, the firemen, paramedics that are in the field, protecting them as they're responding to these emergencies. From the very questions that we ask to the technology that we use, that's the most important piece of... information that--or... that's the most important part of our job.
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	They're going to talk to a wide range of people. They're going to talk to anywhere from callers having medical emergencies to fire emergencies, to law enforcement. Things that they're going to interact with: deputies, administrators of the sheriff's office, and so forth. They're going to... we don't do emergency medical dispatch. We transfer medical calls to the private ambulance service. So the emergency medical dispatch instructions and pre-arrival instructions and things are given by the private ambulance service. They will talk to firemen, different municipal police departments. We have I believe it's 7 municipal police departments here in the [County]. We dispatch for all of those. And so the dispatchers will talk to those people.
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	We--I guess the way that we view from law enforcement is that our dispatchers are the lifelines. They are the informational resources of these deputies and police officers and firefighters out there. If they need something on that scene, they look to the dispatcher to find that resource for them. And being in a controlled environment it's much

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								easier for us to start looking things up, the resources for them, rather than it is that incident commander in most cases to look it up, look at an iPhone and start Googling something rather than calling dispatch and saying, hey, I need additional manpower, I need hazardous materials, I need the coroner, I need whatever resource, it's much easier for this dispatcher in a controlled environment to get that.
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Not really. Their main responsibility is to take the calls and dispatch them out. There are a few other things that we do. We do keep up--our division is responsible for keeping up with NCIC and keeping up with some of those tasks that are communications related but not necessarily--it could be done by another division but we've chosen and I believe the right way to do it here in communications. So but other tasks not really. Most of their tasks are centered around taking calls and dispatching.
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Getting the important information from the caller and relaying that information to the responders timely and accurately. Getting it from that caller, no matter what the circumstances are and then relaying it timely and accurately. We don't determine how that responder goes, whether it's lights and sirens or not. They determine that based off the information and that's why it's critical with that information that's given timely and accurately so that the responders can make an appropriate decision on... how they respond and... basically that picture that was painted for them, how do they go and finish dealing with that situation to satisfy the needs of the victim or the caller or whatever it is.
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Yes, they do. They make a decision whether that is pertinent information for the event and whether it needs to be passed along. Some do that better than others just honestly. Some make a better decision on that than others. But I think they do a pretty good job of passing along the important information. We do have mobile data terminals, mobile data computers, in the police cars and some of our fire vehicle that they can actually see the information that the telecommunicator, call taker, dispatcher, has received and whether that's important for them to know

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								or whether it was just important for us to document in that particular file card as additional information. And then they have to--the decisions that they have to make are do they run that person NCIC. Do they get a criminal history on that individual because he has warrants out for him?
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Where the law enforcement guys, they've got to write a report. They've got to get additional information so they're going to call and have that more casual conversation with the dispatchers than the fire guys will in most cases.
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	People sit up further towards the edge of their seat and they [Laughing] they just answer as many as they can and as quickly as they can, getting the pertinent information. It's not a--it's not something where you can say, hey, call me, get me one of the secretaries from downstairs to come up here. Myself and the lieutenant in communications will try to sometimes go out there and help do what we can. But again it's--by the time we--they call us and say, hey, can you come in here, it's usually, okay, we're slow again [Laughing].
Context_of_Work	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	It can cut that last mile of cable between your 911 center, your communication center, and your end office at your telephone company and you're out of luck. You don't have that. But you still have to serve the people. So you'd better have some good backup plans and you'd better have some good resources that can still think, maybe even outside the box a little bit, and not just say, well, our CAD's down we can't do anything. We can't respond. Our radio system's down. You'd better find another way.
Context_of_Work	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Communications Officer 3.
Context_of_Work	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	I say that I basically babysit police officers. I say that I help utilize all the information that I can. I find every bit of information I can to help my officers. I basically research. I basically find anything you could possibly need. I'm not separated from our information, you could say, 'cause some offices, they have CIU, whereas they look up the crime



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								information. And then they have some that just dispatch. We do all that up in here. We do everything. So we do fire, police, EMS. If we need to send out facility services on campus, we do that. We do everything. So I basically tell them that I'm like a one-woman circus, up in COMMS.
Context_of_Work	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Stressful is like today. My computer does not work, so my co-partner, if she's here, which is usually two of us at all time, but if one of us is gone, we have to handle everything from traffic stops, phone calls, we field everything. That can be so stressful. My computer being down, I can't really do anything but answer phones. I handle walkups. So that's also different from other departments. Most, I think we're one of the very few departments that actually have walkups to our window. We're not really supposed to interact with people. We have a bulletproof glass for that purpose.
Context_of_Work	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	I do, so fire and EMS, and all them are in that giant building downtown. And we will still contact them that way, so that's how I would dispatch. I would technically speak with their, I guess department, and they would dispatch on their own. So I do not dispatch fire. But I do dispatch like facility services, local on-campus entities.
Context_of_Work	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	I do. I come in, and I get my Clorox wipes, that counts, and I wipe up everything. Kind of OCD. I take ADHD medication that I've taken since I was 25. I'm now 30. I take that. I eat my breakfast. We do whatever we need 'til about 12:00. We do not get to take breaks, really. We do leave and go stuff. Like I have to go get lunch later. Then say at 12:00 sharp, I usually have my lunch. We get off at 7:00 p.m. And it's the same way with night. At 12:00 a.m. I usually have my lunch. And then say 3:00 is when the shift changes, 'cause they're on eight-hour shifts. So the 3:00 to 11:00 shift will come on. We find out who's on, 'cause that's always a circus. And then we go from there, and then at 7:00 we get off, and we give them the rundown of what happened that day. If it's serious, I've got to let them know. During this time, we're also dealing with national crime information files. We have to do a lot with that as far as if somebody stole your phone, and [inaudible] NCIC. If someone gets a hit on it, I have

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								to verify that. That can happen time anytime during our shift. And so if we input someone as like a wanted person, I would really need to relay that to the next shift.
Context_of_Work	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	You could say that when we have, the office aspect, I have very rarely, but I'll have sex offenders come in, and I have to get their information. Today we're scheduling interviews. I get their information if that's needed, and I have to text my supervisor, message my supervisor and let her know that they're here. It varies from day to day to day. We had our phones reprogrammed. And then I knew I was meeting with you probably around 1:30, which that was no big deal to switch time or anything. But that can happen at any time. It's been a busy day. So I guess you could say there's like little tasks in there. I play some games.
Context_of_Work	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	... I have [inaudible]. Normally someone else will back them up. I don't have to tell them. Then they will get me a license, or a 26, and I will run that and check for warrants, make sure they're valid. And a lot of times, that's hit or miss. You have a lot of people driving with a suspended license in [City]. It's different than anything I've ever seen. So if it's valid, then we proceed. They'll either ticket them or whatever, and then they call 10-8, which is they're done.
Context_of_Work	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Responsibility is getting the most accurate information and location that I can. I cannot send them into a call where there is a domestic situation, say it's a football game, and I have tailgaters out there. And well he's fighting me. Okay, is he still there? Yes. Does he have weapons? I don't know. Do you see him with his hands on anything? No. You have to spoon-feed them questions [inaudible]. Okay, has he been drinking? Yes. Has he been doing any drugs? Not that I know of. He could be. Could be, but you haven't seen him take them? No. Have to really go down the list with certain things. Some things I don't really have to, like alarm calls, I don't.
Context_of_Work	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	I get more stressful. I try to get more information as quick as possible so I can get them off the line. Lately on day shift you usually have back to back to back calls. Some days like Tuesday, I had five, six calls the

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								whole day, 12 hours. It was [inaudible]. The day before I had 22 case numbers. And that's back to back to back to back. So that got a little stressful. Sometimes it get stressful with your partner, and they're, you're like hey, you're miscommunicating with me. I do that too. Sometimes I'm miscommunicate a lot. It happens.
Context_of_Work	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Mostly. State police, say I mentioned national crime information computer, we get that information in. And I don't, they keep changing how to put in certain, like your cell phone was stolen, they might have changed that, what that code is in the thin, and I have to call them. That happens a lot. I think they've redone a lot of stuff, when I'm actually working on stuff to get an actual breakdown of what we need to put in things under. So that comes off on me. That's another task I do, is I find things. If it doesn't work for me, I find something else.
Context_of_Work	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Most of the time if I can give them a call back, 'cause you have to call them back, and most of the time if not, I have to send out an officer to that last location, 'cause EMS will tell us where it happened at. And if I can't get a contact back, then I have to send them. Like they'll say it's next to the tire cage. Okay, well I'll send somebody, and they'll be like okay, I don't see anything, [inaudible], case number.
Context_of_Work	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Usually, yes. Not actually all the time. Sometimes it's even off campus. Sometimes I'll have to tell them well here's what I can do. I'm going to forward you over to [City] Police since you're off campus. Since you're off campus, that's who you have to go through, or say it's EBRSO, sheriff's office. Like well if you're not on campus, I can't help you, but I can forward your call. I can get you help to that location. And it's an interesting app. It's call 911 Shield. A lot of colleges I think are using it. I think Virginia Tech is the one that came up with it.
Context_of_Work	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	I'm a communications officer.
Context_of_Work	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	We take phone calls from people around [inaudible] college campus, we take phone calls about--you know, if there are thefts or any kind of

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								emergencies, we dispatch officers, if there's a medical emergency, we get in touch with EMS, which EMS would get in touch with Fire and have them sent out. There are a lot of different things that we send officers to do. We'll send them out to motorist assists, if it's somebody who needs a jump or anything like that, or we can also send an officer to do an escort, like if a student wants to get from one location to another on campus.
Context_of_Work	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	It can be very thrilling. We have some calls that, you know, they're very--we need to get an officer out there as soon as we can. It is fun, we do have fun, we are like a family here, so we do have fun, but when serious things happen, we get on the ball and we get them out there.
Context_of_Work	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Yeah, I mean, we come in in the morning, we get all the programs that have we signed in. We make sure everything is up to speed, and the dispatchers before us let us know what's going--what they had the night before, if anything is going to come up between those calls and going into the day, and that's basically our routine, just, you know, make sure everything is up to date, and we know what's going on.
Context_of_Work	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Okay, so let's say if we have a subject that is--let's say they're breaking into a building, or they're going inside the stadium. We usually have the cameras pulled up, we'll have those pulled up, we'll try to locate them, we'll get as much information from the complainant as we can, you know, get their race, what they're wearing, if they have any accessories, like if they have a book sack or anything like that, we'll get that information, and we'll send the officer out there. Now, if it's a theft case, we'll send--we'll get all the information from the person, and usually, I mean, the usual theft cases we have here, sometimes it's usually technology, iPhones, it's computers and stuff like that, so we'll get all the information from the person that--you know, if they're on campus, and sometimes, they'll call, and they won't be on campus, so we have to tell them, you know, call back when they get on campus, or to come in here, and then they can make a report that way.
Context_of_Work	COMMS	U	Comms	26-35	5 or less	Female	COMMS-	Okay, my job during a call is like--is to get the officer there, you know, get

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			Personnel				U-018	all the information, get the officer where they need to be at, and then have the officer tell me information, and the information he gives me, I put into his call. That way, whenever he's done, he goes to write the report, he has all that in writing.
Context_of_Work	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Well, it'll go to their case number, so like, once they pull a case number for it, and they go to write their report, all that information is in there, and they know, the time--everything is timestamped and all that.
Context_of_Work	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Nuclear Science, so this one, we monitor it, and sometimes, it'll go off, and we have to get in contact with the person that is over it to let them know, and then, you know, we usually get an officer en route to get them to check it out, so we monitor that. Let me think what else we have. Yeah, I mean, this just--it's a lot of things we monitor, but it's definitely doable. It's definitely--and that, I mean, the Nuclear Science rarely goes off, so--
Context_of_Work	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...Spent the vast majority of time in that field capacity both as a commander and as a provider in our special operations section, which is our all-hazard rescue section. So with that, the special operations section covers technical rescue, hazmat, water rescues, confined space rescue, cave rescue. So any kind of rescue discipline where a patient, or where someone may find themselves as a patient, that is in an austere condition. Not necessarily at someone's bedside, but maybe out in the wilderness, or hanging from a cliff, or industrial rescue. So maybe a window washer stuck on a rope on a side of a building. So, spent the vast majority of that field experience and that field time as a provider for that team, and as a commander for that team. In 2003, I was-- I moved to the public information office, which--
Context_of_Work	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	Within the Public Information Office, it's not just pretty faces on cameras or anything. In our section, and my primary duty is to handle open records requests, so we do that within our section. We also function as a legal liaison between the courts and our medics, because obviously we're in a situation where our medics are subpoenaed a lot for all types of court cases, whether that be family violence, or DWIs, or murders. I

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								mean, whatever it is. We have a lot of that, and we try to be the go-between and make it smooth, both for the court system to have access and get our medics and get them scheduled off, and then our medics as well. Be the conduit there to make it more of a seamless-type go-between, so it makes it as painless as we can for them in those things. In the public information realm, we're also very heavy on social media. We have quite extensive use of Twitter, Facebook, some of the other platforms. Those are our major ones. So we do that as well. Part of the of open records requests and some of the other kind of liaison-type duties between other departments, for instance, the [County] Sheriff's Office, we - since we're talking technology - we utilize technology to go into archives where the audio files from the 911 calls are stored. So we pull those, and either provide them to law enforcement for their investigation or public information. We do redactions of documents and audios. Part of PIO also, we're very highly involved in presentations to all types of groups. So we deal with programs, Prezi, presentation programs, Canva, developing graphics. That's another area that we produce in-house videos, like kind of what to do when, and safety tips. There's a lot of technology there that we get involved--
Context_of_Work	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	Right now, it's just for kind of training video, photography, PR purposes. But we hope to have a fully operational drone program at some point in time that would assist in search and rescue, or maybe even an aerial platform that we could observe what's going on real-time at a scene or something. We do a lot of outdoor concert venues out towards the Circuit of The Americas. So it's a vast area. And if we could keep track of our medics and the situation, the crowd movements and stuff like that, using that aerial platform, that would be something that we would be involved in, as well.
Context_of_Work	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...I stayed, crosstrained for a year and a half, probably almost two years, where I was still working in the field to maintain my qualifications and credentials there. Then just through some personal life things and stuff going on, I decided I'm just going to have one job again and just do

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								comm, and decided to stay there. Worked my way through the ranks in comms, a training officer and captain. I did a couple of years at our academy as an academy instructor. Then came back as a supervisor. Eventually promoted to commander, which used to be-- that was sort of a management role at the commander level. And I did that for probably 9 years, almost 10 years, and then promoted to division chief about 3 years ago, I think-- 2 and a half years ago.
Context_of_Work	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...My group is responsible for our portion of the computerated dispatch system that we use and software we use to track calls and ambulances, and keep everything balanced with resources. We also manage the radios. So our portion of the radio system, and maintaining and making sure that everybody has what they need from radios, and doing all of the strategic planning. And so I sit on a couple of different committees and boards with the city and with the radio system and with the region, with CAD Call, which is our counselor governments, looking at technology and what are we using now, where do we see. We've done a lot with FirstNet sort of in the planning phases with them to see how this public safety LTE is going to work for us and what we're going to do wih it. That's me in a nutshell. I'm a tech geek.
Context_of_Work	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	And Homeland Security. So I also manage our Homeland Security Division. So it's a relatively small division, but there's a lot of technology there too. So watching all the different federal websites, HSIN and all of that, to stay on top of whatever is coming down the pipe at us. And then all of the-- there's a lot of web-based like WebEOC, the Intermedix group that does WebEOC and patient tracking and all of that. So there's some technology going on there as well, both what we use day-to-day sitting at our desk, but also how do we get information out to people on the phones and to their mobile tablets and things so that we're giving them good intel about how busy we're working right now, and how busy are the hospitals, and how do they make better decisions or help patients make better informed decisions about where they want to go. If a hospital's really busy, then we can offer them the next closest hospital

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								that's in the same network. And so we're working on doing some of that again.
Context_of_Work	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	We look up medications, side effects, stuff like that. So, [crosstalk] some of the-- or even pill identification. There's a yellow oval pill with a square mark on that side and a 137 on the other. So, you can have that answer.
Context_of_Work	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	Usually. Depending on how many call. Because if we know it's a collision, and so we'll put into the CAD patient contact and then that person is like there on scene, everybody else starts dropping. But what we have to assume is that while there is 15 calls coming in, that may not be 15 calls for that collision. There may actually be something else going on like a cardiac arrest on call number 11. So I've got to get to 11 to find that cardiac arrest or we can't take as long as we normally would to go through all of our questioning. Probably the biggest evil that we see in 911 are uninitialized cell phones. So the cell phones that don't have service anymore, but the FCC requires that they be able to call 911, which it makes sense for people that can't afford it, to have that ability. I know they hand them out at shelters and places, which is great. But when they fall into the wrong hands, they are really difficult for us because we don't have any way to track them. We get false 911 calls. We'll get kids or sometimes even adults with mental illness and things. We get called over and over and over again with these phones. We've had some of them that have called as many-- we had one that was like 600 times in a year and a half from--
Context_of_Work	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	Self-driving ambulance is an interesting concept. And the reason why is because right now you rely on one individual in the back. And if you're treating, even if you're just treating one patient, not multiple patients, but a single patient, but a multi-system injured or ill patient that requires more than maybe one brain and more than one set of hands in order to better manage the treatment side of that patient's modalities, then you're doing it by yourself. And if you need hands, then normally you would ask for-- okay, send a couple firefighters with me, and their not going to have the advanced level skill sets that we do in anything. But



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								that is-- so they're a basic mind set. They're a basic set of hands. They're a tool in the tool box. But not necessarily a functional tool. Whereas if you have a self-driving ambulance--
Context_of_Work	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	All this safety component to that. Because when you're by yourself treating in the back, 9 times out of 10, you're probably standing. And because you're by yourself and you're trying to access head to toe. And try to access and re-access, and treat, and provide comfort, and start doing your paperwork, all the things that happen. But with two sets, two people in the back when they can both in essence-- "Okay, you take the head, I'll take the feet, and split the torso down in the center," and maybe be seatbelted in. One person is ascribing, the other person is treating. then when you get to the medical facility, then you have a lot more things already accomplished so that that medical asset, that resource, then maybe has a shorter [crosstalk] downtime and has a quicker return to service time.
Context_of_Work	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	I guess my job title would be [Job title]. So I drive the quint half the time, and then other half the time, I actually ride up as officer on the squad. So it's one or the other.
Context_of_Work	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	Okay. So I come in anywhere from 6:10 to 6:20. We actually do our shift change at 7:00, but we try to be here before 6:30, and that's to relieve the other crew on duty. So I start off, come in to work. First thing I do is always get my gear, put it right on the truck. It's the first thing I do because I want to relieve the person who's trying to get off. From there, stuff goes on. I check my pack, make sure it's good to go, make sure our bottles of my operating PSI,ur minimum is 4,000, but the station would do 4,500 because we have an air filler here so there's no reason not to have your bottle completely full.
Context_of_Work	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	So we do that and then from there, I'll go get dressed usually, put my stuff on. I have a cup of coffee with the guy coming off the shift just to talk about the kind of the things they did, calls they ran. From there, I will-- I'm trying to think. Oh, okay. And then after that, my other guy on my shift, and if I'm driving, it's the backseat guy, he's checking the med

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								boxes. I make sure he's good, everything's good. And then if I'm riding on the squad, it's the same deal. I'll walk over, "Hey," make sure he's there, make sure he's doing what he needs to be doing. From there we cook breakfast. So we go ahead and we cook breakfast. Make sure that the new dude's putting out the flag. It's really important. From there, we eat breakfast and we check our truck pretty much from the top to bottom, make sure everything's where it's supposed to be, make sure everything's operating, the full on water, all your lights work, any issues that you could have the night before. So after we do our truck check, we mop our bay. So should we go [crosstalk] or--
Context_of_Work	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	So we mop the floor, we do our daily chore, and we usually have a project we're doing around the station where we're trying to better the station. So if a call comes out, we just go to the call and then when we come back, and we start where we left off. As far as medical stuff, very important that we check our med boxes every morning and everything has to be in date and where it needs to be, and--
Context_of_Work	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	Oh, so there's three different med boxes. We have the actual med box, airway, and trauma. We have them segregated so that way all your medications, stuff I need to check someone's vitals is in one box and my next box is my airway. So anything airway device, like our i-gels to anything airway like your c-collars, your non-rebreathers, your NPA, OPA, all that stuff is in the airway, and then your trauma is for your splinting devices, your SAM sling, it has your tourniquets in it, your big stuff with a lot of bleeding. And we make sure every one of those boxes is good every morning. So it takes about an hour, including doing your AED and your suction device. So we make sure everything is square when we're ready to go because you never want to be on a call and not have something because people across the street have paid you to make sure that you are squared away. So that takes about an hour, hour and a half. It really depends on who's checking it, as far as-- we also clean it too, because it's super important because you open these boxes and you touch them with your dirty hands, so we usually go through-- anything

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								that's been touched, we clean it with Lysol or cleaner. So as far as those go, we check those, those are good to go. Trying to think else what you need.
Context_of_Work	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	So I did our whole protocols for CPR, and taught all three crews. So my station here in [City] Two and [City] Three, taught all three of them.
Context_of_Work	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	So we take EMS super important, because it's 80% of your call. And you need to be very efficient at your job, so we take a lot of pride. And I have an app on my phone that has my protocol. So anything I think is weird on my way to the call, I'm looking it up to make sure I'm following my protocol exactly right. We also quiz each other on protocols.
Context_of_Work	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	So, yeah. So we'll make sure that-- just like if you struggle with something, you'll quiz somebody repeatedly just to get it in their brain. What else? I'm trying to think what else. As far as station life, so we do EMS training. We do fire training. So we always try to do at least an hour, hour and a half of fire training, and then we'll try to do always something EMS oriented. It could be different varying times, but that usually happens before fire does.
Context_of_Work	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	Well, the medic unit is separate from us, but we have the squad and it has all of our stuff in there. We currently carry exactly the same-- so all three stations, we carry the exact same medical unit-- I'm sorry, equipment, in each one. Three boxes. So it's uniformity across the three stations. So it's awesome because if you go somewhere else, they're not going to change where it goes in the box. So if I reach for something, I know it's there.
Context_of_Work	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	And we have two new dudes now on our crew, it's the same thing we do to them. On the call: "Hey buddy, you got the spreaders, right?" "Yes." "Okay." And then so you kind of give them a task. And I feel like if you give somebody a task, it doesn't allow them to stop and go, "What am I doing here?" It definitely task-orientes them into doing-- and over time, I think it's definitely one of those things where people get real amped up sometimes. I totally agree with that. But you got to remember that you're

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								here to help people and they need your help. I kind of call it my game mode, like I'm in game time. So [Name] takes a step back-- I'm sorry. I take a step back and I'm here to help somebody, and I'm here to help them in any way I can. So I take myself out of the equation and try to-- I'm just here to help you.
Context_of_Work	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	Exactly, so being proactive and trying to figure out what they've taken, and what makes it better or worse is huge. So I think as far as that goes, one of our lieutenants here is a huge EMS guy, and he's very big on download these apps, download the protocols, have all the tools you need to be successful. You need to use them. So I think that is awesome having an app that I can look at and be like, "This is what they took." Because when the medic unit shows up behind us, if you just kind of give them that look, like "Hmm, I don't know. It's this." Then you didn't do everything you could to help somebody.
Context_of_Work	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	...So whoever is in charge of the shift in-- on the nights that I'm in charge, I have a little briefing that we go over, whether hospital statuses, pertinent information like that. And then everyone goes and does housework or chores. They inventory everything on the units to make sure that everything is there that we're going to need for the shift. And then we have dinner and then after dinner, we do training until 11:00 PM. And then at 11:00, everyone pretty much goes to sleep.
Context_of_Work	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	Our crew, I would say the average length of service on our crew is three years. So we've known each other for a lengthy period of time. Some of us have been here for longer. I've been here for six years. My co-officer has been here for 10 years. So there's a lot of longevity. But there's also new people coming in. So for them, we're trying to, basically, indoctrinate them into how we operate and those kinds of things. The dinner communication is very informal and kind of, "How was your day? How was your week?" The training communication is, we allow the providers that are in training to basically run a call, communicate as they think they should. We don't get involved until the end when we do a de-brief. That's more us providing feedback to them. All in person, but those

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								tend to be one way in each direction during that time. And then as people call or walk into the station, it's a little bit random what we do. People come in for blood pressure checks and we need to provide some kind of a community service to them. Other people call with questions about their smoke detector battery that won't stop beeping. So that's a phone conversation. It just depends what it is.
Context_of_Work	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	--big incident here. But by and large, I mean we don't-- we need to communicate with the jurisdictions that neighbor-- that surround us. I don't necessarily need to talk to my friends in [State] I used to work with, on the radio from here. So it's basically making good with your neighbors and having good communications with them.
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	My current role I am more or less a liaison between [County] Division of Fire Rescue Services and the hospitals. I go in and out of hospitals all the time, talk to the nurses, talk to the doctors. Find out any kind of issues that might be up or whatever Fire Rescue can do to help the operations in the hospital. I am also a support role for Fire Rescue while on emergency medical scenes. And also on certain occasions-- I mean I can be put into a fire fighter role as well... I am fully trained as a fire fighter and I am also trained as a paramedic... Right now my main role is as a paramedic and as an emergency medical services supervisor.
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	I get to work roughly around 6 o'clock in the morning. I relieve the person that was working before me and more or less do some kind of pass it on to see what issues they encountered yesterday, and at that point I would do my apparatus check. And once that's all taken care of I normally get to my office and start going through my emails. See what kind of issues that I need to address for the day and I check the operations briefing which is put out by the duty operations chief and see what areas I need to help out the duty operations chief with the overall operations of Fire Rescue. And once that's done, typically a breakfast...
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...Our boss allows us two hours of PT time, so I normally do some kind of physical training. After that I normally go around the county. I drive around in a Dodge Ram pickup truck in which I am available to respond

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								on whatever calls I would like. My boss gives me a lot of leeways to what calls I want to run. But there are certain expectations that if there's a pretty significant call like if it's a stabbing or shooting or cardiac arrest, they kind of expect us to be on those kind of calls. And we can run at them at any time.
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Typically, after PT, going out, making rounds at certain hospitals and fire stations. And we pretty much dictate our own day as to what stations we want to go to, who we want to go interact with. And also, while we're interacting with these crews, we're going over calls that they may have run over the past several weeks. Any issues that they encountered, and also going on to hospitals to see what issues that they're having today. Are they having a busy day, a slow day, are they going to be shutting down the hospital for the day for ambulances, and what can I do to help them out. I said running calls...
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...Answering a lot of phone calls that providers may have issues with and more or less I'm just kind of a support role to see what is needed. And if I can fix something, I certainly do. Typically, by the end of the afternoon, start going back to the office again, eat dinner, and at that point I start winding down for the day. I work a 24-hour shift and I'm off for 48 hours.
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	And depending on what kind of call that goes out and I decide to run, I see what those providers need to make their situation better. If we're doing a cardiac arrest, I tend to talk to the family and start letting them know what's going on. If their family member is passing away, or whatever they need to answer questions and making that incident just a little better... Providers, I typically mean other firefighters who are also EMT trained.
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	[RE: apparatus check] It entails making sure that we have all of our equipment is available and not broken. I do a full checkout of the-- as I said, I drive around in a Dodge Ram pickup truck. Making sure all the lights work. Making sure we have plenty of fuel. Making sure that our mobile data computer is up and running. Making sure the GPS is reset for the day. And checking my medications, that they're all in date. And

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								checking out my-- we also have a self-contained breathing apparatus. I make sure that that's ready to go. I don't typically use that in my role right now, but I do make sure that it's ready to go.
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	That's normally a 15-minute process of checking out the truck, making sure the tires are looking good. My collateral duty is making sure that the apparatus is in good shape. Making sure that it doesn't need any kind of routine maintenance, and things like that.
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	For the most part, throughout the day I do operate by myself. My response area is pretty much-- we have two EMS duty officers a day. So we pretty much cover half the county a piece.
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	So most of my communication is through cell phone... But there's a large sum of my day that I'm operating on the radio as well. Providers may be on the scene of a call having a difficult incident and may need to call me on the radio and then we'll talk back and forth on a secured channel and be able to talk securely and be able to talk about patient information.
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Whether they're dealing with hoarding situation. Whether they're dealing with a difficult patient who doesn't want to go to the hospital but they know they do. It's just a wide range. So pretty much predominantly I operate with a cell phone and a radio. Also, some of the other communication technologies we have is a mobile data computer. It's a tough book that has all of our dispatchers on it and that's how we respond on calls, clear from calls, and go available in quarters, available on the radio.
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Any given time I am not really-- I'm not directly supervising anybody. Meaning day to day, hour to hour. But typically whenever I respond to a call, I'm supervising them at that point. That's typically anything from-- most times about six to seven people in my role right now where I'm maintaining the supervisor role for about that many people. That's typically what our span of control is. Anywhere from five to ten people is what we were typically supervise. But at any given time I could be supervising 30 people depending on the incident. But that's a very rare

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								occasion. It's typical for a short period of time.
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	For EMS, for the most part, and this is well over 90% of our calls, it's a pretty low scale incident. Probably dealing with about six people operating at a call, somebody on a chest pain. So the incident command structure doesn't really-- like the big incident command structure doesn't really fall into that...
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...when you're talking about a significant event when you're talking about multiple buses that have crashed on [Street]. We also had an incident down in [City] in which we had a building explosion. Not only was the fire going on and they had incident command structure, you also had 30 to 40 people that need to be transported to hospital with burns. So that's a whole other incident command structure. So we almost have two incidents going on in that one incident. So it's a very similar incident structure in which we have a number of units in which we need to get X amount of people to the hospital and account for them as well. So very similar incident command structure that the Fire Rescue has.
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Most of my role on those type of incidents would be to communicate with the hospitals and find out how many patients can each a hospital take? And then I would start coordinating which patients go to which hospitals at any given time...
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...That's my main job, is to make sure that the hospitals can sustain, and we share the wealth of these patients to each individual hospital, and dependent upon their specialty, as well. Some hospitals don't take kids. Some hospitals don't take these types of patients. So I had to make sure that I know that, and [quarantine?] with all that.
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Sure. Normally, the people that are taking care of the first triage are the ones on the fire engines and fire trucks. It could be ambulances and medic units. We have four providers on engine companies, three on trucks. So we typically utilize those crews, so that they can get through a lot more people, and triage them and give us a number as to how many people we're dealing with.



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Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	So we'll have an actual incident commander. Let's say it's a mass casualty incident. We'll have an incident commander of that, and then he or she will branch stuff out, like triage. You're the triage unit. You're the treatment unit. You're the transport unit. And then they'll have certain units under their command. It's all about breaking down the span of control so that one person isn't taking care of 30 people. You're only dealing with about five or six...
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...then typically we'll have a communications officer, and that's pretty much what my role falls in. I would call our SYSCOM, which is a [State]-based medical communication system, and then I need to declare a mass casualty incident, and then I need to coordinate with the hospitals and find out what the bed counts are. So, yes. It's a very similar command structure as a fire. You're just using different terminologies.
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	We need to know the channels, yep, and if you don't really operate in those channels too much, you pretty much don't know them, but we do have charts, and being able to tell us which ones they're on. A lot of the firefighters and EMTs tend to listen to police channels, because we do operate on the same calls, but I say, we very rarely can talk to them by radio.
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...On low-scale calls, not a whole lot of communication that needs to happen. We'll have five or six people on an incident, and they're operating within a house, so we don't need to talk to each other via radio. We can just do face-to-face. On big incidents like house fire assignments, hazardous material events, mass casualty incidents, then we go to a whole separate talk channel. There's not a whole lot of talking on that radio, other than what's on that particular incident. So if we have six, seven, eight units dedicated to one incident and you know there's a lot of talking, we'll go to what's called 7 Charlie, or 7 Golf, and we'll have a talk group that we can operate within. And only people talking on that channel are on that call...
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	So our communications they dispatch every single call whether it's a fire call, an EMS call, hazard materials, you name it. It's all done on [Name].

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								We have well over 100,000 calls a year [County] wide. And every single one is dispatched on [Name]. Well over 90% of the calls get-- respond on [Name]. And that is only an operations channel. We don't dispatch on that channel. They just do request of resources and questions and stuff like that of people that are on an incident.
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	One of the main apps that I use is called CHATS. It's C-H-A-T-S. It's a [State]-based hospital status program. I can look at the app and it shows me all the hospitals in [State] and what diversion level they're on. At least from my role, I can see what hospitals open, what hospitals are closed so that we can-- and also providers on ambulances, can use that resource as well to see, "Okay, I've got a patient that is very sick. But this closest hospital is very busy." It might be better to go five minutes down the road and be less busy of a hospital so they get better treatment. So that's one application that I can utilize.
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	We also have hazardous materials apps so that if we run a hazardous materials incident, we can check to see what UN number it is, what the product we're dealing with is...
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Having that piece of information might be able to trigger questions as we get to the scene of a call. If we've known this person has called 12 times over the past month, then I can at least ask those questions to the people there, "Hey, I've noticed you called this many times. Sounds as if you called for this reason. Which hospitals have you gone to?" So that we can just better provide them the service they need.
Context_of_Work	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	[RE: involvement in purchase decisions] Very, very little. I know I was involved in a meeting with some of the technology groups just to see from my vantage point. I'd very little input with it all. The fire chief has his people that he goes out and does a lot of these meetings. So I have very little role when it comes down to choosing these products, but certainly, I can give my input as to, "Hey, I've got this radio. It works great for me but I wish I had this." Very little for me.
Context_of_Work	EMS	S	Field	26-35	11-20	Male	EMS-	So my first and primary function is that of a firefighter that has been

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			Responder				S-015	cross-trained. So fire suppression, putting out fires, responding to 911 emergencies. And then I took it upon myself to further my knowledge and my education to be able to provide advanced life support or ALS treatments to individuals in the same community in which I serve. And that includes pharmaceuticals, medications, drugs and electrical therapy for cardiac patients in order to provide appropriate care and treatment pre-hospital. And then get to them to the most appropriate treatment center.
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So my daily routine, when I'm at work, is that I work a 24, 48-hour schedule. So I work 24 hours on, and then two days off. It works out to be 9 days a month is my schedule. Typically, I report to my duty assignment, whatever station that may be by at least 6:00 AM. Our report time is at 7:00. So that gives me an hour ahead of time to just kind of help with a last minute call or whatever needs to be done. Makes smooth transition.
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...I normally find where I'm riding and get that position ready with my gear. Makes sure it's all ready to go. And then I sit at our breakfast table and generally do breakfast and coffee. And then at 07:00 in the morning, we have lineup which is a traditional term. What that means, that the nine gentlemen or females that are working on my shift, we sit and we have a face-to-face discussion about previous shifts, the day ahead of us, what needs to be done, accomplished goals for the day. And that generally takes about 15 to 30 minutes uninterrupted...
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...we go out and check our apparatus, whether it be the fire truck, the fire engine, or the medic unit to make sure that it's operational and ready for the 24-hour tour of service. Fix, maintain, repair whatever needs to be done. That generally takes about 45 minutes to an hour as well on a normal day...
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...from there generally move into some form of physical fitness or activity to maintain personal readiness... Uninterrupted again on a normal day that's, I would say, about a half hour or 40 minutes on a good day. And it may be individual-based, it may be as a collection as a shift

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								doing that. And from there, change, put on the uniform of the day, whatever is required. And then start our day.
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...from I'd say on an average about 1:30, we start an afternoon drill or an afternoon exercise. They can be anywhere from 15 minutes to 4 o'clock that we participate as a whole station...
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...then we move into, excuse me, personal time, pretty much after 4:00, preparing for dinner, cooking, assisting with station duties, housework, cleaning, vacuuming, those type services. And then throughout this period, as I've stated up until this point, we're responding to 911 emergencies or calls. So we're always ready.
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Generally do dinner, we clean up. And then after that, it's more or less our time to follow-up on school work, if we have personal matters that we need to address. Everybody has their own slight agenda or things that they're working on. Station duties, collateral duties, helping train other individuals. And that pretty much runs up till about 9 o'clock. And then for myself, 9 o'clock is generally my bedtime. And then hopefully for a restful sleep, uninterrupted with calls, till about the same start time between 6:00 and 7:00 the next morning.
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	I am a career individual. I had a very limited volunteer experience. I was hired right of high school at 18, and I've been a career or professional firefighter ever since.
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So it's one of our lieutenants or a captain assigned to that station for the day. And it's kind of a, I would say, informal forward progression where based on those individuals that are there, everybody more or less knows where they're going, and we rotate. So if I was on the medic unit the shift before, then I would move to a fire suppression piece the following shift if all those individuals were there. If that individual was on sick or took vacation and there was only one medic there, then that would default that I would be the only medic. So we try to rotate...
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Back to the communication, so we have that form. And then we do more of the verbal communication, sitting together. Everybody face-to-

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								face, talking. There's some documentations or policies that are read every morning. We may share a quick YouTube video if need be of an incident before, lessons learned type thing. And then after that, most of it is all just one-to-one or individual verbal communication throughout the day...
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...then if there is a response or a 911 call, then we get more into technology in the sense of calls placed from the 911 user. Calls 911, it goes through our CAD or our Computer Aided Dispatch. They generate the 911 call, the type of people that are needed for that call. And then it's transmitted to the station where an alert goes out. It's dispatched using additional technology or forms of communication through the radio system. And then we respond.
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	And it also depends on who the end user is. So if I'm needed to a family member to get medical history about a loved one, they don't have the radio system that we do. So I can't talk to them on the radio. If I need to talk to case management or a social worker, they don't have that radio. I'm limited as to who is on our network, who to speak to.
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	If I need to utilize a language line to talk to a patient of a different language base, I can't do that through my radio. I can, but there's a lot of extra hurdles that go through that. And in my profession as an ALS provider, time may be of the essence. And I need that time and don't have the time to talk to three to four other people to find someone of that language to then convey and talk on the radio.
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So I'll use Google translator. Or I find that people that I serve, and I don't mean this ill in any way or disrespectful in any way, but most people can understand a text message. So even if they don't completely understand the whole paragraph, per se, I can write a text message and show them the message. And then it also allows them to text back if they can, or it's just another form of communication - excuse me - along with body language.
Context_of_Work	EMS	S	Field	26-35	11-20	Male	EMS-	So there's always a state of readiness. So you do have collateral duties

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			Responder				S-015	or jobs or responsibilities to do from the simple of going to pick up meals for both lunch or dinner to eat to maintain your own personal nourishment but as I said, you can always get that 911 call at any time. So maintaining to be professional, maintaining to answer questions, representing the department, the county...
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So EMS, because a lot of the time 50-- even though I may be not on, I'm 100% EMS in the sense of being a medic, but some days I may be the EMS or the medic on a fire truck, so I have that to do. Or I'm just a medic on the transport unit...
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...It may be a little bit of a delay if you have to leave, and the wording that I would use is mutual aid. So if we have to respond mutual aid to an outside county or, for us, it could be another state is, how are we going to talk to them? Mostly, that would be done by radio communications. We have the ability to do radio plugs or communicate to a free channel, but that's above us in the sense of that's communications or dispatchers to assign us to a mutually acceptable channel that interface. Since we went to the 800 megahertz system, where it's a lot easier to do that. Easier for us, but if not every agency that we respond with has 800 megahertz, that could be a challenge...
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	[RE: AVL / call volume] Has increased. So it doesn't upset me one way or the other, of that. The call types are different, in the sense of, I used to question it why they were sending a particular unit because I felt that I was closer and they didn't, and that's not my job to question that. Ultimately, there was a reason why that unit went. Now that we're getting sent on more calls, it makes more sense to that previous thought of, "Oh, I knew we were closer. Now we just justified that we're closer." And ultimately it's the end user, it's the community or the citizen that's benefiting from it. So regardless if we're running more calls or less calls it's--
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...I think when the 911 call taker receives information from someone that's calling, they obviously are on the phone with them the whole time frame for us to get there. So they're getting key pieces of information

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								that I don't know about, or will have to repeat the same questions. So there's not really a good transfer of care, in a sense...
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...So if you call 911 because you're having chest pain, and the 911 dispatcher's asking you all kinds of questions about where do you live, and what's your address? Where are you at in the house? What time did your chest pain start? Just being that dispatcher asking questions, those are all same questions that I'm going to have to ask when I get there. And I don't know them-- and I don't know them ahead of time. So they're already getting them, and they're staring at a computer. I would find it helpful if those questions that they asked, when they got put into the dispatch message, that they would also transfer ... over to my electronic reporting mechanism.
Context_of_Work	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	I would say I respond to emergency calls and provide medical assistance to people with medical needs.
Context_of_Work	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Generally, at the beginning of the day, we're just going over the unit, going over the piece and making sure that we have all of our equipment and restocking the equipment as needed. There's a couple of different computers or tablets on the unit right now, that we're using, that we have to log it, that we have to make sure we're logged in properly and everything. And again, that's when we first arrive for duty or whatever, we get all that checked. Make sure everything's ready to go. Other than that, throughout the day there's not really anything specific. It's just a matter of responding to calls as they come out. And again, just restocking supplies as needed and whatever.
Context_of_Work	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	There's a checklist. Although, for the most part, most people pretty much know. They just kind of look at the unit and make sure they have everything they need. There's a checklist that we can use if we need to go through and make sure everything's there.
Context_of_Work	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...The equipment-type supplies are usually pretty well-stocked in the unit. The stuff you usually have to worry about is just the everyday-use supplies: the oxygen masks, the gauze, and IV catheters. Stuff like that

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								that you can just grab from the firehouse.
Context_of_Work	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Each person has their own log-in. Although, usually, only one crew member is actually logging in. So usually the officer of the unit or the senior person will log into the tablet up front that we use for the CAD system and to get our dispatchers and get all of our call information. The tablet in the back is for the patient care reporting. And generally, whoever's doing the majority of patient care will sign into that one, which may or may not be the same person [laughter].
Context_of_Work	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	The one up front for the CAD stays on the unit. The other one can be taken out. And it depends on what type of unit you're on. The fire trucks take it out more frequently than the ambulances because they'll take the tablet in with them when they go in somebody's house or something. So if they need to get-- the person decides not to go in, and he can sign a release or something. They can get it. Plus, they can record the information that they're getting when they first arrive, and then when the ambulance gets in, they can transfer it over to their tablet. So they usually keep theirs with them. The ambulances, a lot of times, will keep it on the unit because they'll just fill it out at the hospital or on the way to the hospital. So they don't bother taking theirs in with them when they get on the scene most of the time.
Context_of_Work	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Majority of our information comes in over the tablet. Often, it's connected to the CAD. We get dispatch on there. We change our status on there. We let communication know that we're responding. If needed, we let them know that we're on the scene. Usually, that's connected to the GPS. Usually, it'll pick us up when we arrive on the scene or when we get close to the scene. It'll automatically put us on scene when we get close. But if we need to, we'll do that on that tablet...
Context_of_Work	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...And again, transporting to the hospital, we change our status with the CAD on the front end. We do talk over the radio to our EMS supervisor or communications. Let them know what type of patient we have and the priority. Find out what hospitals are available at the current time to transport to...



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Context_of_Work	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...if we need to, we can status manually that we're arrived at the hospital, and at the hospital it's mainly just regular communications with the supervisor or communication. We let them know when we've actually transferred care of the patient to the hospital staff, and then if there's any delays at the hospital we let him know over the radio. And then, when we're ready to go back in service-- well, actually, back in service, we usually use the CAD tablet up front for status on there.
Context_of_Work	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	For the most part, it's a limited set of hospitals for most [shifts?]. It'll be different depending on what unit you're on, but usually you're going to the hospitals that are geographically close to you for the most part. Of course, trauma patients have to go a hospital designated as a trauma facility. So there's a limited number of those, but they're spread out enough that usually there's one that you're going to all the time anyway. And same thing with heart attacks and strokes. There's certain hospitals that you can and can't take those to. But again, most of those are in your hospitals you're going to on a regular basis anyway, for the most part.
Context_of_Work	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Yeah. I mean, the relationships in the firehouse are usually, for the most part, it's sounds almost cliché because it's the same way as [I would?] describe it. It's almost kind of like a family because we're there for 24 hours. So for the most part, people get along with each other. When we're not running calls, if we have downtime, we're all working together to clean up, doing any kind of cleanup or anything that needs to be done or things that have to be done around the firehouse or be in the same room just talking and watching TV or whatever, but.
Context_of_Work	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	the way the city is run, they send [City]PD to a large range of calls that may or may not end up actually requiring the police. But they go on-- they end up on pretty much any call that is out on the street. So if we get called for a person down the street or something like that, [City]PD is going to end up getting dispatched. Any cardiac arrest, they'll get dispatched on. And part of that-- I think they've always done that, but especially now with them changing our policies...
Context_of_Work	EMS	U	Field	36-45	11-20	Male	EMS-	...they're allowing us to actually-- if the person is in cardiac arrest, we

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			Responder				U-017	don't transport them as often as we used to. Because it used to be we would just start CPR and do what we had to do on the scene, and then take them to the hospital. Now, we've kind of changed our policies a little bit, where mostly ALS care that we can do is the same thing they do at the hospital anyway. So rather than transport them to the hospital and have them declare the patient dead pretty much when we get there, we'll work them for 20 minutes on the scene-- at least 20 minutes on the scene. Do everything we can. If we don't get a rhythm back or anything, then we'll call our medical controller and ask for permission to just terminate there on the scene. And at that point, it becomes a [City]PD issue because then they got to call the-- they'll handle notifying the coroner and anything else to do with their investigation. Usually, it's an apparent natural, so usually, it's not anything related to a crime, but they still have to do their little investigations.
Context_of_Work	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...There are some that I personally will use. Children's Hospital has a pediatrics app that I will use for pediatrics. It pretty much has the-- it lines up pretty much with our pediatric protocols anyway because our pediatric protocols were written by Children's Hospital. So it's pretty much the same information, but it can be a little quicker to find the information than digging through the protocols to find it in the protocols. And there's a drug reference app that I'll use for medications occasionally.
Context_of_Work	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...usually the reports are done pretty much before we go back in service from the call. They're done pretty much at the time of service. The amount of time it takes to write it can vary fairly significantly, depending on the severity of the call and how much we had to do.
Context_of_Work	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...I'd say on average, it can take probably-- it's hard to say because usually we're doing it in-- we're doing bits and pieces here and there. So the total time to do a report from start to finish, if I were to sit down at the end of the call with nothing on my tablet and start from scratch and do it all, probably 20 to 30 minutes, on average. Again, that can be significantly reduced if the engine company has already gotten the

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								patient's basic information before we get there and transferred it over to our tablet. That's a big bunch of information I don't have to put in. If we've run the patient before-- if I have [copious?] information like their date of birth and their social security number, I can actually look them up in our database to see if we've run them before, and pull down a lot of their history, and medications, and stuff. So it saves me a lot of time doing that when available. Whether that's available or not, it depends on the patient and whether we've run them before [laughter], so.
Context_of_Work	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Generally, no. But again, they're patients-- most of the time we go, it's not really an emergency per se and usually, they could have gone to the hospital by other means or whatever, or gone to their own doctor or whatever. But the thing is they allow these patients or patients that do have multiple medical problems, and it's one of those things where you never can tell for sure until you get there. Yeah, until you get there and it's like, "Oh, yeah. We wonder every day, but she does have all this health history so she might actually have something going on," and you never know when that's going to be.
Context_of_Work	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	The other thing is, too, is there's more of a system-wide problem in this area. And the hospitals in [City] actually get backed up from ambulances coming in. So it's not a matter of taking the patient to the hospital, drop them off, do your report, and go back in service. A lot of times you'd go in-- especially. if it's a more minor call. A lot of times you'd go into the hospital and you're sitting there waiting 15, 20 minutes before the triage nurse even gets to triage you because there's a line of ambulances at the door.
Context_of_Work	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	And then after you get the triage, they've got to find a bed if your patient requires a bed. A lot of times they'll just send them out to the waiting room if the patient is able to walk or whatever, or sit in a wheelchair. But if they need a bed, a lot of times you've got to sit and wait for them to get a bed available.
Context_of_Work	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	So they started using these private ambulances to take the, what we consider priority three calls, the ones that are stable, don't require any

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								ALS care on the way to the hospital. They may or may not get an ALS assessment on the scene, depending on what the complaint is, but the ones who basically, where-- basically, the patients that aren't going to need treatment on the way to the hospital. Basically, they just need to get to the hospital. And [inaudible], they're using private ambulances a lot for those. Actually, they're in service for us from 7:00AM to 1:00AM so they're 18 hours. From 1:00AM to 7:00AM, then our [inaudible] handle it all. We just handle it all internally...
Context_of_Work	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...There's other private ambulance services in the city, that operate in the city. They don't have any interaction with us as emergency responders or first responders. They do just mainly interfacility transports, taking the patients from nursing homes to the hospitals and back and forth. So, I guess, even though we aren't using them for 911 services, as long as the-- to the extent that the nursing homes utilize them, it takes a little bit of a load off of us because they're using the private ambulances to do some of these patients. Again, a lot of times though, too, even some of the nursing homes a lot of the times will call us, and it's a patient that could have gone by private ambulance or whatever.
Context_of_Work	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] I ride around in an emergency vehicle responding to persons with emergencies. I go around told by dispatch who receives those calls. And then I administer medical aid
Context_of_Work	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] I report to the station. We have one central location where I work right now. And I usually spend about 15 minutes doing inventory on my ambulance, making sure that we have all the appropriate equipment. Log on, check in with dispatch, and then they send us to our assigned-- what we call a post. And that's where we'll be considered coverage should a 911 call come in within a certain area or proximity to where we're sitting.
Context_of_Work	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] Paramedic with the city and county of [City] through [City] Health.
Context_of_Work	EMS	U	Field	26-35	Not	Not	EMS-	[S3] We spend the day driving around the city in an ambulance, helping

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			Responder		specified	specified	U-004	people that get sick or hurt. Depending on the day, I'll drive one day and then attend as the one in the back helping the patients that are sick or injured, giving the medication, and that type of thing.
Context_of_Work	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] we're all subject to the same communications codes, and the police have what's called a 10-code system that we use as well. The expectation is that all employees on the ambulance have an equivalent level of training for the operations. The medicine differs, of course. There's various degrees of certifications, and expertise, and training in that. But operationally, the EMTs as well as the paramedics need to understand all the radios, the routes, and that type of thing, so we are all on the same page.
Context_of_Work	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] And I worked for another service where they would give a tone out before they dispatched a call so that you didn't really have to pay attention to every single word that's being said on the radio because they're talking almost every minute of every day. So we could be doing something, and then we hear that tone, "Okay, now I have to pay attention because they're about to call an ambulance. Could it be me?" Then once they say it's a different ambulance, okay, I can go back to not being as attentive.
Context_of_Work	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] That's okay. So it totally depends on how busy the airport is at the time. I mean, it's the ebb and flow of EMS. Sometimes you can sit out there for 10 hours, and nobody is transported out of the airport. Sometimes they transport seven people in 20 minutes... There can be a long time that you're sitting. And at that point, we're basically free to do whatever we want or need to do. If we are down on reports, then we can catch up on our paperwork. If we're hungry, that's the only time that we have to get food because we're not given lunch breaks or breaks in general. Some people, if they have to, they can run an errand. That's the time. If you're posted near a hospital that you ran another patient on that you want follow up from, you can go try and find follow-up from them.
Context_of_Work	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	You pretty much just try to occupy the time however you can. Some people read. Some people bring tablets and watch movies.

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Context_of_Work	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S4] ... Gosh, I went through academy in October. I didn't actually start as a EMT on the streets until January. And so, my previous position was the position that she was talking about, a vehicle support technician. And I was sort of promoted into this realm. During that time that I was in the garage and doing the VOC position until I was actually getting that promotion for those two months, I think that there was a lot of questions that I had sort of popped into my head, and I would say that yes, there was some overwhelming factors that came along with that as well. Gosh, academy had a lot of information that was very important, but it was a lot. Probably I would say maybe six or five different sessions for the first week every day.
Context_of_Work	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] That's a hard question. I guess the short answer is no. There's a huge culture with EMS, and fire, and police, and some of that culture is very, very-- EMS as a whole is a fairly new culture. Fire, for example, is a fairly old culture from the very early days of this country. And some of those traditions and those things are very, very slow to change. Sometimes some certain cities-- [City] moves along pretty well. Certain system, I won't name any names, but they are a little bit more archaic in their practices. They read on the paper some practices that are maybe dated and should be changed. They are eventually with varying degrees. But sometimes as in the case of [City], [City] Fire was fairly resilient-- resistant I should say rather, to certain changes and certain economic problems. And ultimately, that agency, unfortunately, went out of business. They completely disbanded and were absorbed by [City] Fire, and [City] Fire is no more. It's gone. And I could say there's a lot of examples. I wouldn't be able to definitively say any of them are a factor, but things happen. You have to evolve. You have to change
Context_of_Work	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] Or raises and there's only so much money to go around. And EMS by definition is a-- it's not a particularly economic business model. People don't really want an ambulance, and people have varying degrees of ability to pay for it. You can't choose when an accident happens to you, and sometimes people don't pay. They can't.

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Context_of_Work	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] I couldn't say millions of dollars, but it would be a significant percentage, which when it comes to medical billing, even 3 to 5 percent increase in collectible billing is huge when you think of where your system that runs over 100,000 calls a year. So even if only 5% more of those patients had an ability to pay, it would be a significant financial boost. That said, we're never going to not help people with their ability to pay. We're EMS. It's a service at the end of the day. The money system and money gets worked out in the end somewhere in other-- we're the streakers. We're way at the bottom when it comes to all of the finances and stuff. We just help people and drive them to the hospital.
Context_of_Work	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	So we have ambulances in the county. There are two supervisors, one at the west end of the county, one at the east end. It's 50 miles long in the county, so it's too big to have one person do it, although usually one end is a lot slower than the other. And we also get a lot of transfers out of one hospital in [City]. So I'm located in [City], and I switch back and forth every other month. And then I'm responsible for day-to-day holes in the schedule, for just kind of touching base with the crews, with going on calls that I perceive the crews would want me to go on, and getting transfers out the door. When the hospital can't manage a patient that gets brought to them, they need a different level of care, then they usually go to [City]. That's it.
Context_of_Work	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...Like yesterday, I came up to [City] for a couple hours just to hang out and talk. We had a meeting in the morning, and then to hang out with the crews and talk to them. I moved to another station. I hung out with them and talked, and then there was kind of a little flurry of calls, and then it was kind of chill with a couple of calls in the middle of the night. And then today we did interviews all morning from like 8 o'clock until noon, and now I'm doing this [laughter], and then there was a transfer, so I had somebody else do my job while I was in the interviews. So she got the transfer at the door, and then-- it's just that kind of thing where the day dictates itself...
Context_of_Work	EMS	R	Supervising	46-55	11-20	Male	EMS-	...In [City], you can rely on it being a lot slower. Not always, but generally

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			Field Responder				R-007	slower. Sort of the same type of calls throughout the year. The seasons don't really change it. I mean, you might get hunters in the hunting season. You might get crashes in the winter time. More on the highway. But it's still about the same amount of calls year round. We're in [City], December, January, February, March, it's just skiers, skiers, skiers, and tourists and stuff like that. So it's a difference mix at one end of the valley...
Context_of_Work	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...So the schedule, so we have a schedule of people. They're on a schedule. They work 48 hours and off 96 hours, and there's-- let's just say to make it safe, there's 12 on each schedule, on each shift. So there's three shifts. So basically, you work 48 on and you have four days off. And during your four days off, somebody else is working two days and then somebody else is working two days. And then you come back and do the whole same thing. That's the general schedule for the field employees that work on the ambulances, and they get put in fire station. You know where you're going...
Context_of_Work	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...The schedule gets built a couple of months ahead of time. Then people ask for time off, or get sick, or get pregnant, or get hurt, or want to travel around the world, or whatever they want to do. So then holes come up in the schedule. So then about two months before the schedule, two months before the actual date happens, [Name] builds the schedule. He's the number two person here. He builds the schedule, and he puts out the openings in the schedule. So he says, "Everybody want this stuff?" And we have them make sure a full-time people and part-time people. Almost all the full-time people are paramedics. There are a few full-time EMTs and almost all the part-time people are EMTs with exception of one part-time paramedic.
Context_of_Work	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...we also have extra things besides just the daily duties that are actually even bigger in the summer which are special events. So there's rodeos. There's concerts. There's bike events. There's white water stuff with kayaking. There's weddings. There's visiting dignitaries. There's just all stuff that just comes with the summer. And then there's busy weekends



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								like 4th of July weekend or holiday weekends, or there's a big concert in town, so suddenly we have 30,000 extra people in town. [the scheduler] likes to look ahead. He knows these events and probably how big they're going to draw. So he might add an ambulance or two, or 12-hour ambulance, or 1 24-hour ambulance, and it's all kind of up to him...
Context_of_Work	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...So we only manage-- the field supervisors basically only manage the immediate holes in the system or the holes that are coming up this week. That's it. If we have time to look ahead of the schedule and say, "Hey, there's some openings. We'll send out pages and see if people will pick up." So that's the scheduling thing. And then you can place people in the schedule. We can take people out of the schedule. We can put the reason why they're in the schedule for extra time or less time, or put people off sick, all that stuff. We can do all that stuff. But as far as the overall global schedule, he does that. We manage the little holes in the schedule.
Context_of_Work	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	And then we also take people to [City], and that's even more expensive. And there's different level of care within the valley, and then there's different levels of care when you take them away to another hospital too. So that's where we get a lot of-- and then there's a very small amount of money that comes from grants and stuff that we get, and I'm certain that they only last for a certain period of time though. And then I'm sure there's other money that we literally-- we have leftover and we invest. We try to make it so that when things go down, property value wise, we still have enough money to function [crosstalk]. So that's how we work.
Context_of_Work	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...Basically it just depends, the daily life things. We have chores everyday that we have to do. Then people might have their own personal things they want to accomplish that day that might require driving some place. And then you run the calls as you're supposed to run the calls. And then you go on transfers through a list of-- we have a list of people, and we just go anywhere. And you go to the bottom and you go. And then some people cook together. Some people cook separately. Some people leave

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								leftovers everyday. It just depends. Some people grocery shop together. Some people rotate cooking like, "I'll cook dinner tonight. You cook dinner tomorrow night." It's like a little family. So I mean, you spend 48 hours with these people, so.
Context_of_Work	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...We have supplies to check and restock. And we have maintenance to report or work on. And we have chores that we have to do every day. And besides that and running calls, that's what you do. So you can be very slow depending on what time of year it is, or just where you are or whatever, or you could run all day long or you can run all day, all night. You never know.
Context_of_Work	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	So we have four or five different apps I would use. And some people use them more than others. So we have a Whiteboard. So basically, it's like a-- it used to literally be a whiteboard, like a grease board that you would write on and wipe off. And I would have everybody on the schedule that day, and where they were, and who-- whatever. All that stuff was on a greasy board. And since I've been here-- so in only six or seven years, it's gone to a-- it's a computer monitor that's like just big Samsung television. It sits on every station on the wall. And it's a computer. So you just update it with a keyboard. And you use the scheduling technology to tell you who's working that day. And then the supervisor, in the morning, updates the board. So who's there? Then you update it throughout the day. So if a crew goes on a transfer, you're going to "x" them out and say, "Now, these people are working," or, "Nobody's working that station while they are there," or, "These people are covering for them," whatever it is. So that's how we do it. Then you can see the whiteboard on the phone and that's a newer thing.
Context_of_Work	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: Active 911 app] So yeah, somehow it's linked to dispatch. I don't know how it works. So they send the call. They dispatch out the call. The crew acknowledges the call. They start on the call. And this tends to have a little bit of a lag behind it, and then you'll see drop in it. It just drops in on your screen, and it goes away. It doesn't disappear until you specifically erase it...

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Context_of_Work	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] ...Some agencies have ways to track how fast you're going. If you make dangerous turns at high rates of speed, that kind of stuff. And the ambulance, some of them have cameras in the ambulance. Some of them have-- some paramedics have cameras now. No place that I've ever worked, like the cop cameras...
Context_of_Work	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Yeah sure. So here, I cover more calls than I'm primarily running. So I'll give [City] examples, plus I run more calls in [City]. So in [City] I work part-time, but I work on the ambulance. It's 10 hours a day. I work with another partner. And we listen to the police channel often...
Context_of_Work	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...But a lot of times, there's other information that they can see if they look for it, that they don't read out to you. They just don't. I don't know if they're busy. I don't know if they're just reading the first four sentences. I don't know if it's buried after like another bunch of notes and they don't have time. I don't know why. So if you're listening to the police channel, a lot of times you'll hear the police get sent on the same call, the same information. And then all of sudden, they add two extra sentences and you're like, "Oh, that's helpful information that I got indirectly by eavesdropping on another--" we're totally allowed to do it. But that gives me information about that.
Context_of_Work	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Also, you can read all of those notes on your laptop. It drops into your laptop. So you can read all of those notes, if you have time on the way to the call, to open it up and take a look about what's happening. And you can see the stuff that they have told you. And you can see stuff like, "Why didn't they tell me that? Why didn't they tell me that?" They try though. And they'll try to give you information like, "We're sending the police with you, and this is why we're sending the police with you." And so you're like, "Okay, good." So yeah, so that happens all the time...
Context_of_Work	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...So I think seeing-- there's a privacy thing now where, do I want to be on camera on every single call that I'm on? Probably not. Do I want to be on camera on any of the calls I'm on? Probably not. But do I run every call like somebody is filming me? Yes, I do, because they're everywhere...

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Context_of_Work	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: new ambulance setup] Especially when you're trying to work on a sick patient, or trying to direct your partner who might be new or hasn't worked on the ambulance very much. You're trying to tell them where something is, and it's not in there. So that's stupid...
Context_of_Work	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: new ambulance setup] ...they think that they've tried to set this up so you never have to stand up. And so basically, they've tried to design it with you can be harnessed in like with a sort of four-point restraint seatbelt, sitting on one chair that's like this big, on a patient where you're sitting right about up their waist. And then they've tried to set up equipment around you so you don't have to stand up and reach for it. Even though there's 40 cabinets in the ambulance, they've tried to think, "Well, this is just things that you use 90% of the time, so we're going to try to shove them all right here next to you." ...
Context_of_Work	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: new ambulance setup] ...So you're grabbing your stuff and doing it, and doing it. And as long as it's a normal patient on a flat road, where you can get an IV on their arm, the arm here, and you don't need to reach for suction, or you don't need to reach for bandages, or you don't need to reach for something for them to throw up in, or you don't need to reach for some advanced airway thing, then the call is okay. But that's not how 90% of the calls go.
Context_of_Work	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...so we used to have a technology here that would, you had fog and you would beep it in when you would drive, and it would keep track of your driving, your speed, around the curve thing. I'm sure it had some kind of driver scope inside the ambulance to tell you if you're taking the turn, all that stuff. Everybody hated it and the day it got uploaded every month. And they didn't really use it punitively. But it made noise. So it clicked when you come around a turn. And if you take the turn too fast at all, it would alarm. It was so annoying. And even if you were hitting this at a normal speed, it was telling you you were taking it too fast. Let alone when you were actually going fast, then it would just alarm the whole time. So everybody hated it. We kind of mutinied. And when we merged, we got rid of it...

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Context_of_Work	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	I think also there's a whole side of technology, but I'm sure they can do a study that said if you get to the scene and you realize a patient is sick, and you need to go emergent back to the hospital, then you spend less time at the scene. You package up the patient. You put the patient down in the ambulance. And you start driving, and you never turn on your sirens. You would get to the hospital just as fast as if you get to the scene and go, "Oh, my God," and get in the back, spend 10 minutes or 12 minutes trying to do something with the patient before driving 60 miles an hour through lights. That, I bet, they would show that the time was the same, and the outcome was the same, and there's less crashes when you're not driving emergent. I just think there's ways to-- some people think that the lights and sirens are there to save people's lives, and it really-- there's 1% of the calls, 2% of the calls, where it can make a difference. So that's where maybe people could chill a little bit and use research to prove something.
Context_of_Work	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	So my job title is [Job title], which means I do everything from call a plumber when the toilet's plugged up, to buy \$200,000 ambulances, to hire and fire people. I do personnel. Again, at a small agency, you wear many, many hats. Yeah.
Context_of_Work	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Well, that's exactly it. You learn how to use something, you get used to using it, that's obsolete, next generation, or that company just went out of business. I just got an email today saying that our scheduling program, which is very complex and I schedule 65 employees, they're discontinuing it. Yeah. So [in the service?]- I mean, it's 12 months, 18 months from now... Now I have to go research all kinds of new schedule programs, what's going to work best for us, how it connects with payroll, how is-- you see what I mean? ... So one little change suddenly creates enormous amount of work.
Context_of_Work	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	It's fine. And we're the sole provider. So in the mountains, there's not a lot of resources when it comes to EMS. If we need help, we usually are the help to the surrounding counties because they're even more rural than we are. So if somebody has a big crash, or there's a big fire, or

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								there's something else, they're using us for help. We're limited in our mobility to basically [Highway] corridor and a couple two lane roads north and south. Lot of recreational activity in this area. So hunting season's always interesting because people shoot themselves, or fall off their horses, or roll their jeeps, or all kinds of things way back in the woods where there's not a lot of help. No communication. You can't track anybody back there.
Context_of_Work	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Yeah, it's pretty interesting. But we have search and rescue people, paramedics, who are cross-trained to do what they do and are checked off to be in the helicopter and do all that kind of stuff. We cross-train with the ski patrol. We have paramedics on the ski mountain during the winter. A lot of river activity in this county. [Name] River runs right through the county in one of the [inaudible] parts of the county, of course. So if somebody dumps their raft and is drowning or something, we have to go an hour drive up to the river and figure out how to fix that situation. So lots of long response. Lot of expenditure of resources for one patient, for [smaller?] patients, for those kinds of things...
Context_of_Work	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	So, in big systems, you have your own dispatch and you have grid control over-- the dispatcher can collect the billing information and all that kind of stuff as they send out the call. Here, nobody is big enough to own their own dispatch. So we [are counting on?] dispatch for everything from the dog catcher, to the town buses, to the fire, EMS, police, all of the police agencies, the division of wildlife, the animal control. I mean, it's everything. And so they do a great job at that, but you don't get the level of detail that you would if you had your own dispatch. I mean, they're not trained medical people. They have a card they read off, like if you need to start CPR, okay, do this, do this, do this, do this. Medical priority dispatch, it's called. Most systems use it. You don't have to be medical to read directions to somebody.
Context_of_Work	EMS	R	Other Public Safety	56-65	31-40	Male	EMS-R-008	...Now, in EMS, you never know how many calls you're going to get or when, or anything else. You may get three calls in [City] . All of your other ambulances are 45 minutes away, so that's not going to do you any

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			Personnel					good. So all they know to do is throw out the call on the open airwaves and say, "[City] ambulance, you've got another call." And it's up to us to sort of triage those calls. Supervisor picks up the radio and says, "Hey, ambulance 2. Can you come up here to [City] and help with this call?" as opposed to location based dispatching, which, if you had a map and you could see all your ambulances on a map, you could tell which ones were available and which ones was the closest. Then you would optimally send that one. We don't have the technology installed, currently, to do that. And it would solve problems and it would create some, too, because it creates increased workload on dispatchers, who aren't that familiar with how our system works. I mean, they don't work for us. They don't know all our policies and how people move around and how long it takes to do this, that, or the other thing. And so, that's probably the next big step we'll take. So we're looking into hot-spotting each ambulance...
Context_of_Work	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	So the basic Tough-- we use Panasonic Toughbooks for our patient care reporting system. So that Toughbook can communicate by Bluetooth or over cell with, for example, the cardiac monitor. So you hit a button and it pulls the data from the cardiac monitor into the patient report so you don't have to print it and put it in the copier and then scan it and send it over... That kind of stuff, it's nice when it works.
Context_of_Work	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: frozen towers] we wait until it warms up and it falls off. But in an emergency, sometimes we have to hire a helicopter. Sometimes we go up in a snow cab or the technician does. I mean, that's dangerous, expensive work. And the radio system is kind of like your iPhone. You shut it down and people are like, "Whoa. What happened [laughter]?"
Context_of_Work	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	But, yeah, we got high volume, big accidents a lot of time, and poor communications. That's a big problem for us.
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	We do a little bit of firefighting and we do a whole lot of EMS calls. And I tend to categorize it as high-speed counseling most of the time.

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Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Coming to work, we usually try to get there about half hour, 45 minutes, before our actual shift starts so we can catch the offgoing crew, so we don't catch a late call. And the guys' got kids that they have to take care of. Whatever. Morning starts out usually rig checks. I work on a fire engine so we go through all the equipment, make sure that everything is there. If the crew before us didn't have anything, that's a really fast check. If the crew before us had some significant EMS calls or a fire, then we'll check that equipment a little bit more specifically...
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...As a backseater, my role is to take care of all the-- make sure that the equipment is there that needs to be there so I do the best that I can do. After that, usually, my particular crew, we will get showered up, figure out what we're going to eat, get to the grocery store, try to eat around-- we shoot for 11:00 to noon, but at my particular station, we usually don't get that. If we get that in that window, that's good. After lunch, time is ours, but almost always, we'll be talking about something. Seems like every day we're constantly talking about something to do with work, of course. That usually lasts till about 2 o'clock or so. Time is ours till around then...
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...After that, try to get outside and work out if we can, try to work out as a crew. If we have specific training that our lieutenant or one of us wants to do, we'll do that together as much as we can. That usually ends up getting done around 3 o'clock or so. We usually eat supper late, so we'll start cooking around 5:00, usually. Hopefully, we eat around 6:00, 6:30.
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...the evening is kind of ours. We always say we want to watch a movie, but we never can. So we're not too often that we spend much time sitting down watching actual movies or something we got to get involved in. And if we have computer-based training for our fire department, or if I have ACLS as a paramedic, CPR, if we have to do that, I tend to do that in the evening more, and that seems to be a trend with my particular shift. Then 10:00, 11 o'clock, go to sleep. And then, of course, we run calls throughout that. So my station is an engine house with a rescue company, and that station has-- I would say it averages 15 to 20 calls a day, so. And then for us, a call lasts about 40 minutes



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								depending on if we ride into the hospital or not, so.
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...I suppose my personal approach with reality is the actual time it takes to-- how much time does it take to get the ladder down because we have a hydraulic lift for our ladder rack. It actually takes 10 seconds for it to get down to where we can take it off. So if you got a family that's yelling at you, "Hurry up! Hurry up!" and you're just holding the button, waiting, it's kind of nerve-racking. So I'm big on that. So when we look at equipment, how can we set it up to make it quicker and go? ...
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...And then just a lot of conversation with everybody, really, and, first of all, how I can help the officer. And then how can I help the newer member fit in with that role and understand that my job is to kind of know what the officer is thinking so that we can make decisions really quick? Even on an EMS call, if the environment gets hostile, just being aware when to stand up and step away, or when to ask your officer for help. When do we need more help? Things of that nature. Do a lot of-- that's probably my biggest role in the backseat is just bringing reality back to situations because we tend to always win in our trainings. We always come out successful and it's just not the real world, so.
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: rig communication via headset] No, no, only when they talk to us. And then the same thing goes for us. We can say whatever, but then the front seat, the engineer, and the officer has a button they can push and then they'll talk to dispatch. But they can only hear what comes out of that microphone correlating to that button they push, so.
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Sure. So we should all be carrying a portable radio, and we do. And then there's specific codes that we use if we need police emergent. If we just say, "Have him come emergent," we'll get like one officer, maybe two, to come and then we'll tell them whatever the problem is. But if we say, "Code one," then that's like a mayday call to the police. And then we'll get every officer that can drop what they're doing. They'll come available and come to help us.
Context_of_Work	EMS	S	Field	26-35	11-20	Male	EMS-	So I sit behind the driver's side and I'll just start over there and walk

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			Responder				S-005	around. And then the other firefighter, he sits, obviously, behind the officer. He'll get out and walk around, check cabinets and everything. And then we just do a circle, however we want to do it, really. When it comes to our literal EMS kits, we tend to work on it together...
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	So it's not really different, with the exception to-- when we're in the station, there's a button that can be pushed that, when dispatch tones us out-- and I don't know exactly what they do, but when they tone us out, it'll say Station [Name] and then we will hear our tone for us. We don't have to hear every other call in the city. When we are out-- I guess traditionally you'd say when we're out on the air-- if we're doing inspection, or groceries, or whatever, we have to listen to everything. Then we got to hear our own call...
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...Now, if we're in the engine, we use the MDC and then that will pop up. Our notes and everything pops up whether we're in station or not. And then we have to hit the en route button. So if we're in the engine, when I act officer, I like to have all the sounds on. And I'll close the computer so that I'll hear the doo doo doo sound and then I'll know that that call is us. And then we'll hear the tones through the headsets. But when we're out walking around, talking to people or whatever, we got to hear. We got to listen.
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	In the rig, when we have headsets on, we hear everything. But we sit facing backwards, so we don't see the computer. Only the officer sees the computer. When we're out walking around and not in the fire engine, we don't see anything on our radio. It doesn't tell us that it's us. We just have to listen.
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...Now, we don't traditionally talk directly to the police. There's a switch we have to switch to talk to police. We can get onto their channel and turn, but we have to ask dispatch. We do that when we have standbys for SWAT or whatever. We'll switch to their channel and then we'll listen. And we can hear the police request entry, and then, "Okay. We'll go in." And a lot of times, there's a minute or two delay before the fire dispatch will tell us that we can go in, whereas if we're just listening to that police

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								channel...
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...Now, when we communicate with the ambulance, as far as I know-- because they don't use the same communication program, computer program, that we use. So they don't get dispatch notes. They only get what they hear on the air. Right. And so there can be information lost based on that. But dispatch airs all our notes. They talk it out loud and we can read with them. We see exactly what they're going to do. But the ambulance providers don't know that. They only hear the notes.
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...For me, in my perspective, like I said, I'm really based on reality, and been a paramedic for a while. I don't care. All I want to know is, what equipment do I have to wear? Do I need a black coat or EMS coat, or do I need my fire coat? That's really the only thing that matters to me. Now, I need to know if the scene is safe. That would be nice. If there's a hostile party, are we going to-- is it so bad that we're going to wait for police to get there first, even though the call is for a baby not breathing? We have that luxury here. Not everybody has that. Now, some people want to know more. They want to know if it's a adult or a child. Breathing, trauma, they want to know. For me, it doesn't matter because, so often, the information that dispatch is receiving from people is very much exaggerated. "Oh my God. There's blood everywhere." "Well, compared to what you're used to, yes, there is blood everywhere. But it's right here and it's right here. It's not that bad." So that stuff really does never-- I don't have a lot of value in that...
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...But if there was like-- nowadays, especially since this is what we're talking about, if you could text message a picture to 9-1-1, and they could send it to us, that would help as far as we could look and say, "This car accident here and the people can't get out of their vehicle." A lot of times, the engine is dispatched by themselves. We could see that picture and say, "Hey, let's add on a truck," and achieve to that so we can extricate. Let's get that ball rolling sooner. Images would be pretty fantastic, but actual words and perception is just so different. My pain scale might be very different from yours, so.

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Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...So many of us on calls, if we have a unique situation, sometimes we will take a picture with our own personal phone and send it to our chief's personal phone so he can look at it, because the department doesn't issue the rigs smart phones. Only a flip phone, and then a separate digital camera. So we can't make it all work. So having an updated tablet or an updated cell phone for the unit would be very helpful.
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	So using that flip-- having that flip phone with those sensitive numbers in there, that's really helpful. And I've used our phone plenty of times to call the hospital or whatever. But the ambulance company has smart phones, and a lot of times they do take pictures. And they have all that capability.
Context_of_Work	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: technological advancements] So EMS-wise, I like it quite a bit. For instance, the hospitals that we respond to-- now, the one big hospital up north [Name], that one, they have every doctor on site. So we don't need to do it...
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Here at [City] Fire, we are responsible for all the fire suppression, hazardous materials, response, and EMS services within the city and district of [City] Fire Protection.
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	We work 48-hour shifts. First thing we do, we come on in the morning, and we put our gear on the engine or whatever unit we're on. Go in. We have a pass-off with our crew that is going off that day. And then, we have a meeting on our life-size unit, which is a like a closed-circuit TV. So the battalion chief and all the different stations, including dispatch and here in this building administration. And if there's any training or anything like that, they'll make anybody aware of what's going on. If there's any changes, we talk about it, discuss it...
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	...Then, day usually starts out. Truck checks, which we haven't had a chance to do yet since we've been running calls. First day, we usually get groceries for the tour. We have to exercise every day and do some sort of training each day, as well as our daily clean ups that we do at the station. And the second day, hopefully, we get most of the cleanings

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								done the first day, and we can just focus more on our training. Or if we're studying for an upcoming test, we usually get that done too.
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	And then, our crews are also very active with community risk reduction activities, so public education, events at the schools or the senior living facilities, or just different community events. And then, we're also responsible for the pre-plans of all the buildings in our primary response districts, as well. So during the business day, we are active in the community outside of running emergency calls.
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: doing pre-plans] That is every operations member on a fire apparatus or EMS apparatus. So outside of the emergency calls, there are plenty of activities to do within the community.
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	...So we're at the station in between calls just to finish reports and keep the apparatus and facilities maintained. But outside of that, we're usually out and about doing stuff like this [laughter].
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	It depends on hospitals that are close too. So when we transport a patient to the hospital, we come back into our system very quickly. So we pick up calls all over the city just going to and from different events, calls.
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	The hospitals have snacks and stuff, but for the most part, our fire department is pretty healthy. So not a lot of people just mow down the snacks and the vending machine. So I mean, worse case scenario, sometimes we'll just stop real quick and get some food and keep going about it and eat it in the truck, but we're trying at least to sneak in some food because we've got to maintain our health in order to help other people.
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: dispatch] So they don't just send everybody just because. They actually pay attention what the caller says and use that information to make educated decisions and assign appropriate resources. We can always ask for more, but they send the least amount of resources to effectively mitigate the situation. And then, we can add units to that as necessary.

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Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: dispatch] They will tone us, tell us where we're going. And then, usually as we're taking off from the house, they'll tell us what the code is. So depending on if we need to emergent or non-emergent. And then they'll tell us-- usually there's some notes in there too. If it's an older person that can't get to the door, maybe there's a key somewhere.
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: dispatch] And so, what's nice about this system is if grandma falls out of bed and she's uninjured, she's just too weak to pick herself up, you'll get just an ambulance non-emergent with no need to go lights and sirens. If there's a cardiac arrest and you need more caregivers than are on-scene, they'll send the engine company and the ambulance emergent to the scene to quickly get there and mitigate whatever's going on. So the dispatchers play a vital role in our system and are very useful to the end-user crews. But we do use TriTech CAD, so it's got the CAD which gives us directions if we need them and call notes in there and all kinds of stuff.
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: missing information from dispatch] I don't put a lot of validity into it just because the dispatchers are asking questions to a hysterical individual and they aren't thinking clearly or straight. So they don't really know right, wrong, or indifferent. So we show up a lot of times and it's completely different from what was told to the dispatcher. So I think some people will get tunneled in on what the dispatch information is versus what the patient actually presents as. So I don't put a lot of stock in that information just because I think it pigeonholes you into going down one path without critical thinking. And information is only as good as what you get, so it's not the dispatcher's fault, it's not our fault. It's somewhere in the communication breakdown along the way of somebody's calling 911 for reasons, so they're probably stressed anyways.
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Honestly, I like to call notes idea, because I think I'm a traditionalist or purist in the fact of I don't think we need to be talking on the radio a whole bunch just because, especially in a system that's busy. So send us to where we're going and how you want us to get there, and then just put

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								it in the notes, and we can read the notes as we draw down the road. Because there's obviously somebody driving the apparatus and that's their primary responsibility, and then whoever is sitting in the passenger seat, who's usually the paramedic in our system, can read the notes and you're making an informed decision as we're going to the call.
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I mean, I've been on structure fires where either it's stabilized or you're asking for specific resources, and you can't transmit out the radio. So either it's a connection issue or somebody's walking all over you. And so, any needs that you need in the short term are not being met because you can't talk to your supervisor. Which 90% of the time, it'll be consequence-free. But we don't live in best-case scenario worlds. So I think we want 100% and I think we won't accept anything less than 100%. So it makes a lot of people's jobs difficult to try and improve the system. And thankfully, we have a lot of people working hard at it, but at the end of the day, it's a matter of life safety that is on the line, so I don't think you should ever get comfortable with that.
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I've been standing at the door just ready to go in with a nozzle and my officer was waiting for open air before he could communicate. And I'm just [laughter] screaming, "Let's go, let's go, let's go!" And, "Calm down, calm down, calm down." Yeah, but that's everybody. Yeah. So that's the only thing I can really think of.
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Yeah. So we have the actual mobile unit in the ambulance, as well. And that monitors all the channels, so we can hear all of it all the time in the ambulance... Anytime the truck's on, you set which channels get scanned. But essentially, it's the operations channel, the dispatch channel. And some of them have them set to the PD channel, as well.
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	So we have a lot of software with connectivity between the patient care records we have on our laptops to our monitors, which are the 12-leads and defibrillators and all that. So I think a lot of times there could be ways to improve the connectivity between that because it's so integrated. And you can't finish reports if the connectivity is not there, and you can't upload your monitor to your computer. So WiFi is plan A,

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								and then there's also USBs that we can use if the WiFi's not working. But it just seems like that's a hang up in our system often and increasing the time of the reporting. And getting back into service until the report's done. So once again, technology issues there. But aside from that, that's about it.
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	In our system, generally speaking, the paramedic will sit in the front right seat. And so, he'll be in charge of the MDT and the radio and all that. And then, generally, the firefighter EMT will drive the ambulance to and from the call. And then, we show up on scene, assess the patient, and if it's a ALS call that requires any paramedic interventions, I'll attend on the patient, take them to the hospital, and the EMT will drive. Or if it's a low acuity call and a medical transport to the hospital for a person with no complaint and they just want to go to the hospital, the EMT will attend in the back and the paramedic will drive. But it is on a swivel so if you're in the driver seat, you can still see the computer if you need it--
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Because the back of the ambulance is loud, so the driver up front will just hear all the static and background noise from the road, driving down the road. But I mean, you can manually turn it on and use it, but it's easier to just yell back there. And if you need to talk to your partner, it's effective communication [laughter] front to back.
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	How about downloading our EKGs? A lot of times, they'll want that included in the report, and it just won't connect. So sometimes they'll use a little zip drive. If there were just a hard wire where we could connect it. Again, old school, just run wire from here to here, but it won't do that. So I mean the simpler the better.
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	We also do mutual aid with neighboring departments, too. And the same sort of issue. I mean, we can actually use a common channel, so we have made advances there, so it is getting easier to communicate with them.
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	So in March, I went out to the [State] wildfires for a week. So they made a resource order on 10 o'clock on whatever night. So they gave us until 5



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								o'clock in the morning to assemble a crew and drive out there. So we drove out there with a [Name] brush truck and a division supervisor, F-150, drove out there. So we were told where to meet and who to contact as our point of contact to check in. And then, they had the system kind of built from there.
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: wildland ream response] Through the dispatch. Through the [City] dispatch center. So the [State] State Forest Service made a request for X amount of resources, and that went to the [City] dispatch, which is the dispatch center for our wildland team. And we were able to assemble a crew that met their needs. And so we went to the [City] dispatch, which was in communication with the [State] State Forest Service.
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: wildland ream response] I was going off shift at 7 o'clock the next morning so once this was all met, the battalion chiefs said, "You're leaving at 5:30. We'll bring coverage in for you at 5:30." So I mean, there's some logistics on the back end that needed to happen, that needed to occur, but it's usually pretty easy on that side.
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Our wildland team is a specialty team. It's a volunteer specialty team, so they come out. The wildland team has an email text list that says, "Hey, we're getting an order for this. Who's available?" And so, X amount of people respond, and then the coordinator will say based on hours of deployment, this person, this person, this person is going to go. Because you have to be available for 16 days. So there's a lot of parameters to work within to fill the titles on a fire truck and the availability of the workforce.
Context_of_Work	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: wireless communication] SME S3: ...a lot of times we're underground or something like that. And so it makes it almost impossible. So that's why we have to have the hard line connection. And you're dragging all this behind you... Your air hose and your communication line. Your life supports. SME S2: 300 feet of cable.
Context_of_Work	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	So I am one of the supervisors of the [City] Paramedic Division. So one of the guys that makes the ambulance system go from behind the

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								scenes. Currently, I run the dispatch center... I've been up here for three years.
Context_of_Work	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	So, because now I'm in management, it's essentially an office job. So I will report to the office, check the emails which will have stacked up over night. I have a couple of different reports that we have to go through every day, some of which are-- mostly they're system status kind of things, how busy we were, how many ambulances we had, things like that. There's also a technology report where any kind of reported problems with the radios or the CAD systems or any of our other technology stuff that comes to me. And then it varies greatly depending on what project I'm working on. It can be anything from overseeing routine personnel issues to dealing with the radio system...
Context_of_Work	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...We're currently just finished up doing an RFP for a new LMR radio system, so I was involved in that. If anything breaks, I get involved in making sure the right people are coordinating to fix it. And then just the everyday stuff, too. I just listen to the radio, I make sure ambulances are behaving themselves on the radio, dispatchers are behaving themselves on the radio. When mistakes are made, I send a lieutenant out to investigate, and then I take the results of those activities and would go ahead and take whatever action's appropriate there, so.
Context_of_Work	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	Yeah. It can be all over the place. I mean, there is some direct command. So day to day, I'm not typically involved in the direct command of operations. So I wouldn't go out and tell an ambulance what to do or where to go. But if there's a larger incident, a kind of MCI or something like that, then I would come in and take over the communications leader role in ICS speak--
Context_of_Work	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	Box, the one that really irks people is they made it so that you can't download anything to a local mobile device. So you have to be in continuous contact with the internet in order for it to function. And, of course, when you need stuff like that the most, when you're trying to move maps and stuff around, is the big incident at the football game and the cell sites are hopelessly oversaturated and you lose

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								connectivity, and all of a sudden you can't rely on it anymore because you couldn't preload that information onto your device. That's the really big one that gets us there.
Context_of_Work	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: pre-plans] Yeah, so a lot of the ones that repeat are going to have-- like a [Name] game is actually so automated that it doesn't get rewritten every week. We just know what's going to be there. There's one, but we have all of those phone numbers written down already. The command center numbers are already in there...
Context_of_Work	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: pre-plans] ...[Name] is a huge event every year, and unfortunately it's fairly active for us because, well, a lot of the participants are cancer survivors or current cancer patients and they get out there and over-exert themselves and we get involved. So that one, they just pull out last year's plan, make sure the phone numbers are still good, change the names, double-check the crowd size estimates, and kick it back out. So we don't have to-- a lot of it is boilerplate at this point because we've done so many of these things...
Context_of_Work	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: pre-plans] ...every once in a while, something really weird will happen. President [Name] decided he wanted to address a crowd. I don't remember what it was but at a local high school. So the man can draw a crowd [laughter]. Basically, on four or five days' notice, we had 20,000 people showing up to hear the president speak on what was essentially just a high school football field. So it's not really geared for that kind of crowd or anything and you just wing it. Those are the ones that are a little more interesting in terms of getting that information together and then out to everybody, especially because those change up until the last moment when you get-- he, the president, whether it's [Name] or not, they're just notorious for-- I mean, the president, if they change their mind, everybody else changes around them, not them. But other events do it to a lesser extent, where you're adjusting on the fly and you need to get all that information out to everybody.
Context_of_Work	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: private ambulances] Yes, it's very common because a lot of these events will be sort of co-coverage. A [Name] game, for example, we

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								cover the stadium and all the people that are in it, all the spectators. But the teams prefer to have a private company called [Name] Ambulance that provides coverage for the teams, and the trainers, and their employees. So we have to coordinate with them if they're bringing an ambulance in or out...
Context_of_Work	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...At [Event], one of the big sponsors is one of the local hospital systems... one of the big medical systems. So they are a sponsor, and so they set up and run their own system, first-aid tents, which we then coordinate with. And the stuff that isn't going to require transport, like they need to sit in the shade and rest for a few minutes, and drink some water, and then they could get back into the walk, we'll let them handle it. And then we only step in for the more serious stuff that's going to come out.
Context_of_Work	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...I spent the first 25 years of my career in the field, first as a paramedic on an ambulance until about 2006/2007, and then I promoted to lieutenant. I was a field lieutenant. And in the [City] Paramedics, the field lieutenant is the field supervisor. So you're in a truck, you're out in the field, you're going from call to call, checking in with people, seeing how they're doing. Anything that sounds like it's going to be big, more than one ambulance, you're trying to get over there. And if it needs two or three ambulances, then you take control of it, free up the medics to do the medic stuff, and you take over the command and control stuff...
Context_of_Work	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...I used the interoperability stuff a lot because we call for-- "We need three more ambulances," and then say, "You get ambulance 51, you get ambulance 53, and you're getting Northglenn 8, so we're going to need to move this over to green one." Because Northglenn 8 doesn't have native access to [City] channels, so we have to shift everybody over to the interoperability stuff. So we used it a lot like that, but it didn't make any of the decisions in terms of how the system was structured at that point. That came later when I promoted to captain.
Context_of_Work	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: unified radio system] ...so that's a group of-- there's probably about 12 of them, full-time radio engineers. It's all they do. They're very, very

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								good at it. They run the system. They do all their own maintenance. They take care of the repeaters, the transmitters, the [backhaul?], the programming. We do all that in-house. So we do have-- currently our vendor is [Name]. So there's a contractor who's involved as a supplier and as a consultant, but we're lucky enough to be big enough as [City] that we have the capability to pretty much fix almost anything in-house with those guys, which is very nice.
Context_of_Work	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: frontline supervisors] They're the people that actually deal with-- if I'm talking to an ambulance, typically something has gone wrong because it should have been handled down at the lieutenant level. I mean, they're the sort of-- if it gets kicked up to the captain level, that means something has become serious enough that they couldn't just fix it then and there...
Context_of_Work	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: frontline supervisors] ...So in terms of how we communicate with them, they have a number of different ways they can get information. We talk to them. We dispatch them on certain calls which are sort of pre-selected for, "This requires a lieutenant's attention." Certain tactical police standbys, large fires, plane crashes, things like that, automatically get a lieutenant dispatch. And in that case, they're dispatched similar to an ambulance. We call them on the radio, tell them where they're going, and off they go. We can also page them as needed on our paging system. Obviously, they have radios...
Context_of_Work	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...So our guys don't leave a trip report at the hospital. They drop the patient off, leave right away, get back into service. And then as soon as they're done typing, they wirelessly transmit that copy. And they don't have to do anything. They just hit done and then the system does it automatically and it ships it off.
Context_of_Work	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: dispatch via LMR] ...But they automatically get a page that contains the address and a nature code for the call, which is going to be a very general like a seizure, a cardiac problem, a shooting, whatever. And then that same system also, at the end of the call, when they call out at the hospital where we refer to it locally as Code 24, it gives them their times

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								and their mileage. So it will say you were dispatched at this time, you arrived at this time, you're transported at this time, and you got to the hospital at this time. And it pulls all that from the CAD system. So they're giving us that information, the call. We're on scene, and we'll mark them on scene. We're transporting nine to [Name] Hospital with one patient. We'll put that all in and then we dumped it all back down to them. And that is primarily it's supposed to automatically go into the trip report, but sometimes that system pick up. So if it does, they can then manually type in the times and [the figures?] that they need.
Context_of_Work	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...our average transport time is 9 or 10 minutes. It's very short. Because we're purely the urban core. We don't cover most of the suburbs. We cover a few of the smaller suburbs, but we're primarily the urban core of the [City] metro area. So 100% urban and very quick times. If it's trauma call, our scene time is going to be around eight minutes. Our transport time is going to be around nine minutes. There's just not a lot of time. You have to move quick to get the basics done in there. We're not looking to do a lot of extra stuff in terms of communications in that time period.
Context_of_Work	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	I mean, the big thing is every thing we use, I mean, we don't have time to mess with it, or tweak it, or play with it. It has to work the first time, every time, or people will just to stop using it. They will just refuse to use it and go back to the old way of talking on the radio.
Context_of_Work	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Multi-faceted. We have a lot of administrative issues on our end, so I have to deal with a lot of administrative issues. But at the same time, I also have to be able to know what's going on in the field on the operational side. So that we can make some SOPs or general orders that will effect the field or may help the field, so.
Context_of_Work	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	The job of a paramedic out there, on the [City] Fire Department there are two different-- multi-levels. You can have it be a paramedic in a hospital, a private ambulance, but for the [city] Fire Department you have to be very well prepared. Not only mentally, but physically. Be able to answer calls, physically be able to lift minimum of 25 pounds or more. And you

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								have to take your responses in stride. What I mean by that is you can for everyday responses, are you going to be-- and we work very hard every day. We get about, I think, 1,000 calls a day or more. And so you have to be able to respond to medical, trauma, sometimes just talking to people in the system and their everyday issues. So not only do you have to be ready to answer the call, for an emergency call, but also be able to handle people and citizens in their everyday problems.
Context_of_Work	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: Paramedics] And then also to be able to debrief. In other words, they do seem a lot of trauma. As a matter of fact, I went out to the field just last week and within an hour, I saw how much trauma our young paramedics witness right now. So you have to be able to take that in and either talk about it and/or just keep going. So in order to be a paramedic in a fire department, you have to have a strong character because not everyone's going to approach you in a nice way.
Context_of_Work	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	So as long as you have those good people behind you, the firemen, your partner, it was good for me. I can't speak for anyone else. But for me, it was great because I would come in. I enjoyed my job. I go and inventory my ambulance. As a matter of fact, I had people who had 15 or 20 years on the job prior to me going to them. And they actually taught me how to deal with the mean streets of [City], how to take care of my ambulance, how to-- you talk to certain people in a certain way. And then you talk to other people in a different way because not everyone's the same...
Context_of_Work	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...so from my experience, as long as I had people backing me up and showing me the way, I had a good time being a paramedic in the ambulance. I loved it. As a matter of fact, I love driving. I love starting the idea. I was a hands-on person. You have to be a hands-on person because you're constantly touching people. You're constantly starting IVs. You're constantly taking care of their wounds, their injuries. So you have to be hands-on. The other thing that I used was, I don't want to say joking with people, but also using humor too. Because sometimes we're responding to people's worst days. And I used to love using humor because most of the time, they would take their mind off of it, so.

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Context_of_Work	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	So I would come in early in the morning, and as a matter of fact something that I teach the candidates, first thing I would do is open every door in my ambulance, open up each door. Make sure I have the equipment that I needed, in case I got to run that second, was there because sometimes, since you're working 24 hours, you go on certain runs. And the medics that you were relieving may have forgotten to get the stretcher, or the stair chair, or the quick response band; the QRB is what we call it. So I would open every door, make sure that the equipment that was essential that I needed to respond to any kind of medical call or trauma call was there. Then I would go and-- if the person that I was relieving was not up, I'd go in, wake them up and say, "Hey, you're relieved." I'd go get a cup of coffee, bring it back. And then I'd start doing my detailed inventory of the ambulance.
Context_of_Work	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	people have taught me that you start cleaning the ambulance from top to bottom. So I'd get my bucket and my soap and water, and my disinfectant, and just bring it out there, bring the stretcher out, start cleaning it from top to bottom. Sometimes, you find things from the night before because they were busy that you-- blood, or needles, or whatever, clothing. And you would have to turn it in or discard it appropriately. But that was the start of my day. Then I would communicate with the officer, or my officer, and tell them, "Okay. We're deficient on this. So we need this, we need fuel, we need oxygen, etc." And then, we start our day that way and just wait for a response or for us to get a call. We'd get into the club, meaning that we pay for lunch and dinner and that's always the best part. Sometimes we didn't always make it because we were out constantly running.
Context_of_Work	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	I would also try to get a workout in there. Don't ask me how. But I was young and I always tried to keep myself physically fit or keep myself physically fit so. It wasn't long but I learned after that you couldn't train very hard because you would be done for the rest of the night.
Context_of_Work	EMS	U	Supervising Field	46-55	21-30	Male	EMS-U-010	[RE: comms with LE via radio] That was very difficult. We didn't have communications with them on the radio. We communicated with our fire



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			Responder					alarm office and the fire alarm office would communicate with them, somehow [laughter]. And not necessarily they would communicate with them but they would communicate with the operator on the other side of the police dispatcher.
Context_of_Work	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: comms with other jurisdictions] No, I never had a need to do that. I think that was handled at a higher level... Or chief level actually. We did respond to a highrise fire here. I think it was [address] but for the most part, we got direction from our chief...
Context_of_Work	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...Now communication with the firemen, that was easier because we did have a channel that we could go to communicate with them if there was some distance between us. Otherwise, we would be we knew all the companies that were around us, and we constantly had runs with them. And so they knew what to expect from us and I knew what to expect from them. But otherwise, communications via radio was simple because we would just turn the switch over to that channel and communicate with them. And now that everyone has radios, I would assume that it's much easier.
Context_of_Work	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	I could tell you that paramedics are better at the radios because they constantly have to use it on every run. We used to be able to communicate with the hospital through our mobiles, and we have to give reports over a clinical radio to the hospitals. So we were in tuned to using the radio then than a regular fireman because back then, not all of the firemen had their own radio. Only the officers did.
Context_of_Work	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...now we have our standing medical orders on a app. So yeah, I think they're still used to look up medications, to find out about diseases that we're not very familiar with, or that we don't encounter a lot of.
Context_of_Work	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Well right now, what we have with our current data we have, if we get a patient more than once or more than twice, we're able to pull up, the technology is there right now where it'll search and say, "Hey, by the way, you have responded to this person in the past. Do you want to accept it or not?" Because then that gives us their history, their allergies, their

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								medications.
Context_of_Work	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...I can tell you that for large-scale events, from the command side of things, I would like to see or have some type of a [inaudible] saying, "Okay, you know what? These ambulances are coming from this direction and these ambulances are coming from this direction. Where can I place them so that they don't running into each other or direct them [crosstalk]?"
Context_of_Work	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: drones] I have read about how they're being used in active shooting incidents where they're going in before anyone else and giving them basically the lay of the land visually.
Context_of_Work	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	Well, in the field, which I'm [inaudible], but when you're in the field, you work as a paramedic on the ambulance. You're in charge of the ambulance. And you're also the captain of a fire company on that ambulance, so you're responsible for the maintenance, the upkeep, the ordering of supplies, that the ambulance is clean, kept in shape. So everything related to it, you're responsible for the physical ambulance and all the supplies itself, too. That's how you differ a little more than a standard paramedic.
Context_of_Work	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	[RE: EMS job description] Maybe challenging. The thing is, I don't work in the field doing that. So I took that rank, but then I work more with the computers that the reports are created on. So I couldn't say for sure for that job description. I've never actually worked in the field on that because I took that and I'm detailed back here and in charge of basically the computers and the software that do the reporting, the run reporting.
Context_of_Work	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	So our hardware is a Panasonic CF-19 Toughbook that we use to create the report. And then we partner with a software company known as SafetyPAD. And they create the software, and they modify it for the City of [City] in order for us to do the report. And then there's a function that is at the 911 Center, or the OEMC, and that's the main server, or the CAD component, that's maintained by Northrop Grumman. So we get a run. It'll push out to the fire house. It'll actually push out to the tablet itself.

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								We accept it, create a new report, and then based on your disposition which would be, "No patient found," "Refusal of care," or, "Transport," then there's a number of fields that are required for the medics to fill out before they can complete a report. There's also a component known as NEMSIS, which is the National EMS Information Systems. And we're required to collect data for them and to also send data to the state under NEMSIS. So there's quite a few components that are involved in data collection.
Context_of_Work	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	[RE: toughbooks for paramedics] They keep that and they do all the reports on there.
Context_of_Work	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	[RE: paramedics] They have another CF-30 Toughbook that is strictly for dispatch. So they do all their status on there. The run will come in on there. And then they'll press buttons like en route, on scene. This computer is dedicated just creating the run report though.
Context_of_Work	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	...I think as far as technology goes, we're at where we need to be right now. So yeah, not much else I can think of until they get more advanced with medicine itself. I think we do everything [that an] emergency room can do right now.
Context_of_Work	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	I respond to medical emergencies to our community, our public, in the city of [City].
Context_of_Work	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	In the morning, I come in. I check out my apparatus. I check out my equipment, everything that's entitled before we respond to that first medical run. I want to make sure that all my equipment is checked out, radios, my supplies, all my medical treatments that I'm going to be doing for my patients. I want to make sure that everything's ready to go... then we just wait until the first call that comes in. And then we do house chores in the firehouse. We do chores. We have cleaning. And it's a home away from home at the firehouse.
Context_of_Work	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	So my company, [Name], it's one of the busiest companies in downtown. So I already know in my mind that coming in, we're going to get a call in the first 10 minutes. So right away, I come in a little early, and I check my

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								equipment out. Me and my partner check out the equipment, our first-line stuff right away. And then if we don't get that first run, we'll continue on with the rest of the stuff. But we are literally central downtown [City] and we're a very busy company. So coming in, I got to make sure that I check my stuff out right away...
Context_of_Work	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	if we don't have a call, like I said, we'll do our daily routine. We'll do inventory of the apparatus or the ambulance. We do inventory. We have set schedules. Mondays, we do certain things to inventory. Tuesdays could be oxygen. We'll check out the oxygen, everything that pertains to oxygen, the tubing, the PSI of the oxygen. We make sure the tanks are in order, they're not broken or anything like that. So each day there's something to do. Sundays is our big days, our medication inventory. We go down, make sure that all the medications are not expired or anything is going to expire. So that's our biggest day is Sundays. But every day there's something to do to that ambulance.
Context_of_Work	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	So once we're completed with the run we'll let dispatch know we're done and we are available for the next run. If there's no runs available, then we'll just head back to the firehouse.
Context_of_Work	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Always two of us. We have a paramedic. His title is a fire paramedic who drives the ambulance and me as the paramedic in charge. So my role is to document everything that occurs in the shift even if it's not pertaining to a run. It pertains to inventory of the ambulance, anything that needs to be done to the ambulance, or work to be done, maintenance. Everything that goes on in the 24-hour period, I need to document that in a journal... At the firehouse in a journal... It's all by hand.
Context_of_Work	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	...We do get calls a lot even for people that are sleeping on the bench. People are concerned, which is fine. We don't have a problem going out and making sure that they're okay, the homeless people. We get a lot of calls for that downtown. We get a lot of calls for the homeless, especially in the wintertime, which is fine. I want to make sure they're warm, so it's okay with us.

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Context_of_Work	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: congestion] You get used to it. My partner came from the Southside of the fire department where there's not that much traffic to this. And he was like, "Oh my God. I can't believe how much lights and sirens." The biggest thing here is that they still don't pull to the right. They don't. They don't pull to the right. I'd say about seven or eight years ago, we did a campaign here. I think CFD did a campaign, pull it to the right. That was great. We had stickers. We had billboards. And I noticed that worked out great. And we haven't done that in a while. So lately, I've noticed that the community has failed on that because we could be stuck on traffic and everyone's pulling to the left. And we got to zigzag especially in downtown.
Context_of_Work	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: traffic noise] I know our community, especially [City] area, they hate that. And you know what? If it's two in the morning and we're coming into an area where people are sleeping, we're not going to be coming blazing with the siren.
Context_of_Work	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: listening to PD frequency] if I'm already hearing it on the PD side, I'm hearing it at PD-- someone's calling 911. I believe someone fell and they injured themselves. But I can't. But I have to wait until EMS dispatch tells us to go. Which is fine. Something critical like that and I'm hearing it, at least I'm ready. I'm always in a ready position, "Okay, hey, guys there's a fire. There might be a fire coming out. We'll be ready. We're going to go."
Context_of_Work	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Very important to communicate. When I'm in a high-rise, on the 30th floor of the [building] and I'm treating a patient and the patient doesn't want to go to the hospital, it's a refusal of EMS. Instead of coming all the way down and going on the telemetry radio-- we have a telemetry radio now that's hooked up to our hospital, the [hospital]. We have to call the doctor and get a refusal. So instead of coming all the way down, we have our handheld. So then we have to switch channels.
Context_of_Work	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: problem using dedicated hospital frequency] Not if you're trained and you do it a lot. If it's something new to a paramedic in charge who's becoming a new officer, it's going to be a headache for them for a little while. They have to learn it. They have to learn it, it is. I remember when I

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								first started, I was like, "Oh my God." Shuffling, "What channel is this? What channel is this?" It's a little headache but you got to work it, you got to learn it.
Context_of_Work	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	So, what I do, when I get dispatched a call on my MDT, I looked at the time, the location, the incident. I'll look at if it's male, female, conscious and breathing. I look at most important information and that information will be there. The alarm office will have remarks on there depending on the caller. They also put on there, which is great, I'm glad they do that, it's called the [local PD} hashtag number. I know how to retrieve that number through my MDT. Down at the bottom, you're able to type in to send information. I'll type in that [local PD] number out to the alarm office and somehow, some way, it comes back to me with what the first 911 call was. What the call is from the call taker...
Context_of_Work	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	...So, say if I'm calling 911, call taker comes on, "What is your emergency?" They're typing this in already. Me, as a paramedic, through the [local PD] number, I'm looking that information up. So I'll send that code number to the alarm office and that call taker information that they printed will come back to me on my MDT and it tells you everything that person on that 911 has stated. Not everybody knows how to do that.
Context_of_Work	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: preferred mode for getting detailed dispatch info] MDT's good. That's efficient enough for me. There's another way too. If we're at the firehouse, and we're waiting for the call, there's the alarm terminal, another computer, and it alerts us by a bell. And the computer system, a female voice will come on, "[company], we have a call, person down." It tells us the address, and that's pretty much about it. At the terminal, at the area where the computer is at, it's called the-- brain fart. It's a printed ticket. A paper copy comes out. It'll tell us the company, the time, basic information, the address. That's pretty much about it. And I always take that ticket with me.
Context_of_Work	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: dispatch printed ticket] I have it. So when we get to the scene of the address, I have that ticket with me because I don't have nothing else, besides my radio and that ticket. Because we could go to a high-rise, the

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								[high rise] on the sky level, and the security there's like, "Hey, what do you guys have?" I pull out my ticket, "This is what we have." "Oh, okay. I'll take you to that person." A lot of times, they don't know we're coming.
Context_of_Work	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: dispatch printed ticket] They haven't been notified. You have a thousand people in the [high rise]: visitors, tourists, people that live there. And there's security. And someone who actually is living in the [high rise] called for shortness of breath, and security may not know because they're dealing with the tourists and whatnot. So at least I have that printed ticket here. We're going to go to room 4502, they're complaining of shortness of breath. And that ticket tells us also how many stairs there is. It tells us exit points, entry points.
Context_of_Work	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	when it's summertime, it's so busy. Dispatch is trying to send ambulances and send them here, send them there, and we're telling them, "Okay, we're on the scene. We're leaving the scene." We have all these ambulances just telling dispatch. So with me, when we're leaving the hospital on our MDT on the ambulance, I'll hit returning to base on the MDT. And I'll look to see if it registered. So there's two icons. When I hit the button, it'll say, "Okay. [company]'s returning." I'm going to look at the other icon to see if dispatch acknowledged that. If they acknowledged that, then it will say return. If they don't acknowledge that, it won't say return. And I'll look. And I'll look to see. And I'll hit return on the button again. Return. It'll say return on my company, and if I see if it's not acknowledging by [dispatch], then I think the system may be down.
Context_of_Work	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	On our run reports, I always put in if [local PD]'s going to be there. I have to put that in manually. I always put that in my run reports in my computer. I manually type it in... That would be great, an autofill in for the PD, because sometimes PD's calling for us. Well, who's calling for us? [PD unit]. Well, how come it's not auto filled in here? I got to put that in there.
Context_of_Work	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	I'm pretty quick with my typing. I'm good. And after I double check everything, I think I could knock a good run report out with my computer in-- I could do it in three minutes. And I could do it in-- if it's a really bad

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								trauma, cardiac arrest, I could do it in 30 minutes, if that. If I want to make sure all my Ts are crossed, Is are dotted, I didn't miss anything, I make sure that all my EKGs attached to the report, within 30 minutes. But then, I mean, I've been doing this for a while. So you've still got those first-- they're going to need a whole hour to get to know the system, which is fine.
Context_of_Work	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	... So what I am responsible for is educating them and teaching them while they are in this academy. The paramedics come in as licensed paramedics so we teach them how to work on the [city] Fire Department and the rules and regulations and procedures. And a lot of times I find that because there's so many different backgrounds, where these paramedics are coming from and time and experience as paramedics, that I have to put them all at the same level and teach them all to come up together. I have some that have a lot of experience and some that have very little experience as paramedics. So it's my job to kind of get everybody on the same page. So it takes a lot of work.
Context_of_Work	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	On the Fire Department, the paramedics work 24-hour shifts. We're on for one full 24-hour shift then we're off for 72 hours. You work in an ambulance with one other person, another paramedic. And you do your runs. You administer emergency care in medical situations, trauma situations, hazardous materials, anything. Anything that requires our care as far as first aid, advanced life support, that's what we do for our whole shift.
Context_of_Work	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	We drive around. You return from the hospital, we say, "Ambulance [Name] is returning. We're leaving Mount Sinai Hospital." and then there was always another one waiting. So you just keep going. You're dispatched and communicating constantly from that vehicle for 24 hours.
Context_of_Work	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	.... I mean, you're eating your meals in that ambulance [laughter]. You're bringing life into the world one minute and then you're watching one leave the next minute. It's really something. So that ambulance is your zone for 24 hours so you make it as comfortable as possible.



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Context_of_Work	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	I think that people might say that as far as like the heart monitor, [LifePad?] 15, it's a lot. That device does an awful lot. Just the recording alone and what you do and send those runs over Bluetooth and do all kinds of stuff with that.
Context_of_Work	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	6:30 in the morning, yep. Checking out the ambulance, making sure all the equipment's there. Making sure the equipment's there for the duty day. Cleaning the rig, whatever.
Context_of_Work	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	After that, house chores in the firehouse, if we have any. And then just wait till the tones go off. If you're a busy house, it's not very long [laughter].
Context_of_Work	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	Well, the tones go off, it gives you destination of where you're going, and then it gives a brief-- like what the call is.
Context_of_Work	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	We do, yeah. A lot of high-rises, yep. A lot of high-rises. We do a lot of water stuff, just because we're right down by the lake and the river. So, a lot of firehouses don't experience that kind of stuff.
Context_of_Work	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	Yeah. That's me. I'm the FPM, so I'm the driver.
Context_of_Work	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Yeah. I have a daily routine wherever I'm at. I work at three different services so it depends on the service and the vehicle that I'm riding on but I do have a daily routine for everywhere so here for example I'll come in, put my stuff down, clock in, come out to the truck, check the truck off and I have a methodical way of checking the truck and once I'm done with that sort of everything else is dictated by whatever we're doing at the station or whoever calls. So I have a routine for my first part of my day to make sure that I get all the work done that I need to do but after that it's sort of up in the air.
Context_of_Work	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Call based. Here it's a little different because we don't have as much organized stuff to do during the day but we still clean the station, we still clean you know the bay out, we clean the trucks so there's always something to be done. Since I'm part time here I don't always know exactly what's going on when I get there in the morning.

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Context_of_Work	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Okay. Well the communication between people in the station is fine. I mean I've known these people whoever I'm working with here I've known them all for a while so we communicate fine. Communication on the radios is a little sparse. I mean you know really I mean this radio we carry it but it doesn't work once you get out of [Town] really so you have to be on the truck radio. You still may not get to anybody. When you get to the hospital you have to tell them you're at the hospital but our only hospitals our in another county so when you get there they don't reach so you have to know exactly where in the road to call dispatch and tell them you're at the hospital or they won't ever know. You got to call them on the cell phone so I mean you know it's just rural EMS and you just deal with it.
Context_of_Work	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	A lot of the time you'll have to call but still you'll run into places out here where cell phones if you don't have any service either. For example, the place we just went had no cell phone service so you know being able to know where you're going it was an unmarked dirt road off of another dirt road and if you didn't grow up here you know been here for 30 years or you didn't have GPS you wouldn't have found that so cell phones are important but you run out of reception. I mean as soon as we got down the dirt road reception went off.
Context_of_Work	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	So like I said I don't live in the county so it was harder for me to volunteer especially with the long hours that EMS works. I worked in [City] and here so back then I was working you know four or five shifts a week so you don't have time to volunteer. You know if you're gone for 24 hour periods you can't make calls, you can't make meetings and stuff like that.
Context_of_Work	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Typically I said I get here and check off the truck, I'll eat breakfast that's an important part of my day, we'll clean up anything in the station. Today, it's catching squirrels. We're working on catching squirrels out of the attic. It's a work in progress.
Context_of_Work	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	We found a trap, we're going to make it work, we had to get up there and investigate where they might be coming from. Anyway we do our area of

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								the day or you know if there's any other issues that need to be fixed, stockroom restocked or organized. If the shift before us ran a bad call and the ambulance is dirty need to clean that up, disinfect everything so you'll do that for about the first half of the day if you're not running any calls and then sit down eat lunch, relax a little bit and after that it's pretty much your own time, study, work on anything you need to work on and run the call when you get it.
Context_of_Work	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Twenty four hour shifts.
Context_of_Work	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Out here it's any number of things. We've had I mean I've had people walk up to the station, I've had people call the station say hey, I'm sick. Should I come down there or should you come here? We will get toned out by dispatch, they'll call us and say hey, the police are coming with a blood draw and that'll be a call technically so but they'll come to us so it can be any number of things but most of the time it's a dispatch.
Context_of_Work	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	So for the most part here you hear dispatch calling to see if you're okay. So you send somebody back to the truck to tell them you're okay. You can hear on your portable you know it's garbled but you can hear you just can't respond. So you'll tell them you know yeah we're okay then come back. The problem with that is you know service where you just have you and your partner now you're down one in the house there trying to work on somebody so often times if it's a real bad situation we just won't answer. I mean you know we just won't answer until we can get back to the truck because we're more interested in the patient's wellbeing than we are letting dispatch if they send us somebody else great we got somebody else you know. So that's typically what it's like.
Context_of_Work	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Yeah. You'll see us in the back of the truck taking names and demographic information down right then so that we can use that to show the hospital so that we can get them registered and get them cared for quicker. So we got to have it right there with us. The patient signed, the computer you know so we've got our whole record right there on that computer. Don't have to do three different things like we have to

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								do here right now.
Context_of_Work	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	<p>Sure I mean paper reports are the easiest you can get. I mean they were quick. I had paper reports down to a you know a 10 minute deal and it could be a complete report you know now I got to write my paper report but I can't write my narrative yet so I write my paper report with all my demographics then I go on to the computer and write my narrative then I have to go to a separate computer app to pull up my times to write on my report and then after that I got to take a copy of it and put it with whatever drugs I use, submit that, then I've got to put my we used to have to put that into a computer system then after that. So I mean which one do you want us to do so they went to the computer. That was good because it was all in one place. Everybody sign on it and just submit it and it's done. Now we're back to writing on the paper, typing the narrative, looking up the times and putting them on the sheet then you have to put them on the big sheet that goes in the computer. So yeah it gets in the way. I just wish somebody would decide whether we're going to go paper or computer. Computer does take longer because you have to wait for the thing to load, you got to wait for it to fax but it does a lot I can do a lot more fairly easily than before where somebody else would have to look at my report, fax it, put it in for billing and now I can with a push of a couple of buttons I can do all that so it saves that person other job basically. There's no need for them so it's like [county] they've got it now. They've been using the same computer program forever. It's simple, it's all in the computer. I don't do anything. It communicates with our computers on the trucks, tells us the times, it's easy. Just press one button everything syncs. It gets more interesting out here when you have to you don't have any computers on the trucks you just have you know it's just your normal driving. Also on the other side of that you got when your computer doesn't work. I mean your computer shuts down so you're so used to hitting route okay now I know how to get there you know well if you hit route in [County] we get in we hit responding we do everything off our Toughbook. You press responding, route, figure out where you're going, figure out what you're going for, read about it, go.</p>

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								Here you don't have any of that so everything is radio best but if that tablet in [County] goes down your radio traffic goes through the roof and you know it's hard then to figure out where you're going, what cross street you're going to, where it's at because you're so used to using it. So that's a detriment I guess.
Context_of_Work	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Sure I use apps on pediatric doses for medications. I'll use Google. I mean we're not too far gone from doctors that I mean when you tell us a whole list of things that are going wrong that could be anything in the world I mean I'll type them into Google and say well it could be this but I don't know you know so I'll look up something for the patient. I'll use it to get us there so yeah there's lots of things I use.
Context_of_Work	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	... Normally you know in a lot of these places the stuff is held together by what the guys do in the station. They're not going to pay for a new light bar because a tree fell and hit the light bar and broke it so now you're running with a broken light bar but if you fix it in the station nobody's going to say anything you know so you fix that stuff, you get it going.
Context_of_Work	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Most people would actually know me better as an ambulance driver because that's how the general public sees us. They pretty much call everybody an ambulance driver whether an EMT or paramedic. Paramedic means I respond on the ambulance in the county I'm serviced that I work for and able to go out and treat a patient pretty hospitably, take care of them and do what I can as far as medications and treatments and so I'm able to get them to the ER.
Context_of_Work	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Nothing is really routine but as close as you get is you know we show up, we start our day at eight but I usually come in about 20 or 30 minutes early, clock in, I'll go get on whichever med unit I'm using that day, kind of go over all of my supplies make sure everything is there that I'm going to need, oxygen, medications all of those things, get my bunk room set up because we do 24 hour shifts so I'm going to be here overnight, just kind of check the stations see if there's anything that needs to be done, talk to the crew that I'm relieving to see kind of what kind of night they had because sometimes them talking about their calls

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								is helpful and then we kind of wait it out and see what happens.
Context_of_Work	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	You know if we're busy we have calls if you mean radio communication. What we do is first thing in the morning at 8 a.m. our dispatch will send over a test tone and just basically tell us good morning, we respond back so we know the radios are working. They do that every morning and then when we get an actual call we'll get a loud tone there in our bunk area or throughout the station and then dispatch will give us information, dispatch information you're responding to 42 year old male for instance at such and such address, this is the problem. And then of course we let them know that we've heard them and either clarify information if we couldn't understand them, if the radio was static whatever and then we respond and then once we get on scene we radio back in, give them our mileage, let them know that we're there and they usually check on us every 5 to 10 minutes something like that which in this area we're very rural so there's large parts of the county where we don't get any radio reception so once we get to where we're going our communication with dispatch sometimes is null and void.
Context_of_Work	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	It's very rural and [County] I think is I want to say the third largest county in the [State] and I don't know exactly the details of the radio system here but you know if we're close by they work pretty good but there are far stretches to the ends of the county where we have absolutely no reception whatsoever and then you know dispatch will try to call us on our cell phones but most of these places you don't have cell phone reception either so sometimes you're just kind of stuck out there and when they can't get in touch with us if they have a deputy that's available they'll send a deputy in route to come out and check on us and make sure we're okay which most of the time we're fine it's just that we can't hear them.
Context_of_Work	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	It does pose an issue. As far as I know no one has been hurt because of lack of communication but there are definitely calls where you need to be in touch with dispatch. That's your really that's our lifeline. If we get on scene and we have a lot of psych calls so if we get on the scene and

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								there's a psych patient that is planning on hurting themselves, hurting us we're the first people a lot of times that have contact with them and if we can't if they don't know for instance they don't know it's a psych patient, if they do they try to send out the Sheriff's office but if they don't we get on scene and we realize oh, this is pretty bad and we need help if we can't communicate with them they have no way of knowing. And then in that 10 minute timeframe or whatever it is that they go by has to pass before they and they don't communicate with us before they say okay we need to have a deputy check on them and reality ten minutes could be way too late so for us to not have communication is really bad not for just our safety for our patient's safety. If we get on a scene and there's a cardiac arrest or something like that and we need backup if we need an extra set of hands someone my partner and I both need to be in the back of that truck with the patient we're going to need someone else to drive and we tend to back each other up when we have calls like that but if it doesn't dispatch out that way and you don't know until you get on scene and then you can't get out to your dispatcher you're kind of on your own.
Context_of_Work	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	We do. There are times when the radio is just really static so dispatch tries to keep a list of who is on the truck each particular day and has our cell phone numbers and sometimes they'll request that we call in because there's information they want to provide over the radio that they don't want the general public to hear especially in a rural area like this everybody listens to the scanner so they know what's going on before we do sometimes and there may be especially a lot of our elderly patients they may keep a key hidden somewhere for us to get access to the house. Those aren't things that they can say over the radio so we'll try to call them on our cell phone if we have service to do that.
Context_of_Work	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Here it's pretty laid back. We're all you know a close group and we just try to kind of get through the day and take care of anything that needs to be done here. We watch TV, pass the hours, read up for further training things like that.

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Context_of_Work	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	It kind of depends on the day and the situation. We all you know we have these radios and like for instance mine is on the EMS channel right now so as of right now I hear what comes across from dispatch to us and us only or the first responders because that's where they put it out for EMS first responders. If we have a fire for instance and we get dispatched to that fire unless I switch over to either their channel or I put it in scan mode I don't hear their traffic, they don't hear my traffic but you can't keep it on scan all the time because then you also hear SO's so every time they pull over a car we hear that information and if you have a patient you definitely don't want that going on. We can speak to if I need to speak to SO directly I can either go through dispatch or my MS channel or I can switch over to SO's channel and try to get in touch with them that way. I can do the same thing with fire.
Context_of_Work	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	I mean it's easy to do as far as you know you're basically just turning the knob and with this particular radio which they're all really old but it'll show you who you're talking to like this is [Name] and when you switch it it'll say fire or SO. It just depends again where you're at in the county because regardless of what channel you're on you may not hear. SO seems to pick up a little bit better than us.
Context_of_Work	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Honestly the only other thing that we use is once we get back we kind of do old school. We have paper patient care reports so we write all the patient's information and then when we get back we log into the computer here and actually type a narrative which is a storyline of what we did and what happened on that call. Printer, copier, fax that's about it.
Context_of_Work	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	We have a cardiac monitor in our truck. That's really where it ends as far as patient care goes and that some of them have the capability of sending if we do an EKG or 12 lead of their heart that we can send that directly to the hospital while we're in route.
Context_of_Work	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	I do. I have PD dose, safedose. There's a lot of pharmacology ones that it's just a quick reference sheet to go back because there's so many different medications and dosages and especially with pediatric patients you want to make sure that you're giving the right dose so you



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								can always grab that and look it up real quick. Of course I'm one of those people that I definitely use my calculator because I'd rather double check myself when it comes to math weight dose medications and things like that.
Context_of_Work	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	... It took 2 to 3 times as long to do your report which when you have a day where you only have 2 calls it's not that big of a deal because you have plenty of down time to get that report done but when you're running back to back calls and you're on a second call and you haven't even gotten to finish your first report it's very frustrating and they shut down a lot especially when these things depend on internet and we are so you get out here somewhere and then the information the things that you need won't load so then you just kind of got to wait until you head toward [town] and pick something up and go from there.
Context_of_Work	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	I definitely would prefer to have a system where we do our patient PCR's. Here especially there's times where we have a 40 minute transport and then you've got to drive from [Town] back where which is at least 20 to 25 minutes. In reality you could have your whole report done before you even get back to the station because your partner drives and whoever took care of the patient they're in the passenger seat so it would be nice to be able to have that plus you can keep track of we have a lot of patients that call us pretty frequently.
Context_of_Work	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	There are. You know us being human. Dispatch will misinterpret what a patient said and relay incorrect information to us. We may they may relay the right information but we don't hear it right whether it's because we've got the sirens going or we may not be paying attention whatever it may be so human error of course plays a big role picking up and then I think sometimes again that human error just not asking for enough information as well. So part of it is our own fault and what we do and don't do but the better radio system and I think that I think that in general dispatch people that work in EMS all of us as a group could be trained better as far as how to use the things that we do have like the radios.

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Context_of_Work	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	They do all the time especially older people. You know they sit there and sip tea and they listen and hear things going on and they're not the ones that you usually have to worry about showing up. It's the you know the middle aged or the younger people but especially if there's an accident. Everybody it's like a train wreck everybody wants to see what's going on and you know if they realized some of the things that you do see and the fact that those things can't be erased they wouldn't want to but it's sometimes hard for us to do our job when you've got so many people that show up. Like I said the family is one of the big things because this is a family member. They're upset, they're angry at the situation. They may not be angry at me but I'm the person they're going to take it out on because regardless of how fast I move or how efficiently I'm doing their job all they can see is that their family member is hurt and no matter what I do it's not going to be fast enough or good enough at that moment so those are the ones when psych patients and things like that those are the ones that it's scary not to have a working radio because if I need help I know I'm not going to get it because they don't know so I think if there was a way to take the general public out of being able to hear our traffic and us be able to communicate easily and efficiently with each other without all of the areas that we don't have coverage it would be much better.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	About the analogy, so it's analogous to sports in that in sports you have the main players - like a Tom Brady on the field who's the quarterback and he, for the most part, knows what to do, running backs, wide receivers - and then you have a coach on the side. So I'm the coach on the side. And so I've been a player and to carry the ball, run a route, throw a pass, but now my job role is to be the coach. And so the players on the field know what to do, and for the most part make very wise calls. And so when I get there, I'm more like safety, making sure they're making the right decisions, moving in the right direction. But what's a coach to do everyone once in awhile? He has to say, "Stop. We're not going to go for it this time. Get off the field. We're going to transition. Hey, do this, do that," as an overarching driver, if you will, although the players know what

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								to do. What else does a coach do? He makes sure his folks are trained. That they're taking the right reps. That the personality of the team, the chemistry of the team is going well. That it's healthy. If there's unhealth, then it's my job role to find out why and help assist that. And then, when I bring in new players to really interview and make sure that it's going to be the right culture, chemistry, confidence with the team. So that's my job role.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...So administratively, my job role is to staff every day, and so I have to make sure that the right number of bottoms are in seats. And so we do that at the beginning of our shift, contact all those folks, see what training is scheduled
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...So we have 13 disciplines that we're responsible for in special operations on top of fire and EMS, and so we do Swift Water, HazMat, rope, we're in caves. So I've got to make sure my team is touching all those enough that they're going to be confident to make wise judgment calls
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...So juggling that dynamic, helping out with culture and chemistry. When things go awry, I become a counselor and a psychologist all in one. Trying to discover how is the problem, is this a training issue, is this somebody whose parent who passed away? And so they're under a tremendous amount of stress and they just need some time, or this is really a caustic thing where I've had to separate people, put them in different stations
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	..So even right now, I have my ear on the city. And so, it's not necessarily all BCs do that. Because if you take this table and cut it into eight pieces, I have one eighth of it, but my team is a little different in that most of the teams are in their geographical piece of pie, so there's a battalion chief, a coach, with his team. But I have a piece in almost every part. So the whole city is my domain, because hazmat could happen anywhere.
Context_of_Work	FF	U	Supervising Field	46-55	21-30	Male	FF-U-001	Right. So I'm listening at all times because if I have a unit in South [City] go out of service or do something on a call and something were to

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			Responder					happen, I need to be able to call in resources from the rest of the city to go and help solve that
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Sure. So we get together and have the staff initially. We have to make sure there's a right number-- there's a minimum staffing for the city that we've deemed as a department that keeps the city in their best posture. And so the battalion chiefs all get together at 10:30. They look at how many people are on vacation, sick, or training, and we staff our battalions and we talk on the radio, basically an open-talk channel like a-- when you hit it, everybody else is listening to your conversation or what you're saying and we pick people from a list, as a group, to fill all the spots
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...When I talk to that person inside, I really need to know who it is, and if something were to go wrong, then I'd be able to ask much better questions. Because if Engine One is in trouble, and I don't recognize that Engine One was the first engine on the attack line and something goes wrong with Engine One I might-- but it just helps me-- well if they're on the attack line, then I know they're probably closest to the fire. That means they're in the most danger and if something were to happen, then I could direct other crews, "Hey, we're missing Engine One personnel, follow the hose line." So I have to keep track of who's doing what.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Sure. So when we show up to let's say a typical house fire, we have thermal-- you read the building and determine many things at once, and we call them "size-up factors". Time of day. Are cars parked? Do you see children's toys? Then is there any smoke showing? Is there any fire showing? We hope to do a 360 and see all sides. We hope to use the thermal imaging camera to help us determine, "Hey, there's nothing on the front. Oh, I have--" because we label it A. We're very progressive with-- well, no. We keep it simple.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	And also, technology-wise, dispatch, we have a certain number of dispatchers. You can always overwhelm any system. There is no such thing as a bulletproof system. And so we have a certain staffing level. And when we have a fire, we also put a dispatcher on it, meaning they're

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								listening to that channel with the people inside. And they are dedicated to listening to what's going on.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...Because when I go to a fire scene I get a really good rep in, right? It's experience for me, we solve a problem. Well, the other seven BCs didn't necessarily get to go. So how do I share that to help them get better? It's true that if they get a rep it may not be the best rep, but it's as close to getting a rep as you can get. So we can watch the movie, stop it, have them give a size-up, talk about what happened, what could you do better?
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...So from there, we've gone back and retrained and said how imperative it is to declare what you're doing, what your role is, and making sure those incident commanders-- if that isn't happening, that we stop and basically reset... Even on it's own, fires eventually go out. That's a [laughter] bad day for us. We want to stop it as quick as possible. Well, it's going going a certain speed and so our job is to get there on scene, hopefully be able to predict where it's headed, get ahead of it to stop it. [crosstalk] There are those times when it's so far ahead that it's just more chaotic, because of the way that people position themselves early.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...Somebody says, "Die, die, die," and they got white powder on them and then we get there and we isolate them and then we sit in a group to take samples, find out if it's a protein, run a biosa see if it's anthrax, etc. etc., put it on another machine. Those all help me learn and discover-- I don't know definitively but, "Look, it's 99% talcum powder."
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	So, I am in charge of a specialized heavy-rescue company that does a myriad of different things including fire suppression. Special operations disciplines to include rope, water, big rig entrapments, hazardous materials. All that kind of stuff. So, I am in charge of a firehouse of eight people. Two companies that are responsible for staying current in training in those disciplines, and then responding to emergencies in the city and the county.
Context_of_Work	FF	U	Field	46-55	21-30	Male	FF-U-002	Our biggest thing is, there's the face-to-face piece. And on an emergency

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			Responder					scene, we have to get to safe areas. And then, we have to basically take what we call roll call and make sure-- you know, if my radio's failed, everybody's has failed. Let's make sure we have everybody. And then we regroup, and then we start over.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Doesn't change anything [scenario – building is near a major college]. That adds an extra component that has to be handled to determine do we need to evacuate or protect those where that smoke is going. As the first tactical officer on-scene, that doesn't change anything that I do other than emphasize I need to put the fire out.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Okay. And so, that means all those buildings protection systems don't work. So now it's all up to us, and the fire is way high up, and so that's going to take a lot of extra time and resources to get water to that fire. That's going to complicate things even further. So again, I need people now to swap-- people are going to get tired-- so I need more people to help, to be able to swap out, and I have to have special equipment in place, to be able to get water to those upper floors because--
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	I would describe the job to anyone that we're trained to be there on your worst day. So we try and make people's day better, whatever that is. We do everything from change thermostat settings, to people who can't get out of bed, to fighting a high-rise fire. So it's a very unique job in that regard. But we always have to think about the end user and that's the people that we take care of.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	I rode the back seat before and now I'll be driving. And I can ride up and be in charge also, of the engine. But I'll be driving all the time. But the backstep, we think about test level and then as you move up to the front seat you have to start thinking about the whole picture of how they-- the whole event. You know what I mean? Instead of just pulling hose, I'm calling for that tactic to happen and using the radio a lot more.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	They might be working on that but it's our worst, it's a call that we need the radios. We have crews that operate all over the building. If there's a building on the eighth floor we're going to have four crews operating,

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								just say, on the eighth floor, We're going to have another three crews working on the floors above and another three or four crews working the floors below, and then we're going to have a crew outside set up the FDCs, we're going to have a crew in the lobby working the elevator, we're going to have a crew at the fire pump. And they all need to communicate to the command post and it's usually a nightmare.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	And on every size up, when I get off the truck, I ride it back still. When I do the truck I do a 360 around the house. And that's one of the things I'm looking for is a wheelchair ramp, is anything that indicates to me. Because if there's a wheelchair ramp, no matter what in this study says, you can go to the back, you can do whatever, you know what I'm talking about?
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	It doesn't matter. If there's a wheelchair ramp, I'm going there, because we're creatures of-- they're not going to roll to the back door and then plop out of their seat, and roll out of a-- right, there's no ramp there, they know that. They're going to the front door. So that's a key indicator for us, we always search that before we'll search the apartment adjacent on the other side.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	So if in that case, it doesn't mean we're not going in. It just means we got to check the environment, so we would shoot water into the ceiling, and if water comes down, it's cool enough to push further in. If you pop water to the ceiling and it vaporizes because it's so hot up in the upper atmosphere, then you can't keep pushing forward. So what we would do at that point, is we would open up the nozzle, and cool it down until we start hearing water drop. And then we'd push forward and forward.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	We're going to wait until we overcome the heat, and get that water to start dropping. But that's our barometer when we go into a fire is we'll shoot, any time we go in the front door we'll give it a quick shot to listen. And it's especially important in a commercial structure where you have all that plenum space. That air up there has nowhere to vent and so we cut a whole in the roof, so it's eight foot of huge area, that a lot of times the heat will be up there and it won't feel bad when you walk in, but you

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								got a ton of heat above you. So we check our environment, that's what we do.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	Yeah. If I got reports from dispatch that there was smoke showing multiple calls, I would make sure that they fill the box out and I get all the people. And at a place like that, if it's a good working fire, I'll call for a second alarm right away so that we get a crew just for evacuation. We get a crew just for roof ventilation. We've just got to get enough people there to mitigate the scene.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	My whole thing is, if I've got a problem and I need more people, I'm going to call for it, and if I don't need all of them, I'll turn them around, They can go back home, but if we don't have enough people we're not going to be effective. It's especially important here because, like today, it's 105, 110. You go through a couple of bottles at work and you're beat.
Context_of_Work	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	...So as my boss was saying earlier, I'm kind of in charge of portable radios, mobile radios, pagers, and our paging system software. I'm not so much involved on the technical side of programming devices, more so I'm kind of a liaison between our fire department and the guys at our wireless shop who do the actual programming...When people have issues with their radios, I'm the person that-- well, our whole group gets the email, what we call a com search request, but I'm kind of the guy who's in charge of making sure it gets taken care of and usually this involves sending them a spare radio and taking the broken one to the radio techs at the wireless shop
Context_of_Work	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	Mm-mm. Almost everybody in our dispatch center, dispatchers, people in the hallway - that's what we call the guys, the staff job Monday through Thursday, [inaudible] Friday - we're all commissioned firemen except for one. They used to have some civilian dispatchers but now it's all firemen-- firefighters [laughter]. [inaudible] Firefighters.
Context_of_Work	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	call taker. Now, since we have fire, EMS, police, if it's some kind of an incident that there's a medical problem going on, we're sending the fire truck, but they're also sending the police because someone got shot,



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								then you're going to have three call takers. One from each agency will be listening in. There will usually be one, I think, just talking but everyone's sitting there getting information. If I'm the police call taker and I need to get something, I'll but in just like, "I'm sorry, ma'am. Is there any weapons?" They would ask about it.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	Specialty is, we're working downtown. I guess our specialty here at the station would be high-rise, downtown high-rise, and urban firefighting.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	I would describe it as a public service organization that is all hazards and response. We do not just everything but-- or not just fires but we do everything from car wrecks to hurt toes and toothaches, to fires, to vehicle rescues, to wilderness searches, all kinds of stuff. Basically, if there's a problem, they send the fire department out and we fix it.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	It's real time. It's very nice, a very nice feature. And so if there was extra information coming over that was only coming to me, then I'd be responsible for that in disseminating that to everybody else. So if it's said over the radio, everybody kind of hears it, and it's one less little thing I have to do--
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	Once we get there I do want to know from dispatch-- dispatch does a really good job a lot of times of asking when they're talking to the callers, "Is everybody out?" Or the neighbor says, "Yeah, I think they're on vacation but I don't know. Their cars are in the driveway." Dispatch does a good job of telling us what the caller says about occupants in the house. If I don't know anything, that's part of my job when we first get there. I look at the fire but I also look at bystanders because sometimes they can say, "Someone's in that room right there." Or they say, "No, everybody's out but I have a cat somewhere. If you can find my cat that'd be great."
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	They should. They should. And the only thing that changes that is if there's something way out of the ordinary. Let's say we have 15 people hanging off a balcony when we get there. We may divert some of the first crews to solely rescue and not fire attack. But if it's just a normal

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								fire, not that there really is one, but if it's your standard fire with no huge crazy things going on, everybody should be okay doing their pre-assignments.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	That's all right. Hey, it could happen. It could happen. Something big like that where we may have big exposure problems, I'm going to call for more help right away. I'm going to call for second alarm if one's not already en route. If we have one high-rise building on fire and another high-rise building or large occupancy hazard about to catch on fire, it may take a third alarm. When you have a lot of people you may say, "Hey, you guys, all you four trucks go deal with this building right here." It may get to the point where if we had two buildings, command may decide to split it and ask dispatch for more channels to kind of put them over there so they can talk about their stuff. We can talk about our stuff. That usually doesn't happen until the instant it kind of grows beyond the first unit's control.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	No. What we do for the way our high-rises are structured, we go to the fire control room. In the fire control room, they are required to have five different key rings that are all identical. So the first engine there grabs a key ring. It should have an elevator key on there. Some places have building master keys. Some don't. You may get a key ring with 12 keys on it. You may get a key ring with two. But all of those keys are supposed to provide us access with anything we go upstairs to. We always secure the elevators because we may or may not use them but we definitely don't want people using them. So we will recall all the elevators. We'll look in the elevator shaft and see if there's any smoke or fire. Elevators are a godsend. If you can take them up to the 12th floor and not have to walk [laughter]--
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	--not have to walk up there. But we have to make sure they're under our control. Those are two of the first end company's big responsibilities. So yeah, we all report there, grab our keys and go up. There's been times where the first engine company gets excited and they grab all the keys and they go up. And then nobody has any keys, so.

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Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	Most of the time, it's just found by response. And we do lots of alarm activations so that gives us a good chance to walk around and find these areas. But the way our station works it is, for alarm activations, we split up in teams of two and one person's on the primary channel, and one person's always on direct. Because from experience, that's how we are able to communicate with each other. So that's kind of a standing rule we have on our shift.
Context_of_Work	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	For one, it's the best job in the world. We get to have fun all day long. One of the biggest things about it is we actually do get to help people on a daily and sometimes even an hourly basis. Of course, everybody, you see a big red truck going down the street and kids will wave and we wave back at them. I mean, it's hugely a public service job. And--
Context_of_Work	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	Well, let's see. Last shift I think we ran five or six calls on the ladder. I'm normally assigned to the engine where we run a little bit more, but we did have a vehicle rescue where, like I said, we put the radios in our coat pocket. So we have all of our protective gear on and what not. But as far as listening to traffic, usually, if it's a medical call it's-- usually we're just talking to each other. There's no communication with dispatch. For example, at vehicle extrication, there's a lot of other units there with us. Also there's the incident command. I mean, for me, being at the level that I'm at, usually, I just go straight to my officer and we kind of already have a game plan of what we're going to be doing as soon as we get there so we're not talking back and forth on a radio saying, "Hey, I need you to do this. I need you to do that." We just have our little meeting on the drive over there and it's like, "All right. This is what I want," or the officer will say, "This is what I want." We've got the game plan. We'll still be listening to the radio for updates, things like that, but--
Context_of_Work	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	Yes. This is coming in over the radio. When we do get assigned to an emergency like that, dispatch will also be monitoring, and then all of that gets transcribed for our reports or whatever they do up in the upper management. But yeah. So that's how everybody else is getting their info. Dispatch will hear it. They'll start typing everything in into our call

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								text. So if somebody didn't have their headset on or something, it'll actually populate on the MDC, and then that info can be relayed. But usually, we're pretty quick about getting the headsets on. So by the time the first-in unit gets there we're listening to what they have to say and what they're seeing.
Context_of_Work	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	So the one that kind of came to mind was we had to backboard a patient. So we needed to do a C-collar-- there's these little deals called [head beds?], things like that. Well, the probationary firefighter was having an issue with the C-collar and trying to get it set up. There's a couple of little things you have to do before it actually goes onto the patient. So I was like, "Hey, that's kind of backwards. So let's try it this way." And he kind of sat there for a second, just kind of, "Oh, man. I don't know how to make this thing work now, and we're all ready to get this patient moved, but we need to get the collar on there. It's--" "Hey, do this real quick, and it's going to pop down and do this, whatever." He was like, "Oh, cool. Okay." And then we got it on there, no problem.
Context_of_Work	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	Usually, through the department policies, they want you to check your email and everything right after shift change. So shift change out here is at noon. So, usually, what most of us will do, we'll get here, we'll relieve somebody, check out the rig real quick, then we run upstairs. We have to actually log all of our air packs on the website. So you're already on the computer doing your logs. So might as well click over and check out your email real quick and see-- we get our orders via email. So that gives you a heads-up on what's planned for the shift or if we even have anything planned for the shift, who's traveling, who's working overtime, that kind of thing.
Context_of_Work	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	Oh, so the orders, the battalion chief sets the board up. Battalion chiefs actually come in at 10:30 in the morning. So they set up the board and everything for, "Okay. These people and so and so are on vacation. Well, I need to fill those spots with overtimers." So they're going to come in and say, "Okay. Well, battalion one, which is station one, two, three, four, sevens--," yes, and sevens. So they have those, whatever that was, five

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								stations. So they'll look and say, "Okay. Well, this many people are off. We're going to bring in overtimers to fill those spots." Each battalion chief will do it a little differently, but-- so they'll say, "Station one, okay, there's going to be--" today for example, I think we have three overtimers here. And it's going to have all those guys listed and then station two, maybe they're even. Everybody showed up to work today. And they'll do nothing. Then down at the bottom usually if there's something on the calendar, fire inspections, or station visits, any kind of compliment training, things like that will all be listed there. And we have a big, giant, whiteboard upstairs where it's all divided by shift, and we just kind put all of our notes up there.
Context_of_Work	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	Correct. So me, being kind of the low guy on the totem pole, I'm usually here pretty early. As soon as the orders get up, I'll go up, make the board. So that would include who's riding where on each rig. We have three different rigs here. So, for the most part, it's pretty straightforward but when we start having a lot of vacations, especially over the summer, it's kind of a game of, "All right. I don't think anybody's going to yell at me if it's set up this way," and then right below it we'll add the notes on what's going on throughout the shift, whether training, or what have you.
Context_of_Work	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	Okay. First on-scene unit, I would like to-- so we already determined that it is a stove-top fire based on the caller. So what we'd want to know is to make sure that everybody had evacuated that apartment or if they did anything to try to mitigate the fire. It sounds like with smoke coming from the eaves that they didn't try to put out whatever it was. It was actually burning pretty good. We would want to know whether or not the building is sprinklered. So it's 5:30 in the afternoon. So, more than likely, the apartments are going to be-- people are going to be coming home if they aren't already home. So we're definitely going to have to be considering evacuation. Let's see. That's actually more truck-related work but on the engine we'd be-- like I said sprinklers. We'd want to know if it sprinklered, if there's standpipes, what we're going to use as a water source, what kind of hose based on the amount of smoke, or flames, or

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								whatever is there. We're also going to be looking for any kind of extension if it is up on the eaves. I don't think it-- did it say how many stories the building actually is? It just said it was on the fourth?
Context_of_Work	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	Oh, yes. So back onto that track, so we extinguish the fire. Like I said, check for any extension anywhere. So we're going to be doing a lot of overhaul, trying to salvage as much as possible. And then once we're happy that everything is definitely put out, I don't think in this situation an investigator would be brought out. So, more than likely, once the fire is out, the scene is contained, then we'd clean up a little bit, and that'd be it for us.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	All right, so we show up every-- show up at work, we check out our equipment. Respond to calls for help, mostly medical calls, occasional fires, but any kind of hazard or any kind of response that we can go to help somebody is what we do.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	Very often when we respond with police in general. We're pretty much when we respond to a medical incident with EMS, which is the third system in [City], but we operate on the same radio channel so if we have to stage for law enforcement to secure the scene, or we're on a scene where law enforcement is involved in the actual scene, it's very difficult to get information from them. We can scan their channels but we don't really have a good process. And maybe it's not so much the communications. It's almost just is getting it solved to communicate better with law enforcement. But we had a fire recently where someone had a gun inside of the house on fire, and so we all had to back out. And then we weren't really sure what police was [doing?], but we can kind of hear their communications, but they don't use plain English, they use 10 codes that we really can't make sense out of. But just if there was a way for us to communicate with police more easily.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	Yeah. We're all wearing headsets, and so a lot of times-- I hop in the apparatus and I don't get dressed in my stuff as I'm driving or before we leave. And everybody else is getting dressed, so I'm having the headset on and then they're getting dressed in the truck bay. They all hop on and

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								so everything that's been being dispatched or information that's come in I relay to them just because I'm the guy that has the opportunity to sit up there and listen to stuff. And a lot of times, during the route they're putting hoods on, putting stuff on their gear so they go off-air. So, yeah, I guess the driver pretty much, at least during the response part of the call, is who needs to be listening for information. Just because I don't have a whole lot to do other than drive and listen.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	Okay. So I'm driving there, and so the dispatch tells us information, we get time of day fire reported. So information we'll need as we're responding: is everybody evacuating, are there any hazards in the building, stuff like that. And that's normally through dispatch that we get enroute. And let's say we're the first unit to arrive on scene--engine company. We have reports of exposures and I don't know if there's any kind of active endangerment of those exposures right now. So we'd get there and let's say we're going out as the first unit on scene. And it's on the fifth floor?
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	Okay. So we have a certain-- if we get there with that amount of resources then we call for a high-rise alarm in [City] which is just a ton more folks come in. And so if dispatch didn't have it, and sometimes they don't, most of the times they do. They don't have the building listed as a high-rise, then they'll have just a regular fire alarm compliment, and then so if it is a high rise we'll just make it a high-rise alarm and send a whole bunch more people at it. And so we get there and we'll give an exterior report, technology-wise. So just what we see from the outside. Let's say we can't see smoke coming from the fifth floor. You may have already said that. The first sent people did say that. So that would actually be an impetus for even more people to come, just a greater alarm than that high-rise initial compliment.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	--it decides, down there, everything that I could imagine that-- as far as phones, notification devices, and then just exhaust fans, stairwell preservation fans, seems like every time I walk into a new high-rise, there's something even cooler, fire-protection-wise, inside of the-- but

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								that's pretty much everything we need is right there. We do a size up from the fire control room. We get all our necessary equipment as far as building access stuff, elevator control stuff like that. And then we go to the stairwell. We'd had to designate a stairwell and that's-- we had a fire recently, that was below grade at a high-rise but it turned out just to be just a parking garage. And it wasn't a fire, just somebody burning their tires up, peeling out down-- yeah, I don't know, but it smoked up the entire place.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	Okay. The big thing you're going to do is call for more resources, and you may having to think about folks that are downstairs, and just if it's going to endanger any other exposures or collapse hazards type of deal. But the big thing we're going to do when we get there is if we need more resources, call for additional alarms. We have a ton of folks, even on a third alarm a greater alarm high-rise fire, I mean it's in the neighborhood of probably 80 people, they're showing up to it, so we just get more resources and more people to come with more equipment to put it out. But technology-wise, I guess the building doesn't have all the alarm system and notifying the occupants to get out of it, but just like that social media stuff, that often somebody does, I guess, maybe notify dispatch to notify the occupants to what's going on. And then also communications with law enforcement and just getting them to block off streets so we can get in there. A lot of times, too, we'll get there-- and this is part of our not communicating well with law enforcement-- they'll park to block people out, but then they'll have a fire apparatus needing to get down there and you don't know who's car it is or where they are, so just trying to get people there. But this communicating better with law enforcement thing is our big issue and it's probably just more of a policy issue than it is a technology issue.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	You're going to just need communication from on-syncers to not get adequate flow and there's a unit that's assigned to supplement the flow and a lot of times on our-- so it just kind of looks like I thought there'd a sign at the fire department connection that says, "Pump this pressure."



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								But if they don't have that sign, then on our MDCs it says, "Pump this pressure." And it may not even say it on the MDC it hadn't been updated. So you have to go down to the pump room, and then get the pump, and kind of calculate the incoming pressure and the turn pressure that's labeled on the pump. So then you have to kind of just add those up and that's going to give our pressure. So then if all else fails, there's kind of the height of the building and start off in the minimum pressure. And if you have your minimum pressure, like your 150 PSI, plus however many for however many floors it is, then you still aren't getting adequate pressure, then you have to have a way to communicating it, probably just done with our portable radios down below, "Hey, we don't have enough pressure." From the guy at standpipe who will have a valve right there-- or, I'm sorry, a gauge right there, to see how much is flowing. Just the communicating, it's just with our portable radios.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	Yeah, so that's probably the big one. There's going to be tons of radio traffic, and I'm sure someone is going to hit that button and say, "Emergency traffic. Building collapse." Whatever needs to happen. "Evacuate everybody." If there's a way to, communication-wise, if there's a way just to confirm that that message has been received by everybody-- that would be a cool button to have, just like if there's an emergency event, and everybody has their just like, "Okay. We got it. This crew has it." But just the fact that-- and it's all kind of sector'd, and so they have like, this division's supervisor is going to account for all his crews, but a lot of times when we're there at an incident, and there's something that the division supervisor-- we had a guy with a gun not long ago, and so, "Check in with me, Fire Engine One", and then we checked in, and then we were kind of waiting, so if we just had a way to communicate directly, so it was like, "All right, we got it. We're all coming out." And the guy at the command vehicle can see that it's all been taken care of, just on a screen or something, it would be cool, yeah.
Context_of_Work	FF	R	Supervising Field	46-55	21-30	Male	FF-R-008	I'm the [Job title]. So we're responsible for all operations, administration, purchasing, technology, implementation. Basically everything to do with

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			Responder					the fire department.
Context_of_Work	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	Okay. That's a good question. The [Job title]'s job is to maintain the tempo of the organization and to move it with-- and consistent with the mission, values, set forth by the organization. Develop policies, provide training, look at what our performance measures are. Are we meeting those performance measures? Adopting a strategy to modify our performance or our actions to meet those performance measures. And then obviously, from a strategic point, then reassess whether or not those performance measures really are meaningful in actually achieving a goal that's worth investing in.
Context_of_Work	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	And then of course, oversight for human capital issues, leadership, discipline, hiring, firing, and all that. Policy development is one.
Context_of_Work	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	So there is-- break this up into the type of incidents. So from a wildland incident or a flooding incident, then what we are going to be looking at as mapping data that is accurate typically for us that's driven by the appraisal districts. So they'll put a layer in our MDC for where these buildings are. Have that in a more usable format would have been nice. The topography: potential flood areas, known flood areas, historical data on the types of hazard that might impact a particular area historically. Especially flood lines, right? It would nice to know that, "Hey, if I get four inches of rain in a 30-minute period, what is that going to look like?"
Context_of_Work	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	So I'm a [Job title]. And then I work on the squad, which is our ambulance. So I'll be the-- it's kind of like a [Job title] position for that squad. We switch off every month, so it depends on which month you're working for what your priority is going to be and your duties. So this month, I'm [Job title]. So I mean, we do everything. Traffic injuries, fires, EMS calls. Anything. We'll go help out people cut down a tree if they need help cutting down a tree or cleaning up their lawn. I don't know if you heard about the floods we had.
Context_of_Work	FF	R	Field	26-35	6-10	Male	FF-R-009	So every day for three hours a day, we go pick up trash in this ditch to

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			Responder					help out this pretty rough neighborhood. They got hit real hard, so we just go pick up trash. So we're here for the citizens, so anything they need--
Context_of_Work	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	If I had to describe the job, I would say it's a family-oriented department that we work for, a real tight-knit group. Pretty much, we're going to go help anybody that needs help, whether it's medical, fire, anything like that. If they need something, just call the fire department, we'll come on help them. I'd say that we're at their disposal for them. So if it was really coming down to, "What do we do?" just be anything for the citizens we work for, pretty much.
Context_of_Work	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	Not with firefighters. I mean, I may text the other stations because our station [Name] is our medical station. So I may text them a list of medical supplies and say, "Hey, this is what we need." And we'll go pick it up. Stuff like that but I mean, that's just kind of if you need it. You'll ask them but it's not super related to the fire department.
Context_of_Work	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	Yeah. For this department, I think what's changed the most is probably the way that our chief is starting to track everything. So he's tracking all the maintenance of the trucks, he's tracking hours that we train, so he'll be able to put that in like a chart or graph, compare it to next year, and see are we getting worse or better at this. So let me give you an example. So forcing doors. We have to force doors. You can force one door in like 30 seconds. He wants to know if we train two hours on this, can you still force a door in 30 seconds? And a year later, if you don't train, do you lose that skill? Do you still have that skill? So we don't have to worry about training on that one 50 hours over the year. We can train on something else like swift water or something that does deteriorate with time like knots. Ropes and knots, it just doesn't click with me.
Context_of_Work	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	Yeah. So I can tie them all, and I can put them to work and use, but if I don't train on knots at least an hour every two weeks, I'll forget one or two things. And you never know when you're going to need it. So I think that's been the biggest thing that's changed is just the way he's been tracking everybody with daily goals and stuff like that. He's also starting

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								to track motivation for the workers' performance and satisfaction with their job, so he's going to track all that and let us know. Probably, I think, every three months or so he'll give us a breakdown and see where we stand with everybody else in the department. Not like you're better than them, but just to know what your peers think of you, I guess. If you need to work harder on something. I think that's probably how the technology has changed the most. It's just on the day-to-day tracking system, pretty much.
Context_of_Work	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	So you're already there. So this usually happens-- we have like four rodeos out here. And they're like Hispanic rodeos, where they just bareback ride bulls and just outrageous stuff. They're all on horses. It's like this old country store, people get shot and stabbed, and just crazy things happen over there. So you always know, "Today's Saturday, they'll probably go there. Just because it's a Saturday." So for instance we went there. It's probably three weeks ago I was on the squad and [Event].
Context_of_Work	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	This is just going to be-- right we do truck checks, so we'll check off the whole quint, ladders, lights, sirens, make sure everything's working. All the tools working. And whatever's not working, you can put it in the system if it's-- and actually needs to be repaired, or you can just tell the next shift face to face, "This is that we did." You can say, "Spreaders and cutters are kind of sticking," or something. "Don't use them." But right now he's-- I think it's in July, he said [put us?] an iPad where we can put in these are the tire pressures, oils, every day. Check all of it. And then your tire pressure's supposed to be at 50 and you put it in 45, it's say, "Hey, this is low." And then you keep track of that. And it'll keep track of your oil changes. Every time we do any maintenance on the quint whether it's greasing the ladder or oiling the ladder, stuff like that.
Context_of_Work	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	So normally you have to send it out. Especially for the quint. I don't know if it's a warranty issue or not. But for the quint we'll send it out. We can do our own oil changes, but we usually just take it to another place. I don't know if we have a good deal or if we have to per department policy. Things like changing the lights or stuff we'll do that. Or if it's

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								something with the pump that we know how to fix, we'll do that. We have guys that go to school, like certain guys went to school for the rescue tools--
Context_of_Work	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	So anything like that, two acres, we could put out with our brush truck pretty quick, especially in the morning like that. Our brush truck could put out two acres within, I don't know, 5 or 10 minutes.
Context_of_Work	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	So on our squad's lieutenant doesn't have it but the firefighter, he takes all the vitals. He does all the hands-on stuff because we're sitting there. We're taking reports up. But he has a camera. It's on his radio belt. So you can double click it and it will record everything, whether it's audio, visual, stuff like that, and sends it to our chief. So he can get that back. I don't know what the range is, but I know if I was wearing it right now he could watch from the other room what our discussion was.
Context_of_Work	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	This is one of the things he's testing. Kind of like how he tests things like that. But yeah, I think he wants to get one at every station, and the firefighter would wear it because he's the one doing the BPs and stuff. But if you think about it, it may be better for the lieutenant to have it because he's not moving as much. You just got to make sure-- because usually the first thing we'll do on scene, if it's not a serious sick call, we'll open up our computer, get all the patient information. So it's just going to be recording the computer. So if there's any way to have it located somewhere where we can record the actual patient, patient care that's being given, that would be good. And it gives us a way to monitor our rookie firefighters too. If they're doing something we think is wrong or they could do better, that's a good thing to look at just to improve them.
Context_of_Work	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...So the citizens call us when they're having a bad day. Something's gone wrong in their life and they need somebody to come in and help make it right. So when we show up, sometimes it's a very straightforward situation with minimal risk, an EMS call where we just have a patient, that we don't have much in the way of outside concerns to deal with other than just providing treatment to the patient in question...So the citizens call us when they're having a bad day.

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								Something's gone wrong in their life and they need somebody to come in and help make it right. So when we show up, sometimes it's a very straightforward situation with minimal risk, an EMS call where we just have a patient, that we don't have much in the way of outside concerns to deal with other than just providing treatment to the patient in question.
Context_of_Work	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	... But whenever we deploy the task forces, we do deploy our own internal management team, which is called an IST, an incident support team, which basically mirrors the incident command structure of the receiving jurisdiction. And normally, what happens is we've got our people paired up with the receiving organization. And actually, as the program evolved is we actually pair up starting at the FEMA Regional Operation Center. So the USAR program will have a liaison in the ROC, the Regional Operation Center.
Context_of_Work	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...And this actually goes for the whole [City] region because within the [City] region, we have the Council of Governments which is sort of a-- it's a membership organization but almost all of the municipalities within the [City] region are members of the organization. And we coordinate amongst ourselves through COG. And in specific, there's a public safety communications committee within COG, and then under that, there's a fire committee and a police committee. And the fire guys organize the fire stuff. The police guys organize the police stuff. But then we also meet together to make sure that fire and police are organized--
Context_of_Work	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...So if [County] was having a catastrophic kind of day and we need to send [County] units down to [County], we would go operate on 5 Charlie or whatever they told us to operate on, and we could operate-- one, every unit in [County] would know how to get to that channel, with no confusion, because it's a very simple pattern that everybody can understand. And we would be operating directly on their radio system just as we were a native [County] radio user. So that plan has been implemented throughout the COG region and works very well and helps to coordinate our communications within the fire rescue community.

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Context_of_Work	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	So we had a warehouse loaded with 8,000 radios sitting in a warehouse in [City]. So the [County] rep said, "Hey, I know where there's a whole bunch of radios sitting in a warehouse. Let me talk to [County]." The [County] rep came to us and said, "Hey, [City]'s wanting 1,000 radios. You've got 1,000 radios. Do you mind if we take them?" And [County] said, "Sure. Take them. We don't care." As it turned out, our warehouse provided not only radios to [County], but also to [City]. And they ended up pulling a couple thousand radios out of our warehouse and sent them to both incidents.
Context_of_Work	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	.. ..So for about a week, the sniper tip line was at the conference table right in front of me and my fax machine was the fax machine for the tip line. And I was going through reams of paper and ink cartridges like crazy [laughter] as people from all over the country are faxing everything in to my fax machine.
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	... There are times when I go mutual aid to [County], and there are times when I go to mutual aid to [City]. But those are the only two places that I go. And that is about it. I mean, I don't know how many citizens we carry. I know that it is a lot of space and a lot of time. And if I am on one area of my battalion and the response of the call is on the other area, it takes me a long time to get there, but it is okay because there are at least two command officers that get dispatched. So the neighboring jurisdiction, the neighboring battalion will go ahead and move up and possibly get there before me and hopefully at quick time.
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	...But the majority of the outreach events are covered by the stations. So school demo covered by the station. I may show up. I may not show up. Civic association, they have 500 people show up. They just want fire rescue to talk about smoke detectors? Sure, I may show up. We have 1,000 people showing up for a soccer event, and we need a table for fire rescue to talk about anything? I may show up. But largely, my role is to make sure that those things are covered by the individual stations. I very rarely get involved in that.
Context_of_Work	FF	U	Field	26-35	11-20	Male	FF-U-042	.... So you're running with all sorts of different companies, but in terms of

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			Responder					the actual core, I guess, purpose of the special ops runs, you're running it with the same other rescue squads, you're running it with the same hazmat unit, you're running it with the same fireboat. So it's the same people. So we were very fortunate and even within our battalion, being smaller, that we're working with a smaller group of people, we're working more frequently with each other, we actually were able to do more drilling
Context_of_Work	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	...We have the command unit. If that comes out, that has spare batteries on it, at least another six spare batteries. We have other things like our rehab unit or the canteen unit. They might come out on second-alarm fires. They just had a minimum-- again, we have six bank chargers sitting in the unit so that, they show up and somebody needs a battery, they can help them out and say, "Hey, here you go."
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	You're seeing everything. And I wanted to follow up. You've mentioned that you have a lot of interaction with law enforcement, FBI, Secret Service. You're dealing with them on a daily basis, which is something very different than what we've heard in sort of other areas.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Telephone, first-name basis. So a quick example, so the other day one of our units went to Union Station. They went in and they got a patient. They come back out and there's this device on the steps of the ambulance. And so "holy crap," so they backed up, they call me. I'm like, "All right, evacuate. Get the police, and I'm on the way." And so by the time I had gotten there-- it was Union Station, so Amtrak police has every asset you can imagine, so they had a bomb dog already walk past it. They had cleared it for EOD.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	The police, it's like, "This is my territory." So they're very territorial about who's in charge, whereas being the fire department, the only one, we're usually in charge if there's a fire issue [laughter], so it makes it easy. Anyway, I'm dealing with this sergeant from Amtrak Police, and right behind me, [Name] from the FBI pulls up. He's in a black unmarked cruiser. Guy's got khakis, hat, not-- no suit. You normally think FBI's going to be in a suit, and he's khakis, polo, ball cap, hat, half unshaven. "Who's



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								that?" I'm like, "That's the FBI." "Who called them?" I'm like, "I did. I call them everywhere I go. I take them everywhere I go. So Amtrak was a little annoyed that FBI had shown up, which is typical law enforcement.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	It's the special operations chief. We formalized it as that-- there's four of us on shift work, and each one of us is on a first-name basis with Agent [Name]. He's developed these relationships and cultivated them.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Q: Fantastic. That's good. I had always wondered. It seems like you guys are responsible for so much stuff that you would need help. So it's nice to hear that you do have that. Do you work with the same aide every day or--? SME: Yep. It's [Name], who I went to rookie school with.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Yeah. We have some very easy communication back and forth. There's no ambiguity. We're always on the same page.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	He claims that we're going to be in court one day and they're going to ask him if they recognize his worksheet, he's going to say no and anyway, it was stupid. Yeah, like that, I'll do that. I'll take notes over here and record and I like it a lot.
Context_of_Work	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	So it's an interesting dynamic because I had-- I had always been in a company in a firehouse as a member of the crew, so to speak. Well, the incident safety officer works alone. So you have an office inside a firehouse, you are on shift work, you eat meals with the firehouse but you're not really part of the company, so there is that-- there's a dynamic when you're there, you're involved, you can go downstairs and have coffee with the crews but then you're also having-- you're in an office, so it's a really weird setting. It took a lot of time to get used to it because you lose that teamwork component of, "Hey, we're here every day, we're here together, I know your strengths and weaknesses, you know mine." You're just kind of there as a guest, I guess, is the easiest way to explain it.
Context_of_Work	FF	U	Other Public	26-35	11-20	Male	FF-U-045	Because the company officer here is-- this sounds really-- and it's probably not the best terminology, but you're almost like a caretaker. I

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			Safety Personnel					like to say babysitter sometimes [laughter]. So you have people that rely on you and you rely on them, and then when you lose that dynamic, it's just-- it takes getting used to. Yeah. Especially a field that's so built on teamwork, yeah.
Context_of_Work	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	--and things like that, so. Yeah, that would be definitely a transition. So talk to me a little bit about the community that you serve here.
Context_of_Work	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	I think it varies. I think it varies a lot by neighborhood. I feel like when you're downtown and there's more of a transient population, and people aren't from the city or don't live in the city, you're just kind of just an anybody, so to speak. I don't say that to be a bad term, but just-- you're just-- everybody's here to go to work and that's it. But when you-- say if you were to go get coffee at a neighborhood coffeehouse at a place where people live and work, you're more a part of the community. People will engage you, ask, "Hey, what happened yesterday?" or "How's it going today?" something like that. So I used to always try to tell my people as a company officer, you're always on duty, whether you realize it or not. So even if you're not on a call but you go to get pizza or something, you're-- people are going to come up to you. They're going to ask you questions. They're going to expect you to somehow represent the agency, so--
Context_of_Work	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	I definitely think so. Yeah, definitely with that. I can always speak for my position in the safety office, but we have the COG healthy and safety subcommittee. And we meet monthly and discuss whatever issue is going on either nationally in your own jurisdiction, regionally. It's an amazing amount of data sharing. Everybody kind of comes into it at the same level, whether you're deputy chief of risk management in [County], or you're a captain in the safety ops in [City], or in the [County], wherever. Everybody meets at the same table.
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So a rescue squad is different than an engine or a truck in that our duties on a fire ground or an accident scene or another kind of rescue is

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								a little bit specialized. So on a fire, we specialize in search and rescue of victims. We don't carry water to put the fire out we just do a search and pull out the people. On an auto accident, we are the ones with the hydraulic tools and the specialized tools to get people out of the cars. So we specialize in extrication, and we're all technician level trained, per the NFPA standard, in vehicle and machinery exhortation. In addition to that, if we run a technical rescue, which would be something like a window washer who falls and is hanging from a thread, or somebody who drives their car down an embankment and we have to use ropes to get them out, we're all trained in rope rescue as well. And we have various specialized tools...
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	On the ambulance, as an EMT or an ambulance driver, I focus on patient care more than removing the patient from their environment. So once they get out of the fire or the car that they're trapped in by the rescue squad, then they go into the ambulance care. They get some medical treatment and any kind of emergency life-saving procedures. And then they go to the hospital...
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: driving the heavy rescue vehicle] I'm working on my qualification for that now...It's more classes. It's more in-house training. We have a training standard for all of our qualifications that's actually above the minimum for the county. So even once you've taken the class, you have to go through a rigorous in-house training process on the AMKUS Rescue Systems that we have for our hydraulics tools, on various different types of rescues, and the role that you'll have to perform as the technician or the squad driver.
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	I show up at about 6:30 PM for the 7:00 PM shift. I work a 9:00 to 5:00 job. So I come here around 6:00 or 6:30. I start off by checking out the rescue squad. I run the saws to make sure that they're fueled and that they're all put together well. I clean off any pieces of equipment that need it. I check out the hydraulic tools so that they're operational. I check out the rope equipment, make sure that's good to go...
Context_of_Work	FF	S	Field	18-25	5 or less	Male	FF-S-039	...I check out my wrap intervention kit, is what it's called, a RIT pack. And

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			Responder					just to make sure that that's organized the way that I want it so if I need to deploy it I can do so quickly and smoothly. I put my gear on the squad and check out my SCBA cylinder to make sure that's all secure. I check my radio battery, make sure that's good. Make sure that the radio's oriented in its strap the way that I like it, actually [laughter]. Everybody has their own preference about that. So some people wear it under their coat. Some wear it over their coat. Some put it in the pocket. So I wear it under my coat.
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So that's how I wear my radio. I make sure that it's in the strap the way I want it. The batteries are good to go. Then we'll usually wash the rescue squad. Then I'll start doing some in-house chores, taking out trash or whatever.
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: apparatus check] It usually takes between 30 minutes and an hour. So ideally, if I get here at 6:00-- if I can get off work a little early, then I'll try to start that at 6:00 and go until 7:00. And then the shift actually starts at 7:00... But worst case scenario, I show up at 6:30... I want to be ready to go when the buzzer gets [laughter]..
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...I take a little bit more of a management perspective around here sometimes. So I try to make sure that other people are checking out their units. And at 7 o'clock, I've already done the work I need to do. So then I make sure that other people who might have not showed up earlier doing what they need to do. Checking out the ambulances, make sure that they're all ready to go.
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	If we have an observer, I'll orient them. Make sure that they know where they're riding, what they need to do. Any inexperienced people, try to walk them through any processes that they need to do in the first half hour. Then that's about a half hour of housework and management things.
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Then we usually do dinner around 7:30, either some night crews cook in the station, some other ones say, "Just take the ambulance or the rescue squad downtown and grab some food at the [inaudible]," so that

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								depends on if it's Monday or Tuesday, right [laughter]? So that's around 7:30 or 8:00 usually...
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So we could get calls at any stage.
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...The people who ride the rescue squad usually don't stop training right at 11:00. A lot of times we'll go till midnight or 1:00. Once we get in the zone on a drill, we don't want to stop, so we'll just keep going until we're done.
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...other times, there are various deeper cleaning things we have to do. Like right now, there are guys out in the engine bay who are-- they are taking everything out of an office that we have out there where we store equipment, called the property office. They're cleaning it up. They're scrubbing it. They're looking through all the equipment to see what we need, what we don't need. And they're sorting it and organizing it. So that can happen at any time in the shift depending on the priority.
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	It varies because people ride a different amount, and people are in different stages of their training processes. But right now, we have, let's see, one, two, three, four, four-ish people who are in the midst of their squad qualification process, meaning that they can go into fires. They've taken the classes, and they've done the minimum - we call it the fourth man - qualification, so they're probationary firefighters. They can go in with the supervision of a lieutenant, or a captain, or a chief, but they can't be independent. They won't be able to operate as a two person team with somebody less qualified. So we have four people in that process, so any night, we usually have one or two of them in.
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So I'm here a lot. I'm here five or six nights a week. So probably close to 100 hours a week. And there's a small group of people that are here that frequently. We're called the live-ins or the permanent sleepers. We have beds upstairs and a little bit more space, and we live here. And so we spend a lot of time together, and that's a very tight-knit group of people. There are seven live-ins right now. And we're very close. So that's kind of

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								the group where you don't need to communicate as much. You can kind of know what they're saying even if they're not a good communicator or even if they don't say anything at all, it's still like, "Okay, I know what you mean." ...
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...Then the next tier of relationships, I'd say for me, is the people who ride the rescue squad a lot because I ride the rescue squad a lot. So even if they're not live-ins but they're very active, then it's the same type of thing. If they're only here one or two nights a week but every week and I'm always riding with them those one or two nights a week, you develop that ability to communicate better and to develop those strong relationships...
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	I mean, when we're on a call with police, they're usually in a more of a supporting role, at least for the rescue squad, because if we're on a fire and police show up, it's because they need to block off the road. We don't need to talk with them all that much for that. We'll say, "Hey, can you block off the road?" Not really that bad, or if it's an accident, we're the ones cutting the car, and they're basically either blocking the road, or they may have to check the ID of the person or do a sobriety test or whatever it might be. But our interactions with them are usually pretty straightforward. So, even though we might have bigger communications differences, I'd say we don't even have that many problems with it, because we don't do as much high-stakes interaction with the police.
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So we don't run with other counties around us just because of where we're located. Once in a while, we might run something with someone from [County], but not even that frequently, especially not anymore...
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...What we do experience that's unique is we run to [City] a lot on the ambulances. So people can special call our dispatch office instead of 911 if they're having an emergency in [City], in Upper Northwest, and we'll send them an ambulance to help them out. And we still have to go onto the [City] communications channels, which are different channels. It's 0-12. And so, when we're on that channel, it's pretty straightforward. They use slightly different terminology. If we're in the county, we'll say,

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								"Ambulance 741 bravo to [County]," if we're trying to reach the dispatch center. In [City], you say, "Ambulance 741 bravo to communications." So slight differences there...
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...They also have slightly different dispatch procedures. So if you have a lift assist, for us, that's usually just an ambulance, but for them, if you say, "We're responding for a lift assist," they'll usually send you an engine to help you out. So I don't know if they still do that, but when I was driving the ambulance more, that was something we dealt with. And you had to specifically say, "I don't need any manpower," or, "I need additional resources," something like that...
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Right. So if they have a big incident, they might send our rescue squad for an accident in [City] if they don't have their own rescue squads available, but that's very rare. I don't know. Maybe that happened once or twice this year.
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: internal radio system] We don't carry those on the call, but we just have it mounted inside of the unit. So if the ambulance is downtown getting dinner in [City] and somebody calls our dispatch center having an emergency in [City], our dispatch center will call that ambulance on our special radios. But we don't use them on any incidents.
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	But there is definitely a push for people to follow their SOPs, their standard operating procedures more. And to communicate less of the stuff that should be assumed. Like, I know if we were in a fire right now, our job is to do a search. That's our primary job. That's our primary job. Our secondary is to is to control utilities. No one needs to tell us to do that. So if we're really adhering to this policy of less radio traffic, no one should have to tell us to do that. When we're done with those things we'll say, "Rescue squad 741 to command, we've completed the primary search and it's negative. The utilities are gas and electric and they're both controlled." That transmission right there took 20 seconds, and that should be the only transmission...
Context_of_Work	FF	S	Field	18-25	5 or less	Male	FF-S-039	...But a lot of times you'll hear, command will ask, "Hey rescue squad,

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			Responder					can you please do the search." And we're already half way done the search because we already know that we need to do that. "Yes, sir. We're doing it." That's two more communications. Then they'll ask us two minutes later, "Hey, is that search done?" "Still doing it." That's two more communications. Then when we're finished with it we'll say, "We've finished the search and it's negative." And they'll say, "Okay, can you do utilities?" And we'll say, "We're doing that." And so now we're at like seven or eight communications, when we really just needed one or two. So that can be a challenge because someone else has to listen to that and it's distracting to them. But then they also can't get a communication across if they need to.
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: AVL] ...So a perfect example is we went to a house or a building fire with entrapment two Fridays ago in, I guess it was [City], where we know for a fact that [City]'s rescue squad is due there before us. But we were on the air. And so that one minute advantage got us there. And we were there pretty quickly. And I think the computer was right that we would have beat [City] there. But six months ago, they wouldn't have put us on that call.
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	They've been really good about-- the dispatchers update their computer with any pertinent information that comes in from 911 calls, or also from the radio traffic. So they're always monitoring that. So if we're running a fire this morning, as soon as they find out that someone's trapped, they'll enter that into the computer, and all the units will get that message. Even units that aren't responding. So if a Chief sees that he might say, oh, I should probably go on that. And then he'll start responding. So they get the information out there pretty well...
Context_of_Work	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...I know one of my friends, who lives in [County], he has that for their area. So if he's at home, he can hear if somebody goes into cardiac arrest on his street, and he could go out and render first aid to them. And he could also listen to a fire that's happening 10 blocks away, and he'll know if he needs to adjust his personal traffic, whatever, based on the apparatus that's there. Stuff like that.



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Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	I am a captain in the fire service. My responsibilities are twofold. I do communications and special operations [clinician?] and then I am also a captain on a truck company and in charge of our department's hazardous materials team.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So one of the daily routines in the company level is we get on. We have what we call- well, we exchange shifts. So the off-going shift reports with the head any problems, any incidents, or anything that they did. The oncoming shift will typically swap out our equipment. We log on to the computer, check email, any memos, notes, meetings or anything like that. We kind of find our schedule for the day as far as any required training, maintenance, all of that sort of stuff. Then we'll have a roll call where the officers will brief everybody, the crews, as to kind of the game plan for the day. And then we go into the routine...
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...So the routine includes maintenance issues, housecleaning, and whatnot. There'll be training stuff. There will be inspections. So there's stuff that interfaces with the community: inspections, trainings, school visits, site visits, all that sort of stuff. There's stuff that pertains to us here in the station. So training, maintenance, health issues, health tracking, fitness, all of that.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...the second half of my job is more administration, and so I interface with people all over the country. So there's different time zones to work with so that's conference calls or webinars, or I have work-related travel probably once or twice a month all over the country for that. Different committee meetings and whatnot as well.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So FEMA sponsors 28 urban search-and-rescue teams throughout the United States. And we are part of one of those teams. And so those teams get mobilized and state requests for incidents like Hurricane Sandy, Hurricane Matthew, I went to last fall. September 11th. I went to New York for that. They went to the Pentagon. So Northern Oklahoma I think there was a tornado, stuff like that. So that's also part of- that's one of my roles, is being active on that team, the regional team.

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Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So our communications is anything and everything, depending on the nature of the disaster. So in emergency service, it's not unheard of, whether it's communications or anything, to kind of have your main plan, your backup plan, your backup to the backup plan, your backup to the backup to that. So depending on where I'm working, the communications will be different. So in operations here in the fire station, we use smartphone-type devices.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	For law enforcement traditionally across the United States, every individual will have a radio assigned to them. Law enforcement traditionally does a lot more. I mean when they're off duty they're still on duty, taking home the police car, that sort of stuff. Versus on the fire side, we don't take home the fire engine [laughter] and [crosstalk]--
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...so myself and my other officer counterparts and actually a lot of the crew members and stuff, it's go, go, go, working from usually 7:30 in the morning, getting ready to transition on shift till probably 1 or 2 o'clock in the morning as far as just paperwork and maintenance and tracking things and training and learning about our job and stuff. And then from that point on, usually it's personal time. So if there aren't any calls, people will sleep. If there are calls, then you always go on the calls. You're always doing the emergency response. But people will do hobbies or read, or sleep or whatever...
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So in our department, we do the EMS. But we're a little unique from a lot of the rest of the nation in that our paramedics only do ALS, the advanced life support. That's the IVs, and the intubation, and stuff. Most other departments, they will have those paramedics either running on the engine, or if they're on an ambulance, the paramedics will do basic life support and advanced life support. So ours, they don't--
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: paramedics] they don't ride the engines and they only do ALS. And what we found is that that really helps reduce the amount of burnout or frustration, because they're doing the critical life-safety stuff that they've been trained for, not the, oh, I-need-a-Band-Aid-type calls and stuff. And so... everybody is cross-trained to ride either on the truck or the engine

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								or to do the basic EMS-level stuff.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So our department averaged, I think-- I want to say we did about 90,000 calls last year for service. And that was generated from, I think it was 130, 140 thousand 911 calls. So of that 90,000 responses, about 78 to 80 percent of those are EMS-medical related.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...So my off-shift job is actually also with the fire department. So that's all the communications stuff that I do. So I tell people my bread and butter is working here in the station, riding on the truck, doing the hazmat-team stuff. But then on many, many, many of the days that I'm off from that, I'm still working for the department but on a lot of these communications issues, whether regionally, state wide, or nationally.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Yeah, so at the national level, I'm very involved with a couple different efforts. There's the FEMA Urban Search and Rescue that I talked about. But there's the SAFECOM.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Yes. Within DHS. And so very involved in that. I chair The Education Outreach committee. I chair a task group working on the development of the communications unit. It's a taskforce so it involves the communications unit leaders, communications technicians, dispatchers, all of that. Everything from the wild land environment for forest firefighting to urban search and rescue to day-to-day operations. All of that. The other big national effort is I'm on the PSAC for FirstNet. So the whole FirstNet and broadband, public safety and stuff.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...At the state level, very involved with a lot of communications training. So most states now have Statewide Interoperability Executive Committees, SIECs; and SWIC, Statewide Interoperability Coordinators. And so I work with both of those groups on a lot of the training, training needs, what have we got, what do we need? But also bringing it full circle by the nature of my day-to-day work as far as, hey, this training and this stuff is making a difference or it's not, and maybe we need to go into a different direction...
Context_of_Work	FF	U	Field	46-55	21-30	Male	FF-U-030	...At the local level, our region is replacing their 800 megahertz trunked

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			Responder					radio system [with] a new P25 Phase 2 system. But I chair the operations committee, which is all the end users kind of advising that project as far as, what our needs are, what our problems are, shortfalls, training, all of that... I believe the ballot measure was passed, I want to say like two years ago, so it's an expected or anticipated completion date somewhere in 2019, 2020.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...So on a smartphone device, I've got the ability-- if I meet somebody that's deaf, or maybe somebody that's mute that can't talk back or something like that, between the two of us, we'll have applications for EMS where they can show me pictures of what's wrong or spell it out or something like that.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	In the pharmacy, people may say, "I'm taking these medications." And as you can imagine, there's thousands and thousands of different pills and medications. I may have no idea what that is for, but I can look up within seconds and find out, "Oh, that's a diabetic medicine. So do you have a history of diabetes?" And that can lead into entire lines of questioning that maybe very pertinent to why we're there for their medical condition or whatnot.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: department-issued cell phone] No, this has the voice too. I mean, I got the phone years ago. I was making so many department-related phone calls that I was burning up half of my minutes for whatever on the whole phone. Like this is crazy. So yes, that's voice and data.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	I think we're at like the 90% compliance rate with those times. And we've done a lot and lot of advanced study on those times and why those times are so critical. I know that NIST, different divisions, but have done studies on the fire-growth, fire-burn time, and whatnot, as far as, yeah, that four-minute response number is still pretty important as far as the burning. We've done, in conjunction with our universities here-- we have probably one of the premier medic programs in the nation, and they have found that, ironically, almost identical to some of the NIST stuff on the fire growth, that on the medical side, you have about the same four-minute window for a lot of your cardiac events. So if the heart stops

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								beating, you have about that same four-minute window to start getting oxygenated blood back to the brain before they become very, very sick.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: operations company officers] Q: they don't have time to get the information delivered to them. It's not what they need when they want it. SME: Then they'll just skip it and go to something else that gives them the information they need.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So we will record that a building was inspected, for example, on this date and time by these people and that they may have found these issues. One of the things that the fire department has is a lot of pre-incident-type, survey-type stuff. So for a typical high-rise, for example, we may have what a typical floor plan looks like. Where the emergency shutoffs are. Where the elevator controls are. Where the gas is. For all of those types of things.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: data management] So schools is another big one and probably more important to the police because of the school shootings and stuff that have happened in our country. They're very interested in where the hallways, what ways do doors open, all of that type of information.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...we just switched to a new medical records platform, and so they're still populating a lot of the databases. But being able to have information on that patient from previous calls and previous history is really cool because filling it all out the first time can be very time-consuming. What medications do you take? What medical history do you have? Have you had any surgeries? All of this stuff. If somebody else sees that patient later and you've already mentioned that or put that into the medical records, if they put in the right name, a little flag pops up that says, "Hey, is this [Name]?" If you click yes. It's like, "Oh. Last time we saw [Name] was this date and time. Here's all the medications she was taking. Here's what we saw her for. Here's her concern. Here's all of that type of stuff." So being able to get that information. We're not there yet just because it's a new enough system. But that would be huge in being able to share that with hospitals and stuff.

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Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	The problem that we found is, as far as just one, there isn't one solution that fits all. So we're walking around like this, with just nothing else. I may be able to use my earpiece in here and it may stay in fine. But if I go into the firefighting mode where I have to put in a hood over myself and I have to put on the SCBA mask with straps, that same mechanism may just not be able to stay in the ear or something like that...
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...Like the military, public safety will often operate in kind of a squad mentality, that you may have a bigger incident with incident command and commanders and stuff that you need to talk to, but you have these little squads everywhere that also need communications amongst themselves. And so we're starting to see some people that are kind of piecemealing it together, but you have the kind of deal where it's almost like two radios within one, where you can hear the command level stuff going on, as far as updates and what's going on, but you would have the ability to, while hearing that, still have a squad-level communications...
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...then to just make it worse, ideally, the squad-level stuff would be hands-free voice activated so that I've got a chainsaw or tools in my hand, but I can say in my protected environment, "Hey Firefighter [Name], can you help me over here with this?" Not having to key anything. Not having to push anything. And then Firefighter [Name] hears and acknowledges and he comes to help me, in that regard. If I need to talk to command or something like that, then, yeah, push a button or something or key up and, "Hey, this is ladder one. We need blah, blah, blah." or something like that.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So the other thing, fire service and law enforcement operate an incredibly high-noise environments. So fire service is chainsaws, and fans, and apparatus at high idle. Police, same. The sirens and stuff. [It's?] the same for them. Gunshots and whatnot...
Context_of_Work	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	I'm a firefighter, captain rank, and my job is as a first responder to, first of all, provide public safety. But my specific job description is to disseminate training curriculums to our agency, career firefighters, volunteer firefighters and support staff, and firefighting in the EMS.

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Context_of_Work	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	My daily routine is very hectic because as the training division we're required to manage training curriculums, provide evaluation processes for probationary firefighters, to disseminate and deliver required training by the [State] Administrative Code, the National Fire Protection Association, as well as manage budgets and funding so we can provide those training with all our personnel.
Context_of_Work	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	So the daily routine for firefighters primarily, initially, is personal readiness. So you check your own gear and then you check the firetrucks, the apparatus, make sure all the equipment's ready to go. There are daily routine, daily duties to do around the station, maintenance around the station as well as business inspections, public interaction, public education. We may have to do presentations to schools, fire drills, home-owners associations, and then obviously, emergency responses or priority at any time of the day and night that we have to drop what we're doing and go on the run. And we provide emergency medical care, basic life support. If that's the case then we'll transport that person to the hospital as well. And in the case of fire response, we'll get on the fire truck and we'll go to the fire response depending on what it is. And again, preparedness is number one, and then we also have to maintain our training while on duty. So there's required training that has to be done monthly, weekly, daily. And we take those training records and they land here, and we manage that accordingly.
Context_of_Work	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	... We're all cross-trained firefighter/EMT. Some are cross-trained fire fighter/paramedic which is a higher level of EMS care. We have ALS, best life support providers that work within our fire stations but they're affiliated with another fire department.
Context_of_Work	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	We're one shift on, two off, one on, four off.
Context_of_Work	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	... There's the [Tribe] towards the city of [City]. They're one of our partners in the consolidation, and we provide-- under part of the fire district that we cover, we have an agreement with the tribal community,

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								city are the [Tribe]. It's primarily the [Casino] is the major--
Context_of_Work	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Yeah. EMS responses are the primary responses. They probably take up about 85% of our overall responses. Motor vehicle accidents, special operations like mountain rescue, trail rescues, especially in the summer time, are quite prevalent as well. Structural fires, actually buildings that are on fire are another component of that remaining 15%, and then other types of alarms like automatic fire alarms and out-of-the-box responses, hazardous materials, technical rescues, things like that.
Context_of_Work	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Well, generally speaking, we have a fair amount of wild land interface fires that are generally small in nature. Can be handled by several units. But we do have several apparatus that are wild land fire trucks, and we have easily 60 to 70 personnel that are trained in wild land interface. And they will go on deployments throughout the west coast and the Pacific northwest, so.
Context_of_Work	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Firefighting, you come back, and you enter the information on the computer or the tablets because there isn't time to do that and fight fire at the same time, so to speak.
Context_of_Work	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	And then you just have to make, again, that situational awareness call. "Well, we've showed up. There's no gun fire. There's no fire. There's no car accident, but we're investigating." And a lot of that has to do with trying to coordinate with law enforcement. They may be at the scene, and they may not be at the scene, and we just don't-- we're not sure of that because the dispatch center can't give an estimated time of arrival.
Context_of_Work	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	So I would say that we're responsible for two items. One is providing emergency medical services. So if there's any time of need where someone has an emergency medically, we respond.
Context_of_Work	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	And two, to suppress any fires that happen. And then I guess a third would be to work to prevent both of those things from happening as well.
Context_of_Work	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	...So as a firefighter, the daily routine is come into the station, chat with the people that were on shift before, the 24-hour shift. We work 24-hour



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								<p>shifts. So in the morning, we would talk with the people that were on the apparatus before us, see how their day went, see if there was anything, any information for them to pass. At that point, we start in with talking about a plan for the day, any training or activities we have. Then we proceed to check our equipment and make sure everything is up to standard, that we have everything in place. We'll end up doing some routine housework just to kind of get the station up to standards and make sure everything is okay on that front. And then we typically will spend the day doing some sort of training activity or familiarization, inspections. That would be the plan. And then emergency responses kind of come in and out throughout the day, so we would divert to those as they arise. And then towards the end of the day, we would have a meal and we stay at the station 24 hours. So if we're slow, we'll get some sleep. If not, we'll get ready for the calls that are going to come in at night.</p>
Context_of_Work	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	<p>...So we have a fire engine and we have an aid car, which is basically a ambulance for the fire service. So the fire engine has, in our case, three personnel assigned. So the equipment check on the fire engine is much more related to are the hoses in the correct spot? Are the nozzles functioning? Are the hydrant materials necessarily in place? And then on the aid car side, it's are the blood pressure cuffs and stethoscopes and medicines that you need to do your calls. So each apparatus has a different set of gear. So there's EMS-related items on the fire engine as well.</p>
Context_of_Work	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	<p>Some of it's assigned full-time. So some people are assigned on apparatus permanently, and then some people are rotated. Typically, the people that have been here longer or have been promoted into a position, so the person in charge, the officer of the fire engine is in that spot all the time. The driver or engineer of the fire engine is in that spot. And then most of the fire fighters will rotate around between either riding on a fire engine or riding on the aid car. That's how we do it at our station at least. Different models. Sometimes other departments rotate</p>

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								all the positions
Context_of_Work	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Yeah, so we work what's called a Modified [City], and the best way to describe it is it's an-- I don't know if it's the best way [laughter] but this is a way to describe it. It's a nine-day cycle that repeats every nine days and we work 24-hour shifts on day one, three, and five of that nine-day shift. So we have 24 hours on, 24 hours off, 24 on, 24 off, 24 on, and then a stretch of four days that are off. So it's nine days and then it repeats. So we work day one, three, and five of nine.
Context_of_Work	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	...So we do a little of everything. When our specific apparatus are out going around the area that we serve, we're typically spending the majority of our time either inspecting buildings: so looking for fire-code violations, trying to make sure building owners are keeping their building as safe as possible. Concurrent with that, we're doing a lot of area familiarization, pre-fire planning, trying to become familiar with the buildings that we may, potentially, be responding to while they're on fire. So some of that's just looking around and trying to memorize it, and some of it is recording information so that we have it accessible for anybody who may be responding. And then we do do some outreach to the community, community events, but our department's large enough that we have a division of our department that is kind of responsible for that public education outreach. So every once in a while, we will be requested from that division to go out and talk with some school kids or do an event, that sort of thing.
Context_of_Work	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Yeah, they do. So the rules say every station is supposed to do eight buildings a year, but it ends up typically being more than that. Usually, you might do eight full start-to-finish either a new construction project that needs a lot. Typically, what you do is as you're in the buildings for inspections or sometimes even on responses, if you notice something that's missing or that's a good piece of information, we will add that to the pre-fire.
Context_of_Work	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	...The fact that we work those 24-hour shifts and then you're on for a period of time. And then if you have some vacation or some Kelly Days,

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								which are those work reduction days that kind of spread out, keep our hours to an acceptable amount, you could be on for two weeks at a time. And whether there's an expectation for you to read it off duty or not. And the other thing, I think the cause of some of that challenge that most of the administrative staff is on a 9:00 to 5:00, Monday through Friday work cycle, and we are on those 24-hour. So depending on if you had your work schedule on a weekend or versus if you were in the middle. So sometimes it's easier for people to-- I send this out and I know people are going to read it right away, or sometimes I send it out and this person might not see it for 96 hours, or this person might not see it for two weeks. So there's just some inherent challenge in that.
Context_of_Work	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Right. Yeah, but ideally, anything that's better than I go on nine calls in a period of throughout the day to different healthcare agencies that have people that need to be transported. I get a jumbled pile of paper from this person. I get a nurse who's, say, very acute and aware of what's going on with this person and can tell me everything. I get a person who has no idea, really, what the medical condition is that this person has. They don't really know, they just happen to have a shift change. I get a person that tells me something about their health that's completely bogus.
Context_of_Work	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	...I think we would actually end up-- our job to try to help people and save people, really ultimately is most effective probably done in the preventative means. And we've seen that in the course of our career as fire safety sort of things have been changing, as building materials have been changing. But we can do more of it with data, so I think ultimately, for me, it's that access to better data and utilizing that to make better decisions and keep everybody safer and all that kind of stuff
Context_of_Work	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	So my basic responsibilities include planning and coordinating required training for all of the firefighters that work for the city. So that includes monthly training requirements, quarterly training requirements, annual training requirements. And so I kind of help to facilitate a schedule and plan and organize that training. In addition to that, I also help to

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								coordinate and run recruit academy. So when we hire new firefighters, we put them through a three-month recruit academy. And so I help run those classes. Teach and instruct the material. And teach them the skills needed to become firefighters.
Context_of_Work	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	I'm also in charge of our department driving instructors. So they drive the fire engines, fire trucks. And then, they also help to teach and train all of the other firefighters. So I'm kind of in a supervisory role of those department driving instructors. And I also coordinate the promotional examination process for our promoted drivers. So you can become a firefighter but then you have to promote to an engineer. And so I facilitate the promotional testing process and practical exam process for that. Other than that, I'm on various committees throughout the region planning three-year training plans, putting together training manuals. And I'm on an officer development academy committee which oversees continuing education classes for fire officers to improve their skills.
Context_of_Work	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Very much. Yes. I'm at 40-hour office admin position right now. So I'm not responding on calls unless it's a big emergency incident. Then I can go and I'll be in a support staff kind of a position.
Context_of_Work	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	So the daily routine for a line officer - so that's when you're working shift work - is there are 24-hour shifts here in [City]. and the mornings always start off with roll call. So we make sure that everybody's there, everybody has what they need, they're in their proper uniform. We go right into checking our apparatus to make sure they're ready to respond, the inventories are all up to date and current. And so we go through the daily rig checks. Following that there's typically a different assignment for every day of the week. So on Mondays, we'll check portable equipment. On Tuesdays, we'll check ladders. On Wednesdays, you know. So we have different things. So depending what day it is, then we'll go into that. And then, we try to take care of one training drill every shift. And so that could be either in the morning or the afternoon as time

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								allows. We also have medical EMT classes assigned to us. We have fire training drills assigned to us that we have to get done. So as time allows we do those trainings, and then we also respond on calls. Whenever a call comes in, everything gets dropped. We run out. We go on the call. And then, we try to pick up where we left off if the time allows.
Context_of_Work	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	We also do PR events. We go to preschools, and we show off the fire engine, and we do neighborhood block parties. We show up with the fire engine and we answer questions. And we have tourists come to the station. We answer questions there. We also go out and we do fire inspections. And so then we have to go out to individual businesses, and we have to make sure that they're compliant with fire code, and we have to write violations if they're not in compliance, and then follow-up to make sure that they fix the things that they need to take care of. We also do pre-fire planning. So for example, this apartments across the street. We would go through and we'll make a computer generated footprint of the complex, letting us know where each building is, if there's anything special we need to know about it, where the fire hydrants are in relation to the buildings. So we check all of that too as well, so.
Context_of_Work	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Yes. Yes. Calls take priority. So when a call comes in, everything gets dropped and we go running the call. And everything else fills in the rest of our free time if we have any [laughter].
Context_of_Work	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	And that might be changing a little bit but I wouldn't say it's shifting much. Maybe 70%. But it's usually in the 75% range EMS, and then the other 25% of our calls falls into non-EMS things like car accidents, or fires, or just fire false alarms, or service calls, and things of that nature. [talking about medical emergencies]
Context_of_Work	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	.... So then the officer could be looking at the computer, the firefighter could be looking at the iPad, while the engineer's driving down the road. And you have two people saying, "I think this is the best hydrant. We should take on this. Or I think for traffic, the time of day, we should take this route." So they have two people kind of keeping track of that. But it's

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								not always one, but it's most often going to be the officer who has the access to them.
Context_of_Work	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Yes. Yes. So that comes back to what we do on a daily basis. That comes back to our pre-fire planning. So when we go out and we make our footprint of even a high-rise, we'll plan out, "Okay, here's where the hydrant is for the high-rise. Here are the connections to the building. So we have to plug our hoses into those connections." And that will support their sprinkler system. And that will support the sand pipes, that we can connect our hoses to the pipes inside the building. So we need to know where that engine's going to have to position.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	So a firefighter. But as a lieutenant, I'm basically the first level of management. So on the [inaudible] Engine [Name], which means I'm in charge for that for my shift. So I've got a driver and two [inaudible] people.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	... I mean, obviously, if there's a fire, you fight fire. And that's what most people associate it with. But probably 80-some percent of our job is all EMS. So we do first aid work, that's the majority of what our run volume is, is people call in and they hurt themselves, drug overdoses, falls, seizures, and all kinds of medical problems. So that's what the majority of our run volume is, per se. If somebody doesn't know what to do, then they call the fire department. So we go on [orders?]. And on [orders?], we wind up troubleshooting a lot of different things. Aside from the alarms that we go on in our station, and we have to maintain all of our equipment, our stations. So we do housekeeping duties every day, from scrubbing toilets to cooking our own meals to cleaning the apparatus and making sure the equipment's all ready to go.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	We come on shift at 7:30. So aside from very early, we make sure that as the officers, what the staffing is for the day, who's going to ride in what position. We have multiple units here in the station between engine trucks, two aid cars, and a staffing coordinator, as well as we're also the HAZMAT response team for the city. So first thing in the morning, we figure out where everybody's riding, what position. Especially on the

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								HAZMAT team, whether they'll be entry or [decon?], or whatever duties they'll have. We go through a kind of roster's layout, what the day will probably look like, whether we have training today, whether we're going to do some inspecting in the morning, in the afternoons, as far as training if we have that, or go over review material, any projects that we're going to do. Then we have lunch noon-ish, we all [clutch?] for dinner at 6:00. And then after that, it's kind of a little bit of a hit and miss usually after dinner. Again, do our own housework cleaning and all that stuff when everything is done. For the most part, me personally, I kind of let the guys and gals do whatever they're going to do. And then I usually try and catch up on paperwork, or work on projects or something like that through the evening. Rarely do we do training after dinner.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	... Especially, and I think maybe more, a medical level. Because that's the majority of what we do, 80% roughly. So we don't often-- we aren't usually going into the high-rises with your average white-collar, blue-collar worker, just because-- and sometimes for a diabetic, or they didn't eat right or things like that, seizures. You kind of have your random stuff, but I would say the majority of it all deal with the homeless and the shelters. Because you have people that either, number one, don't do a very good job of taking care of themselves, which perpetuates their medical problems and/or just aren't capable of taking care of themselves. So with that, that's what most of the time and energy goes. And then two, from the fire side, we do a lot of false alarms. And a handful of them can be from malfunctioning systems in high-rises, but most of them are still maintained by their engineers. Most of the false fire alarms we go on are the low-income housing, where people are drinking and then cooking and fall asleep and burn their food.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	... So within that, we all have our own areas that we inspect. So with that, it's fire safety-oriented. So we'll go out into the occupancies, the buildings, businesses, restaurants, stuff like that, and we basically do fire safety checks. So we'll make sure that the fire protection systems are all up and running, service dates are accurate. And then look for

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								general fire hazards, maybe electrical problems and stuff like that. So that's a fair chunk of our outside, aside from the actual incidents that we go on. There are times that we do community events based on the area. Being downtown, we don't have as many because we're not really in much of a residential area. A lot more of those where they started-- they do their-- I can't figure what it's called, but they'll shut off streets and do that sort of thing. So a little bit probably more in your residential areas, we tend to look at more of that public interaction and just kind of showing up as the local fire department.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	...We get a lot of tours. It's not so much that we, where we are, go out. But because we're such a big station, a lot of people come in. So we're constantly doing tours and/or things like this, where people come in from different businesses and/or being HAZMAT, we have a lot of technology that we use for monitoring. So sometimes, we have a lot of people that want us to beta test their equipment and stuff like that. So there's that kind of interaction on a-- and then sometimes, it's getting out, going to shop because we buy our own food, cook our own meals, as well as just kind of taking care of the guys and going to grab a cup of coffee at the local Starbucks or something.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Again, I'd fill out forms. It's not like I'm a cutting-edge, trying to develop CAD programs or anything like that. So it's not like I feel we're behind the times, per se. I'd say we're kind of probably current. I wouldn't say we're cutting-edge. I don't feel like.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Well, within dispatch, when you take a call and I'm interrogating the caller. The first thing I ask is, "This is Fire Medic One, what's the address you're calling from?" We'll get that out of the way, so I know where it's going. I confirm that. So that I make sure that my resources are going to the right spot. And then it's like, "What's the problem today?" And if it's fire-related, then I go down a certain kind of path of asking questions versus EMS. Specific to our EMS, we have a protocol system. So I have a screen that I pull up that look kind of like an Excel. It's a database that has all these tabs.



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Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Because that's where you're going to, I think, save lives, as far as our lives, right? And yes, obviously the public too. But the majority of the time, and it's a mindset in the fire service, everyone who's a firefighter, I mean, it's like we're problem solvers. It's like there's the fire, go. We put it out. But there's times we shouldn't be putting it out, because there's no lives that-- it's a risk-benefit analysis. And there's times that we go and it's a vacant building. There's no life safety in there.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] Mine's a little bit different. I guess as far as mapping goes, I have a general broad range of things that's hard to really nail down in a full aspect. But there's inspections, code enforcement. A lot of learning, researching codes and variations of them,
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] Incendiary reports, yeah, quality assurance of what people put down on electronic documents, things of that nature. And then I still have the ability to scoot back into the line and do my old general abilities, which is what these guys currently do. So I'm kind of playing a new role, but the majority of that is what I first stated, and that is more back up.
Context_of_Work	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] It means that I'm in charge of all the finances. I'm in charge of all the personnel. We have about 300 employees. And we have legal consultants. We have HR. So we're more like a city than a member of the fire department within a city that just deals with fire. We have all the ancillary services that an organization needs. And so, I report to a fire commission of elected officials. And so really, it's almost like a city manager of a city.
Context_of_Work	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] I report to the fire chief. In general, I oversee the operations on the street; the men and women that are in the brigade. I do that by supervising 12 battalion chiefs, who again oversee all the rest of the 300 employees the chief was talking about. So yeah, my overall goal is to oversee the basic fire EMS operation on the street.
Context_of_Work	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] The first thing we'll hear is we keep track of patient contact. So we have on the scene, than when you're actually with the patient. They'll voice that because they don't carry their MDC inside. So they have to

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								voice that one, that's only thing you hear. They'll do transport, transport complete, returning and back in quarters all push buttons. They don't talk. So on a structure fire, where we send a lot of units, only the first in battalion chief and the first in engine talk. Everybody else just push buttons until they get on the scene. Then, of course, they'll talk, but we've really gone away from voice.
Context_of_Work	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	No [laughter], quite honestly. I mean, I have-- I get to work at 7:00, and I leave at 4:00. But it's one of those-- it's a job where sometimes I have things on my schedule, but often times it's, "Okay, well, what's my priority for today based on what's happening around me? So it is an emergency services job. So I may come in and have one plan for the day, and we get a fire or some kind of incident, and I get pulled a different direction than what maybe my plan was. So I wouldn't say that it's the same every day [laughter].
Context_of_Work	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Well, in my role, it's more of the office business. That kind of stuff, with the occasional emergency thrown in. So I do a lot of stuff on my computer. I use a lot of different computer programs to do my job. So--
Context_of_Work	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Yep. And then firefighters are also entering data when they get back, when they do their reports.
Context_of_Work	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	maps that the crews use to do their job. So he can kind of-- his maps will tell kind of like, "Okay. Well, here's the nearest hydrant location, and here are some of the things that you might need to know about this building, or--" so he's doing a lot of behind-the-scenes work, so that when they roll up on a scene they'll have more information about what exactly is there. That's relatively newer. So he's just updating the maps right now and doing some of that work, but it is very helpful the work that he's doing. And we will use him in a major incident as well to provide maps, modeling, or whatever it is that we may need him to do. He's a professional GIS guy, so it's kind of cool to have.
Context_of_Work	FF	S	Supervising	46-55	31-40	Male	FF-S-038	I would describe my work as overseeing all the personnel that work in

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			Field Responder					the field, so those that are on the fire engines, ladders, [medic-aides?].
Context_of_Work	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	The work that they do is-- I mean, we're all hazards. So, anywhere from fire protection, life safety, medical aid-type responses.
Context_of_Work	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Descriptors of the work in the field? It's a good question. It's a good way to put it I guess. Well, public servants. I mean, we are the public employees who are here to work for the citizens of the communities we serve. So we're going to react to any request that gets put upon us and we're going to deal with it in the way we see fit with resources, deployment of resource, what we send, those type of things. I'm not thinking of any great adjectives that come to mind at the moment.
Context_of_Work	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	So I'm a Monday through Friday employee. So, that's my schedule. I have an office here at this station. So typically, when I leave the house, if I don't have a meeting that I need to attend in the morning, I will typically get out to one of the outlying stations. We have six stations. So I typically like to hit a station at shift change which our shift change is 8:00 o'clock. So I'll try to get to the station before 8:00, converse with the crew going off duty, and then converse with the crew going on duty. And not so much that I have an agenda, but I like to get out and just sit around and have coffee and interact with the crews, see what's going on, see if there's any issues with the station, with the vehicles, if anybody just wants to talk about anything. So more often than not, it's just sitting around talking about calls and those type of things. That's kind of the start of my day.
Context_of_Work	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Our battalion chief who directly reports to me, we have three, one per shift - we work three battalions and three shifts here - they work at station [Name] which is a separate facility than this. And I will also occasionally stop in their shift change as well to catch the off-going battalion chief as well as the oncoming battalion chief to see what's going on with them, see if they have any needs, any issues that have cropped up, anything we need to deal with. And then eventually, I'll make

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								it back to my office and then that's where I get into my email, see what I got going on, start working through that, and then the day just kind of takes me from there as far as if I have any scheduled meetings or anything of that nature. In the assistant chief-- well, in the administrative group up here, the assistant chief, the deputy chief, and the fire chief we work on a rotation for on-call. So every fifth week one of us is on call 24/7 for the big events that may occur in our district. So what that means is we carry our phone, we carry a pager that if we get something big, we'll get called and notified and then we respond to assist the incident commander at the scene.
Context_of_Work	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	And I will say the battalion chiefs seem to use that more often than the guys going out on the call, because the battalion chiefs are the one that have some time in their rigs. Okay, they're putting their plan together, they're giving orders, and they will get on there and, "Okay, I've got this building on fire. Yeah, I'm going to send a crew around back to give me an assessment on what it looks like, a 360, but let me see if I can see it from the air to give me, the battalion chief, a visual on it." And that works very well for those certain type of calls where they want to have that viewpoint.
Context_of_Work	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	...The battalion chief, he sits in his command vehicle and he's doing his radio and he's looking at the MDC, getting information. But for the field units, that's all that piece is, is getting them to the call. Once they open that door and get out, they're on the radio and that's all behind. But it prepares them. Well, helps get them there and prepare them for what they're coming into.
Context_of_Work	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	... Right now, I will say we have a system in place. It's called IPCR. It's for our medical reports. It's on their iPads or they can come back on a desktop. But in the field they'll take their iPad in and usually their captain or the company officer on the call, he'll be working the iPad as they're doing the evaluation on the patients. And right now it seems to be working okay. We do also have, for every call we're dispatched on, we have an [inference?] piece that we have to do through another computer

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								system. So the crews have to come back and sit in front of a computer at a desk, log in, find your call, and do the information. And that's the reportable information that we are required to report to the state. So there's those two. So for every EMS call we have to do two reports, one in the field and then one when you get back.
Context_of_Work	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	...And with that new technology, we've kind of changed the way we do business on fires or bigger incidents. We keep our battalion chief in the vehicle, our incident commander stays in his vehicle back. Prior, he would get out without with his portable and run around and point fingers. Now they command from their vehicle. They have headsets they put on that's attached to the radio. So they don't miss-- we used to miss some radio traffic that was important because of the old system. And even the new system, I mean, you can miss radio traffic if you're not paying attention or if you're being distracted as an incidence commander. So now we've kind of focused on that that you have to pay attention to the radio because we have a great system.
Context_of_Work	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	They are mostly getting information from the crews. So they're managing the fire scene or whatever the incident scene is. So they're getting reports back. They're seeing visual. They've got a visual on what's going on, but they're also getting information back from the crews of what they can't see. They've got crews inside. Whatever they may need they're going to communicate that to the battalion chief via radio, "Hey, this is Engine 22. I need another crew to help pull ceilings." And so the commander will get that through the radio, figure out who he's got available, and assign them. And as far as the MDC, that lists all the units responding. So the BC, battalion chief, incidence commander, he knows who's coming to his call. And as he assigns, he has a board and he's doing his thing. So it's kind of a tool he'll use as a reference to what he's got going on. And as dispatch gives him information over the radio also, say they need to give him some additional information on whatever. They may have gotten a second call. They type all that information in at dispatch, and that'll populate in his MDC. So he'll see

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								that as well.
Context_of_Work	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	... And I had mentioned the way we work, me being on call every fifth week. Those big events, we get notified, we respond, we're the aid. We're usually are in aid to the commander. So we're going to do whatever that person wants us to do. If he wants us to sit in the passenger seat to help him manage personnel with passports and all that, we'll do that. If he wants us to go run a division on the charlie side we'll go do that.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Serve. Protect. I mean, somebody's worst day. I mean, we had a lady the other day, came up to the firehouse, asked us if we had trucks to help move some mattresses. Unfortunately, we don't do that. We deal with water, Mother Nature. More EMS, probably, than we do fire. And then it's probably, I don't know, 70% EMS, maybe 10% miscellaneous, and then the other 20% fire-related, fire alarms, gas leaks.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. So all your typical firefighting things, from first aids to car accidents. As the engineer, I operate the vehicle. So drive the truck, help keep any of the tools running, do all the maintenance inspections. And then during a call, so like on a first aid, I help with just moving the equipment, helping move the patient. During a fire, I help get the water to the firemen and operate the truck, make sure that the truck doesn't stop running. And then fix or repair any equipment or shuttle equipment to the scene. And that's it.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So every day, we have a daily inspection and inventory. And then, depending on the day of the week or the-- depending on the station captain, you either have an inventory of a particular cabinet or section of the truck. And then some of the smaller apparatus, they'll just do an inventory once a week. So we work on a really large apparatus. So we break it up into six days. And some of the smaller trucks we'll just break up and do on one day.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	It's paper. It's a checkboard. We don't even check in addition to that. We'll run it, make sure it's operational. Like [Name] said, we go through different compartments, clean it, run it.

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Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. Right now, everything's done on paper. We've looked at a couple different ideas of going to a digital system. But without building it ourselves, nothing really exists that does what we need because the physical check are just a database of saying yes, it's there, or it's not there. It's pretty simple to build. And we've actually kind of, here, worked on a real simple process of doing that. But what really needs to be done is to have a log of, it's there, but then a log of how it's working. So is it working? Then, if you did a repair to actually notate or maintain record of the repair. There really isn't a system that's there. And then, the other thing would be is if it's not broken, but there's still something that's... whether it's not quite right or not operating right...
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...in the airline industry, they have something that they call a squawk sheet... So where you would actually put just there's-- maybe it's squeaking, or it looks like a bearing's going out, or a bushing or something. To be able to notate it, but then have that annotation carry through from today to next week to next month. And then that way, at least you knew that there was an area of concern that you could keep an eye on. There isn't anything that-- when you make that notation in the database, once you start it over on the next day, it kicks it out because it doesn't retain that data set. So it's one of the things that we've looked at, but we haven't found anything that exists. And we're focused on what we do, and we don't have the time to build something that's that complex.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So we work 48-hour shifts... So two on, four off. It starts off, in the morning, we'll do a pass-off with the off-coming crew. So this morning, we came off with A shift. And they'll tell us, basically, pertinent information in terms of calls. They'll tell us how many calls they ran, how many our ambulance ran, any training they did, any issues with the truck or equipment, or issues with the station. So that's that. And then at 7:15 in the morning, we'll do what we call pass-off with the rest of the stations.
Context_of_Work	FF	S	Not	Not	Not	Male	FF-S-022	So we have a technology, it's called LifeSize... And what that allows us to

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			specified	specified	specified			do is, you have a TV screen, and every station, basically, is on camera. And we'll go through each of the stations. They can tell us what they're doing for the day, any trainings. If they're going to be in service, out of service. And then we also use that for critiques. Where before, we'd meet at one central location, and we'd talk about an incident, whether it's fire, a large incident, EMS, mass casualty. So now what that has allowed us to do is stay in our primary area. So if we get a call, our response time is a lot less...
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...we get our gear on first thing in the morning. We start at 7 AM. So we get our gear on, do our pass off, do our LifeSize changeover. And then we'll check our equipment in terms of our air pack. Put our gear on the truck, put our bunker gear on the truck. And then we start, like [Name] said. We'll do a detailed truck check. That's how it starts out.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	throughout the day we'll a training. We run, like [Name] said, a heavy rescue and a hazmat. So we do quarterly trainings. So depending on the time and where that training is at that time, we'll go out of service. And then we train for that day. And that's just not-- the hazmat and heavy rescue are SET and TRT. But we'll do in-house training, as well. So it doesn't necessarily mean we do multi-company. But every department requires, at least our department requires, that we train in the 24-hour period some type of training. And then we do physical fitness training. That's mandatory. Two hours a day...
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...we do the station clean up. So not only the truck has a certain area, but we have a detailed cleanup. So Saturday, maybe outside grounds. I don't know what today is. Maybe a gym [phase?].
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. So the daily schedule, other than, like [Name] explained, the first hour, is pretty inflexible because we always do our pass-off, and we do our video conference. And then you try to get to your truck check. Barring calls, we try to stick to that very regimentally. But other than that, everything else just happens as it happens. We try to do all of it-- we try to do everything we can as early into the first day as you can because that way you can make sure that the equipment's there and everything's



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								working correctly. But if a call happens, then you just start getting to it in the afternoon, or whatever you do, so.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...So you can get these hot and cold zones. You can get the hours that are more busier than others. And then you can even-- in [State], we can break it out into season because we can see that-- during colder months, we get more CO calls. We get more things of that nature. During the summer is when we get the outside broken arms, broken legs... all that adventure rafting and stuff. So it's interesting when you really start to look at the data. The things that we knew in the past just by experience and rumor, now we can actually see a true example of what's going on.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	It's very clunky. So we do the pre-plan drawing in PowerPoint. We then do the data entry into the fire marshal software. Then the fire marshal software spits out a PDF of the information that we have. We take the pre-plan document and cut and paste the PDF into it from the fire marshal software. We then export that into a PDF. And then the PDF of the combined two documents get sent to TriLink, and that gets put into the CAD as a viewable PDF. But not queryable data, because the queryable data lives inside of the fire marshall software. So you can't just say, "Show me where the Knox-Box is."
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...I mean, we send our gear out for a deep cleaning. Our station, we clean after every fire. And that's come around a long ways. It used to be you have your gear, you do your fire, you go back and wear your same gear. You don't wash it. Now we changed it so we have a backup set of gear. So it's changing, it's evolving, but there's not just one program that communicates with everything. It'd be tough. I mean, I think it can be done, but there's a lot of aspects.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	We explored a TIC that was integrated into a helmet. It was about \$1 million a piece when we were looking at, and it proved to be a very cumbersome piece of technology. It was 10 years ago, so the screen was really thick. The camera was really heavy. It added another 10 pounds to somebody's head... it was an extra 10 pounds on your head.

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								And if you'd look like an orange sitting on top of a toothpick, that's basically what it was. So it just proved that it just wasn't a good technology...
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	And so when they first did the system, we had a lot of interference because of cellular, because we're moving closer to cellular bandwidth. We had a lot of bleed-over from a cell tower. And they brought out a company that did monitoring around the entire city for about a year and try to find all the cellular bleed-over. And it was actually a digital system that was between two points. And I don't know the exact information. [Name] may be able to tell you. But it basically sounded like it was sending a Morse code between two points. And depending on the weather and other things like that that affect radio signals, we would get the beeping of the Morse code, the dee-dee-dee-dee-dee-dee through our system. Or it would either just be this low-tone static through our system that was just bleeding over because the bandwidth has become so used. Or not the bandwidth, but the radio waves had become so used that it's just saturated. But it's gotten really cool, because when we were in the other radios, we couldn't talk to anybody. Now we have the ability that every one of our radios has FERN on it. Everyone of our radios has-- that's the Fire Radio Network.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Exposure Tracker. We use Exposure Tracker because the CAD and-- the CAD sends us to calls, but the scheduling is what schedules you. And so there's no real direct tie-in between your name and the call that you ran. And so we use a web-based program, which has an app called Exposure Tracker. And it's just on your own. It's your own responsibility. And we track, so we're supposed to go in there and put calls that we run on. So something that you may be exposed to, a hazardous material, you may be exposed to a fire, something like that. So you can actually track your exposures, personally, and then have that information if you develop cancer, or have a problem, or have hearing loss. So there's vision loss, hearing loss, cancer, all these things that you would then want to show your doctor, or human resources, or whoever that these are all the things

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								that you've been exposed to over your career.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...Having the Internet so available for hazmat calls and stuff like that is actually really great. Because on our hazmat truck, we do the research side of things. That's what our primary goal is on hazmat [forward?]. And we had a whole bank of books, and that's where we did all of our research. So from the ERG, the emergency response guide that comes from DOT, to the CHRIS manual, which comes from the navy, I think... It comes from one of the armed services. And then we had just chemical dictionaries, things like that. Now you can just type it in and everything gets queried for you...
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: frequency of using different radio channels] It'd have to be a mass casualty incident, or when we do what we call mutual aid. We go into somebody else's area; we can go onto their talk group.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So depending on the type of call, if it's a long extended call, then we'll view off of the primary channel. Or, depending on how busy our dispatch center is, every fire goes to channel three automatically. Very rarely, we get local.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: radio channels during mutual aid] Yeah. When you respond, they'll tell you to check in on red northwest or whatever.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. So if we went-- and the only thing that they would monitor is that somebody else in that northwest quadrant, or southeast quadrant, or whatever, wasn't already doing something. So if they are doing something, then you may switch to a radio channel that's out of that quadrant, but just that dispatch is monitoring and they know that isn't busy. Or we can go to a non-repeated channel. Something like that. So they'll find a work-around to make it happen if we need to make it happen. But it all comes through dispatch.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Well, obviously, we eat there; we sleep there; we cook; we work out. I mean, you never know what you come across. You can have one call that'll mess up a whole crew. You just never know. You may run 20 calls. You may run 1 call. You may run 0 calls. It just depends. Like you said,

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								there's not really a time where you're going to say, "Yep. Three o'clock, we're going to be running down on [tong?]." I mean, we do have what we call frequent-fliers, per se, where we know we help certain individuals out, but it's never a set routine. It's different every day.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	I mean, even our crews are different. So if I'm off on vacation, now somebody else is going to fill in for me. We always run four-man engine, and then we get two on our ambulance. So we know every day that that's going to happen. Unless the fact that I get sick and I got to go home, then they'll have a short duration where nobody's in there. But usually that person will hang out. So it's not set, besides the truck checks, and the clean ups, and the workout. As far as, yes, you try to work out between 9 and 11 o'clock. But if that call drops or [inaudible] something like that, everything changes. You can just try to recharge your schedule and move on with your day. In fact, it's busy work until five o'clock. After five o'clock, then we can turn on the TV, unless it's a newsworthy event. But for the most part, it's busy work.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We used to do inspections, and now we do what we call pre-plan. So any new construction, we walk through the building. We look for hazards. In the event that that building starts on fire, we'd say, "All right. In that corner, that's where an ammonia is. And that's a roof access over here. That's our FBC." ... "These are exits. This is how we're going to lay hoses, and this is where we're going to throw our ladders." So it helps us out.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...It's a small [crosstalk]. We just have to do it. We have torches. We cut stuff, and then we have people that walk in and we've got a ring on their finger and it's swelled up, so now we got to cut that off... Now, you can't cut every ring. I mean, some rings cut easier than others, but. So it's constantly changing.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. There's always some level of education. We have to keep up with everything else. Keep up with the new cars, keep up with the new construction, keep up with new industry moving in, keep up with everything.

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Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Well, we need to understand the danger of what they're doing. And so if there's a leak, and-- but the firehouse is neat. It's fun. It's never the same. You're doing something else every day. Some new company's moving in and you're being exposed to a new idea, a new concept, a new hazard. And now we're learning about the trains because commuter rail's moving into [City]. So we have to learn about how to de-energize it, how to lift it, how to work around something as heavy as a commuter rail train.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	I'd say, I was just on a call a couple of days ago. It was an officer-involved shooting. And we basically have a set system of, basically, command structure, right? And there was no command structure in that. So nobody's knowing what is going on because you have multiple jurisdictions. You got [City], where it happened at. You have [County] sheriff that was serving a warrant. So he was serving a warrant and he got shot. So obviously, he's calling us, calling [County]. So everybody's coming in. So is there really-- they should have a command post and the command post will delegate, "Okay, you're going to be my safety officer." And it just goes down chain of command. Well, it was just free for all.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	And that was one thing I was going to talk about with the radio that's gotten better is, in the past, anybody could get on the radio. We're all safety officers. So if I need to get on the radio and I say, "Hey, this wall's coming down. It's going to collapse," I get on the radio and I let that be know. Well, now we have basically an officer where, pretty much, you say, "Hey, doc. That wall's going to come down." But he doesn't do it or he doesn't see it, you're welcome to get on the radio. But we just don't have-- it's not free for all. But our command staff is where it needs to be because once that domino goes downhill, it goes downhill fast. So you just don't show up and do whatever you want...
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We all have certain tasks that we do, certain jobs, and they'll change depending on where you are and who else is around you and where they're at. For the most part, we're a truck company, but if we have a fire in our backyard, we may switch over to an engine company. An engine

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								company may be a truck company. You just never know. So that constantly changes. But that's the biggest part, is that command structure.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...I mean, they're calling for one of us - I was on the ambulance - calling for a paramedic. Well, we don't ever just go as one. It's a rule: two in, two out. So we ended up fixing that, but our command staff was not happy, either. They wanted to set up a designated command staff in that post. And then we work and they say, "Okay. We need one medic. We need two medics. We need five medics. We need six beds." And then our command staff calls our dispatch center and they say, "All right. We got six reds, five blacks." And then they start delegating to where you need to be transported to, and who's available and who's not. So it just all happens. And if you don't do that, then nobody knows their right foot from their right hand from the left hand, so. It can be a mess real quick.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Well, I think the thing is, is firemen and policemen and all people that work in these industries, they're really good at just adapting and overcoming. And I think that's what we've always done for years and years. So there's even from the command structure, there's even from communication things. Like I told you about the call that we had that the city showed up with an iPad app that showed all the water. At the end of the day, we always get everything done. So we always cut the car. We get the water shut off. We get the officer that's been shot to the hospital. Things can always be done faster and better...
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...we have one thermal imaging camera. We send one in with every group of firemen that go in. So they have that technology there. But the people in the front that are on the nozzles that are doing the job-- to be able to talk to them and to tell them, "Hey, I see this," or, "I see that," because you're focused on your one job. I think that would bring more value than everybody having \$50,000 worth of stuff attached to them... When maybe not everybody needs that. Everybody needs to be in contact and to be able to communicate everything that's happening. Because I think now, everybody wants to have a TIC because they can't

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								see it. But if you were just being told in a regular voice where, "I didn't have to push a button. I didn't have to do this. I didn't have to do that," you wouldn't feel the need to have to have everybody have a TIC to be able to see...
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	We have stand-alone ERs everywhere. And so the idea is, they want to funnel in-- they want to funnel in somebody to their system. So if they build a stand-alone ER in suburban areas, they can take care of a certain amount of things. But then, if it's really bad, it already puts them into the system and they kick them over to the hospital. And so now we've kind of become the transport between these stand-alone ER's and the big ER. Or if somebody goes to the stand-alone ER, but they're really, really, really sick, they won't even take them. We just go pick them up and then take them over to the hospital.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	I think it's evolving. It's going to be to where you'll have ambulance show up on-scene and they'll help you transfer to the hospital. Hospitals are inundated, big time. So you cut your finger and you need a couple stitches. We'll send a unit. We'll stitch you up. We'll give you some [of your?] medications. And then after that, you get with your pharmacy. I think that's kind of the wave of the future, I really think, now.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[City], they've hired a nurse to ride with a paramedic in a pick-up truck with more equipment than you would have in an ambulance. So they could slide the bed out, and he actually had a small suture set. They had small things that they could do in house. And so they could actually do it there and then not transport him.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: stand-alone ERs] You save that money. You save that ambulance transport... Puts us back in service quicker for the next patient. There's still a lot of kinks that need to be worked out. A lot of it's insurance and what they're paying for, and what they're not paying for. So I don't know how it's going in [City], but we've had it here through a private agency. It's called a CCT unit... Critical Care Transport. So that unit would show up and then, like I said, based on what it is, they [would either?] take care of you right there and send you a bill or transport you. So I really think that's

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								the wave of the future for multiple reasons, and I think it's a great idea. You're going to have those people where you absolutely have to transport them... But from the hospital's perspective, they don't want you to do that. They would rather see you in their building...
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: cause of communication issues] I think lack of training, maybe. Adrenaline... I mean, I can honestly tell you it doesn't happen here. We may get off of track a little bit, in terms of an individual or two, but for the most part, we get toned. Our chief gets on scene, he takes command over instantly, based on if it's a fire. Not every time. It's his discretionary, based on what he's hearing en route. He may say, "Yeah. My officer's got it under control. I'll let him have it." But it's still in-- you still have somebody in command, right? He basically is there to support you, but not like I just come in on [Name] seat and take it over, unless he tells me or I ask him to. So I think that part, here, is really dialed in...
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: cause of communication issues] ...But in terms of when we get with multi-agencies, that's when it's kind of a measuring contest. We should all work together, but it doesn't always work that way. Like I said, we are on a north area team that we do a trench rescue on. And we've had a couple calls. [Yeah?], it gone smoothly. It got the job done, and outcome probably came out the same. But it's just too many people. Everybody wants to be a chief. Too many chiefs, not enough Indians [laughter]. So [inaudible] [that is?], but how do you fix that? We train on it. But I just think, again, you have your certain guys that you work with, and all of a sudden you're off on vacation, and I'm not working with you. So were not on the same page. And I'm working with some guy from A shift, and he does it totally different than the guy I used to work with.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	But it can start from our communications, too. You call an emergency, based on our dispatcher interprets that. They got flip cards. [Name] was a dispatcher. He knows more about it than I do. But based on how you relate the information to our dispatch, that basically determines who's going and what we're going on. So they may say, "Yeah, it's a small little fire on the corner." So they send one apparatus. Well, the whole



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								building's on fire, right? ...
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	<p>...So I, personally, think we're going to have a drone, eventually, where the drone will go out before the chief. And he'll basically get on scene, and he can do a 360 of the house. Then the chief can say, "Yeah. The whole back of the house is on fire. This is our action plan, based on that." Where now, basically, they show up on scene, and he's waiting to hear what your size-up is. So you go to the back of the house, you say, "Yeah. Half of the house is burned." Well, really the whole house is burned. So your envision and his envision are two [different?] things. You may say, "It's two story at the back and it's three in the front." He's like, "How's it two? It's three in the front." Well, it's a walkout or whatever, you know what I mean? We've had that happen. So again, that's back to that communication thing, where it's your vision and my vision are two different things. I could tell you it's red, and you're like, "That's pink." You know what I mean? Kind of like that. That degree. So I think, eventually, you're going to have where that drone is going to be in front of the chief, and he has a better of a view. And then he can say, "Yeah. We don't need all these apparatuses, based on what I see."</p>
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Well, [it's?] in hazmat. You have an unknown package. Take the drone over there. Fly it over there, and zoom in, and take a photo. Sends it back. Well, the drone's there. We can see what's going on.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	--so you don't have to put one of us in harm's way. I'd work on the meters and stuff like that, as well, and so. That's one of the things that's come out is we have the meters work over radio frequencies now... So we can actually take a monitor-- we have to physically take it. But we take a monitor, and you can actually leave it inside of a structure. You can leave it around a facility, and then we can actually monitor that remotely... So it's one of the things-- it's cool, but that's on another piece of software that doesn't talk with anything else. But it is cool. It's neat. It's neat where technology's going.
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: NG 911] So it's neat. I think it's giving a lot of-- there's a lot of ways to get information to a dispatcher to be able to get people en route to a

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								call. Some of the texting and some of that, when you're getting away from the phone call, it's difficult to be able to gather the needed information to get the right truck to the right call, which is one of the biggest problems. It's being able to ask the right questions, being able to get the right answers. You're dealing with people that are... really distraught. They're really worked up. And you're trying to have them come up with a good answer, I guess, is the best way-- I don't know. You're trying to get them to think and to say the right things. You're trying not to be leading, because once you start being leading, then you start getting misinformation. So the text thing I think is neat, but it doesn't give you that rapid communication where you can get all the information. But at least it's another means to get people there...
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	SME S3: ...We had a car fire a week ago. Well, we went fast, but we didn't go lights and sirens, because it's not next to a building. It's in the middle of the street. It's a hazard for that person, and a hazard for that car, but it's not a hazard... SME S2: for the surroundings and everything else. And so there's not really a reason to put all the people in danger from point A to point B, because it was a non-issue. The car's already on fire... SME S3: It's already ruined. It's not a big deal. So you show up and you do that...
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	That would be really cool. If I could say, "Okay. Rescue 54 in these four portables are assigned to that truck," and I know that I'm toning them out to [Street] If I could make that truck and all those radios go to TAC four, and I don't have to worry about them changing their radio channels-- which is why our admin doesn't like it. Because if [Name] remembers to change his radio, but I don't remember to change my radio, and then I need to get ahold of [Name], I can't. And then I have to wait for dispatch to tell me to change my radio, or dispatch needs to become my relay...
Context_of_Work	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...if I could push the button and say, "Change these five radios to TAC four," and then they're on TAC four, you wouldn't have to worry about it. Or if you could do that for a big group. Because when we do have a fire,

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								we do utilize a TAC channel because there is a lot of traffic that we don't want to interfere with daily traffic. But we will always, inevitably, have at least one or two apparatus, or one or two officers, that are checking in on the wrong channel, or that are getting a size-up or getting something on a wrong channel. And so then, as a dispatcher, you become the, "Hey, change your radio to channel--" and then jump to the other channel real fast, try to give the relay to keep everybody up to date. And then they give the same size-up because they're still trying to get out, and so it uses up a lot of radio traffic...
Context_of_Work	FF	S	Manager	46-55	21-30	Male	FF-S-023	It's been a lot of work. EMS is a lot of work. So we staff our engines with four staff or medics too. We have a battalion chief and a support officer on, and that's our daily compliment for operations...
Context_of_Work	FF	S	Manager	46-55	21-30	Male	FF-S-023	That's really what support services is all about. Our mission is to keep the fire fighting force fighting-ready. That's what we like to say.
Context_of_Work	FF	S	Manager	46-55	21-30	Male	FF-S-023	...So I have the dispatch center, and we have two full-time dispatchers on at any given time, plus a dispatch supervisor and we use computer-aided dispatch. A Q/A, it's a EMD/EFD system. So it's a question/answer system that they go through. But we also have a station alert system that they activate. Westnet is the brand. And then we have-- what else do they have to do in there as far as a call goes? A lot of recordings go on, a lot of extra radio, like backup radio systems, that kind of thing. So they're pretty technically important. Huge trunks from our phone provider, so there's a lot of telephone coming in and going out from them.
Context_of_Work	FF	S	Manager	46-55	21-30	Male	FF-S-023	Yeah, and then so I think that's everything. Oh no, maintenance. So I also have maintenance as well. Can't forget those goofballs [laughter]. So it's a little maintenance division, I've got a maintenance manager who's also-- does a lot of our building and facilities. He's got a part-time assistant. We have an assistant for that whole group that does a lot of paperwork and data entry and stuff like that. And then we have three vehicle mechanics that do all of the vehicles.
Context_of_Work	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: interoperable data link] So that's probably the biggest key, is do they

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								have the capacity to get it done, the work capacity? Because we still have to keep the trucks maintained and all of these systems--
Context_of_Work	FF	S	Manager	46-55	21-30	Male	FF-S-023	...the data we're getting, like in-first data, is not very complete. It's very open to error, it's all subjective by the officer. We actually collect a lot of data that we don't touch. For instance, when they say things on the radio that stuff should be able to come to us somehow because they're right there at the moment, and they're saying something. So they're probably saying the right thing. Then they come back and do their report, they remember it the way they remember it, human nature.
Context_of_Work	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: in-first data] It's not a big deal. It is what it is. So we know, for instance, they say that they went emergent, then they got slowed down, they kind of sped up, and they got slowed down. It's not really an emergent run because they didn't go as fast as they could the entire time. So we'd have to calculate that a different way but they may classify it one way. We have all that data. It's there, it's somewhere. So if I can reach that it would be awesome.
Context_of_Work	FF	S	Manager	46-55	21-30	Male	FF-S-023	And quite honestly, that's a highly overused medium. We find that most of our emails are for trying to educate or inform through email, don't go out to the masses. It's just junk. In their head, it just goes away. So every morning, we have a life-size briefing for every shift change with the crews. There's a life-size briefing which is the Skype. It's just a television meeting with all the crews. So I join in on that. Listen for any things that might be for my division. So I have my maintenance guys join in on that, so they can inform people what maintenance needs are...
Context_of_Work	FF	S	Manager	46-55	21-30	Male	FF-S-023	...Up until recently, I was on a company so there was a lot of listening to PD, talking with [City]PD, talking with [City] at the time. We couldn't get [City] PD, but trying to get a hold of them...
Context_of_Work	FF	S	Manager	46-55	21-30	Male	FF-S-023	...In this particular case, one of the dispatchers on PD got bad information and thought that one of the buildings might have been occupied. We change our operations if we think there's people at risk. We'll very, very, very, very aggressive if we think people are at risk. As it

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								turns out that wasn't the case, nobody was in either building. The PD didn't give that information to fire, but they aired it to a couple of their officers. One of our dispatchers happened to hear that and gave that information out. What they didn't hear was the officer said, "No, I have these occupants here."
Context_of_Work	FF	S	Manager	46-55	21-30	Male	FF-S-023	...at that time-- now this has changed, but at that time what happened is two more fire fighters went into the exposure building that was catching on fire, did a quick search but while they were upstairs it blow up on them. A lot of fire came down to the floor. Our more senior fire fighter says, "We got to go," ran outside. Well, he's fine at that point. Turns back and his partner wasn't with him. So he goes back in. Tries to call for a mayday, but his radio melted through. So he grabs his partner who was getting melted to the floor which is part of this too, so he grabs his partner bodily and it's kind of humorous because [Name], who's the hero here, he's only about yay high. He's a very small troll-looking dude, very, very strong. So he pitches out this guy that's taller than I am out the door. During that when his radio melted through, one of their two radios did an emergency broadcast and set off alarms. Well, [City]PD at the time just silenced those alarms and didn't tell anybody. So that was information that you might have helped [laughter]. Now, we fixed this, but there are other agencies that are of dealing with that I'm positive...
Context_of_Work	FF	S	Manager	46-55	21-30	Male	FF-S-023	...it was just a few weeks ago we had a fire fighter hit the emergency activation button and now I need PD at this location and ran back because his partner in the ambulance was getting beat up... Sort of. I mean there was a fight going on. Well, now those emergency terms come to our center and it went up and they didn't hear what they needed because it beeps it goes, "Beep," and then it shuts and during that beep is when he said I need PD at that location... Our police department didn't hesitate, they went ahead and sent an officer, they started an officer that way and one of our other medics was getting a call at the same time and this was 2 o'clock in the morning, just happened to be scanning, heard that and let the police know what was going on...

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Context_of_Work	FF	S	Manager	46-55	21-30	Male	FF-S-023	...It would be great to know what the building looks like, or what the streets look like, at the time of the incident. If we had access to cameras on the apparatus, or even our dispatch center, they could say, "Hey, look. What I'm seeing from this location is no smoke or I see a fully-involved structure," changes the tone of a lot of stuff. And 2 o'clock in the morning, if you get woken up, it takes a couple of minutes to get all cylinders firing; some of us takes longer. I don't know which side I am [laughter]. You get down there, and you listen to the information. And if it sounds like a good call, there's a lot of adrenaline. There's a lot of-- your heart's pounding, and it's a big deal...
Context_of_Work	FF	S	Manager	46-55	21-30	Male	FF-S-023	...So if you could get into the truck and have information there readily available, like a picture of the building, and a residential buildings. Now, a lot of our commercial buildings we'll get pictures, but they're historical pictures or pre-[crosstalk] pictures. If I could get accurate on-scene information in front of me before I leave, can change my entire way of thinking. And if I can shift that thinking process earlier to, "Oh. Well, this is a fire, so I'm going to think of X, Y, and Z," versus, "I don't see anything, but I need to look at X, Y, and Z. But I'm going to focus on A." So I think that would help those responders a lot.
Context_of_Work	FF	S	Manager	46-55	21-30	Male	FF-S-023	Police, same thing. If they could see where they were headed, if they could see, maybe, somebody running southbound, they could start their search from the south and come north. That kind of thing. So a visual, I know we have cameras on a lot of places. If we could get access to them, that would be awesome. And get that information out pretty quick.
Context_of_Work	FF	S	Manager	46-55	21-30	Male	FF-S-023	So there's several different facets to that I think. I've been trying to look into the future, my IT administrator is futurist. So we talk a lot. There is technology that's coming, that's going to make us safer. Robots, drones, that kind of stuff actually doing some of the hazardous work. So there's that kind of technology that's coming. And it makes sense, you've got building on fire, it's just like a bomb. We sent robots to go defuse bombs, why not send a robot into a burning building? If it's not something we have to actively go search for somebody. That way if it collapses, what

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								do we lose? ... A million dollar robot, who cares? It doesn't have a family, so there you go.
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So I work underneath the Deputy Chief of Operations. So fill an executive officer role, and then I have supervision of the nine fire department battalion chiefs.
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Work-wise, quick workout, cleaned up, come into my office, coffee, breakfast, emails, more emails, and then some more emails. Work on projects that are handed, passed down through the Deputy Chief of Operations. Then by 1:00 in the afternoon, I try to spend my afternoon out on the street, working with the battalion chiefs.
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	I'm kind of the go-between between the battalion chiefs and the deputy chief for the executive staff. So, like this morning, I had a half dozen emails that related to emergency medical services issues, CPR cards that didn't get issued, people who didn't get to go to advanced cardiac life support class, people who were having issues with medical equipment. So I would then have a conversation with the emergency medical services commander to try to work through those issues, and try to get those issues resolved. I had a staffing issue about somebody being moved on to a fire apparatus on short notice. So, trying to work with them on how do we make those recommendations, how do we do our job a little bit better, how do we make sure that we communicate amongst our co-workers in a better fashion.
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...And then going through all the fire reports from yesterday, so then I went through the record management system, our fire manager program. I review the structure fire reports. I'm responsible for the removal of duplicate calls, making sure that the battalion chiefs are getting all the reports done. And then I was on the street yesterday, so I had to write a report this morning because I went on a call yesterday, so I was responsible for getting my reports done in a timely manner. And then I came down here.
Context_of_Work	FF	S	Supervising	46-55	21-30	Male	FF-S-017	So in our comm center, so usually where you see duplicate or multiple

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			Field Responder					calls is like yesterday. We had a car accident, significant car accident with injuries, they thought somebody was trapped. So you had multiple call-takers taking the same calls and when they generate, they load it into the system and it would show up in our record management system as four calls but only one got resources. The dispatcher filled one out, added resources to it. The other three show up in our fire manager as unfulfilled calls. But I don't remove them, it shows up in the incomplete report list that I send out to the battalion chiefs, and then they're trying to weed through these calls that have no resources assigned to them.
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	And the reason that matters, too, is because the battalion chiefs tend to come around. The battalion chiefs, as part of their duty, they'll look through to see. Look, there's these incomplete reports. These guys did not go in and finish their report. But like [Name] said, if they're duplicates, they shouldn't. They've already filled one out. So that's why he clears those out.
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So some of the projects I'm working on now is working with the training bureau and the engineer that has oversight of our fleet. And we're purchasing new hose. So, inch and three quarter and two and a half inch hose. Purchasing new nozzles. We're looking at the way we do water supply. So we are looking to changing and adding gate valves on to our hydrants so we can get more water out of our hydrants than just using the five-inch supply line. So working on those projects to do the R and D. And there's crossover between training and operations, so working with them to kind of make-- right?
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So we work on projects like that. Those are kind of more of the significant ones. The operational ones. A little R and D, a little planning for it, so we're building incredibly large hotel out by the airport. And it is very distant from most of our core resources. Not only for us but PD, and streets, and parks, and water, and everybody. And we're trying to work together to figure out, okay, how are we going to provide services? Well, it's so far out, that now it's building relationships with north side fire departments that we've never worked with. But they're actually our



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								closest backup. But it's so distant from the core of the city and we've never had any development out in that area that all of sudden now we've got almost a three million square foot hotel, convention center complex going in. And there's going to be one fire truck, for now, assigned out there when it first opens. We'll add resources as it grows, but figuring out, okay, if we have an incident, how do we cover that, and then building out the relationships with our neighbors to the north, and introduce ourselves, and do some tours, and some joint training, and kind of get that. So those are some of the projects that I have the opportunity to work on.
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So normally I'll go out. There's two reasons I go to the street. One is to work with the battalion chiefs. So I'll either have group meetings. So we'll sit down. We'll do a little training. We'll have conversation about what's gone on at headquarters for the day or any issues that they have in their battalions that we can work through, the four of us. Sometimes I'll have one-on-one meetings. So like this morning I went out and had one-on-one meetings with the battalion one chiefs. I caught them at shift change, so I caught one before the other one came in, had a meeting. Then he changed and left. I sat down with the other one. And then yesterday I went out because all three chiefs were on calls, so that I went in service as the fourth chief. And then it's also my responsibility as that fourth chief to maneuver our resources around.
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	We're working on going to a move-up module or we may even be into that but we're not using the move-up module yet. So right now we're manually-- I sit there and look at what calls are there and I know where my resources are and I just start shifting them around to make calls. And then we had an area where we had all our resources in the southeast part of the town were being used. So I started using Mutual Aid resources to cover into that area because we just had too many calls going. We had a house fire going on and then our extraction rollover, and a chest pain, and all in this southeast part of town, so my responsibility is resource management at that point.

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Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So yesterday, I'll literally find-- usually I find somewhere in the center of the city and park. I'll find a parking lot in the center of the city because then I can respond in any direction. I sit in a parking lot, I pull up my list of calls, I see what resources I have left. I can then pull up my map on my mobile data computer.
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...We used to have free standing fire dispatchers years ago, and they were really good at free-think. I mean they'd be like, "Have you thought about this? What about this? Do you want this resource? Should I be calling this?" That's just not the way our comm center works right now. They're super busy. They crank out a ton of calls and try to process a lot of information for us. And with priority dispatch, I think it's really increased that. I mean, the demand on them is tremendous, I think. Just trying to keep a full workforce for them, I think, is a battle, let alone teaching them how to be advanced in free thinking for the fire department. I just don't think they have that opportunity right now.
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So we went to a interoperability channel. They would get the call, MatCom would process it and call us on an interoperability channel. My BC would take it. We'd write it on the board. Another chief would pick our-- go, "This is the run card. This is who I'm sending." Somebody else was tracking it on the board, and another person was tracking it on a computer screen and pulling up maps just in case we had to-- because we lost our mapping, everything. So just in case we had to route somebody in then we could route them in. So it just happened to be at the end of a meeting when everybody was upstairs. So we just pushed everybody into the room and everybody's like, "Why didn't dispatch do something?" I go, "What did you want them to do?" It's not what they're trained to do. So, yeah, it was fun. It was really fun.
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Yeah. I think the biggest one-- and I was just very fortunate. I had a 300-acre wild land fire this year. 60-mile an hour sustained winds gusting to 75 miles an hour. It's running this field. It is on the border of a old World War II, Korean war bombing range. So we knew if it got into there, we couldn't fight fire in there, and then after that it was natural gas and oil

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								wells...
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: wildfire incident] ...So what was cool about it was, MatCom has a dispatcher that drives around in a pick-up truck. One of their dispatchers is set up in a pick-up truck. And, at some point, I'm trying to get resources and coordinate my radio communications, and he pulls up next to me and he goes, "Hi. What can I do for you?" And he's standing there with an iPad. And I go, "I need five brush trucks right now." And he goes, "Okay." And you see him push a couple buttons on his iPad and he goes, "Done. Now what do you need?" I go, "I need five type one engines right now." "Okay. Done. You want me to spin you up some weather? I'll spin you up some weather and give you live weather. If we can get the airplane up, I can get overhead video for you."
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: wildfire incident] So having them come in and provide this amazing-- so he coordinated all my radio channels. So I had 27 Mutual Aid agencies on the call. I've never experienced anything like that. And he coordinated all my comms, rigs coming in, rigs going out, having everybody go to certain radio channels for me. And he's like, "Here you go. Here's what you have. Here you go. Here's what you have," which was an-- because otherwise I'd have just been sitting in the cab of my truck, trying to figure this out on my own, and he was able to set me up. He was able to talk to the state and get certain channels freed up for me to use, which was really cool.
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...Yesterday, we ran with [City], so we went over to Red [City]. So now they were trying to monitor Red [City] and we had a working fire going and tons of medicals going on and a dispatch channel going on. So, it's interesting to watch them try to manage our call load, especially when we hit a peak, when we just get busy. I'm just trying to think of what else we do. Those are really our primary channels. We really don't meander off too often off of the dispatch channel and TACs two through six, and then Red [City]. We're hoping to move away from that as soon as this merger is done and we start moving over to their channels.
Context_of_Work	FF	S	Supervising	46-55	21-30	Male	FF-S-017	[RE: working in Arson] Radio-wise, by the time we got there, everything

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			Field Responder					was over, everything was done. Most of ours was face-to-face communication or cell phone comms with each other, the other investigators, or the state investigator. Everything was cell phone or text message. It was rare we do a lot of radio comms...
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: working in Arson] ...the biggest problem was, is even when we found something, unfortunately, it's such a dirty profession, that any decent piece of technology, you couldn't bring into that scene anyways. Because I'm either exposing it to gases or smoke, or I would completely soot it up. So then it was covered with soot, then some engine would come in and spray it down with water, and then you're like, "You know what? Everything just stays out in the car."
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: working in Arson] People were touching your stuff and moving your stuff and dropping your stuff, and at some point, you just went, "I'm going to write on a piece of paper with a pen." And that's it. And I went back to pen and paper. And a good pen that could write when it was 20 below and that was it. Because trying to use technology in that- it made sense, but it just was impossible to do. It was just too hard.
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So, I mean, like [Name] said, we do manage all the technology that they use. Well, all the computer-based technology they have. They have stuff that we don't manage. So it's pretty frequent. I mean, we have a public safety team within IT that's dedicated to works, or in just their applications and the technology they use. So they're pretty hands-on with that. At least a couple times a week, I think.
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Sure. So usually what happens is, say we're going to a shooting, a party with a gunshot wound. We won't go in. We stage a way. Fire and ambulance stage a way, block two blocks away. En route, the officer on the engine or ladder truck will come up on dispatch and go, "Dispatch, tell me what PD channel and the officer in charge." And they'll be like, "Okay, go to PD3, Lincoln 27." So we'll switch over to PD3. And, usually, we have an extra radio in there or they'll use their portable to keep the rig radio on whatever TAC channel we're on. And then listen and listen to hear PD say, "Request entry." So they don't tell us it's clear anymore. They

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								just will request entry when it's safe as it's going to be for us to come in.
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: communication with LE] So they'll request entry. We can communicate on this. So we recently had a SWAT activation for a guy who had some hostages. So we had an in-sync commander who will do unified command post. And then, we'll listen to whatever PD channel they're on. And then, we'll operate on our own fire channels with our fire person. We usually only have the in-sync commander go to the PD channel because they really don't want us talking on their channels if we can help it. But we have access to all their channels. And within the last year, they've added our channels onto their supervisors radio. So they can come up on our channels now to-- up until a year ago, they didn't have that access. They didn't want it. All of the sudden, something happened where they couldn't get a hold of us and they realized they really wanted it and they've got to add it on to their radios.
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	But some of the in-mass communication stuff we're excited about. We hope that that plays out so you're not holding your radio up to your mask and then having it move through an amplifier and through your microphone...
Context_of_Work	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...We're going to new microphones that have five port-- five, I guess, speakers because we're having issues with people. We don't like to wear our radio belts. So we all talk like this. While the microphones are on the front, and we all talk at the top of our radio. And now the new ones have a microphone on the top so they has five microphones. Back, front, top. Hopefully, that'll improve some of our communications too, as we switch to those. Because you're supposed to take them and turn them and talk at them. And we don't because we're all wearing these. We all talk into the top of our-- in analog it, would pick up fine. In digital it does not.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	SME S3: General emergency response, we respond to all the normal stuff, fires, EMS, motor vehicle accidents. And we have a little bit of a specialized assignment because we're a rescue company. So we also do technical rescue. SME S2: Heavy extrication.

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Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So specifically, how we're set up, we have engine companies that our main priority is fire attack. And then we have a truck company.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Search and rescue on a fire scene. Ladders, elevated master streams, stuff like that. And then the rescue, we operate on a fire scene as a truck company, but we don't have the elevated ladder on top, but we do have all the technical stuff, ropes, confined space, trench, structural collapse. And we have the vehicle extrication component, also.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So we start our day with our daily pass off from the off-going crew. They tell us anything to note, just what they did on the day before for anything, any issues. And then we go to our life-size system which is a video conferencing system through all the stations and headquarters and dispatch. Everybody gives any more pertinent information and what's going on with the day. And the time chief and the support officer run that. After that, we go out and do our truck checks, get everything ready for the day. My lieutenant spells out what we'll be doing for the set the two days that we're on, and we go from there.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Yeah, after that, typically we'll do a training each day. We have station duties, like cleanups to do, and that's in between, obviously, emergency response.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Well, a little bit of it's run by emergency response. So we have to kind of work around that. I mean, that's our first priority is to run calls. And we try to fit in a workout in each day and then--
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	There's community risk-production events where we do public education and anything like that. You can see how the calendar dictates our main points of the day. I mean, we have this. What else do we have?
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	We have another training this afternoon that's a department-wide training.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Yeah. And that last set, we're doing all the same stuff, different trainings and stuff that we're required to do. We do in-house training also that's kind of what we decide we want to train on versus what is dictated through the training calendar and then training division. Meals and, yeah.

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Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So, again, some of that is we have a HAZMAT rig, and our rescue has quite a bit of equipment. So we do our truck checks on those, also, running all the equipment. But then we also have our daily cleanup schedule for the whole station. We have to get that done at some point also.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	We have an ambulance company with us, as well. So they're in and out. They try to do as much as they can with us, and we try to integrate them into what we're doing training-wise, and working out, and eating, and things like that. They're typically busier than we are, so they're in and out of the station quite a bit more than we are.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	And since they transport the patient, their calls take quite a bit longer. We go back after the initial scene, and they transport, so we try and get everything ready for them so they're not-- they miss a lot of meals, so we try and get it all ready for them.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	And then after 5:00, we're free to-- it's sort of free time, so we can watch TV or a movie, or do personal stuff after that.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So we have two truck check sheets, so to speak. So we have an inventory list that's really just kind of more of an in-house-- we're checking specific pieces of equipment and we're doing it on paper and check marks. And then we have a daily truck check that is more the basic mechanical stuff and making sure the lights and sirens work and the radio and things like that. And those also are on a sheet of paper with check marks, and then they get sent to our maintenance division.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: equipment checks] So we'll scan them and send them to maintenance. I believe our maintenance secretary enters them for that for the ISO and all that.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Our ambulance do it all electronically. But it just seems if you can click a box that was yes or no-- we kind of do the same thing with our pack, our daily SEBA check. We have to log in into a computer and log into this other program and enter in that we checked our SCBA and we log our daily workouts in there, also.

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Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	In the past, we've used them for pre-plans and that kind of stuff. I'm trying to think what else. Ambulance crews have laptops they do reports on. And we don't have those on the engines or trucks or the rescue. I mean, we have MDTs on the apparatus But we don't do reports on those.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	As far as computers-- I mean, we're HAZMAT, also, so we have one on our HAZMAT rig that we can do several of their-- research stuff with for any chemicals or anything we run on. And with that, our meter maintenance, we try to log all our stuff in digitally like that, also. It's an electronic meter so it can plug in there and you can do all the--
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	The majority of our calls are just face-to-face verbal conversations when we're on scene because, for the most part, on medical calls and motor vehicle accidents, we're close enough that we can just talk. I don't have to talk to these guys over the radio. Now if we have a fire scene or a larger scene, the way we work, our truck companies and the rescues we split so we're two and two. So I can talk to other companies or these guys via the portable radios.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So really, if we take a fire scene, command is in a separate vehicle. And usually there's at least two people in that command vehicle. So they're giving overall orders for the scene. So it's a back and forth of-- we echo everything, so, "Rescue 54, I want you to do ventilation." "Copy. Performing ventilation." And then we can talk to other crews, also, which doesn't happen, usually, on our fire scenes. Everything goes through command and then send information back out to the crews.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: using smart phones] So, yeah. You can't do much more than just talk on the station's cell phone. And, I mean, we all have smart phones so if we need-- it's been a lot where we've needed to look something up, and we just use our own phones and stuff like that.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: using smart phones] Specifically for us with the HAZMAT stuff, a lot of that stuff you can download apps now. So it eliminates us using the computers in the truck because we can just do it on our cell phones.
Context_of_Work	FF	S	Field	26-35	11-20	Male	FF-S-018	[RE: using smart phones] And Google, you find MSDS sheets. You can



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			Responder					find everything just by a simple search.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: using smart phones] I mean, people have used their cell phone for mapping.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	I'd say more often we see an ambulance mutual aid. Where our's goes there, or we're out of ambulances so they send one. And it's just simple medical pass off, and they transport the patient, so it's pretty basic on that end.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: communication on scene] Yeah, at that point it's just task-level stuff. So their incident commander will assign us a task, and you let them know when you're done, so.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: radio in the rescues] The officer usually is talking into it.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: radio in the rescues] The officer and the engineer both have a button to talk. In the back, we don't have a button, so either one of them can talk, but he's the main.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	I think our engine one is our busiest station, so they wear their trucks out faster than other stations.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	And the ambulances...they get beat up. They're always running, so they get a lot of miles and hours on them.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So we do an EMD system, emergency medical dispatch. So they'll code it out, and anything-- so they could code it Alpha through Echo. Alpha's being that just the ambulance responds. And then Echo is the worst, so we both go emergent. Delta, we both go emergent. Charlie, the closest apparatus goes emergent, so that's second. And Bravo and Charlie are, really, response is the same, so it's the closest apparatus emergent and then the other one goes non-emergent.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	I mean, a majority of our calls are medical calls now, and the majority of those we're going together with an ambulance.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Yeah. So generally station five is our support, or we support each other with technical rescues. So we always respond jointly. And again, with

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								that, we're part of the [Name] Tech Rescue Team. So our last one was a trench collapse with a guy in the bottom, out in a different jurisdiction. And so we responded with them out there. And yeah. So we go on scene, and there's a guy in the bottom of a collapsed trench. And for that, we'd shore up the sides, and then we start digging out. And as far as communication, it could have gone better. There was the incident command structure, and he was delegating all the tasks and all that. But, yeah. I don't know if we had a common radio channel. It was mostly face-to-face on that one. How in-depth, do you want me to go about the call?
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Personally, I was helping with the shoring team. So we put trench panels in so no more sloughs in. And then we put wood in between them so that keeps it from coming in and pressurize it. So we got that done, I was helping with that. And then we rotated in and out of digging at the bottom to get the guy out. And I wasn't in medical at all on that one. We had paramedics on scene that came down and gave the guy meds and drugs like that, pain meds and different things. Our engineer, he helped with lead. He is very well-versed in the technical rescue. So he was assigned to help a guy in another department to be lead on the technical part as far as the tactic, views, and all that. He used the commander. For the most part he's just doing all that behind the scenes work. With anything like that you have a lot of personal on-scene.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Yeah, and there wasn't much to say. I mean, we're digging him out and we're-- you're only about 8 feet down, so they're at the side on the edge talking to you. And you're giving buckets of dirt out and stuff like that, so it's not like you're just down there by yourself
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Boy. Typically I have technical rescue response. I'm either going to be operations which is-- because typically what we do, even on a fire, I might initially be command, but then I'm going to pass that on to our battalion chief which would probably most likely what would happen unless we assign this gentleman to operations or something like that because sometimes it's based on expertise or something like that. So I

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								would probably initially be [inaudible] in command and get things going and then assign your operations and then assigning specific tasks. But then eventually I would probably work with command or pass command on. And then, that would be-- on calls like that, it's a lot more face to face. But I would do some stuff over the radio. Officially passing command and assuming command, and things like that, that's all face to face stuff.
Context_of_Work	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	It depends on the call. HAZMAT and technical rescue typically go a little bit slower because we're kind of seeing what's going on and getting a better picture of what's going on. So there's a lot more huddling and figuring out what's going on and what's going to be our plan of attack.
Context_of_Work	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	I guess ... I'm in charge of the department. So I'm, I guess, the team leader for the whole fire department and how we want to train and what equipment we're going to have, and what services we provide, and how we're going to make it happen.
Context_of_Work	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	My job is to train the firefighters how to go on calls, and when they're not available, to take care of the calls.
Context_of_Work	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We are a volunteer fire department. And the volunteers do the job, and the paid staff supports the volunteers.
Context_of_Work	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	So my typical day looks like just coming in, checking with the crew, seeing what their needs are for the day, what their training objectives are for the day, and making sure that that fits within the mold of our policy and of what they need to get done, making sure-- I do scheduling, so I make sure the schedule for the week is complete and track the changes daily as they go through their-- we talked about the certifications expire at different benchmarks. I have to review those and make sure that we're not going to expire on something...
Context_of_Work	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...My daily task is reviewing the call reports and training documents that have been submitted, and making sure they're accurate and complete, and making sure people are getting proper credit for what they did do, making sure that there isn't anything on there that they didn't do that

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								they're trying to get credit for, which doesn't happen often...
Context_of_Work	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	My long-range planning is really what I spend a lot of time on because it's hard to determine, again, with our transient volunteers, again, through no fault of their own, what are their needs going to be. How do we need to make them successful in our organization? What classes are going to be available and at what cost? Classes are getting more and more expensive. We were just talking this morning. There is a class-- we're getting our last guy through it, which as we've gotten everybody else through, was 100 bucks just to-- the tuition to get into class. That doesn't include the supplies, and hotel, and everything to get through it. But that class is now 500 bucks.
Context_of_Work	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...And then, after coming up with a plan, I have to be able to relay that to the fire board, the fire chief, and either defend and make it happen or come up with a different game plan based on what they need. The State of [State] has a pension plan for volunteers, and that takes a fair amount of time administering that on the background. There's minimum requirements from the volunteer to achieve that, but tracking that and making sure that people are getting appropriate credit or not getting credit or whatever, that takes a tremendous amount of time. And then, when the chief's not here, I help take care of whatever administrative issues come up, so.
Context_of_Work	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	My day is usually kind of-- have you heard the term inboxing? ... That's pretty much what I do. Every day, he comes in and figures out what has to be tackled. I mean, I usually have a plan of what I want to do, but it usually gets changed...
Context_of_Work	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Yeah. So, obviously, I have a lot of administrative work because I am the [Job title]. I'm the [Job title]. I'm also our [Job title]. So I do all of that. I help with the county radio system because they do all the radio programming for the county. Just kind of being CEO, all the mail that comes in, the emails-- I mean, just [a lot of?] communication stuff that as the liaison for the department, just keeping things going. I'm also still [Job title]. So I have inspections that I'm doing.

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Context_of_Work	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Yeah. So I wear a lot of hats and it doesn't all get done. And one of my frustrations that I've always said is, as a firefighter, we're the jack of all trades but mastery of none. And so back in the day, I like to have projects and see them all the way through. And it seems like I'm getting on the project and I always hit the good-enough phase, then I'm on my next project. We're never actually completing or mastering anything, or finding efficiencies because we're just-- all we're doing is just putting out emergencies and going on to the next thing, so.
Context_of_Work	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Just trying to manage-- I spend a lot of my time as the [Job title] guy just fixing-- helping people log in to seven different apps, or the passwords, their emails, whatever it may be. And I realize is that they're a volunteer, right? This is a volunteer thing we're asking from them. With their job, they have all these. And their second job, they might have all these. So a volunteer might have 15, 20 different apps and some of them are duplicate. We have people who work up at [City] full-time. They use WhenToWork. We use WhenToWork. But certainly, in the app, you can't just change users. You have to totally log in differently. And so it's just--
Context_of_Work	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: DOT] Yeah, we run to the calls. We provide the emergency services, but they're key for keeping us safe. I mean, getting traffic slowed down, putting out boards so that people know that there's an accident ahead. And they're actually responsible because of the way the [Name] tunnel works. It's very unique to this state. They actually have the responsibility for fire protection in a small section of the state.
Context_of_Work	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	It'll take about three months to roll out everybody, just with time. I mean, if I were to sit down and actually 1,200 radios showed up right there, right now, and I could push through, I could probably get that done in a week.
Context_of_Work	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Car wrecks. We'll get sometimes a call to the-- it's a car wreck. There's no information. We get there, and we find out, and we're extricating three patients, and the car's upside down. It's near the river. And it took us 40 minutes to get there. And by the time we get there, now, I got a call for help. Well, that's another 40 minutes. So some of that stuff ahead of

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								time would be helpful. I know there's a challenge...
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...So technically what I do is, in addition to-- I work parallel to the other captain and we do all the equipment ordering for the operations, so for the fire trucks. And that includes the special operations companies, all the rope rescue, ice rescue. So all that, tech hazmat...
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...In conjunction to that, we also coordinate our wildland program... Even though the City of [City] doesn't have a large wildland interface, the City of [City] Fire Department actually has one of the largest wildland teams in the region. So we have about 150 firefighters that are on our wildland team and they deploy individually and as various groups, or units, or task force, to incidents around the country. And we have apparatus that we can also send tools and equipment as its own resource. So we can send an engine to a fire scene with people on it. And so we coordinate that...
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So the other captain and I do all the research and development. So for whether it's new hose, drones, just anything that has to do with research and development, and looking at new practices, policies, and procedures. So that's kind of what we do. I also specifically do all the multiagency, multijurisdictional coordination. So I do the coordination with the Office of Emergency Management, in addition to the police department, the FBI, the Secret Service, all the various federal agencies as well as the State Department, Homeland Security. And I do all the pre-coordination for any large events, whether they're protests, a presidential visit, a Democratic National Convention, or a Republican National Convention. So anything like that, I'm usually tasked with the fire department's piece of that.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So we're currently moving forward with our drone program. We haven't actually purchased the drone yet, although we are in the process of purchasing several drones. We've done all the research on it. The other captain and I have taken several-- we've gone to different conferences and have talked to various people around the country in the industry, both from a public safety standpoint and the commercial user kind of TV commercials, bridge inspections, and we've collected all of our data

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								and kind of-- we're at the point right now where we're actually next week sending out for bid the drones that we actually want to get, so.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So, usually, prior to any type of an event we try to-- obviously, we have numerous meetings, whether it's [Event] parade that we had last year. We'll have meetings prior to. We'll come up with a communications plan...
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Yeah. So that's frequently how we-- we'll just set up and have a communications plan. Police will be operating on whatever channel it is. And then we would have that. And we would spread that information to whoever that unified command incident commander is who's working in that specific incident. And then we would take down and pass-- if we wanted to have subchannels underneath there, we would pass that down to fire commanders or to police commanders who are working underneath, like in a fire branch or in a law enforcement branch, or an EMS branch...
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...I don't know if you know that we're a bit different here with the way we run with our EMS system... Unlike most fire departments, there's been a bit of a-- we have evolved in the city as the [City] Paramedics, which is [City] Health and Hospitals, which is not truly a city agency. It is just the [City] Hospital. It's a private hospital. And the paramedic division has-- it works for them. The [City] Fire Department is obviously a city fire department. We work for the city. They provide the advanced life support and transport. We provide basic life support, unlike most fire departments around the country where the fire department houses both advanced life support and basic life support. And the fire department has its own ambulances and there's paramedic firefighters that could work on the ambulance or there's just firefighters who work on the ambulance that work on a separate...
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...like New York City has an EMS division. And so I work for the FDNY as an EMT on an ambulance. In [City], we don't have that. Now, we do have quite a few firefighters who are training as paramedics, but they don't get to operate because they might have day-off jobs or they came here

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								from different organizations that allowed them to work in that scope. We don't allow you-- we only work as EMT basics. Our fire trucks have four firefighters on them. And so we, because of the-- we have 15 truck companies and 38 engine companies. And so we could usually get there prior to an ambulance. And so we start that basic life support part, that component...
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So, normally I come in and-- God, that's such a good question. What do I do? I mean, usually I come in and answer emails, tons of emails, so.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So we have a-- we have a visit from [Name] coming next week. So yesterday I spent a while in a secret service meeting doing the pre-coordination. So this morning, there are some pieces to that puzzle that need to be handled. So when the secret service, the agents that are here, and the travelling agents that come with her, those pieces from the fire side have been filled in. So what I'll do is-- like right now actually, when Chief [Name] asked me to come in here, that's kind of what I was doing. I was doing some of the coordination pieces for that, whether it's setting up the safe houses, assisting in which hospitals would be used as a primary hospital, where is our relocation sites. We have various things called breakout rooms on the hotel that she might be staying at, that we look at and say, "Okay. Can I get a fire truck to that floor that she's staying on?" And we'll designate. So those are the kind of-- that's what I would-- usually my mornings consist of doing something that is a coordination piece...
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: LE multiagency terrorism information] ...it could be anything. "Hey, a firefighter had his equipment stolen out of his car." Doesn't seem like a really big thing until, from an intelligence aspect, you start saying, "Well, we have an event coming up over here." And if a firefighter's gear went missing and somebody was wearing that, could they just gain access into this event? So we will then take this information which has been disseminated to key individuals, and we will pass that throughout our organization and say, "Hey, look out for this." Or I might coordinate with the [Name] security to say, "Hey, we have a Knox-Box key," which is on



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								every building. "So, hey, one of our Knox-Box keys was stolen. So you need to--"
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So every morning, I check with the Joint Terrorism Task Force, the [State] Information Analysis Center, to see if there's anything credible that's going on and see if there's anything that's going on within the city and county to see if there's any correlation. And if there's information that I need to disseminate, then I take that information and I push it on out to the operations folks.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So I actually don't work in the firehouse. I'm more of a 9:00 to 5:00 guy. It's actually 6:00 to 4:30 guy. So I'm more of an office worker...
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...But then, like this firehouse down here, they have to maintain their technical rescue proficiency. So that requires them, when they come in in the morning, to get all their stuff ready like they normally would. And so they'll do their shift change with the person in front of them and take their gear off and take the person's gear off and put their gear on, go through the entire fire truck, and then they have two more fire trucks here. One is a huge tractor-trailer which is part of the technical rescue team that has tons of wood and saws and all kinds of things to do what we call sheeting and shoring, and for trench collapses and building collapses and stuff like that. And then the other fire truck is a big, what we would call a heavy-rescue truck that actually houses part of our dive team and our swift-water rescue, under-ice rescue. So they, in addition to going through their fire trucks, they have to go through those also. So it takes a bit of time. So they'll go through their dry suits, the wet suits, all the scuba equipment, the masks, making sure everything's set up specifically for how they like to do if they're the primary diver that day. They're going to go through and make sure their stuff is ready to go...
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: dive team search patterns] So usually you're looking for the bubbles of the person coming up...
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	With that said, we're right on the outskirts of the [Name] district, so a lot of business. What we've seen recently, honestly, is we've always had a

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								fairly large population of homeless but it's exponentially increased over the last few years because of the marijuana legalization. So every 16-year-old that's angry at Mommy and Daddy because they don't let them smoke marijuana decides to leave home and come out here. So if you look out right where they're going, right over here is a high-density area for homeless people and drug usage. So it becomes, for us, we've seen that increase dramatically and with the homelessness comes-- and the marijuana, it just takes-- it goes from the marijuana and then they come out here, the next thing you know, it's some type of cocaine, heroin, just whatever. So we're trying to-- and there's not a lot of places to put them, so the mayor's priority is really trying to get people into some type of housing so that they're not out there just-- and programs that really help the people that are out there coming in and just getting addicted to stuff, so. But this firehouse really has just a wide-- if you just head just a little bit that way, it's low-income. If you head a little bit that way, upper-end business... So this area kind of hits it off... This area just totally sees it all.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Our call volume has increased tremendously. We're reaching a place where, as we're looking and staffing and we're trying to track and trend the data that shows, okay, this is how our call volume has increased, and here's a direct correlation to population increase and some of the other various factors like marijuana. And so there's a direct correlation between the population increase and our call volume. It just is. So as the [City] keeps doing better and better and better, which we have, we are growing and growing and growing. I think there's a projected 187% increase in-- yeah, I think we just surpassed Baltimore in size, which is... crazy.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...I'm trained to put water on a fire. I'm trained to cut a hole in a roof. I'm not trained to come in and say, "What do I need to--?" ... Or even, what is data? I don't even know where to begin to look at saying, "Hey, I would like more fire trucks." Great. And usually, as firefighters, we're very passionate people because we want to help. And so when a government

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								comes in, they can understand a passionate argument significantly. They come in and they say, "Man, I totally agree with you, but I don't have \$1.8 million to buy a new fire truck. I have all these other priorities." ...
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Yeah. So that's kind of what the goal is, is to have Tablet Command interface with the drone. So let's say I show up, and I have the drone, and I'm flying the drone. The incident commander will be able to see... This is actually what you're seeing, and I could use-- it was yesterday or the day before, we had a pretty good working fire with a multifamily building that had a fire up in the attic. Well, now I could take the thermal imager, and I could actually show the chief, "Hey, here's where all your fire is. Direct the crews to go over there and cut a hole right there." So that has a lot of application... Yeah. The drones that we'll be using, they'll have the TIC mounted to the drone.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Tablet Command program] Yes. So only one person can really make-- so the incident commander is the only one that could really make any changes, but multiple people could see it. So let's say Division Chief [Name] is the operations divisions chief and he's sitting in his office and he wants to take a look at what's going on at this fire over here. He could turn on his radio, listen to the radio, and he can pull out his tablet and see exactly what's going on, where the crews are, how they're being utilized. What we didn't want was a second and third battalion chief on scene being able to manipulate data. So I'm not quite sure how that piece works, but if I'm the second-in chief, I'm not the incident commander. I'm the safety officer, or I'm assigned to be on the back side of the building. I can see things but I don't have the ability to actually drag and drop companies. That only comes from the incident commander and dispatch... So if the chief's super busy, dispatch can actually take that and they can actually assist the chief in doing--
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...sometimes CAD will come in and say, "Engine one, respond to this call." Well, it's not taking into account that this road is closed, and so engine 11 may actually be closer because right now there's a protest going on, and so this road is closed. And so it just automatically assigned engine

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								one... So, us having firefighters up there who actually understand firefighting... They understand, "Hey, you know what? I got this road closed." And usually, they're not quite as-- I don't want to say fearful of making a decision as maybe a civilian who's hired to be a dispatcher. "CAD told me to do this so that's what I'm going to do." I have firefighters who are like, "No, this is the best reason why I would do this." Or, "Hey, Chief. Do you want me to start you a second company on that? It looks like you're running a little low on truck companies. I'll start you another one." So having those firefighters up there is kind of a-- every time we come to collective bargaining every three years in the city we always fight to keep our dispatchers up there.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Situational 360 program] If I have 18 fire trucks working here and a bunch of police cars because we had a Boston Marathon bombing, something like that, we still have all the other calls for service in the city. People are still having heart attacks. There are still fires. How do you service that, is through mutual aid and prearranged agreements that you have with these other jurisdictions. Well, if you're operating on an island, kind of hard to start communicating those things. So trying to increase that. Increase the common operational picture for all these agencies. And so this is a tool that we're trying to-- this is the first iteration. It just came out two weeks ago.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Situational 360 program] So yeah, the ultimate goal is to ensure first that everybody within the city is utilizing it the way it should be utilized. Trying to get more agencies on board. And so some of the stuff we're struggling a little bit with is trying to-- if I'm an incident commander and I'm working at this particular house fire and I have roads here, and I say, "Hey, I'd like the police department to come in and block off this road right here to protect our hose lines and make sure nobody goes down there," how do I show on the map that these roads are closed? ...
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	I can see that information right there. We also have the ability to say, at the same location, "Dumb-dumb has gun in house. We've been here 10 times." So we flag that. So as that address comes up we know, "Hey, this

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								building, there's a guy with a gun. We've been there five, six, seven, eight times. We know he has a gun." So we can enter notes. "Hey, this particular building has some type of a construction feature that's hazardous to firefighters." So we will take that information and share it throughout our organization and even from [Name] Health and Hospitals, [Name] Police, and the fire department...
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...So our fire prevention division, which is the code enforcement part, the people that go out and inspect, as they come across certain features of buildings from a code enforcement standpoint, sometimes it's not possible to get people to come into compliance immediately. Some larger buildings or facilities that don't-- even if I take them to court, it doesn't necessarily mean they have the money to fix a problem. But the building is still standing and in existence. Even if I take everybody out of the building, we still have a building.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: hazardous construction features] So they share that information with us. And so there's a lot of-- recently, we had a firefighter fatality two years ago and that firefighter fell through a roof in a warehouse. What we didn't know was that up on top of the roof, a lot of these places were using-- just like a sunroof, they used corrugated Plexiglas that looked like the corrugated tin and they were putting it on top of these roofs to create more sunlight. Well, the firefighter was walking across the roof just like he would on the corrugated metal piece and stepped on the corrugated plastic and went straight through. Yeah. So subsequently after that, we found a tremendous amount of buildings around that had those because we were like, "Holy cow, where are these things coming from?" ...
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...So now with that, in addition to looking for that specific problem, one of the things that we did is on our software in a program that we were using called Firehouse, which now we're using a different program, we created a safety hazard box, which is-- essentially, if I go on a call and there is a safety hazard, I can click that box and write in what that safety hazard is. That safety hazard, when I click that, gets sent to the highest

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								levels of the [City] Fire Department. The chief sees it, the deputy chief sees it. The division heads see it and some key other people. And that safety hazard will be immediately looked into.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: hazardous construction features] And so now, rather than it coming and going through kind of a bureaucratic-y kind of, "Well, maybe we'll get-- who's going to get to it? I don't know," there is, I'm a company officer. It's 2:00 in the morning. I went on a call. I found whatever the hazard is. I immediately click safety hazard. I write in what it is. And then that's going to be immediately, that very-- immediately, the next day, people will be assigned to flag the building, go out and look to see if it's meeting code, put it in the dispatch notes so all the key players who would be involved in communicating it and mitigating it are immediately involved.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So now instead of the company officer calling dispatch to call the ambulance which is essentially a different company, a different entity, the firefighter can call the ambulance.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	And so, same thing with the police. Rather than saying, "Dispatch, could you find out what police car is coming on this?" I can actually switch over to police district six and say, "Hey, police district six dispatcher. This is Captain [Name]. I'm working at the accident over here at 2nd and [Name]. Who do you have coming on this? What's their ETA?" "You're going to get car 54 on that. Their ETA is about six minutes." "Okay. Thanks." And so rather than putting that middle person in there, you have the ability...
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: radio training] ...so the training is really-- we had formalized training, but then we do routine training in the firehouse. And it's nothing that we-- it's annual but sometimes we do it more often than that. Usually, it's with newer firefighters. So the older firefighters kind of jump in and will kind of help. Officially, we do annual training, but unofficially it's usually probably more like once a month or once a quarter.
Context_of_Work	FF	U	Field	46-55	11-20	Male	FF-U-020	...everything we do is so visual. So when we show up, we process the

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			Responder					information visually. That's a seven-story building and there's smoke coming out of the fifth floor on the bravo side. So being able to just know what type of building it is or seeing what it is-- a lot of times, we know because we've worked in those areas...
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...if there was a way to say, "Hey, you're responding to [Street]." And something were to come up that actually shows you [Street] it definitely would be advantageous to say, "Okay. Wow. This is this type of building of this type of construction, it's this time of day which means I have this kind of a hazard. If it's this time of day, it's a totally different hazard." But being able to visually see that would be good.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...We're using a new program as we're-- in EMS for-- it's an iPad-based system for patient contact, where it has everything there, and we can actually share. So when the paramedics get on scene, our iPad will link up with their iPad and they can see, "Yeah, we already wrote down all the medicines they're on. Here's their history," and it links up with them so they have it. And then when they get to the hospital, subsequently, it just shares with them. And it also gives us the ability to see resolution with the patient outcome. So that piece that we've always been missing, "Hey, this five-year-old girl, she had anaphylactic shock and she wasn't breathing. We took her to the hospital," and the firefighters are always saying, "I wonder what ever happened to her?" You'd actually be able to see a patient outcome on that, days later. So it's a pretty interesting little tool that we're using, that we're going to. We're not actually there. Probably within the next four to six months, we'll be-- it's called ESO.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...we currently use iPads for inspections, which has really significantly increased our ability to-- like any technology tool, we've had some glitches with it, but I think, overall, it's helped us.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	I'm a firefighter out on the street and, all of a sudden, I come into a position in here. Just figuring your schedule out, let alone what you do for your job, takes you a year. Well, then you only have six months left. And you know as well as I do that a lot of times, it's who you know that can make-- I can call up somebody at technical services and say, "Hey, I

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								have this problem with this. What do you think?" "Oh, there's this dashboard program that you could use that could really help you track your people and help you create some efficiencies in your time." "There is?" "Yeah." But if you're only spending 18 months, number one, do I really care? And number two, I don't even know where to start to do that kind of stuff...
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Interesting, because you're creating your own position. So there's a lot of-- my position goes-- it'll swing from doing very task-oriented stuff like engine 22 lost a fire hydrant wrench. You need to order a new fire hydrant wrench. "Hey, Captain [Name], we lost a fire hydrant wrench," and the letter that goes along with that, to trying to plan a multijurisdictional, multiagency event or coming up with how we're going to do this new unified command system at Coors Field. And so I bounce back and forth between very base task level kind of-- and I'm not going to say meaningless, but very low level kind of, "Order this tool," to all the way up to this, these things that are bigger than sometimes most of our chiefs even are involved in. So that piece is a bit challenging. So, yeah, but it's fun. I like it.
Context_of_Work	FF	U	Manager	46-55	11-20	Male	FF-U-021	Basically, under the umbrella of administration all of the administrator components of budgetary, HR, all of the department directives and guidelines fall under administration. We also oversee all of the recruitment efforts, all of the PIO efforts of the department, also internal investigations, external investigations, anything to do with on-duty or off-duty behavior. We deal with City of Attorneys Office on litigations and lawsuits come this way. Claims against the city from accidents so on and so forth. We get all the citizens complaints, and then also around arson. Some of the arson investigations everything from fires falls under the administration as well.
Context_of_Work	FF	U	Manager	46-55	11-20	Male	FF-U-021	I generally start around 5:00 in the morning, and I get to work early. There's a lot of stuff to do. So first thing I do is I go log on on the computer and check. I don't know if you had a chance to look at it, but people have a chance when they go to the computer, when they're doing



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								their inferences, they can actually click on something if there's a safety concern...
Context_of_Work	FF	U	Manager	46-55	11-20	Male	FF-U-021	...So the first thing I do every morning is I'll click on safety concerns, and that gives me an idea of what's going on, on the calls of previous days. So to give you an example, of I click on this, there's three of them. So here's, for instance, a ring that was dispatched to a class to an alarm was actually a burglar alarm, that's a concern because they could have put themselves in harm's way for what could have been an armed burglar in there. So things of that nature. So I always try to check that first thing in the morning to see if there's something that's paramount that needs to be dealt with immediately. So that's kind of the first thing I do...
Context_of_Work	FF	U	Manager	46-55	11-20	Male	FF-U-021	...Second thing is, obviously, check out staffing. We're in charge of overtime and things of that nature, too. So see what the numbers are looking like, and making sure we have enough people to staff the rigs in a safely fashion--
Context_of_Work	FF	U	Manager	46-55	11-20	Male	FF-U-021	Everything's in-house. So just every day, I could pull up our staffing in every single district. Who's on an LOD, who's on funeral leave, on admin leave, jury duty, so on and so forth. And then how many people we have on overtime. I can look at the daily calendar to see what's going on as far as EMS schedules, district training, who's doing what throughout the day...
Context_of_Work	FF	U	Manager	46-55	11-20	Male	FF-U-021	...what rigs we have in and out of service. Five-inch hose companies, tower companies, ready reserves, wild end rigs. Everything tells me in one quick snapshot what we have going on for the day and if there's any concerns that I need to pay attention to right away. So that's kind of the very first thing I do, look it up. And then if we have to do any short-hiring, operations will hire them, but we do all the staffing. So we'll look at the staffing and make sure that we're not going to run into any issues where we're going to have too many rigs out of service or not staffed properly where it's going to be a safety concern.

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Context_of_Work	FF	U	Manager	46-55	11-20	Male	FF-U-021	If there's anything paramount that, again, needs to be taken care of immediately, I meet with the assistant chief of administration, and if there's any IA concerns, people-- if there's any law violations, anyone under investigation, sometimes things we need to handle immediately, so we kind of have a discussion around on what's going on with discipline issues or any investigations.
Context_of_Work	FF	U	Manager	46-55	11-20	Male	FF-U-021	Face-to-face meeting every day. Same thing, I kind of update on city attorney stuff, things we have going on litigation-wise or if any of the concerns he needs to be aware of. He's over at a separate building. That's where arson's staffed out of, so he's kind of my eyes and ears for arson, and we also run the Youth Fire Stop program as well, so that staff's a smoke trailer and does all the education components for the schools, for DPS, and things of that nature. So I kind of get an update from him what's going on. Investigations, any arrests, anything in that aspect I need to know about...
Context_of_Work	FF	U	Manager	46-55	11-20	Male	FF-U-021	...then from there, I'll go to speak with all the rest of the team in administration of what's going on with modified duty because we're in charge of that. So every day, how many bodies do we have broken, who's off, who's not, when do they go back to the doctor's, our paperwork filed properly, am I going to have any problems with risk management? So we try to stay on top of that. And then I'll meet with or get on the phone with risk management because obviously, cancer is something that's, unfortunately, becoming very prevalent now. And we've got quite a few people that have cancer right now. So I kind of give them updates of people having a problem with billing and things in that nature, so we can get that taken care of. And then kind of, just start the day after that, so.
Context_of_Work	FF	U	Manager	46-55	11-20	Male	FF-U-021	...So as far as-- there's a lot of texts. So we get certain text, any time there's an injury, 24 hours a day 7 days a week, I get a text of that. And then my team is responsible for going to the hospital. So we'll actually meet someone there that, whether or not they're by themselves and frees up the assistant chief, whoever took them. So they can go back and service them, stay with them. And either take them home or make

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								arrangements for them to get picked up. If it's a significant injury, numerous of us will respond. But we always have someone from administration there...
Context_of_Work	FF	U	Manager	46-55	11-20	Male	FF-U-021	...At any significant incident, any type of fire, we get paged on 24 hours a day 7 days a week as well. So that's some of the technology we use as far as the pagers. And then obviously, face-to-face communication, phone communication, email communication, texts. And that's really about it as far as that type of communications are concerned. Probably the most utilized, I'd have to say, would be email. Probably, roughly 75 to 125 emails a day, back and forth. It's quick, it's effective. Text, very quick and effective as well. Less and less phone conversation.
Context_of_Work	FF	U	Manager	46-55	11-20	Male	FF-U-021	I've got an iPad that I can link in from home. So I can just log on to my computer from home see if I need to look at any files or folders on my computer things of that nature. So it's good and bad, it's good because it's convenient, but it's bad that you never get away from work.
Context_of_Work	FF	U	Manager	46-55	11-20	Male	FF-U-021	...What we've been doing and what the issues are with a particular type of call. PD, again, it's dependent on the type of call but if it's an active shooter or something significant then we'll have some type of a joint command. Same thing with ALS but those are not as frequent but again, you still have, they respond a lot to accidents. So there's that verbal communication and we will listen to them on the radio to find out if the scene is secure and safe for us to approach. So we'll definitely go to the radio channels and monitor the radio channels. Same thing with ALS, we can go to their channels or let them know that they're not needed or vice versa. They'll pick us up on our channels if we're not needed at the scene.
Context_of_Work	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: TICs] Those are, to me, they're paramount for not only fire scenes but for propane leaks, a lot of different things so it really picks up good heat signatures. So it helps if you have something involving a grill car with chemicals, ammonias, anything like that. So those are very helpful. Obviously they make a big difference when searching in hazardous conditions, trying to locate victims and get them out...

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Context_of_Work	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: vehicle schematics] You've got to pay for them, but they initially had books. So it's kind of a sort of hazmat book. It's an emergency response guide book for all the vehicles. And you could flip to Prius and it'll show you where the high voltage is running. So it doesn't change really our operations internally. It just gives you a lot more to think about.
Context_of_Work	FF	U	Manager	46-55	11-20	Male	FF-U-021	You don't know. And also there's a lot of things where you have to immobilize the 12-volt batteries because that's what mobilizes the high voltage. So there's a lot of things that's paramount that you have to cut the low voltage to a hybrid because if you don't, it's still charged with a high voltage. So just things that you need to recognize and this is more through training now that everything is not as it appears. You can't look at a car and just say, "Oh, that's this type of car." Well, they make that type of car in a hybrid as well. So there's a lot more things to think about.
Context_of_Work	FF	U	Manager	46-55	11-20	Male	FF-U-021	Oh boy. A lot. I mean, I was on the special operations team so we use a lot of communications. Because you'll be either in a Level A suit for hazmat or confined space. We use a lot of comm units where for diving it's integrated into one of the-- you'll have basically a rope system and part of that you'd have a comm, so you could communicate in your auto mask...
Context_of_Work	FF	U	Manager	46-55	11-20	Male	FF-U-021	Yeah. Back to the technology, what I found when I was in the firehouse it was more, I think it's training, and what we would try to do is try to communicate differently, holding the microphone because they say you're supposed to hold it on the opposite of your voice amp. Does it make a difference? So we would try different ways. Hold it on the [doorstep?]-
Context_of_Work	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	I manage five fire stations. Each one of those stations has their own officer, but those five officers answer to me.
Context_of_Work	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Lots of email. Deliver the mail. I work on schooling stuff if I'm working on training or whatever, visit the stations, answer calls, eat, sleep at night, train with the crews. There's a wide array of-- and a lot of freedom.

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Context_of_Work	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: search and rescue operations] We used to get called in for those, and it was very disorganized. So what happens now is there will be someone lost or someone injured out off of the grid. Away from highways, if you will. And what they do is they will alert the fire, EMS, mountain rescue, and law, whoever's in charge for the day. They tone those four people, we meet on a certain channel, dispatch issues the information, and then the four of us decide who's going to do what. Most of the time, mountain rescue handles everything. Occasionally, they will ask us to help. We're just not outfitted for that, but we will help.
Context_of_Work	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...We don't have all of the equipment. If someone offers it, we have to decide whether or not we're going to take on that liability. That's a pretty rare occurrence, but they handle everything. But we work together. River rescues, any time we go on a river call, we're always going to be first because we're right there and mountain rescue's always notified and they may or may not respond.
Context_of_Work	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Well, there's towers at 11,000 feet, at 10,000 feet, and they're riding snowmobiles in the middle of a blizzard to go make a repair. They had pictures last year of the tower in East [City] that was completely covered in ice because there had been so much freezing and thawing and precipitation. And then they get up there and the pictures were incredible. Just blue ice, just dripping or solid frozen on this thing, so.
Context_of_Work	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: frozen tower] Oh yeah. The radio tech guys have to go up there. And they have to get it up and running and get all of that stuff cleared off. That was a rare occurrence, but still.
Context_of_Work	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Medicals are probably the second most frequent call for us. Motor vehicle accidents are up there. We run a lot of winter accidents that are really nothing. Any car that slides off is going to get 50 phone calls. It's pretty outrageous. It's job security, I guess.
Context_of_Work	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: false alarms] Yup, most of them are. I think maybe once a year we actually go to one and we get there and then-- we had one in [City] a couple of years ago at a house, and the engine was turning into the

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								neighborhood and they saw the glow. And they're like, "Oh, this is the one? Man, we're all alone--" because we only send one engine. They're all alone, and, hey, this is a fire. It was pretty awesome. [crosstalk]... they put out first alarm and so then we send-- we send three engines, a ladder, an ambulance, and a battalion chief to every alarm.
Context_of_Work	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: wildland fires] So we obviously take care of the urban areas of our corridor. We do respond to anything within our district, which includes the Forest Service, like the wilderness area. We generally won't engage in something that's way off the road. So if you were to take [Highway] and go to [City], there are many, many areas where you can see miles off into the forest. So if we get a call up there for a smoke report and if they get to a location and they can see it way off there, we're just going to pass that info on to the Forest Service. They go and handle that. If we have something significant within the urban corridor, then we definitely handle that. All of the agencies in the county will assist with that...
Context_of_Work	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...The other thing about station alerting is right now someone answers the phone, they start taking information, who, what, where, why, what's going on, and then they hit a button, whatever their procedure is, and then it goes to the other consoles. Then the person who's dispatching sees the call, they read the notes, okay. They start building the calling CAD, and then they have to go to this other screen and they have to choose which radio channels need to be awoken, if you will. Then they use a button, they make the noise, and then they send out the dispatch.
Context_of_Work	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...So with station alerting, the call-taker answers the phones. They get a predetermined amount of information. When they hit that button to send it to the other consoles, it immediately sends the alert to those stations. So they're already awake and walking to the bay. They know where they're going, they know why they're going somewhere, and they're moving almost a minute before earlier than they would have already... And so that's the other thing is we're out the door far quicker than we are now.
Context_of_Work	FF	R	Supervising	36-45	21-30	Male	FF-R-024	[RE: dispatchers] So they do have a big job. So one, two, three, four fire

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			Field Responder					departments, one EMS agency, five law enforcement agencies, and then they have the ability then to also interact with Road and Bridge. All of them, the four of five towns, buses. They don't talk to them routinely, but they're there. So buses can call them if they need something. So they do a lot, going on up there. And then to have four people on at a time, to juggle all that. One big incident in the county will tax two or three dispatchers at once.
Context_of_Work	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: EMS] They transport, and we don't transport to the hospital. Every agency is trained up to EMT basic... And then the paramedic system-- they're all paramedics, very highly trained. They're CAS certified. Yeah, and we work pretty well together.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	I would say we respond to 911 calls for fire emergencies. If they have a fire, they can call 911. We'll come and put it out, car crashes, medical aids, unknown problems, kind of a catch-all service behind the police.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	We start at 8 o'clock in the morning, and we have a roll call that usually lasts until 8:30, talking about orders that have come out, or any updates to medical protocols or things like that. And then, from 8:30 to about 9:30 we check out the rigs. And the people that aren't driving that day clean the station. And then, usually they wrap up around 9:30, 9:45 and then they take a 10, 15-minute break. And then, we go out and do inspections, check hydrants, check-- we have cisterns here, so we check and make sure those are full, building inspections. And that usually lasts till about 11:00 or 12:00. And then we come back and make lunch. And then, occasionally we'll have a drill in the afternoon. And once all that stuff is done, you're free to work out or you're, kind of, on your own time just responding to calls after that.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	It depends. A lot of people own a driver's position. So if you own a driver's position, you're probably going to be driving most of the time. I'm an EMT, but the driver on my shift is-- they [laughter] seem to always be hurt or off for some reason, so I'm always driving, yeah. So it kind of goes by seniority in that case, in the absence of a actual driver that owns that spot.

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Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah, we do that stuff. We go to schools sometimes. Sometimes if the neighborhood's having a block party or something, they'll ask us to show up and we'll go and show the kids a fire engine and stuff like that. When we're out driving around, usually the boss is always pointing stuff out like, "Look at this roof, or that roof." And aside from that, it's the normal banter in the fire engine, which is always fun. So.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	We usually take a rig. And that's-- everything we do is crew-based. So we get asked sometimes if we're shopping or something, why does it take four of you guys to shop? And it's not that it takes four of us to shop. It's that we all have to be together in case we get a call because we're not off-duty while we're doing that. So it's the same thing with the inspections. So we take a rig out there. There are maybe four or five of us, depending on if it's an engine or a truck, doing the inspection. And we're still going to calls, if we get one. And also, it's an opportunity for the entire crew to see the construction of each building that we go to. So a lot of times, if you've been here a few years, you've gone to several buildings over the course of those years. You'll get calls in those buildings and you'll know the layout of the building before you even get there, which is kind of nice.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	And it's not really-- yeah it's not going to change the paramedics' job, really they're going to have to do a patient assessment no matter what.
Context_of_Work	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	So on the way there I'm going to be getting dressed, looking at the TAC channel making sure my radio is set to it. Basically just kind of getting ready to go. Then once we get there if I can see what's going on, that would be helpful to get a visual of what's happening. We're going to get our air packs, get all the tools that we need, and then if we're first alarm, we're probably going to go straight to work. If we're second or third, we may check in with the incident commander before he assigns a task, he or she. If it's eight stories, technically a high-rise in [City], because that is higher than our aerial ladders will reach. So we're going to want to know if evacuation is underway, and if so, what stairwell is that happening in? Do we have any elevators that don't penetrate the fire floor, because if so



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								we can use those. What kind of a system the building has in it. Are we going to be dragging hose up this thing or do we have a dry standpipe, combined standpipe, sprinkler system? And then if you're not the first engine there, you want to know what the first engine's doing, because we're going to back them up.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	So we are expected to be here at 8 o'clock in the morning but most guys come in earlier, around 7:00 so they can relieve the people that are here. You can imagine if you've been here 24 hours, you're dying to get out of here. Some of us. So we show up at 8:00 and then our day really doesn't start until 8:30. From 8:00 to 8:30 there's our coffee break. People are just talking day-to-day on things that need to be done, how the rig's responding, if something's missing, or what type of fires or calls that they had and just heads up. And then from 8:30 to 10:30, we're doing house work. People are assigned different tasks. You could be the day watch, which means you're answering phones, dealing with the public. So one person is assigned to that. Others are assigned to cook. Day-to-day, there's 15 people here and you're cooking for 15. So everyone helps out but one person is assigned to cook. And then in the evening, there's a night watch and it's the same. You're answering phones, and hearing a radio, and just dealing day-to-day tasks. And then from 10:30 on, everyone is helping out in the kitchen, running various drills, any meetings or sometimes they have battalion drills, which involves the outline companies and we're just doing drills just to practice. Then at 3 o'clock, you're allowed to work out. And as this is a busy station and you're always running calls in between. And then dinner is usually around 7:30 to 9:30 and then we're allowed to sleep here at night. 9 o'clock, you'd go up and sleep in your bed and then in between calls. And then 8 o'clock the next morning, you're off duty. So we're on from 8:00 to 8:00, 24 hours.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	There's a chart and the officers, their job in the morning is to delegate those tasks. So we all take turns, so there's a watch chart and people are assigned.

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Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Oh, training. Okay. So one aspect that I love about Station [Name] is, you never lose out on your skills here, because you have each type of apparatus. So we're allowed to trade shifts with other people. So one day you could be on the engine, one day you could be on the truck, one day you could be on the squad. So you're always keeping up with your skills. So if you're at a, say a single engine it takes-- that's why they have battalion drills, so you're involving other apparatuses. So you don't forget your-- but here, you're always around these type of rigs.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	They're all props so. And it's just on a-- to keep our skills up. The fire doesn't decide what type of building so sometime it'll be on a peaked roof, sometime it'll be on a flat roof. So these props are just to keep us aware of what's out there.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	So at shift change, it's the busiest time. So you have 15 people going off and 15 people coming on. Guys are noisy. It's your second family. I can't wait to get to work, I don't know. Something's always happening, it's exciting. In here at 7, I mean, it's a busy station. The demographics as a city directs on how busy you're going to be, so if you're in the Marina it's not going to be as busy as here. I think it's here, it's-- as far as there's BART, there's been a series of homeless people. And so 80% of our calls are medical and because of the homeless population, there's a bunch of drugs, alcohol. And so with people with cell phones they're always-- someone's lying on a street, they think there's something wrong but most cases, they're just sleeping.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	No. Well, if there were a catastrophic event, then you might get a call or wildland, some of us are cross-trained in wildland fire. So if you put your name in, available to work for that, then you might get a call to go out. And in fact, we have a strike team that went out two nights ago.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Butte fire? I forget where they're dispatched but yeah, right now we have five rigs and a chief out, fighting that fire.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	On-scene we are-- depending on if they dispatched us, because they get a lot of calls that they don't know if the person-- they call it a police

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								department evaluation. So we'll show up to see if this person's truly hurt or sometimes the people fake it. We'll get dispatched to the police jail and someone will say, "I have chest pain." So we have to check it out on that to see if they're lying.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Green, yellow, red. And by the time you get to red, you're going to get your Viber alert, and then you got to grab your buddy. Two in, two out. So you grab your buddy. You let your officer know, and then you report outside. Change your bottle. Go back in.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Yes. Yeah, I mean, that's part of our morning checkup, that their radios are all charged. And it's the officer's duty to check that they're there. That they didn't go missing.
Context_of_Work	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	Very easy. We are the stopgap for society. So if you feel unsafe, you call cops. If you're having issues with your piping, you call a plumber. If you're having issues with electricity, you call an electrician. And for everything else, you call firefighters.
Context_of_Work	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	So traditionally we'd come in-- if you're a good employee you come in an hour early. If you're a bad one you come in 15 minutes early. And if you're a really bad one you come in 1 minute before your shift change. And you come in here. Sign in on the board.
Context_of_Work	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	So after you come in here and you figure out where you're going to be, we usually have a cup of coffee. We have a morning meeting to kind of give everybody their assignments, "Hey, you're the cook. You're the driver. You're the boss. You're the so-and-so, so-and-so." Everyone gets their assignments and then it's kind of, ready team, break! We go tops and tails. The entire house gets cleaned. And then the rigs-- every single thing on the rig that turns on gets turned on. Every single thing that opens gets opened up. And you just make sure all the tools, all the equipments work. Including the radios. Both the mobile and the portable radios get turned on, operated, batteries switched out if they need to be charged. Essentially, all that stuff. So that takes anywhere from about 8:30 to 9:30, 8:30 to 10:30, depending on how vigilant the person is and

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								maybe how old the equipment is or how unfamiliar with the equipment they are. Sometimes you'll see if someone's assigned to a rig they're not normally assigned to, like someone normally on the engine assigned to the ladder truck, and they have to operate that ladder, they may expend into some extra time out back going, "Hey, it's been a little while since I've done this," right? "I normally drive that. Now, I'm driving this. It's a completely different machine." Go operate the machine a couple of rounds and go, "Okay. I know what to do in case there's a fire." So that's what we'll do up until about 9:30.
Context_of_Work	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	Then we'll go and do area orientation. We'll just drive around our area. Sometimes if there's a guy who's on overtime, as a treat to the crew, he'll say, "Hey, let me buy you a coffee." We'll get a coffee, and then we'll drive the area and do what's called pre-fire planning. So additionally to area orientation, and looking at the buildings and what you're assigned.
Context_of_Work	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	So that one person assigned to cook, goes and makes a list, comes up with the recipes, uses old recipes, goes with the old standby, whatever it is. And then you go shopping for the day's food for lunch and dinner. It's only you have to shop that day to catch up ahead of time just because you never know who you're going to work with. You don't know where you're going to be. You could have a vegetarian. You could have a vegan. You could have a celiac-diseased, gluten [inaudible] allergen person, whatever. So you go and you do your shopping. You'll also conduct a drill of some kind, depending on what the needs are. If there's a probationary member, maybe they have something in their book that needs to be signed off. Or if it's something you haven't done in a while, they'll have you going, "Hey, I haven't raised this 50-foot ladder and all. Okay, let's go get the 50. Raise the 50. Hey, I haven't used this saw in a while. Okay, let's go get the saw, and talk about how we'd use the saw." So that gets you right until lunch. We start cooking right about now, a little late, but we have our lunch.
Context_of_Work	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	So that delays whatever was going on. Probie drills, shopping, coffee, area orientation, any other training, cooking prep, cleaning, it's all at the

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								whim of the 911 system. So you have to be on your toes and ready to respond at all times, despite all those other responsibilities you have on a daily basis.
Context_of_Work	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	Yeah. They joke that this job is very much oriented to people who have ADD. Because you're not really doing anything for more than 15 minutes. You're really only doing a little bit of cooking, then a call goes off and someone takes over. You're only doing a little bit of cleaning, then a call goes off for a different unit and someone else takes over.
Context_of_Work	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	And actually, Insurance Service Organization, ISO, which deals with NIST all the time-- ISO dictates how often hydrants get checked. I'm not exactly sure of how frequent it is. But what will happen is an engine company, who's in charge of flowing water fires, will log in what hydrants are due. And they'll just say, "The corner of [Street]. The corner of 11th and [inaudible]," and you're just, "Okay." We go to those ones, and you just check them. And then you come back, and enter it into the computer that we checked that one. It was 50 psi. And it was clean and serviceable and ready to go, boom, boom, boom. Next day, someone comes in, these are the ones that pop up.
Context_of_Work	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	No, no, no, no, no, no. It's more of a, clear the area around it, open it up, flow the water, check it. And then you'll look for the shut off because a lot of times they get hit by cars. So usually those shut offs that are in the street, those little mini-manhole covers that you'll see, person-hole covers, sorry [laughter]-- those mini metal covers that you'll see, will sometimes accidentally get paved over. Not necessarily by a city crew, but some construction crew that screwed something up and they go, "You've got to pave this," and they'll just pour something and will go. On the hydrant it says it's three feet away, and you go, "It's not there," and we'll have to hammer it. Those ones take like 15 minutes because we're just using sledgehammers to try to find--
Context_of_Work	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	No. Well, compared to a hydrant, yeah. There for 15 minutes. Nothing too crazy. Those are just kind of preliminary inspections. Anything that comes up negative on a fire inspection from the company level, it's

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								deferred to our fire prevention bureau. And so the fire prevention bureau, they have to do all the follow up. Yeah, yeah, yeah, they're the professionals. There's such a large requirement that they detail it out. So standby real quick.
Context_of_Work	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	Triannual, that means every four months. The division chief, which is stationed here, right? There's two in the [inaudible] with the city. They go and inspect each station. They split them up over the course of the year. But three times a year, this station will get inspected by it's local battalion chief, the division chief, and the rescue captains in charge of EMS responses. And they'll come and check the cleanliness of the station, the care and maintenance of the tools and the apparatus, all that kind of stuff. Member's uniforms. Their personal protective gear. All that stuff needs to be labeled, marked, clean, serviceable, all that stuff.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	I am actually, well I had to change names, I'm an Incident Support Specialist also the Chiefs' Operator also Chiefs' Aid. So I drive the division chief and assist him or her on the fire ground scene and then do a bunch of administrative stuff too.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	I drive the division chief to get him anywhere he needs to go, we respond to all fires. We're division three so we respond to all fires from Beta Beach south of [Street] and then kind of zig zags a little bit all the way out. I also help administratively making sure that our side of the city is balanced and has firefighters where they need to be because sometimes some stations are fat or have too many people, and some people they have less so we call them fat or light. Anything, I mean anything, we have a strike team out right now I help make that list and get them out the door, sometimes I actually go on that. When they come back, administratively going to help make sure everyone goes where they need to be. A lot of staffing kind of stuff as well as maintaining on the fire ground where our people are. I help make sure accountability that we don't lose anybody we know what companies are, we know what they're doing, what their tasks are and if anything was to happen, kind of where their last known location was.

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Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	So it's usually on radio. So at an instant when we get there which they come in and check in with the chief, I'm usually just listening. I'm the second set of ears and I'm just moving people because he doesn't have to tell me, I can just hear it, right?
Context_of_Work	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Yes. But the other part of the job is I'm incident commander at any event that I'm dispatched to, supervise up to five alarms worth of companies, develop strategies, make sure people are carrying out objectives, keep everybody safe and account for them.
Context_of_Work	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	We are probably, I would say, at least five years behind the times on upgrading to things become electronic. Excuse me. So through my office every day, I have a stack of mail that comes through there that I have to review, and acknowledge, and make sure it's done correctly.
Context_of_Work	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Yeah. I mean, if I went on the call right now, I would be dealing with two battalion chiefs, three engines, two truck companies, a rescue squad, so I have a lot of people. So 35 radios are showing up that I have the ability to communicate with. And so we organize that by either just talking to the officer in charge of those engines or breaking them up into groups and talking to just one person using the span of control to be able to talk to people correctly.
Context_of_Work	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	It's a place that I would position myself that has a good visual of what is occurring, and I have control of everybody's-- that's there that's available to get an assignment. So not everybody that goes to a fire is given a job to do. You keep people in the on-deck circle. So I'm in a position of looking at what's going on, strategizing where people go, listening to radio traffic, then I'll turn around to somebody, or an engine, or a truck and say, "You go into that building." And then my operator will document where they're going, and I'll communicate to their boss where they're going, "You're getting this engine company that's going in there." So it's a funnel. It's a pinch-point for managing resources. It's also a place that we account for everybody that's there as much as possible and where I'm directing or managing whatever it is.

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Context_of_Work	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	It means that I'm responsible for all the land mobile radio, two-way radio, communications, cellular communications, and mobile data terminal interface and back call for 53 fire stations and all the up runners.
Context_of_Work	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Kind of like a sheep herder, and you're trying to get everybody to follow the lead of technology. And it's not always easy to get people to understand the technology and how to lead them down the right path. It takes time.
Context_of_Work	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Daily routine, we have from a technology perspective, maintaining two different radio systems. Then we're trunking P25 new digital radio system, and we also have a conventional VHF system. So as our contingency or backup radio system. So maintaining all of the subscriber, and all of the hand-held radios, mobile radios over the period of a month will get probably 10 to 15 travel tickets, varying from something not working to a dead area geographically that we have to go and investigate. So there's three of us that do this job throughout the county. We are allowed throughout the county to do that. And we respond to the line personnel when they run into an area that they don't have any communications. And what did they do to resolve that? And then we helped them through to understand their different contingencies that they have available to them at the line level.
Context_of_Work	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Yes. There's definitely a daily routine in the suppression side, running on an engine, being responsible for your car on that engine. And understanding your communications, understanding how it works, and testing it. And making sure that it's functional. And then you have a whole training component that we barely get to train on because there's so many other aspects of their job that are as mission-critical as communications. So there is a routine that we need to follow, and we do in terms of changing the batteries and making sure that the physical equipment's working. But from a training perspective,
Context_of_Work	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	... When we get called up, there's 56 of us, and we get called up. And there's four of us on my team that deals strictly with communication stuff. So we understand kind of what the challenges are going to be



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								when we get deployed, and we start doing our homework or our background investigation. Once we get that call, they'll tell us kind of where we're going, and then we'll start our information gathering at many different levels to say, "What do you have in place today? What's working? What's not working? What's the geographical area that we have to cover?" We already know that from a fire aspect, resources all have a complement of channels that we could utilize initially. And we call that initial attack. It goes extended over three days, then we get special frequencies out of the fire center in Boise, Idaho that give us national frequencies that we can program in that would reduce the interference to other fires around us or other agencies.
Context_of_Work	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Coming from my current perspective of managing and helping maintain communications for everybody. Identifying how we could do communications through LMR, cellular, and satellite communications. To be able to balance between the different technologies so it automatically roamed between your best connection which would entail you never being out of communications unless you were some place underground that you had no access to the sky. You had no access to any cell sites or radio site. And even there having that understanding that if we had a wireless network wi-fi access point most everywhere, we could utilize that technology to get back to the mothership somehow, someway, it's having that connection. But having the satellite system in play that allows us to roam between the networks, commercial versus the government, and having a means to talk back to the mothership.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	I am the Assistant Deputy Chief in charge of the Homeland Security Division for the [City] Fire Department.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	So I handle about five different areas. I handle all disaster preparedness and planning. I handle all special event planning. Super Bowl, the marathon coming up next week, okay? And all Homeland Security related functions, so that's intelligence, bulletin dissemination, trends, that kind of thing. Some special operations, especially the maritime

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								branch, the marine division, I guess you should say. I do all the grant writing, grant management. I do all special projects as assigned such as trying to develop a drone program. I manage the K9 search team that we have. And I manage the stress unit. It's about 10 to 12 jobs in one.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	I have to be very connected to my phone. So emails, phone calls happen all the time, so I have to be on top of it, otherwise-- I went away on vacation for the last week or two, 200 emails. And I still have to answer my phone, be available 24/7, because I'm a senior command staff person in the fire department. So anytime there's a major event, I have to respond and perform a certain function for emergencies. Oh, I also manage our Fire Department Operation Center. I'm the EOC rep to the-- I'm basically the liaison to any federal or outside agency that works with the fire department.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	No. Generally, I'm in meetings most days. And that means very little time in the office to do actual work. So when I write grants or write proposals or bigger papers or what not, that's all done at home on my own time. So I rarely see the kids during the week because of my division of work.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	My job is largely a lot of email. So I've been on a lot of work groups it's all-- a lot of things are done virtually. Documents are shared, or you write things up, people want answers to things for special event planning. It's really about the email. I build a lot of documents in Word and have to convert them into PDFs. I get a lot of PDFs. I have to try and extrapolate something so I can put into my own document, such as a map for a special event. So I have to have PDF Pro, which I don't have at home because I'm not going to pay for it my own pocket.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	They have very much a daily routine. It's not centered around technology so much, except for an internal website which they're responsible to check every day they work because there's general orders that they have to be accounted for that they've read. There's internal training that is done online that they have to do. So they have to interface with it on that level. But for the most part, the firefighter, to do his job, doesn't need a computer, except for what I just mentioned. If they want to sign up for

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								an overtime day, if they want to view online training which they have to check, verify information, check their sick balances. That kind of stuff. Check their schedule. That is done on the internal [crosstalk]--
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	Yeah. It's not emergency stuff. Their job in emergencies-- the core of their job is to get on the fire engine and go to emergencies and they don't need a computer to do that. The officer does, has a computer on the engine or the ladder truck, they need to interact with that but that's it.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	Our primary role 99% of the time, it's going to regular emergencies. And we function very well within that role.
Context_of_Work	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	Yeah. Technology's great, but it still doesn't do CPR on people. It doesn't put a hose into a building where you can't see anything and it's hot as hell and you got to make your way down a crappy hallway. A person still has to do that job.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	My position would be a little bit different than the field. I don't go to the field as far as taking any runs right now, so I'm on 40 hours. And so my primary job right now is to look at many different aspects of the job behind the scenes, basically...
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: cancer causing ailments in the field] ...Now, I'm looking at those. When you're out in the field, that's all in your periphery. You're kind of not focused on that. But what's allowed me to do - and I've been in this for the last two years now - is I've been able to slow down. I've been able to take a few steps backwards and really look at what it is that is a problem out there. And one of our main things right now is being able to detox. You'll never be able to totally eliminate your exposures. It's just unrealistic. It's nature. It's an occupational hazard. But when we get into detox, how do we get rid of these toxins that are embedded in our adipose tissues? How do we help reduce our exposures? Those are key things. That's where I'm at.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	It's either the sports, or adrenaline, or whatever the case you want to call it. But it's the challenge. It's a challenge. And I guess you would say

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								through a public's eye that it's not normal to actually want to go into fires. But once you get educated and have some of those fears reduced through education, it then becomes understandable of how you can actually do that because there is a process. There is a tactical process. There's a way to do it. So what may seem to be an insane activity to laypeople? or others is kind of normal for us because you kind of learn the parameters of your dangers and what you can and can't do. You learn your limitations. And so knowing all those things and putting them together and being able to size up the situation and look at and minimize your tactics, or what they do is they look at things, and you're able to size up a building and measure, through education, some of your dangers...
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...you make a decision based on what are your-- I'm trying to put it in words. What are your risks versus your benefits? So you minimize and reduce your risks if there's truly no benefit, but if there are people trapped in the building, especially when we get on the radio that there's children in the building, everything just goes up and everything's added up and your risks are laid on the line. I mean, that's kind of what we're here for. So yeah, I mean, that plays a big part of it, big part of it.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	They are going to those iPads, so right now we have little computers, little laptops in there that we use for hitting a button saying we're on-scene, or returning, or doing other things. But you can also get on there and type. So we do have little laptops on there, but they are looking at going to more of an iPad type of technology...
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: cell phone use in FF] It's not going to be used as much. The chiefs do it. They'll use cell phones to communicate probably to our main dispatch center when they can, just because they have the capabilities. They have the time to do it. They're set back from the scene. They're not actually in the trenches, so for us to use a cell phone in fire situations are less likely, but other incidences like maybe if it's a situation where we're able to step back and not get so involved, we may be able to use a cell phone. But when cell phones are used, it's mainly an incident-

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								command type of situation, not actual-- the companies are actually mitigating a situation. We don't really get into cell phone use at this point, so.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...there is a few incidences where we were caught into some pretty scary situations inside looking for potential victims, especially in occupied buildings. So situations where either it's unoccupied or the people calling in saying, "Hey. There's a fire at this address. No one's in the building," there's been a few times where we've been inside and we've been caught up in some scary situations where the people outside knew that there was no one in there, and we never got that information. Those kind of situations are critical because then, we wouldn't have been in those situations, and we wouldn't have been in there to where fires break through the door and starting to fly down the hallway because we're in there looking for somebody. We wouldn't have put ourselves in that situation if we had known that there's no one in the buildings, so I think those are critical pieces of information.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: usefulness of computer] If our attention is directed to it, sometimes it's just one of those things you've got to develop habits. And you've got to break some of the old habits. So you've got to develop new ways of doing things. Now for me honestly, I never focus on the computer when I was going to work because I'd look to see what the address was. But then there was times where I was more focused on listening to the radio. I was more focused on making sure everybody was ready to go and then looking for the smoke. So I'm concentrated on outside. I'm looking for the smoke. I'm looking for the streets. I'm watching traffic. And then I'm looking for hydrants...
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...So there's a lot of things that come into play when you're setting up tactically to approach these situations that you've got to be concerned about rather than what's the computer telling you? So that's just a form of habit that needs to be developed. I rarely focus my attention on the computer. I was more on the environment and radio.
Context_of_Work	FF	U	Field	46-55	21-30	Male	FF-U-025	[RE: overwhelmed] That can potentially happen, for sure, especially in

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			Responder					larger size incidences where it's involving a major commercial building. Or one thing that can be overwhelming would be-- they would call them mayday situations. So where a fireman's trapped or injured or there's an incident and a mayday is called. So when a mayday's called, then there's a lot of-- there's a lot of things that go through your mind. What's happening? What's wrong with the situation? Why was there a mayday? And so for a brief moment, the situation gets chaotic and very uncertain. Those are situations that they can pose those stressful uncertainties. And then other ones would be emergency evacuations. So when you're inside and you're fighting the fire, you're doing what you need to do, and then they tell everybody to get out of the building, they start blowing horns outside to let you know you need to get out, there are times where we're not real sure why they're pulling us out...
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...our past experiences where the stairwell doors would shut and lock, so you'd have somebody that go out in your stairwell and the doors would lock and they would start going down and they were overcome by smoke and they can't go any further, and they can't get out of the stairwell, so now it's a problem. So now stairwells don't lock anymore. They'll shut but they won't lock...
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...I did a lot of dive jobs when I was in the squad. So we would go and we would take care of boats in distress, or drowning potentials, and stuff like that. And a lot of that does take place during the boat shows, and the air shows in the summer, and stuff like that. So where we would run into issues with that is crowd and being able to get to where we're going but being able to figure out where the actual location is because there's people all over the place, and if you're down here and you're just a visiting-- or a citizen, you don't really know the city for sure, and you may see somebody go into the water and not really know how to say where you're at.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	I'm in charge of a fire company. I have four men under me. I'm in charge of implementing whatever tactics when used in different responses, be it fire, rescue, or EMS. My main job is my men's safety and making sure

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								everybody comes home.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	I conduct, probably, higher risk reward analysis in terms of what we're going to, do versus what we have. I make sure all our safety procedures are implemented, and our tactics are correct for whatever situation we are dealing with.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	There's always. A lot of ours is just-- the problem is we rely on call-takers who are reliant on the public to pass on information. So especially on our EMS calls, they can vary widely. We'll get gunshot, and you get there and it's nothing, or you get minor accident, and you get there, and there's like three cars. And we get traffic accident. Is it a school bus pinned under a truck, or is it just a fender bender? You have no idea until you get there and see it.
Context_of_Work	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	if I'm going to a fire scene, there's a whole different thing where if they show me camera feed, there's nothing showing on that fire. As opposed to every window's full of fire, and there's jumpers hanging all over, it's going to change my tactics immediately, especially on the way there. I mean, I'm thinking already on the way there of-- one of the things that would be nice, even if they didn't even show the live feed, just a picture of the building just to jog my memory so I can adjust my tactic, orders. There's a huge difference between a one-story ranch or a 100 by 200 courtyard building. That changes our tactics immediately. In some places, you don't remember that building. So it'd be nice to even have an idea of what I'm coming into.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: job description] A lot of it is exposure to watching [City] Fire. I get that one all the time. Is it like that or not? I think some laymen do know what kind of what we do in a way, but from giving it perspective is this, what does a fireman do? We put out fires and help people in medical emergencies. We respond there. And then you could obviously advance further into an explanation, but that would be it. We fight fires.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	I would say people call us in their desperate time of needs. That's when they call us, either for a medical emergency to, again, a raging fire or to

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								handle somebody at a factory with a hazardous material situation. Or surface calls. Show up at a parade or get involved in your community. So there's a bunch of different aspects of what we do, but the thing is that we're all-encompassing and we're the jack of all trades.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	We have to be proficient or at least possess enough knowledge to mitigate any situation because people call the fire department first. They don't call the police or the public works or Jimmy John's or whatever it might be. They call us to solve their problems. Obviously, it's a whole array of problems. You have to be proficient in pretty much every area. Those aspects again are from structural firefighting to wildland firefighting, high-rise fires, fires in boats. It doesn't stop and then flip the coin...
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...a great majority of our runs are EMS related. And now some of us are paramedics, some of us are EMTs. Now we have to know about life-saving skills, what to do with a [neuro?] addict, get people to breathe, CPR, identify a medical component that's giving someone a big problem or an issue, and address it, and fix it for them. It's at the snap of the finger. How much time to go and get your medical book and say, "Ah, this might be happening to you." See the flow chart and how to treat it. And then, again, it can go off into another hauler of hazardous materials, water rescue. I mean, it's endless. Trench rescues. These guys are doing outside your confined space rescue, which is a discipline of rescue. So it's all-encompassing to have knowledge in every little aspect, to make you very proficient but very efficient on it and get the job done. That's the whole main goal, is to get the job done. And that's why they call us. You are the jack of all trades.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...I've had, again, the whole spectrum or they had from violent people. Caution the gunshot that the shooter may be on the scene. The fighting is still in progress. This person has a communicable disease, which is great information here before you can step foot and even open that door knob or take your first step into this residence, whoever they might be.
Context_of_Work	FF	U	Field	46-55	21-30	Male	FF-U-028	Excellent means of communication and then I think that one is still in its



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			Responder					infancy, still developing. Because you can also relay a very critical building components from preplans. For example, fire department connections, where are they at and where is the gas shut off. Where's the water shut off? How was this building made? Is it a light-weight construction? Is it a truss roof? It's giving you the information that would help use any sort of commander or the first officer arriving, help base your decisions, what your actions you're going to take. They send a lot of this information, has come about. Without that, it was all either guess work or you had to go and investigate how buildings was made, where the sprinkler connection was, which side of the building we shot the gas off. Hit it just the-- what a great concept and I think, yeah, it's starting to evolve. We can put so much information on these computers for us today.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...On the fire drum, there's a million things that are going through your head. There's a million things that must be observed to come up with the solution. Any incidents giving you the problem, it's your job, again, to come up with the solution. And it's not something that's just, "Let me go back to the fire truck and think this one out real quick." It doesn't happen that way.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	So I call that saturation overload. And that happens a lot on incidents that are kind of beyond your scope. Obviously, a medical call is within your realm or your scope. It's easily handled. Bigger the incident, you're dealing with the human factor, the mind at the process...
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Cell phones, I think they're-- yeah, again, very useful. We all have one. We all carry one. If you look at the cell phone usage, job-related for use at an incident - at an incident where you have time obviously - where you're not googling or looking up things. It's a great mechanism if you had learn to-- "Oh, I forgot how to tie this knot." Go on YouTube. Various fire departments and well-known fire instructors also put out information in series or in format so you can use it as a drill, or call it up and doing searches on single family dwellings. So then we can use the technology as a form or basis of your training for the day...

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Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: cell phone use] ...Hazardous material. Again, if you've got time, you'd sit back, "Hey, you know what, I got my phone here. Let me look up this product. Let me find some of the physical properties, characteristics of the spill or leak or whatever. How is this stuff going to harm us? And what do we do to rectify it?" Your ERGs can be pulled up, emergency response guides for hazardous material. Pull it up. I think arming you with more than enough information to handle an incident, and successfully to do so. But again, it weighs on time. So yeah, the cell phone is a great tool to use if you have time. If you're in haste, you cannot. So their technology would not benefit you. So calling and looking at my phone going into a fire will not happen. You don't need it. You don't have the time.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Everything there's a fine line in every detail. Do we have time or do we not have time? Or when we process data, you don't have the time. When things that are happening real quick and real fast, it's hard to go through the technology to find things. I'm thinking of the other side of that spectrum is that when you have time. Because when you have time, you can look up every resource that you want using technology at hand and what we have available as a fire department. Yeah, flood yourself, get the upper hand. Knowing your enemy, knowing what you're getting yourself into through technology means, but again it's practical then not practical. And I think that's your dividing line. We have time to use technology, or we have no time to use it.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Going to an apartment building fire, for example, the only technology piece that I would find useful is the thermal-imaging camera and obviously the portable radios that communicate messages back and forth among people. Not overwhelming with messages, but enough to get the gist. It's what is putting the fire out, is using your hose line. It's not the computer. It's not the technology that's doing this stuff. We're still going into time-proven ways of doing things without the presence of technology. From that aspect, as a line officer, I look at that...
Context_of_Work	FF	U	Field	46-55	21-30	Male	FF-U-028	...Later, down the line, you can use the technology to look at some things

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			Responder					that again you may have forgotten. Things that are going to enhance your ability at, perhaps, another incident, learning new techniques, new practices that they have done. Try this cultivation of change, of technology. Using that in a positive manner for you and your fire department. But I've seen it from a different perspective, because during emergencies it's really not quite useful. But those are the technologies that you take for granted. The portable radio and the tech camera have benefit.
Context_of_Work	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	... When you come back 20 years from now and ask these questions, I'll be long gone, but ask them to other firemen or fire officers, they might say, "Oh, it's real easy. We got this on the rig and it tells us where the fire is at. We've got pointers and lights." It's going to be amazing what fire service is going to be like in 20 years. The name of the game still hasn't changed or you still got to get water on the fire, but things that help us increase the safety to work in our favor is going to be greatly enhanced through technology.
Context_of_Work	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	Within the fire service, I do specialized rescue. I run a rescue company in the city.
Context_of_Work	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	We have to do everything. I mean, we do confined space, trench rescue. We do rope rescue. We do scuba diving. We do hazmat. I cover a third of the city with fires. And we have a-- and sometimes we are called upon like tasks that people have problems with, they call us. We'd get called to emergency rooms, and help out in emergency rooms sometimes.
Context_of_Work	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	The other thing we don't have in the city that a lot of the suburbs have, and it might be a nightmare, is the control of the lights. Where they can [shade?]. They're going on a run, they come up to a corner, that can turn a light green for them. We don't have that in the city because-- still on the high-rise, you have four engines, four trucks, a squad, a command van, four battalion chiefs. You have everybody going to the same address from different areas, so that would be a nightmare, especially with traffic downtown. And that's where most of the high-rises are, so I could see why they don't have that.

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Context_of_Work	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	We have a full range of meters, from the radiation meters to four gas meters, two meters that do-- the hazmat rig has meters that identify a product specifically, it just takes a while to set up and that. We have more radios than anybody else. Everybody at my company has a radio and we have three TIC cameras so we split up in three different-- in the high-rise, will go three different places. I mean, we have the-- like I said, we monitor the marine radio on a dive run or a boat run. We have a lot of different kinds of meters, more or less.
Context_of_Work	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	My primary function was new recruit, candidate training. So I oversaw-- from the instructor standpoint, I recruited instructors, brought them in-house here to the fire academy, and then kind of helped develop a three-month program for them because they spend the first three months of their recruiting phase becoming certified EMTs. And then they come here to this building, and then we teach them three months of fire training, so I kind of oversaw that for the last seven recruiting classes.
Context_of_Work	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	... So I will be a city-wide relief battalion chief until I bid for and land on a permanent position. So I will relieve other chiefs that are on a day off, so to speak, or on a furlough to go on vacation. So there's a big group of us at every rank that fill in. And so I'll do that at the chief level for a little while until I find a spot.
Context_of_Work	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	.... If you were hired before then, you can be a firefighter without being an EMT, but we're kind of slowly phasing that out, where you're always going to at least be an EMT. And now we have so many paramedics now that they either-- we have the ability on our department to come on as just a single-role paramedic and then cross over and become a firefighter paramedic. Whereas in the suburban area, it's mostly firefighter paramedics...But about 80% of our calls are EMS-related, so a new recruit or your standard firefighter working in a firehouse out there every day really has to prepare for that. Because it's everything from calls that we shouldn't go on, for nosebleeds and fevers, and just general not feeling well, to some pretty horrific auto accidents where we kind of combine EMS skills and fire skills somewhat with hydraulic tools and

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								stuff. Yeah. So even though the allure for a young firefighter is to go to fires, they're not as frequent as they used to be due to better alarm systems, more sprinkler buildings.
Context_of_Work	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Typical tasks would be, there's a physical aspect of it using hand tools. I mean, a standard fire would be an engine company would have hose lines and would be slightly ahead of a truck company and they would try to extinguish as much fire as they can. And truck company guys with a lot of hand tools, and pipe poles, and whatnot, come behind them and pull ceiling, pull walls down, things like that. So there's a lot of-- a regular run-of-the-mill fire would be like that. A lot of physical exertion, some mental. For lack of better words, anguished would probably be too strong of a word, but especially in the younger years where you're a little bit timid and you're not--the thing about fires are it's not like TV or in the movies.
Context_of_Work	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	...Because as a young up-and-comer, I worked with officers who didn't even want to carry them because they didn't want to lose them. We had that going on or they never communicated on the radio. Conditions in the building, just to--there's a lot of this job that would take us a long time to explain. But if I was a lieutenant on a truck, it's a little bit harder for that officer to have accountability for his members because they have tasks that take them away from that officer. Whereas, on an engine company with the hose lead outs and everything, generally, people stay together
Context_of_Work	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	I mean, really, I only have so much accessible to me as far as technology goes, at least at my rank. So if I step out of my car and pull up to a fire and step out-- see, that's another thing is, in [City], a chief officer that runs a fire would immediately leave his vehicle and be in the front of where ever that incident was on foot. In other areas, I know just from watching training films and things, that sometimes that guy stays in his car and that's like a miniature command post, so now he has access to more things. But as soon as I pull up, this is all I have. It's all I have. That, and whatever anybody is transmitting to me that they see that I can't. So

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								it's really all I have as far as technology goes. Now, do I have access to my cell phone? I do. So in a pinch, if this malfunctions, the best that I can do-- I can't really contact anybody at the scene that's working, but I can call the firearm office, maybe tell them, "I'm having radio problems. I'm going to secure another radio from somebody else, so I'll get that to you in a minute." I may do something like that. So in a pinch, I could use my cell phone, definitely. Definitely don't go anywhere without it.
Context_of_Work	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	[Job title]
Context_of_Work	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	[Job title].
Context_of_Work	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	My day usually begins about 6 a.m. with checking emails and text messages and call logs.
Context_of_Work	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	We house the ambulances and have the paramedics but we're pretty much joint. If any of their staff are like in [name] and there's a call in [name] they'll go right to the scene and join.
Context_of_Work	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	So our minimum staffing is two so there would be two full time people on duty and like a CPR call that's not enough and then a structure fire you know you need a minimum of 21 to really fight a real structure fire safely and so we rely on the volunteers to back us up.
Context_of_Work	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Being a very active community we do a lot of back country rescue and communications again is one of our biggest issues so we kind of look at different ways that we can improve communications and have backup communications for those responders that are going out into the field because especially during winter with avalanches there's so many additional hazards that the responders face out there added on top of it so what we've been using between the radios, hand radio we've also started using [name] units which are similar to the spot units for

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								tracking of our members and our teams.
Context_of_Work	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Well what happens to me is you know I'm supposed to be in charge of the incident so if I'm tied up setting up the communication links and stuff it takes away from events so we're trying to get more people trained, more people interested and trained up on it is really important and it's not one of those things where you can do it twice a year to be proficient you have to do it a lot.
Context_of_Work	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Yeah so it's again it's one of those issues that we have to evaluate what kind of threat level we are at in our local communities before we'll actually send a resource that's going to go national and once we get a call requesting a resource I'll evaluate it, I'll see what we have for personnel that are available and we'll send out an active 911 scene who is interested in going and so once we kind of do our if we feel that it's okay to go then we'll send resources out. We typically we have some members that are retired but they want to be more involved in the wild land side of things so we do send single resources out a fair amount.
Context_of_Work	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	... We've had a lot beyond for a week or a month and then just leave town and so once they have their training, driving, training and stuff like that and some of that is slacked because of time a lot of it though is I guess me knowing the people and common sense. I mean we're pretty small, pretty local I know whether a guy is going to go out there and hurt himself or not hurt himself you know to an extent. That's not by the laws of great relations but they you know get the call and then once I release them or feel comfortable with them then they'll go and fight fires.
Context_of_Work	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	I think it would be probably easier if we had a paid position and the chief would be it you know. In my thoughts you know even just an older gentleman that's retired take the chief's position he don't have to go fight fires or nothing but take care of all the paperwork, all the dealings and maybe have a command vehicle to where he could go and IC the fire or the situation, wreck or whatever.
Context_of_Work	FF	R	Supervising	36-45	11-20	Male	FF-R-047	... Wrecks are very slim which I think the Lord for that. We have had I

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			Field Responder					mean a few but not as much as like [name] would where you got [name] a major highway running through there. Most of our fires are grass fires or controlled burns that got out of control luckily. We have had a few structure fires but knock on wood not very many of them and we also have storm spotting calls you know. If the weather gets bad they'll call us to go spot for tornadoes or whatever.
Context_of_Work	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Or a retired guy that you know still had a lot of life, a lot of heart left in him that like I said could just take care of all the government stuff maybe was good at writing grants doing stuff like that you know run the meetings just keep all the training up you know that we need to do annually or every two years and all that you know and possibly you know like I said kind of IC the fire situations. Medical ain't that big of a deal but fire especially if we have to bring in other departments. I mean you need somebody just sitting there doing nothing observing so that when that other department gets there you can say well I need for you to go on this south side and take care of that fire line or you know it's hard to be the [Job title] and out there fighting fires especially if you're on the back of the truck.
Context_of_Work	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Basically on the safety side of it if we're on scene I make sure all of the guys are and gals are safe like they're decked out in what they need to be decked out in. Before they go I will help with the scene size up and make sure the scene is safe to approach when I'm on scene with our crew. On the training side pardon me I help organize the training when it becomes available and try to get our crew to take training and stay up to the date on training which can be difficult at times.
Context_of_Work	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Currently we have just switched to an app on our phones on our smartphones that's called Who's Responding. With it, it will the app will come across our tone for our department will go out and then it will give us the information for the call, it will be followed by a text through text messaging through that system we can either say we're responding to the scene if we're closer than where we're at to the scene or we can respond to our department or we can stand down and in doing that



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								through the app it goes directly to everybody on the department so everybody knows who is showing up and it also goes to dispatch and they can know okay we have a firefighter or EMR that is in route either to the station or to the scene.
Context_of_Work	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Most of our incidents are wild lands/grass fires stuff like that. You know field fires, brush stuff like that hay bales. Then the next one would probably be car accidents. We do respond with those and then on down to structure.
Context_of_Work	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Yes. Here at the department we are an [Job title], [Job title]. What we are is basically a step below and [Job title]. We do do medical calls and assist with the we assist the patient until the ambulance shows up and then we assist the [Job title] and the [Job title] so yes we are not everybody on the department is medical. It's just kind of if you want to be I personally am an [Job title]. I've been an [Job title] for 9 years. Most of the guys and girls on our department are both fire and medical.
Context_of_Work	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Yes, yes. People not having the radios on you know and say you know say they don't have well I guess there's like say we have a guy on the truck, inside the truck driving, we have a firefighter on the back sometimes communication between them you know say our headsets don't work because here at the department at [Town] we don't have a headset for the guy on the back that communicates with the guy in the front and so the guy on the back can't I mean he's not going to hear the radio, he's not going to be able to talk because you know he's in full gear, he's got engine running, he's got a pump running back here, he's not going to hear that so we don't have those headsets.
Context_of_Work	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Yeah well we had a [Event] just west of town here and I was first on the scene in my personal pickup because it was between my house and the station. I knew we had guys in route I didn't know how long. I had a guy I'm not trying to be graphic here but he was basically it chopped the cab off the semi-truck. We're talking an oil field tanker truck and the truck was on its side and his legs were pinned underneath the dash and he was literally dangling, screaming. I'm there helping there was 2

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								bystanders that had called it in and that's a helpless feeling.
Context_of_Work	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	You got a helpless feeling that you can't help you can't do anything. I mean yeah we can support and kind of you know our EMR's can you know get the guy stabilized. Yes the guy survived I mean we may have flighted him out and he did survive but I mean that's seconds, seconds matter you know and what makes it harder in this area I didn't know him personally but when you're on a scene and it's involving your friends who people that you know and treat like family it makes it harder and everybody knows everybody you know kind of a deal in these small towns so we want our stuff to work.
Context_of_Work	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	I mean ours are getting we're able to still do them but I don't know the price wise on those but I know they're expensive to replace and I know ours are getting old you know I mean because I can't afford to have a guy in a building in a structure and that thing messes up because then we've got to focus all of our attention on our firefighter and that's what it's going to be.
Context_of_Work	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Well first off you get them here and second off you keep them here. I mean even a paid department you know just the regulations to drive these trucks if we were in [city] they ain't a person on this fire department that would be qualified because the amount of driving, training they require to do that. Now do I make sure my guys are safe before they go? Yes and I have a rule if they don't know how to drive it it's grass it's a house as long as nobody your safety is first. Leave the truck. Wait on somebody else to get here don't drive it. You know that's the thing you know if you don't know don't go in but it's just you know the amount of time it takes.
Context_of_Work	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	As of right now I'm a sergeant with the Metro [name] Fire Department.
Context_of_Work	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Initially your base job responsibility is fire suppression, preservational life and property and our motto and our code of ethics what we take our oath for is to preservational life and property. To elaborate on that we do

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								a lot of fire preventive safety measures. It's not that we want things to burn down as firefighters we just want to be there when they do to help people but a big part of our job now does lie in fire prevention. That's the first line of defense to save lives and property.
Context_of_Work	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	... You have to be an advocate for people that are less fortunate, people that are renting homes is a good example. You have to educate them on being update on their fire safety and things of that nature and if that means installing smoke alarm for them or giving them directions on where to find a good smoke alarm or just letting them know that you know as a renter your landlord is responsible for this, that and the other and we run into a lot of people that have not so nice landlords and we have to actually become an advocate for those people that live there. We're not really law enforcement but we can be code enforcement and that's where our not patient advocate but being advocates for our citizens our customers.
Context_of_Work	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	We come into work, we do a pass along from our outgoing shift find out if there's anything wrong with the truck, if there's anything that needs to be taken care of that day and then we talk a little bit of junk to each other, pick at each other a little bit, talk about the fire that they got the shift before that we're probably not going to get that shift or whatever and we start with our daily duties which will consist of a truck check to begin with, we check our apparatus, we make sure it's in good working order all the equipment on it is in good working order that includes you know make sure it starts, it's able to pump water, lights, communications and then from there pretty much we have set dates throughout the week to where we take care of what we call our station duties.
Context_of_Work	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	We have yard day, we run it essentially like a household and then on top of those duties different types of the year we handle details such as hydrant maintenance, we handle what we call pre-plan and building familiarizations. We go out and we check local businesses. It's not really an inspection it's more of an investigation for us to see what types of

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								dangers we may encounter in responding to these certain types of businesses. While we're there though that's where we do fall into education role and an advocate role.
Context_of_Work	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	... So you ask people to go out raise money for barbeques, respond to calls in the middle of the night and then you say oh you need to go take some classes too. I mean there are some people in this county that I don't know why they don't do it professionally because they take it very seriously.
Context_of_Work	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] I'd say the same more so flexible with EMS stuff is the major part of what we do right now so EMS is taking over everything.
Context_of_Work	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] You got to be able to adapt with anything literally like one call in the morning could be a baby with SIDS, the next call could be waking up with somebody grandma fell. You got to be able to mentally handle it all.
Context_of_Work	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] As far as the daily routine goes I'd have to say the station part of it the regular duties that we do it's all the stuff in between the emergency calls is where you definitely have to be flexible so yes there is routine to it.
Context_of_Work	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Yeah we have a system called Voice net. Voice net is pretty much attached to our radio communication center. As soon as we get a call they will tone out pretty much give you a certain buzz to say there's a fire, there's a medical alarm and it will say exactly who is being dispatched.
Context_of_Work	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] My experience for the most part once your duties for your station duties for the day are done and your day becomes yours so some guys are studying, other guys maybe working out, there may even be some training involved or the station officer may get the whole crew together and talking some things out or we're actually physically doing some type of training, putting our hands on the equipment or talking about that equipment and like I said that day pretty much after 5 p.m. then it becomes your time.

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Context_of_Work	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Yes oh yes. Just like you said they eat together, going to the grocery store is a big thing, if you need a rec center, the station I used to go to the rec center a lot work out chill out with the community. It really depends on where you're at. Some people are located in the community, some are located on the outskirts more in the industrial areas.
Context_of_Work	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Kind of everybody kind of welcomes us over there. Very diverse all races, types of life, you kind of get welcomed with open arms around here being a firefighter.
Context_of_Work	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] That is the life of a firefighter. Getting prepared for the worst that's the best way to put it.
Context_of_Work	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] All involved. Any way you can get your word across is the best way.
Context_of_Work	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	My responsibilities are to make sure that one) the department is ready to respond to various incidents, two) coordinate those on scene, three) make sure that they receive the training necessary to complete that function and oversee some of the day to day tasks that the... personnel who are on duty do. Currently I'm responsible for all that and a lot more. I'm the number two in line of, in the [Job title] right now.
Context_of_Work	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[Laughing]. It can be quite a few of them. Sometimes it's fulfilling and sometimes it's aggravating. Because of where we are... you... you have to be a jack of all trades. So we do fire, we do EMS, we investigate, we have an investigations division and inspections division that do those tasks. So it can be... when you wear a lot of hats it can be somewhat frustrating trying to get them all done and sometimes the needs in one place od not necessarily satisfy the needs in others in terms of what you have to do it with you're the manpower you have to do it with.
Context_of_Work	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Somewhat. I mean I travel for my regular job which is investigating fires in the private sector. So my schedule is different. Right now I'm trying to make it a little more regular but you know I always try to do that but it doesn't always happen I'm at the mercy of whoever's paying me. But there are things that you regularly deal with. You deal with personnel

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								issues. You deal with making sure that the training is done. You make sure that the training is focused on where you see areas that need improvement. And then you work on making sure that the equipment is where it's supposed to be and when it's supposed to be there and that it's been maintained properly which we have a mechanic that's full time.
Context_of_Work	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	He does that. Other things are taken care of by other people. So yeah, there's a routine. You deal with each piece--your priorities may be different every day but the routine is about the same.
Context_of_Work	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	And you're putting out fires, you know using the air quotes around "fires" but you may not always be putting out fires. We run a lot of medical calls. We do all types of different rescues type of things so. We carry a vast... we carry a variety of equipment to deal with a lot of different situations.
Context_of_Work	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Partly. We have the river out there so we've had to do things related to the river over the years. We've, you know, we did the bread and butter house and grass and vehicle fires and all of that but over the years we've gone and taken people off of radio antennas or towers that have had issues. We've dealt with trench rescue. You know we do a lot of vehicle extrication. But we train for high angle, we train for collapse, we train for all kind of other things. We have members on [Organization] [phonetic] teams.
Context_of_Work	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	It is all radio dispatch and it's all--I mean if I have somebody somewhere I can get them to like email it to me or something using either getting it on my iPhone or whatever 'cause we all have our own technology but in terms of having the technology to bring in the information available. I mean I can call--if I'm outside this building, if I'm dealing with a suspect on an arson or a car that we're investigating or whatever I can get any information I want sent to me over the radio and then they'll copy it to the CAD and we get that later on. But in terms of having something printed in front of you that you can sit there and walk up and say, okay, when she reads me--if she gives me a VIN which is sometimes the only way I can identify a car I've got to go sit and write it down then go take it

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								back or I can read it to her and she can say, yeah, that's what it is.
Context_of_Work	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	They'll have a few over there but in terms of me dialing into the [city] Fire Department, I have to go to my old radio that I'm not always carrying 'cause they're on that kind of system. So. The biggest problem with all of this is money.
Context_of_Work	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Not understanding they're still building the call. You know if you get the text message and you're that worried, go get in the truck and wait for them, you know to tell you to go. But... used to the Active 911 would hit first. We'd get an Active 911, it tells you what it is, where it's at, same thing the text message shows but Active 911 actually builds you a map to where--from where you're at to it. It's helpful. You know all of those technologies, they're--one's extreme, you know one does a whole lot more for you, one does a little less. I can, on Active 911 I can hit a button and then I'm going.
Context_of_Work	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	And we've seen that. Before you would get hired--before our dispatchers were just jailers. You know? Whoever was working in the jail was who dispatched us and what information you got, our biggest problem right now is we probably need a third one in there all the time because if you get a good call going, you have somebody on the phone and somebody trying to talk to three agencies at a time. And to you get to where one takes priority where maybe it shouldn't be at that time. But it's just the nature of it. So if you had one person on the phone, one person can do fire and EMS, one person is going to do law enforcement 'cause when law enforcement gets there they're wanting to start their, you know, if it's a wreck they want to start getting their information run so they can get their report done and getting the wreckers coming.
Context_of_Work	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	But we... you know, our biggest problem is limited number of people. But we have a large area, spread out, without a water system that covers the entire thing. So we have to bring a lot of our water to fires. So that's what we deal with here.
Context_of_Work	FF	R	Supervising	46-55	21-30	Male	FF-R-051	That--we're either running, going to wrecks to either see if somebody

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			Field Responder					needs to be cut our or render first aid and assist EMS or we're going to just straight up first aid calls.
Context_of_Work	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	It's... not difficult with the 700 radio. It's a matter of me turning a knob. And I can talk to any one of them that's coming to the scene with--I mean I regularly do it. I should get the call and just turn the knob all the way to response coord and we should all be there. And I'm--since that's on my mind, I'm going to talk to [Name] about prompting them to do it. To tell them to go do it.
Context_of_Work	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	I would say that... my job, like a deputy's job, like an EMS person's job, we're all the same. When everybody else's world get tossed up and down and shook up, you know or Humpty Dumpty falls, they expect us to put Humpty Dumpty back together again. And one of the ways you do that is with the information that you need or getting the people that you need there and know what's going on coming in and the ability to talk to each other is the only way that that happens. You know it's a whole lot better if you have a guy coming in whether it's a deputy going to somebody's hose on a domestic call or if you can have a picture of the front of the house, a picture of the driveway, it's easier to fine. If you can have a layout of the house or a general idea of how the house is laid out or a building or a school or a church or whatever you know where the pitfalls are.
Context_of_Work	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Don't have to go back there 2 weeks later and say, hey, you know we're checking people's smoke detectors. Ask them. Put them up before you leave. I don't care if it's 2:00 o'clock In the morning, they're already up. They--so.
Context_of_Work	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	As a captain in the fire service basically you're a frontline supervisor. You still fight fire but you also supervise people at the same time whereas when you move up in the ranks to, you know, assistant chief of deputy chief or something you're more of just strictly supervision and not as much hands on.
Context_of_Work	FF	R	Field	36-45	21-30	Male	FF-R-052	Go to work, you never know what you're going to do while you're at work.



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			Responder					It depends on what the caller on the other side of the end of the line, what kind of problem or issue they have, depends on what you're going to do, you know, for that time. So it's not like I work in an office and I sit down and I do the same thing day in and day out. It's basically the same... work but it's always going to be in different locations and just different things like that.
Context_of_Work	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	Well when the--outside of running emergency calls one of the main important things that we do each and every day is to check our equipment to make sure it's, you know, in working order, make sure it's clean, presentable, if we have to go out. We don't want to go to your house in a dirty fire truck. It's all about the image. Not all about the image. But the image has a lot to do with it.
Context_of_Work	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	So but, yes, we have certain things that we do, certain days of the week. But like our number one priority is emergency calls. Next to that is to ensure ourselves that the equipment we have is in proper working condition. And then from there it's usually just other tasks and then, you know, never know really what's going to come about during the--during your shift that you'll have to deal with whatever but in the summertime we cut grass in the evenings. We clean our own toilets, restock our own trash bags and take out the--we don't have a maid, you know, that comes in and does it for us. We are, you know, our maid service.
Context_of_Work	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	So those things are routine that we typically do every day, sweep, mop, basic kind of house cleaning type stuff, wash clothes if they're dirty. Wash trucks if they're dirty. Things like that.
Context_of_Work	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	Until just within the last probably month or so, I had only been over here one other time and that was to do an inspection with the fire department where we come in and check for life and safety code type stuff. Since then I've been over here several other times. But I don't... don't really know the dispatchers or the people that work over here outside of them calling me on the radio and telling me where I need to go or whatever. But I'm starting to get to know some of them personally. And you know we spend a little bit of time together. And there's one guy that works

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								here that I think he's also a volunteer with us just recently became a volunteer but he comes over and hangs out in the evenings.
Context_of_Work	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S2: Well, we provide medical first aid, first responders [indiscernible] EMTs or paramedics and we are [Job title] so we fight fire. [Cross talk] Oh we do a lot of public events.
Context_of_Work	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S3: Run safety checks where we will check your fire alarms and do home inspections of your fireplace and stuff.
Context_of_Work	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: And we do, once a year for ISO you know what ISO is, International Services Organization?
Context_of_Work	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: For ISO we have to check hydrants in our first response area to know where they are. In certain areas of the county we are required to test pressures and flush them, some utility districts won't let us touch them but we still have to identify where they are and so we do that once a year and what else we do, we call it pre-incident planning. We visit all the commercial structures in our first response area and we plan for a fire to happen; we get contact information, we know where the utility shutoffs, are we know where all the exit's are - if we have to go inside, we know how to get out. We do that kind of pre-incident planning thing; we do that once a year as well, plus all other things that he said --.
Context_of_Work	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: But it helps us understand how we can be better if we talk about it that kind of thing. After the shift change we are required to do a daily truck check, we have to go through the entire truck, check the lights, check the equipment, make sure the pump can works, the pump fires, all of our breathing apparatus and all of our hand tools and things that are supposed to be there in working condition and be ready for the next incident. After that, of course, we are required to respond to the calls. We do reports on those every time we run a call. We do any of those daily projects we have told you about, whether it is a home safety check or that we do a pre-planned project or other project which we are required to get those done there in a day. And they we are supposed to have two hours of training. Some sort of training every day, we have to

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								always stay educated on you know where do we pull the ladder off the truck or pull the hose off the truck or sit in front of a YouTube video and learn from other fire departments, what they have done what worked and what didn't work. We do some sort of training every day about two hours and once we usually get that done, all we do is kind of sit back and wait for the next emergency; we are here 24 hours.
Context_of_Work	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: Well, both. If we are here at the station they send a certain tone out through their system and activate some alert system here and they give us a preliminary dispatch, an EMS call for a seizure, okay so we get in the truck, we go respond to and then we do a secondary dispatch that tells us it is a seizure with somebody who has history, somebody with epilepsy or it is a febrile seizure for a child or something of that nature, give us a little bit more on the secondary. But the initial dispatch is to get us to the truck and get us on the road and then kind of build this thing.
Context_of_Work	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: See what people don't get nowadays is we just don't go out here and fight these fires; 90% of your calls - 80% to 90% of your calls are just wrecks and EMS calls.
Context_of_Work	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: Yes, if it was like with injuries, but if it is like we call a 45 which is a non-injury, then the cops just take care of that. But if there is like a spill, hazardous spill, then we obviously go to that.
Context_of_Work	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S3: Well we, one of the first things we do to make sure everything is cleaned up you know, keep the trash cans emptied and you know just keep the place looking nice, and then after that we just sort of on our own until we get a call.
Context_of_Work	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S3: Yeah, wash trucks.
Context_of_Work	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S4: Keep up with your equipment, make sure it is you know obviously up-to-date and then like make sure it is working properly, because you don't want to get here and you are on a call and something goes out and you don't about it.
Context_of_Work	FF	R	Field	Not	Not	Male	FF-R-054	S3: And then sometimes a wreck we will have 10 or 20, sometimes five

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			Responder	specified	specified			or six. It depends on how bad it is, so lot of people come from over east.
Context_of_Work	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: Yeah we fill out reports on this computer and it keeps up with our calls of per year pretty much, the percentage of each person like say [Name] he went on what how many percentage you go on last year?
Context_of_Work	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S3: We got two zones, we got a zone here and we got a zone down there. I live in this zone up here, so if we got something that happens down that zone down there then I am supposed to just come here. Same thing with people down in zone 2, if we got in the zone 1, they are supposed to come here.
Context_of_Work	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: Even the dam, we preplan the dam.
Context_of_Work	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: [indiscernible] two biggest places around here, other than your schools I mean we also have to preplan the schools too.
Context_of_Work	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: I mean it is like this ladder back here it is an older version of it. See, on that one it puts tank and gear and all that stuff so it is actually get to start going you got to pull these pumps and stuff but you go here to the scenario all you do is just press a button and it doesnt move; it regenerates, it recycles.
Context_of_Work	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	So I will go to our other station and we will check off trucks
Context_of_Work	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Or we will fill them up. We will pull all the equipment out, make sure it all work because when you get on scene, sometimes stuff don't work like it is supposed to because we are not a paid department so try to keep track of as much as we can because it is all grants, that is all that pays for us is grants and money out of our pockets and we say, one of us wants to buy a bunch of tools, you know, a couple of hundred hours we will put it in and buy the tools that we need; some people will.
Context_of_Work	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	So, one of the weekends I would be over there, I wouldn't be responding over here, but during the week I can respond here. But we got a couple of guys over right now, they are learning stuff and I am like, ah how do

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								you learn it? Oh- it's over there. You know --
Context_of_Work	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	A lot of big departments, all the black helmets are the fire fighters, the red are the officers and the yellow is probationary and some departments I think New York does just a probationary shield on the front.
Context_of_Work	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Well, we get one guy that is assigned that particular job of looking for the right price and how many we are going to need and then he brings it back to the table, you know, to the meeting and we will talk about it, how much is it going to cost, what is it going to be benefit for us, is it going to be a good investment and then we will vote on it.
Context_of_Work	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	So, but we usually assign one guy. He is on it right now, looking at getting a grant to purchase new radios to get digital because we are -- a lot of the departments right now are tired of the scanner people. We get these people on scanners and they blow Facebook up and then there is rumors everywhere and that's destroying everything -- to me.
Context_of_Work	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	I'm second-in-command at the police department. I manage all of the ordering, all of the technology, all of our security's aspects, our training, our fleet management, the overall function of the day-to-day operations of the department.
Context_of_Work	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	It varies some days. Typically, in my position, I come to work and have, typically, a meeting with the chief sometime in the morning. Then I get started on any projects I have going, any obligations I have to do. Sometimes, I'm obligated to cover a shift and work still on the patrol side because somebody's out or something like that. And then, there's kind of different things as they come up throughout the day. So there's never really a set routine, like I'm always going to do this, this, and this. This kind of varies on-- what I'm going to do-- what's going on during the day depends upon what I have to do during the day.
Context_of_Work	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	Typically, they arrive to work, and then they get started. They brief in the morning or in the afternoon, whichever shift they work. They have what we call pass down or shift briefing. Each officer's a little different, but

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								they'll get in their cars, and they'll go start patrolling. They'll go start traffic enforcement, things like that. During the school year, in the mornings at 7 o'clock to 8 o'clock, we patrol the school zones heavier. We stay around the school zone areas and stuff like that, make sure people are slowing down. And then throughout the day, this kind varies on call volume, and what's happening throughout the day. Day shift is different from night shift. You have typically more calls during the daytime than you do at nighttime.
Context_of_Work	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	Yeah. Typically, there's two to three that work on a shift. So then they'll communicate back and forth, or they'll listen to the radio and say, "Okay. Well, one's over here making the traffic stop. So I'll go over here in this area and be a [substitute?]."
Context_of_Work	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	Yeah, just maintaining the overall functionality of the department, I guess, is my main task. Right? The chief handles the meetings, and going before city council, and stuff like that. And then my job is kind of the implementation and providing him with ideas of can we look at this as a next step, or can we look at this for the next step, and stuff. And then my job's kind of the implementation process and then the overall, like I said, functionality of the department.
Context_of_Work	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	The Sheriff's Department dispatches for us, and so 911 calls and calls go into them, and then they disseminate it to the officers who are working.
Context_of_Work	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	No, because we're a small area so it's easier to learn. When you get into the county, the officers, like the deputies, they need navigation more than we do. But I can tell you where all of our streets are and stuff like that, so it's not as intricate--
Context_of_Work	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	All of the cases. All the cases we have to do, we have to send to court. If we get a-- we don't do any redaction unless it's an open records request, and then somebody who's going to have to redact it from that aspect. And then we send it to [Job title], and they send it to our attorneys to figure out if we're going to release it or not.

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Context_of_Work	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	When someone calls because they have an emergency, I respond to their house or wherever they are to help solve their problem, I guess. And I also work in non-emergency situations with crime prevention.
Context_of_Work	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	On patrol, just in general I worked at night. So we would do a lot of business checks, pulling in and making a presence, checking the doors to make sure they're locked and secured. We would respond to a lot of disturbances between families and things like that mostly at night. And also traffic enforcement, speed enforcement, driving while intoxicated enforcement is a big thing. Basically looking for anybody that's a danger to everybody else on the road.
Context_of_Work	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	Yes, because we're assigned to the city but it's generally every officer's goal to hit every part of the city in their shift. Every street, every corner, those [inaudible].
Context_of_Work	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	Right. You don't want to drive by the same business and check the same business at 8 o'clock every night. You kind of work for yourself. You make sure that you yourself made all of the stops in the city that you need to and checked all the businesses, and your partner does the same. And in between is when all the calls and the traffic stops and things like that happen.
Context_of_Work	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	Well, my partner, I worked with him long enough where I kind of knew where he liked to hang out and where he liked to go check, and I'm sure that he learned my behaviors too. So you really just-- it's quite random. There's some of us that have a routine. You start here and you end here. But him and I, we kind of just based it off of, "Hey, have you been to [City] tonight?" which is a neighborhood way down south, and, "Oh yeah, I went there a couple hours ago." So you know yourself, "Okay, maybe I should go through there."
Context_of_Work	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	Working night shift, like I said, a lot of disturbances, domestics. A lot of alarm calls where businesses are either closing up shop or something happens in the night. A lot of suspicious people calls. Somebody might be driving and say, "That guy looks weird," or that kind of thing.

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Context_of_Work	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	I come from the individuals that like to do a lot of things on their own. I don't like to bother dispatch. They're busy enough, and I know that because I've been in that position. So if I can run driver's licenses and look up call history and do my own research on my own computer, I'm happy with that. But their CAD system that they use up there, to enter in 911 calls and things like that, is not linked at all to our computers. So what they see up there, I can't see. And it was the opposite from where I came from. Where I came from in [County], you can look at your computer and see that there was a call holding. And you might be close to it, and you can pick it, and assign yourself and put yourself on the scene, and all those things. And I think that being-- it helps them in dispatch, especially, when there's only two of them up in that dispatch. And on a Friday night or something, they're busy.
Context_of_Work	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	Oh, yeah. We have a program here. Since I'm here in the office because I'm pregnant, we have a program here where we have to organize all of the old reports and stuff from the 1980s and everybody used to handwrite everything back then and all that stuff. And it's definitely inconvenient now for us because I can't read some of their handwriting or the things like that, so.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	So I am a police officer for the [City] Police Department here in [State]. However, I'm currently assigned to the recruiting unit. And I've been in the recruiting unit for four years now, so I'm a recruiter.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	I answered calls for service around the city of [City] and [City], [State] before here, being proactive in my free time, running traffic stops, driving around neighborhoods looking for suspicious activity.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Yeah. So when somebody calls 911, it goes to our dispatcher, and the dispatcher puts it out over our laptop computers. And so we have a queue of calls. On a typical day, there's a queue waiting, and they're listed by priority from a hotshot call or something that needs to be addressed right away all the way to a barking dog, which tends to kind of hold for a little while. So if there's a lot of calls holding, you just pick whichever call you want to go in priority. And then if there's no calls



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								holding, you're free to do what you want so.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Sort of. They're by region. However, if it's like an officer needs assistance, like an officer's in trouble, or if it's something big like shots fired, or a school shooting, or bank robbery, then it's just an all-out everybody respond. Typically, most calls like family violence calls, crashes, stuff like that, that's just region-based. If we're on the dividing line, like on this side is my sector and that side's another sector, I won't know what's going on over there unless I actually flip to their radio.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	...So I travel. [That's always?] a month. We travel to military bases, colleges, and just all sorts of [the setting?] all over the country.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	house, so I pull the call up on the computer, and I kind of read the notes on it to see what's going on, see if there's any-- if the address has a history of past false alarms. If I pull up the call history and it looks like this alarm has gone off 10 times in the past year, well, then that kind of puts me a little more IDs, and it's probably a false alarm. Whereas if it's a brand new house, never had a history of false alarms before, we'll maybe need something a little more legit. So I kind of-- I try to get a sense of what I'm getting into on my way over there. So I look at the call history. I look at where it's at, the neighborhood and the location-- like I said, how I'm going to get there, if I know-- if there's a back side I could take as opposed to having to go through a major thorough fair depending on the time of day or whatever. And then, once I get there and throw it in park, I'd mess with the computer until the call's done.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	On those interagency calls, every now and then, I will get one. Maybe if it's a bank robbery, and there's other agencies in the neighborhood, it can be overwhelming because once you start introducing different agencies other than [City] or even specialized units, because the specialized units in [City] operate on different channels, as well. So you'd have a massive miscommunication because you have these different entities talking on their own separate channels. Supposedly, the dispatcher is supposed to be connecting everybody, but rarely does that happen. So it makes for a big breakdown in communication, which causes confusion and adds

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								stress to the situation.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	Right now, my job is I work in the technology unit for [City] Police Department. Basically, anything technology-related with law enforcement. We research; test; work on implementation, and troubleshooting, and maintenance, and all that fun stuff.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	...Take calls. Anytime someone calls 911, we respond. Any downtime, we're running traffic. Basically, if somebody's breaking the law in a vehicle, we pull them over, and give them a ticket, or go from there something else happens. Working nights, there's very little foot traffic. So anyone on the streets at three in the morning, if they give us a reason to stop, we go stop and talk to them, and go from there. Take people to jail. Help people. I was a mental health officer so I would work with that community and get them help in the ways that they needed help. So a little bit of everything. A lot of hats.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	As of right now, like I said, it's different from patrol. A typical day is just showing up in the office, answering emails. If there's research to be done on different technologies, I'll go in and do my research. We'll do demos with different companies trying to come in and show us their product. We have weekly meetings with maintenance for all the projects that we have with the-- I work on different video stuff, so the videos that are in our cars, we have body cameras coming out, that kind of thing. So emails, meetings, going and demoing different products, research and, yeah, trust me it's fun at times. It doesn't sound very fun, but yeah [laughter].
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	Definitely. A lot of times we're liaisons between our tech people and the officers themselves. If they have a problem, they'll come to us. They won't go straight to the IT Department. They'll say, "Hey, this is what's happening." 50% of the time we can fix it for them. The other 50% we have to get the IT specialists involved. So, yeah, we're definitely the in-between for the patrol officers. What we're doing is for them, to make their lives easier in every single way possible. So their feedback is incredibly important. So, yeah, talking to them on a regular basis is

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								pretty important.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	Personally, my primary tasks are, like I said, just technology based: researching, and implementing, and making everyone else's lives easier if I can.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	I mean, you can go on for a while. There are directed patrols. If someone in the neighborhood has a ongoing issue with, oh, speeding in the neighborhood, and we'd see cars regularly speeding, they'll call. And then a directed patrol will be set up to where an officer is assigned, or decides to assign to it, and just watches that neighborhood for an hour or two. And pulls people over for speeding or just sits there and that usually deters speeding in itself. Same thing with graffiti and you can kind of get the idea. If there's a homeless problem behind a business, and they want us to go check that out, we go do that kind of thing. Other than that, most patrol officers are call-driven, waiting for 911 calls to come in. And we're such a busy city, with the resources that we have, it's basically call-driven. We're going call-to-call, and then downtime is either spent running traffic, basically just means pulling people over.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	Definitely, I would say 90% of the calls we go on that, when we're interacting with a person, that a report has to be written to document why you're there, whether you're making an arrest or not. Whether that's a quick "I stopped this person for this and I gave them a warning" or it's a X-amount-paragraph-long report of what happened.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	Yeah, that's in the car. Normally, you'll take a call, and you'll go sit in your car, and write up the report, and however long that takes you.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	I mean, it depends on what you're doing. There are paper copies for family violence. If you take a report for family violence, a lot of times you have to fill out a family violence victim statement form, is basically what it's called. And then, that gets put in with your arrest affidavit, and it gets sent to an attorney, the district attorney's. So there is definitely some paperwork still. Crash reports still have paperwork. It's getting less because it's getting more digital--

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Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	It's helpful if your buddy's writing a report on a suspect, and they want you to send them over some information, like a supplement. So we go to a call together, and it's a somewhat involved call. He's taking the main report. I'm writing a supplement to that report of my interaction with whomever I talk to. I'll write up myself. And as opposed to saying, "Hey, this is what I did," and just talking to him, and then he has to remember all that, I'll write it up, send it to him, and he can copy and paste it.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	If dispatch is busy for whatever reason, or if we don't want to tie up the radio, sometimes if we're going to a call that we know a suspect, or if shift mate's going to a call that we know the suspect, I'll run his warrant checks and then I'll send him the warrant checks. Say, "Hey, this what this guy has. He has an active warrant," and he'll just have that right on his computer. So probably the second-most used form of communication. Third would be probably the cell phone. Whether you're calling your supervisor for any reason that you call a supervisor, or just texting your buddy, or calling, or just for advice, or whatever that you don't necessarily want it to be audited. It's right there. So definitely a communication source. Not city-owned, but used.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	In general, day shift has one shift on. Evening usually has around two. And the night shift usually has one shift on. And each shift has about 10 people. So at any given time, you'll have 10 to 20 people on at a time.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	You can write tickets on your phone. And then, the possibilities are completely endless, so it's just a matter of getting them. And, yeah, I think it would be a huge benefit.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	I'm assigned a patrol shift. I've currently got eight troops, one vacancy. So technically, I have 9 to 10 bodies. I have direct supervisors in charge of me and when he's not there, then I'm in charge of the shift. So when he is there, I'm on the street with the troops, working with them, solving problems, and working on crime scenes, helping with training. Those types of jobs.
Context_of_Work	LE	U	Field	26-35	6-10	Male	LE-U-005	We'll have a show up thirty minutes prior when the shift first starts, at

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			Responder					<p>which point we discuss some of the BOLOs, what we call Be On the Look Outs, for certain events that are happening. See any events that the other troops have worked previously. Sometimes we'll discuss training, sometimes we'll discuss tactics. We've had a call that's been-- that was complicated, dangerous, people make mistakes. We like to debrief those. That's one of my biggest concerns is to make sure we debrief people and learn from our mistakes. So we'll talk about the tactics involved, what we can do better, those types of things. So that's in a 30-minute window, at which point we'll move to starting to check out equipment, which is a task in itself. So it takes about 30 minutes or so. That includes loading up the vehicles, which is a huge fiasco for us because when we start running into technological issues, we've got a lot toys in the car and a lot of those toys don't play nicely with our wireless. So that's a big window when we're off the street tied up for a while. And then we'll hit the street somewhere about 45 minutes to an hour after the start of the day. They'll cruise around. It depends on what I need to get done for the day. I'll either do paperwork or I'll help them out with some hot calls that'll will clear the calls off the board. We'll try to clear everything up. About 30, 45 minutes, by he end of the shift we'll try to cruise back inside and have show down, which is where we offload if we have evidence. If we have extra reports to get done, if someone's got a big case, everyone will kind of jump on it. Some people take some evidence and turn it in to lessen the burden on that individual, and then we just kind of wind down, and then we're done for the day.</p>
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	<p>Yes. For the most part, yes. The city divided into nine sectors. We are assigned to a sector but within a sector, there are four districts. Each officer is assigned to a district. However, depending on how busy they are, they may cross boundaries a little bit. Depending how busy another sector is, the amount may cross into a completely different sector, the system with a hot call or something.</p>
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	<p>Well, proactive allows us to put the people-- to stop the events from happening. So ideally, in a perfect world, we would stop the victims from</p>

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								ever being victims. If we can catch a burglar as he's about to break into a car, if we can catch a burglar in the act of breaking into a car, we still would have a case. We can put them in jail and then the victim would know that at least we caught the bad guy. And then we keep the burglar from being empowered and doing it over and over again. And unfortunately, when you're doing almost completely reactionary type of police work, you never have the time to go out and do those types of things. To catch these people, to stop the crimes from happening before they happen.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	We could use them-- before I worked here I worked in the unit that did street-level gangs, prostitution, drugs, those types of things, and we would get assigned a specific target, and that target would be somebody who has multiple felony convictions, is currently a burglar, is currently wanted for specific crime, and we would track them via social media. I mean, that was a great tool that we used all the time, because they always hold up guns and they're a convicted felon, obviously they can't have a gun. So that makes it really easy to us to work a case for them. So we use that a lot. And that would be done in an office environment, in that particular case.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	Most recently, part of this job, I worked robbery as a detective there and I was violent crimes response, so I was more mobile than I was in an office. And to have the ability to do that stuff in the field would be great, because if I was on a search warrant and I wanted more information on the search warrant, obviously I would then go back to a computer.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	So if I've got somebody who was being cooperative with me, but he's not in handcuffs yet. And dispatch comes back and says, "Oh, he's got a felony warrant for stabbing his wife." Well, he just heard of that. Now he's going to run.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	Okay. So I am an officer with the [City] Police Department. That is my actual title. I'm assigned to the technology unit. Primarily what we do-- our main focus is to handle the acquisition, the training, the implementation of technology for patrol officers. That's our primary

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								mission. Within that, it gets broken down to-- we also do software purchases. We do specialized unit type purchases, whether it's for the air unit and they need a new digital map or-- we also helped start the [City] Regional Intelligence Center so it's just very-- as with everything in the government, you have a focus but you have to be very flexible.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	Yeah. So I mean, I can answer from my patrol officer perspective. But again, in my role, what I need is, I need to know the last time I got the update or what update of software they're using. What's the hardware associated with it? Things more of a technical nature. Certainly, I do have to take calls. We call it [backroll?]. I go back out to patrol. I work for a week. So for that type of information, I want to know the history of the location. Have we been out there yesterday for a different problem, the same problem? What was that outcome? Was there an assault committed? Did they make threats against officers? If possible, I want to know who I'm going to be dealing with, the last time we dealt with them. Again, what's the history of where I'm going?
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	So we do our best to put that information in our mobile CAD. We certainly have a history of the last time we've been there. There's also bits and pieces in our RMS, in our records management system, which can be a little bit-- it's extra steps to get that information from a patrol environment, from a car. I'd also want to know-- I mean just, again, as a course of business, I'd want to know where my backup is, how long it's going to take for them to get there, for my own safety or maybe it will steer how I respond to a call. That's it right now.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	I would think both. Certainly, we do get calls on individuals that are known individuals for whatever reason. Maybe it's a warrant service or - I'm just throwing something out there - a parent will call in on their son. So we have the name, we have the date of birth. It would be nice if, instead of me having to again pull over my car so I'm trying to be safe, search all over the databases, if somehow there was a tool to do that for me and return it to me.
Context_of_Work	LE	U	Field	26-35	6-10	Male	LE-U-006	Okay. We use 4G LTE in our cars. We have our own [ATMs?], our own

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			Responder					private network on Verizon. That's what our department uses. It goes back to our-- we call it CTech. It's basically our combined dispatch center with fire and EMS, but it goes to our portion of that. We have the ability to query our RMS. We have the ability to look up histories in our CAD calls. We have the ability to run people for wants and warrants. We can also message each other. We have a Toughbook. Panasonic Toughbook is the current model that we're using, but that's always subject to change. It's hard-mounted in the vehicles. An officer can remove it if they need to. So that would be the overview of our CAD portion. But we also have technology to get-- if this is going somewhere else, let me know. But we also have electronic ticketing which is a whole different Windows device. It's a handheld device that we can take up to the violator's window. We actually have another device that's designed to take someone's fingerprints. And then, it queries against our local database. Again, as a beside, we were supposed to hook it up so it queried the TCIC as well, but that never happened
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	We are single officer units, so one per car typically. There's instances whether there's-- we have days where there's a lot of shifts working just by how the schedules fall. There might not be enough cars, so they might double up, but we almost always dispatch two officers. I mean, actually, we do dispatch two officers every call unless an officer for whatever reason says, "I'm code four. I do not need additional backup at all."
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	--that was viewed as a way to teach me how to be a cop without being reliant on technology. So at that time, when our CAD went down due to maintenance or an unplanned outage-- what's a fancy way of saying crashed? It was like I could still do my job and it didn't-- I don't want to say it didn't affect me, but I was comfortable and it was just Tuesday. And eventually, I became a field training officer. I had to have a map skill, an actual physical map that I had been able to find where I needed to go. By the time I became a trainer, the department didn't hand out maps. It was considered-- I'm not going to say no one does it, but it's unusual



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								now to make that trainee not use a computer.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	And I tried to find-- and I think today you'll find that, especially some of the ones that are on patrol that come in and talk to you today or tomorrow, they're going to probably complain, but they're also going to give you a fair assessment. And I feel that, as bad as things are, we know how to make them better. I think sometimes they feel like they're not heard as well, so when a decision's made that they don't like, it makes them even more upset. But I think here in Austin, by and large, once you get past all the complaining, I think they're actually quite happy with what they do have, if that makes sense. Especially those that have come from other departments. We get a lot of transfers, and so we hear from them a completely different story than the officers that have grown up in this department. So I don't know if that helps.
Context_of_Work	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	Well, I work specifically in the public information office. So our primary goal in that office is to get out information to the public and the community as accurately and as efficiently as possible.
Context_of_Work	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	So, my day can be unpredictable because I'm the only officer in the unit. We have a sergeant. We used to have two officers in the unit but they didn't have as many officers on patrol. So they brought in more civilians and slowly phased some of the officers out of the specialized unit positions. They're trying to bring them back. But I guess they didn't get the funding that they needed for more officers but they were able to get the funding for more civilians. So they were filling in the gaps. So that leaves myself and my sergeant. And we respond to any homicides, robberies, squad call outs, or any officer involved shootings. And we handle the daytime hours. We have officers that are considered adjunct public information officers and they work in all different types of assignments throughout the city. And so those after hours they go onto the on-call status. So if any of those incidences occur after hours, they handle it that way my sarge and I don't have to be on call 24/7.
Context_of_Work	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	So that's the way to kind of work around just having two of us in the office. So some days it can get busy. Because we can have a homicide

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								and we can have a bank robbery when my sarge and I are out. But in addition to those types of responses-- oh, we do go to the scenes. What we do is we basically get the information from the investigating detectives or the officers on scene and then we provide media with the briefing. So whatever it is that's going on. Because our goal in this department is to be very transparent and very open. So before we are able to release the information and doesn't jeopardize the integrity of the case, that's what we want to do. Because we do realize that the public and the community, they're a great resource to utilize. So if we can get that information out there and say, "Hey we are seeking assistance in locating this robbery suspect." They help us quite a bit. And that's what we want is to help us solve cases. So we try to get that information out. Which can be kind of stressful sometimes [laughter]. We do our best. So that's what we do in those types of incidences except for officer-involved shootings. The chief will talk on that. So usually, if we have a situation like that, we'll get a timeline for him, get him all the information. He talks to everybody on the scene and then he provides the briefing. We just set everything up.
Context_of_Work	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	And we have stuff just pop up last minute because the media they want it now. Everything is now. Which is different for a governmental agency that's like, "Oh, give us a week." It doesn't work like that in my office. They've got to make the five o'clock news. So we have to help them package the story. And we try to build that relationship and vice versa. Because we both need each other.
Context_of_Work	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	Before I get there I need to know who's out there. So I need to know what type of call that it is. And what we do is we have what's called a Real-Time Crime Center. You guys have probably heard of our HALO cameras that are downtown. So we have a-- it's at the Main, which is where I work, the headquarters downtown. And so upstairs they have a bunch of-- it was actually the police technology that helped implement it. But they basically have computer screens everywhere. They monitor patrol calls. And they have cameras all downtown, in different areas of downtown.

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								So they can zoom-in and see what's going on in their busier areas like 6th Street, that kind of stuff. So they also monitor the stuff like any big incidents that happen overnight. In our email address or in our inbox, we will get what's called a SIN which is a significant notification. Basically, tells us if something's going to garner intense media attention. They'll put at the top like if it's an aggravated robbery or a celebrity was arrested or something like that. We'll get a notification.
Context_of_Work	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	So they monitor all that stuff. So when we're getting ready to go out on scene or a call like that pops up where they know it's probably a homicide or robbery, they'll call down to our office and they notify us. And they'll say, "Okay, we're working a bank robbery at this location. Robbery detectives are en route." So we give them a few then we call up to robbery and we see what sergeant is out there. And then we're like, "Okay, what's going on?" Get a little bit of brief information. Just really, is this a bank robbery or not? More so it probably applies to homicide. Because sometimes we're like is this natural causes which the media doesn't care for. And if we just kind of tell them it's natural causes or sometimes suicide, for ethical reasons most of them won't report on it or care much for it. But if it's sometimes suspicious death, we kind of have to wait. So, we'll call to homicide and say, "Are you guys going out there? Is this a suspicious death? Is this something we need to go?" So pretty minimal actually, information. Very basic. Just who's out there and kind of what's happened.
Context_of_Work	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	He'll call us and let us know. Make the notification. And they also send the emails overnight. Those significant notification notices to let us know, maybe what we've missed and what we might be getting called on during the day. So we're kind of prepared. We have case numbers. And we have at least a summary. And then if we need more we can try to reach out to the responding officers. But we're really trying to-- I mean they're working hard. And we really try to keep them out of the loop if possible. Sometimes not possible if you get a call. But it just depends.
Context_of_Work	LE	U	Public	26-35	6-10	Female	LE-U-007	I do, but I'm the only officer. Everybody else is civilian that's in there. So I

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			Affairs					won't key up on the radio though to talk to people before I get on scene because they have their other radio chatter. I don't want to interfere with whatever it is that they're doing. So I'll get in my car. I'll log into our CAD system, which [Name] probably talked to you about that because he does that kind of stuff. And just show myself en route to the location so everybody can see it. They all know I'm en route. The dispatcher will know I'm en route. So if a supervisor gets on, soon as media starts showing up, most officers don't want to deal with media or cameras. They're like, "Aah. Where's PIO?" It's kind of funny [laughter]. They get more worried about them than like a suspect or something like "Media's here. They have a camera." It's okay. So we'll show up. And they'll say "Is PIO en route?" And they can just look at the screen and they'll be like, "Yes. PIO [Name]. She's en route. And she's going to go in." And then we just kind of corral the media into one space. Most of them are pretty good about staying where they are supposed to. I mean it's public too. You're in a public place. So they can shoot. But we can always ask them, "Hey guys, can you not shoot exactly right there?"
Context_of_Work	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	For my job, I mean the more information the better. Just details of whatever happened on the incident. So I guess the biggest thing for me, is what I do, is when I get on the scene, I will go off the CAD notes, what I've been told via phone by the watch commander, and I'll write a statement. And then what I do is I take my statement, and I tell the detective this is what I am going to say. And then they look at. And they'll say, "Oh, you can't say this. Or you can say this." And then sometimes I'll ask them a couple questions like "Would it be okay to release this or that?" Something big that we run into though is EMS. EMS will tweet out stuff. They tweet out right away. And they're saying, "Transporting one with a gunshot wound." Or they'll say, "Transporting." So for us, we don't confirm that. And the reason we don't confirm a type of injury is because sometimes people think they get shot and they didn't get shot or they didn't realize they were shot and they were shot. And we're not medical doctors. So us as a police department, we can't make that determination. The investigation's still rapidly unfolding. So

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								we run into the media saying, "Well, one was transported with a gunshot wound, can you confirm that?" And when you're the PIO standing up there it's a little frustrating. So we kind of try to explain it to them.
Context_of_Work	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	Yeah. And they're usually not very long. Because the briefings is-- it's the initial investigation. So officers responded this date and time to this. Suspect came in, took an undisclosed amount of cash and left the bank on foot. I mean, we give out very minimal on a briefing. Later on, as we get more information, then we provide it to the media or we'll have the detective do a press conference. And we'll show photos or whatever else that we need to do.
Context_of_Work	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Yeah. And I think there is still, no matter what department you work at, you're always going to have folks that enjoy other folks more than not. But there is somewhat, more than not, of a camaraderie where, I mean, we're typically meeting up every night for coffee. We're meeting up for dinner, so I mean, it is definitely-- you're not out here all by yourself. Technically, you're riding alone by yourself. But we don't run calls-- very rarely do run calls by ourselves. Officers will respond and go to the same calls--
Context_of_Work	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	...I think [City] and [County] is a unique area because I think there is a lot of police support. But I also think there are plenty of folks that are interested in joining and just jumping on the bandwagon, and they have no facts and/or reasons to do so in our specific demographic in which we-- where we serve. So in general, I think law enforcement, because of the lack of community support, because of the lack of political-- because of the lack of support as it relates to our administrators and our politicians and elected officials because they are more consumed with the pressure from the public, it is making our job very difficult because the average patrol officer does not feel like the administration has their back, which is why I think, quite candidly, you see violent crime on the rise and you see crime nationwide going through the roof. Officers are not patrolling the way that they used to patrol and as a result, you take [City], for example, which is a war zone with over 750

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								homicides last year and 100 shootings this past weekend.
Context_of_Work	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	We have a very good relationship with [County], so my agency communicates directly with them on their radio channel. We supplement them. They supplement us. We all run calls together, so for us, it's very fluid. So from my jurisdiction specifically, no, it is very fluid. I live in [City] and that is not the case in [City]. They operate on two completely different radio channels, although they're working right next door to each other.
Context_of_Work	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	I mean, it's all professional. I mean, when I'm at the station, we're usually talking about something that happened at work. And I mean I--
Context_of_Work	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	So typically, you try to stay in that geographical boundary. You don't have to, but typically, you try to because that's the area that you're going to be responsible for. And then, you can hear all the calls being dispatched. So unless they specifically ask for you, you can make a determination whether or not to go on that call or not if you're in the area. So if I'm driving by NIST and they say, "Hey, there's an accident at the NIST parking."
Context_of_Work	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	"I'm right here. I'll just come over to you and help out."
Context_of_Work	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	So if there's anything that goes up into the neighborhoods and there's business community cameras, so they share a video with us as well. Now we don't view those here, but if something was to happen, we know where those cameras are. We can send the detective out to ask for that video as well.
Context_of_Work	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	But we can support each other. If something goes down, we all know to do it. So I could VPN in, if my guy-- I'm the primary, but if another guy couldn't do it, he's having a problem, I would log in and VPN to see if I could see what the problem is and help assist him, so.
Context_of_Work	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	In the event that they might need-- I mean that we're taking the lead in-- we're the lead agency, but we're utilizing a partnership system, camera system that we have access to that we're utilizing their system, which

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								we were using each and every event. But because we're the lead, we will have one of their representatives on site in the command center with us, so that if we tell you to move a camera in a certain direction, they'll do it immediately.
Context_of_Work	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	Yes, so they're in here as well. They have a station. Whenever we go live from a planned event, they have a station where they send fire and EMS. Both come. Now, on the command bus, they're not on that, but generally where our command-- they have a bus as well. So, generally, where they park, we're close to them. Yeah. We're close to them. So we can convey information whether we go over the radio or we physically walk to them.
Context_of_Work	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	Yeah. Juggling the problems that we're having is not necessarily with fire because [City] Fire, we have no problems with that. It's the surrounding jurisdictions, they as [County] is a little different. So well actually [County], we can now get that over-- I bet they've upgraded to 800 megahertz I believe. But there a couple of them that are not on the same frequency, so we got to-- so that makes it a little challenging when they're involved in it. If they're not involved, then there's no challenge. There's no problem at all. But you never know when especially anything that happens right here in [City], you automatically, like about 911 type of event, you automatically have [State], onto [City], [City] You have [County]. You have [County]. Those are five just outside of [City] not to mention what we have on the inside, which is Park Police, Secret Service, Housing Police. You have all these different agencies that's running into support of what you're doing as well. So they're right there with you as well, so.
Context_of_Work	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	--or assisting with making meetings and going to meetings with him, and helping him with whatever tasks he needs, and reviewing things that come from the lower or the units that are under us. That's more of the administrative side. Then I was a patrol officer before up until last August. And that just incorporates responding to 911 calls and conducting proactive enforcement such as traffic enforcement, and parking violations, and helping citizens with whatever they need, so.

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Context_of_Work	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yes. So we would come in, go to the locker room, get changed, put your vest on, put the belt on, and then we'd go to roll call, which the beginning of every shift, all the members of your shift are in a room. And then your supervisor is at the front of the room, and he gives you assignments such as Officer X is assigned to area Chinatown, and Officer Y is assigned to Union Station area, and this is the vehicle you have, and this is the equipment you're issued. And so basically, the roll call is essentially time where everyone is together, and they give you out assignments and what roles everyone's taking that shift.
Context_of_Work	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	It's a good atmosphere. In general, when we're at the station, it's a little less stressful because you're with your colleagues, and you can blow off some steam. And there's a lot of joking that goes around a police department just because it can't be all doom and gloom all the time because no one would be happy. So the stations where you can kind of relax a little bit, and do your report, or do whatever you have to do at the station before you go back out on the street. But unless something terrible happened, and people are all in a bad mood or whatever, I mean in general, it's a pretty decent environment... It also depends on who's supervising your shift on how the environment is in the station too, because other supervisors are different than others, and so it's a dynamic too that they kind of play on there.
Context_of_Work	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Oh, I haven't gone to any community meetings or whatever. So last time I was on the street, I went to a community meeting at the police station. And they have citizens come in, and they actually brought juveniles in from the city, and they had a facilitated conversation between the officers and juveniles like what the juveniles-- questions they wanted to ask us and questions we can answer for them in reference to why I would stop that time, or what do you guys think would help the trust of the police from the juveniles? So that was the only one that I've been to. But I know a lot of the commanders of the districts go to community meetings at least once a month and address concerns they have. And every district also has an email LISTSERV. And so whenever something



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								significant happens, the commanders email out to the community what's going on and the updates on different things, so.
Context_of_Work	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	It varied. Some people didn't want to talk to you. Others were very friendly. And it could vary by block. It's not even neighborhood by neighborhood. It's literally one side of the street's friendly. The other side isn't. And even within one building or even within one family, one person's cooperative, one person isn't. So it's very varying, but also, I think it depends on their past experience with law enforcement. So if they had a bad experience in the past, they're a little more negative, whether they met me before or not. And if they've had a good experience recently with law enforcement, then they're a little more friendlier. So I think it's a lot to do with their past experiences. But then also, it's important not to judge them. Be like, "Oh--" Because you also can't take things personal on this job. They don't hate me personally. As a 26-year-old kid from Chicago area. They don't hate me. They hate the uniform, and what it represents, and stuff like that. So I mean, you can't take things personal.
Context_of_Work	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	So we have a horse-mounted unit, and they do a lot of community events. And they also come out for large demonstrations. But the heaviest mounted presence is probably park police.
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Correct. When we come on, sometimes, they are already looking for dogs or the evening dogs-- I work midnights, so there's at least two evening dogs working before I come in, and they stay on-- they work until 2:00 AM. I come in at 8:00 PM. So if they're running calls and they need help, I go help. If it's not, then I'll either go to our central K9 office and deal with any paperwork, administrative duties I may need, or I'll go to a structured roll call.
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Some people that have single-purpose dogs are the firearms detection dogs and the bloodhounds. So that's a second animal. So if you have a narcotics dog and they ask-- so when they ask for a dog, they just say, "Hey, is there a drug dog close?" And then, one of us that has a drug dog, we pretty much self-police, meaning if I don't have a narcotics dog,

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								somebody working in the neighboring district does, I'll either hit them up on the computer or call them and say, "Hey, they're looking for a drug dog." And then, they'll come over.
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	I mean it's a small unit, so it's very cordial. We all get along. We all know each other fairly well.
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	We as K9, a lot of times, will get on the air, the police radio, and ask them to set up a perimeter or do something to help us when we get on scene. That's usually our biggest request. Sometimes, they're already on it and we don't say anything, and sometimes they forget about it and we have to say, "If we're going to be doing a track, we need to help and try to contain this as best we can."
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Case in point is a lot of times the fire rescue system will stage to make sure the scene is safe. So we have to go in first, make sure it's safe, and then they can come in. So if you're on a scene of a major incident, a shooting, say, we've got to make sure it's safe for them. It makes total sense. But if they're bleeding heavily, there's only so much we can treat, and so they're staging where they should be. But then, we go, "Okay, fire rescue can come in and help us take care of this person." But that goes from police officer, police dispatcher, police dispatcher, fire dispatcher, fire dispatcher, to fire engine. So that's a long chain to get an ambulance and a fire truck to come in and help us take care of a bleeding person [laughter].
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	With the SWAT team, very, very rarely. Like I said, there is a couple dogs that work predominantly with them, and most of those dogs, their handlers are on the SWAT team as well. Sometimes, we kind of get thrown in a perimeter location with them sometimes on a SWAT call, but that's not very often.
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Q: Oh, okay. That's interesting. Okay. So how is the relationship with the state police in general, or is it just that--? SME: It's very good in our county, both with the road troopers and the pilots. And the nice thing is is they have all of our channels. So predominantly, when we're working

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								something with them, they come over to our radio channel and it's seamless.
Context_of_Work	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	I guess, it's a work-- I guess a work environment-- I don't really know how to answer that. But everybody going back and forth to their assignments, whether going to do security in a courtroom. There's maybe an issue in a courtroom then you respond to. People are hanging out waiting for assignments. People are being sent out to do different things, like fugitive guys they're gearing up to go out and lock people up. I mean it's good. It's a good environment, where basically everybody comes together to one location to be sent out to do a job, and help each out, I guess. I don't know if it really answers that question.
Context_of_Work	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	I have good working relationship, and a good, I guess, personal relationship. We all pretty much get along. We all get along because we-- I don't know, we all get along, but everybody comes together for the same goal. So if there's a call for one K9, and if another K9 handler comes out there, they know what they're doing, why they're doing it, and we're there to help support them. If I'm running a call and another handler shows up, they're there to help me, and then afterwards it's-- or outside of work same thing. Everybody has a good, for the most part, personal relationship. Yeah, so everybody pretty much gets along.
Context_of_Work	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	It's a good relationship, it's-- they're there to help us just as much as we're there to help them. They're there to help the community just as much as we're here to help the community. And so it's a good brotherly relationship. We all support each other in the job we're doing. We have different jobs, different assignments, but at the end of the day it's-- we're all here to serve the community, and we all, in my opinion, do a good job at it within the county.
Context_of_Work	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	No, we have a good working relationship. The only issue wise would be the communication because I don't know-- outside of [County], like [City] police, [City], whoever else, I know what channels to find those. So outside of this county, it's hard because I don't know what channel [County] uses, [County], [County], but within the county it's not as hard as

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								long as you know-- it's hard as long as you know what channel they're on. And you can flip through your radio and find it and communicate with them.
Context_of_Work	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	And we also get information. So we have anonymous text tips that come in. So citizens can text tip - it's 5041 - any kind of information or pictures anonymously to us. So if they have a tip about something going on in the neighborhood or they see something, they can take a picture. And then we'll dispatch officers out there. If it's something that's going on immediately or if it's something like a long-term investigation, maybe a drug complaint or something like that, then we'll send it over to the appropriate unit. And they'll come back and do a follow-up investigation and see, is there really something to it or is it not.
Context_of_Work	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	...those folks who are inside our command information center, they're pushing out information. So they're using social media. They're using your Twitters and your Facebooks. They're pushing out traffic information. So if we know there's a street closure because of the traffic accident, we have a separate Twitter account for that. They can push out Twitter information like that. And they're also pushing out to the news media. So there's local traffic folks that push out others an accident here or there. When we get it, we push it out to them as well. So that way they're aware. They can put it through the radio and the TV so folks can avoid those areas in their commute and know to stay away from that. So we're pushing things out that way. We have LISTSERV on the department. So prime things, if there's something in the patrol district. So maybe, say, we're going to have a community bike ride one day. On the LISTSERV, we'll push out that information. If there's a shooting in the neighborhood, the district commander will go on there and say, "We've had a shooting in the [Street] of [Street] Northwest. Anyone who has any information, please contact us at XYZ phone number so that we can get information back." And we're telling the public what's going on. In the same token, they're providing the information they may have to us. So a lot of things.

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Context_of_Work	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	<p>...So everything now is kind of connected. It's no different in law enforcement than it is in the rest of the world. You have to stay up with the times. So as social media becomes more popular, we have to adopt that, and embrace that, and move forward because if not, we're behind the times. And a large majority of people-- 20 years ago, you had your major news networks, and CNN pops up, and Fox News. Now, people get their information from a variety of sources. And if you don't embrace that, then people are missing your message. So if you're not pushing out your own message, then yeah, it's kind of lost. You have to be your own best advocate. So when we're doing good things, we have to make sure we broadcast that as well. If there's issues or concerns that we're addressing, we want to make that [inaudible] as transparent as possible. So by being able to push out your own message to social media-- there's a lot of good things that happen in law enforcement that, in the past, unless the newspaper or the local media kind of want to pick up and do one of those feel-good stories, it kind of got lost in translation. Now we can push that out ourselves. "Hey, our officers just rescued these folks from this burning building last week." Maybe the media would have got it. Maybe they wouldn't have. But if something bad had happened, it's always out there. So being able to push out forward things out there-- and then a lot of times the media will grasp on, "Hey, this is a really good story," and then they kind of re-tweet it. They push it out. Maybe they'll make their own story that goes to a larger audience-- or more traditional audience, I guess, is kind of what you say. But young people today, they embrace it. And as those young people get older more and more of the population is using social media, using these electronic platforms and less so much of newspapers and things like that, so.</p>
Context_of_Work	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	<p>... Last night we had a fatal traffic accident. This is the 22nd traffic fatality for this year. What are we doing to reduce traffic fatalities, working with patrol districts because the majority of our traffic enforcement happens in the patrol level. So what are the patrol districts doing towards a city-wide goal of reducing traffic fatalities to zero? So where the special operations division is working on a city-wide plan,</p>

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								they're bringing in all the districts to say, "Okay, what are you doing? These are the locations within your district that have the most instance of traffic accidents. And we've noticed there's been an increase in this corridor of traffic fatalities over the year." So that way the district can develop a focused plan of how they're going to let patrol assets work on that, where we within the bureau, we put that all into one big plan. But then there's target enforcement. Stuff like your hotspot policing, you may call it. Okay, we know there's been five traffic fatalities in this stretch of railway, so even the districts doing their routine daily enforcement, we're going to put some focused overtime enforcement here or maybe one of our upcoming programs, Smooth Operator, Ticket It or Click It, things like that. We're going to do enhanced enforcement in this area, because we've seen there's been five traffic fatalities, and they've all happened on Thursday, Friday, or Saturday between 10:00 pm and 3:00 am.
Context_of_Work	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	...Maybe it's something you work with the ABRA or the Alcohol Beverage Regulatory Commission. Maybe you have a lot of folks doing a lot of drunk driving, so maybe educational programs. We need something like that where maybe we do a sobriety checkpoint and hotspot enforcement. [inaudible] a lot of bars, but maybe they're pushing out educational information for patrons. In the bathroom stalls, you sometimes see different fliers and things like that, or maybe they have things around the bar, reinforcing, don't drink and drive. There's been 10 traffic deaths related to alcohol use this year in the city. Things like that to make people more aware and remind them of their behaviors when they're out there. So kind of working with other agencies, that's something that falls underneath us. So it's another form of communication.
Context_of_Work	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	.... The special events side, there's a biweekly task group that meets. And it's the police, the fire, the DCR, the district stuff, the Department of Regulatory Consumer Affairs, Department of Transportation, Department of Public Works, they sit there and, "I want to come, and I

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								<p>want to have a festival here on the street." I have to go in front of these individuals and say, "Hey, we're planning to have a festival here on [Street] from 5:00 am until 5:00 pm on Saturday, December 15." And they go through things you have to do by law to make sure it's safe. Now you have to have-- the roads have to be blocked off. You have to have people clean the roads afterwards. You have to have tow trucks because if you come and have your events-- so they help work people through how to have a successful event to ensure it's safe, compliant with the law, and everything they need to do to have a good event. So things like that. And there's lots of events. Just about every weekend, there's always something going on here in the city. Summertime is a little different, because it's so hot, it's hard to deal with. Especially in the fall, marathons, and 5K's, and food festivals, art festivals. Then you have just your regular baseball games and things like that. So there's always lots of task groups, and groups convening communicate on a more routine basis about what's going on, sharing information back and forth.</p>
Context_of_Work	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	<p>Depends on the event. So anything that's a special event that requires a street closure, it's the same group of individuals that go and attend those, and help them and walk them through it. Things like the baseball stadium, for transportation there's a work group that the individuals from the ballpark, the Department of Transportation, the police department, we all come together. The Department of the Vehicles for Hire, Taxicabs, Ubers, that kind of stuff, we all work together to say, "Okay, baseball season is starting. We did this last year. Here's some areas for improvement. We had issues with Ubers and Lyfts, backing up this roadway. Is there something we can do differently? Maybe we can work with them to geofence this area, keep them away, and have them go to this location, that would be better. It's safer for the folks who are leaving the ballpark to go there. It's less of a hazard for them. It won't interfere with us getting traffic out of the ballpark, and we won't have 30 cars waiting, that could be a potential threat to the ballpark right outside." Working through those issues together. It's a different group, but the key is, communicating what's going on. The people who are</p>

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								there, the key stakeholders are there sharing information, trying to work through solutions.
Context_of_Work	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	So believe it or not, we actually work very well with the federal law enforcement agencies here in the city, and it's because we have everything that we do - I don't want to say everything - but a lot of things we do, we do together. So we have a demonstration at the White House. Well, the street is our jurisdiction. The sidewalk and the park are actually US Park Police jurisdiction. And the Secret Service Uniform Division stand on the sidewalk. So it's not like, "Well, let's--" so we know there's a large demonstration. We actually host the bi-weekly meeting with all the law enforcement partners here, FBI, Uniform Division, everyone. They come, so we kind of all talk about, "Hey, this is coming up. This is on our radar." So everyone's kind of aware what everyone else is doing. And we all know each other, so if there's an issue, I can go to the phone. I can call the assistant chief of the park police and say, "Hey, we know this is going on. What are you guys doing?" "Oh, yeah, we got this going on." Or, "There's a large demonstration that's planned for the mall we see here." Just because it's happening on the mall and that's their jurisdiction, people have to get there. So they got to ride on the metro, most likely, or park their car. Well, the metro, they have their own police too. So we got to make sure that we're talking to them. But when they get out of the metro, they got to get from the metro to wherever, and they're going to walk on our jurisdiction. And we have jurisdiction everywhere. So we have jurisdiction in the mall. We have jurisdiction in the metro. So they kind of have their focused areas. But, at the end of the day, we'd be like the state police for the city. So everything kind of-- we're responsible for making sure things are covered. So making sure that we're communicating. So we do a really good job with that, and it all comes back down to personal relationships, talking about what's going on. And the same tools, I mean, email, in-person meetings, phone calls, just picking up and, "Hey, what do you guys seeing on this?" I mean, information sharing is key because, as we talked about, things rapidly evolve. So making sure everyone knows what's going on. And you want



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								to make sure that if you do have some information about, "Hey, we heard there's a threat towards the monument. Did you get that?" Pick up the phone and calling the right people, making sure they're aware.
Context_of_Work	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	We do a lot of interagency collaboration and coordination, and then all the NSSCs, so the State of the Union, the Inaugurations, a lot of these Summits, Nuclear Summit, African Leader Summit. Those are all NSSCs, so Secret Service takes the lead planning role, which means they're responsible for making sure it's planned out. But that's not to be confused with who's in control. We work as a unified community structure here. So it's a federal city. There's lots of people. Everyone wants to know what's going on. Everyone's kind of got an vested interest so there's kind of two ways you can go with that. You can try to fight over who's the lead person, or you can all come together with a team of individuals and make the decisions that go on. And then if it's something that really is park police centric, that's something that they'll do. And be like, "This is what we're doing." Because what they do is going to affect everybody else. So we have to all make sure-- not making decisions in a vacuum. We have the appropriate resources because a lot of times, when it comes to an incident, especially an impromptu incident, maybe a terrorist attack or a train derailment, or whatever, it comes down to resources. Who has the most resources? So the FBI may be in charge and maybe in 15 hours they will be in charge, but initially, they're probably going to have maybe 10 people. Whoever they have here right in this area to respond out. Where we're going to have 3,800 people. So, I mean, whoever kind of controls the resources, but at the same token, you know at some point the FBI's going to be taking it over, so making sure that we're all working together. Making sure that they knew what's going on, and there's resources that they can start pulling in, and the appropriate resources to help out, because, yeah, maybe we can put a rush of resources in there, but you know what? We still have to make sure the city's safe. We can't shut down patrol operations and you have people, okay, calling 911, someone's still got to answer those calls. So we have to make sure that we're not depleting all of our resources out in

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								the districts to handle an incident. And that's why things like special events, planned things, we bring in additional resources because, yeah, we have a lot of people and we can probably handle it, but you have to make sure that you maintain or surpass the patrol operations on a routine basis. Because when you're having people-- an influx in the downtown area, which is where most people come, it's going to have an effect. You're going to have more traffic coming into the city. So all those things play out, and you have to maintain that in the city. So it's really important you're not lowering your level of service response time to handle a special event. You have to make sure it's planned out appropriately.
Context_of_Work	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	Sure. So, yeah, fire and EMS. So whenever we get special events and things like that, they're all involved in the planning. So one of the key things is making sure there's adequate EMS and fire resources. So even when you think that something that's maybe more security centric, you think the inauguration. "Oh, we got to make sure it's secure and all kinds of security measures." You have to make sure the security measures are such that the fire department can get in, that they have the appropriate resources staged within. They have to be intimately aware of what's going on. So, I mean, there's going to be-- there's folks on the fire department, they have security clearances, so they're fully aware of what's going on on the law enforcement sides so they can make sure that they have the adequate resources there to make sure you have folks there. Because if you have things like the Inauguration, you have a secure perimeter. You can't drive in or out.
Context_of_Work	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	And then on game day we use the ICS structure so for large events we activate, what we call the Joint Operations Command Center here. There's a fire comm that the fire department stands up and we have liaisons in all the locations. So if we're having a marathon, we have our command bus up, we'll have someone from the fire department on there...So being together in unified command we can easily do that. Everyone knows what's going on. Keeping all the partners briefed.

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								Sharing that information and then that way they can control their assets, we can control ours and then you don't have that cross talk when you don't really need it. If you need the crosstalk you can directly communicate, but a lot of times it causes confusion
Context_of_Work	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	Administrative side, first thing in the door is to review all of the correspondence that's come in overnight. Then it is reviewing the chief's correspondence to see what important documents we load through the cloud to his iPad, so he has them handy. New daily briefs, any pertinent crime trends or anything that's come in overnight, or something that's pertinent to our bureau. Like we have major crash, so any crash fatality reports, anything like that. Then I go through any and all of the correspondence and scrub the correspondence, which means review, typos, anything like that. Got it to where it needs to be. Address any correspondence that's coming from our chief's office. We have what's called an IQ system, where it's from citizens, or questions, or anything that we can direct to our many bureaus. Since we are a Special Operations, we have a lot of public issues to address, marches, parades, demonstrations, harbor patrol. So people want to know where they can park their boats, things like that. So it's a very diverse area. And then it's down to the daily operations, receiving, doing what the chief needs to be done, scheduling his calendars, scheduling appointments, reviewing command manuals for events, things like that. The patrol side, it is respond to my assigned patrol district, and participate in roll call, whether on the roll call of official, scheduling the members to take their beats, give out assignments, get out pertinent daily information. And then, from that point, once we're dismissed from roll call, it's supervising the officers on their beats, not just the officers assigned to my group-- it's called the redeployment, where everybody that is not assigned to a-- specifically to a patrol district, is put out in groups. So I'll be assigned with most of the people from Special Operations and that's our core group. And we assist the regular district personnel. So, I could be assisting on a scene with district personnel or my personnel, or a combination of both. And so it's just a matter of-- I'm extra manpower

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								for them. So, I might be acting in a sergeant capacity, or I might be acting in a role of an officer, just responding to a call, going to a call for service, helping blocked traffic on a traffic crash, something like that.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	It depends on what job function that I have. Myself and one of the officers that I work with are actually on an inaugural committee. So, we were walking the parade route, up and down [Street] on the day of the Inaugural Parade. As a member of Special Operations, you can be called out-- well, Homeland Security Bureau, Special Operations has been pretty much my career for 13 years so far, for that [risk?] patrol. But Homeland Security, you have to go to respond to marches, demonstrations, specific events, things on the National Mall, July 4th celebration, any and all marches that are large-capacity or high-publicity events. Things that happen on the National Mall, even in they're National Park Service, we could have to respond to help with traffic along the theater streets and things like that. Also called to demonstrations or events throughout the city where we could be of use.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	So events there, events at Nationals Park, whenever anybody climbs a crane to hang a sign in protest, we're there [laughter]. In patrol, I'm mainly assigned to the Seventh District, which is on the other side of the Anacostia River. That mainly consists of responding to calls for service traffic, crashes, assaults, domestic violence. Those are the more-- here, it's more businesses. It's more high-publicity. Getting the [State] Monument in the background. Over there, it is your family living. It is neighborhood crimes. It is neighborhood issues. It's the neighborhood folks coming out to support us and help us. And then there's the criminal element that can be found in regular cityscape.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	It's doesn't. It's doesn't. We have very good relationships with the law enforcement agencies. I think there's something like 29 other law enforcement agencies in the city. We are the primary law enforcement agency. When you dial 911, we pick up and nobody else. Also, if there's any type of homicide, we handle it, no matter what. So it's a lot of coordinating effort.

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Context_of_Work	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	Actually, we're working with Fire Department and EMS. And I'm not as good—[Name], who's in the other room, he's our tech guy. So he'll be able to tell. But we are trying to get to a comprehensive system where we could share radio communications if we need to. And we are working with our Fire Department and EMS to do so. Some certain are encrypted different ways just based on their security function
Context_of_Work	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	...And it makes it a lot easier nowadays than having to get on the radio and ask a question. These people, you will be on, when you're on details, even when you're on regular patrol, people will ask you a question. I'm like, "I don't know, but let me find out."
Context_of_Work	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	...Because you get random things that you're like, "I don't know." And so you hopefully find somebody and you work it out together because somebody may know because they've experienced it.
Context_of_Work	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	--my job right now is in a lot of planning. So all my free time is planning. So yesterday, I pretty much had meetings all day, all Salmon Days related. So today, though, I'm at my desk pretty much sending emails, and I spend about 50, 60 percent of my time at my desk. So with my position, I do a lot of--
Context_of_Work	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Yeah. I do a lot of correspondence from my desk. I try to get out. I try to get out and talk to people as much as I can, but some days, I'm just stuck. I have too much going on. But other than that, lunchtime, normal stuff. And then, I usually will have-- on a normal day, I usually have probably three to four different meetings that are related to different things. If I have something late or if I have an HOA presentation where I do crime prevention tips on the course, that usually ends my day because they're 6, 7 o'clock at night. And then I start doing it all over again. So it's really different. I have a lot of hats, a lot and a lot of hats, so my position-- I do a lot of different things. So one day, I could have nothing to do with community resource officer and it could be just Salmon Days or whatever it is. So every day is a little different which is good too. It's kind of exciting, so.

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Context_of_Work	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	So I'm kind of a mixture. I'm staying in my position now, but the position-- so I'm going to be corporal. So I'm going to be corporal community resource officer. So our corporal CRO. But I'm going to be taking the role of the detective corporal as well. So I'm not going to be a detective as much. I'll do a little bit of detective stuff, but I'll have some of the supervisory responsibilities of that position, which [Name], the one you met, he's my boss, and then it would be me, as a corporal, and there would be three or four or five guys under us in that department, which is the school resource officer, the detectives, the traffic officers, all under our section. So I'll still be primarily-- probably 75% of my time is going to be spent still doing the CRO stuff. So I'll just, like I said, wear just different hats. I do so many different things.
Context_of_Work	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	So I am the administrative sergeant at the [City] Police Department, which means I oversee the Investigations Division and the school and community resource officers. And then I also do special projects for the command staff. I have just recently been a patrol sergeant as well, where I would oversee a patrol staff.
Context_of_Work	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Because my job involves a lot of supervision. I have to be up-- I have to be-- I have to understand investigative strategies, and I have to approve those reports. So I have to review them and ensure that things are done correctly. I also work as a detective when necessary. And historically, I've actually been our cell phone and Internet crimes detective, so I've dealt with a lot of technology in that realm. But technical relates a little to technology and a lot more to the intensity of the review, so.
Context_of_Work	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	So come in the office, I work-- my job requires Monday through Friday because again, I take all-- I run the Investigations Division, so I delve out all the investigations and oversee that. So oftentimes I'll come in in the morning. I check the inbox where cases are submitted to detectives to see if any cases have been submitted. If they have, I will review those cases and then decide whether or not-- decide which detective they'll be assigned to, using our records management system to find out who's got what cases and who has bandwidth for a new case. That morning

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								routine also involves checking emails because there's emails that come out that we review stuff from-- other agencies send out information that may relate to something that we're we're doing. There may be an email on a project that I'm doing. There may just be random emails. A couple of times a month, I'm in charge of ensuring that the program that we use for payroll is checked and approved. And then my day just goes kind of random from there. I have a pretty specific kind of morning routine, but once the morning coffee's down, and the morning routine is down, it matters how many cases I have assigned to me, what projects I might be working on, and then what happens throughout the day. This week we had-- 9 o'clock in the morning, we had a guy burglarize a house and barricade himself in the house. So whatever I had planned for that day kind of ended [laughter] and we refocused on that--
Context_of_Work	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	As a patrol supervisor, or even as a patrol officer - there's not much difference - oftentimes on a Monday, we'll come in and set up. As a patrol supervisor you set up a Monday morning-- what would be your Monday, regardless of whether it actually falls on a Monday. So whatever your first day-- whatever your first shift is, the patrol sergeant sets up a briefing to cover the incidents that have occurred over the past few days that-- our patrol staff works four-on four-off, so you come in and-- so the sergeant reviews the four days that you're off. And then we bring up pertinent informant in a briefing, "Hey, be on the lookout for this vehicle," or, "Look, all these [inaudible] happened in this neighborhood," or whatnot, to try and pass that information down to the officers, the line staff, so that they know what was going on while they were gone.
Context_of_Work	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Yes, so you pass on the briefing from the other squads. At that point in time, there may be training that needs to be done, in a briefing. So right now we're issuing Narcan which is the drug that brings you-- when you hear about people who overdose on opioids, and they use a drug called Narcan to bring those people out of the overdose. So all of our patrol staff is being issued that right now, so we might have a briefing training that says-- so we'll pass this information along. There might be a short

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								training environment, and then everybody kind of goes out and goes on to patrol. And we might meet for coffee, or a couple of individuals might meet for coffee, but then the day is really then, again, whatever kind of comes at you. So now as a patrol supervisor, you may have a project that you're working on. Most of our supervisors have projects. So during a day shift as a patrol supervisor, I spend a lot more time in the office than I do during the night shifts. There tends to be a lot more administrative work during the day that goes on than in the nights where you can kind of go out, make your traffic stops, back the officers up. The patrol sergeant does take calls for service, not every call, but there are calls that the patrol sergeant is also required to respond to. So during the day, you probably get four or five calls you have to go to, and then it's kind of random throughout the day after that, so.
Context_of_Work	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	--over or under the freeway. So your individual patrol officer will be responsible for a portion of the city, for the calls for service, but that may be-- depending on your staffing, that may be really small. That may be really large, so.
Context_of_Work	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	I mean, there's a lot of interaction that goes on. We prefer the patrol staff doesn't spend a lot of time in the office because that's then less time that they're out on the street. But we have our own dispatch center, our own jail, and our own records division. So patrol officers, as well as all the supervisors, interact with all those people. It becomes family-like at times. We're a really small agency but we're a small agency so we all know each other and we all get along. I can go and sit in the chief's office for half hour, just chatting about whatever, as well as I can go and sit in our dispatch center or whatnot. As a patrol sergeant especially, although you don't get to do it every day, especially during the night shifts, you try and spend time down in the jail and down in dispatch. Make sure those people get some contact with the outside world... they work in isolated areas, so we try and ensure that you go and spend a little time and chat with them a little bit, just because it's very difficult to get-- we, as patrol officers, get to go out in the city and drive around all



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								night long, whereas the individuals here who have to work in more secure areas don't get that for the most part...
Context_of_Work	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Yeah. A lot of times they'll write reports back here or they may just come back for lunch, to eat lunch in our lunch room. They may just come back just to get-- they may have a question about something. They may just want to chat with somebody. That type of thing, so.
Context_of_Work	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	And that's a little bit of what we-- I mean, a lot of that has to be pre-planned, or when it's emergent, we just have to ensure that our dispatch center can patch the two together. I mean, obviously if we have a situation where we're searching for somebody and the helicopter comes up, that we don't-- our agency doesn't have a helicopter, but that helicopter can speak on a frequency that will patch in with all the rest of us. So as soon as helicopter gets there, I'm hearing them. And I'm sure that dispatch is helping implement that as well, so if it's pre-planned or if dispatch is involved, it's really easy. Like I said, if we're trying to figure it out standing on the scene, it becomes a little more technical and less easy. So it's usually done here at our dispatch center than everybody go to some random radio frequency, and then trying to communicate that across the group that's all deployed on a scene, so it's much easier to do it at-- we're at the trunk than it is to do it at all the branches. And we can monitor other agencies' frequencies as well as state patrol, and so I can go and I know where I can talk to other agencies on my own radio frequency, if I, for some reason, need to reach out without being patched. I can find that avenue, but it's a little more difficult to do that.
Context_of_Work	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	That monitor the infractions that are written. There are governing policies and laws that state who can actually look at video feed that's not related to the actual infractions themselves. But yeah, I think we have three officers that have ability to log into the system and evaluate the violations of the speed camera.
Context_of_Work	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Well, I think it limits the amount of information that we end up getting. I'll kind of tie it into what we get as an anonymous complaint. If I get an anonymous complaint from somebody, and I go out there, and I can't

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								find what they were talking about, I can't recontact them and get that information, right, because it's anonymous. They didn't want to give their name or their phone number, so now I've come to what they were really concerned about, and I can't either figure it out, or it no longer exists, or I may be in the wrong spot. But I can't call back and go, "Hey, what about--" and when you think about Text-to-911, there has to be the ability to reconnect with that individual because people don't like to text a lot of information. My fear with Text-to-911 is that you won't have a true idea of what the emergency is because they're not going to pass all that information along, and we like more information than less. So Text-to-911 has to be able to come with the ability for us to recontact the individual, to ensure that one, we know what it is you're trying to communicate, and two, we can recontact you if necessary.
Context_of_Work	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	My job is I'm overall responsible for providing police services, uniformed police services, anywhere inside the city of [City]. The uniformed officers of the department work for me. Our primary responsibility is rapid response to 911 calls for service, as well as proactive policing for crime trends.
Context_of_Work	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Usually starts pretty early in the morning with getting updated on what happened over night. So, I'll usually get up around 5:00 in the morning, me checking emails, voice mails, all of that for probably two hours and then commute in. While I'm commuting I'm usually in conversation with people over the phone, try to get here usually by about 8 o'clock. My responsibilities, it could be meetings, it could be special events, it could be critical incidents because I manage quite a few different areas. Usually head home probably around 7 o'clock to 8 o'clock in the evening, usually, phone calls, voice mails, checking voicemails things like that.
Context_of_Work	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Yeah. Well, when I'm driving home. Because I have about an hour and a half commute home, and so I'll use that time usually to make phone calls things like that, follow up on things. So like I said, usually at work from about 8:00 in the morning to 8:00 in the evening, and then I'm doing voicemails and stuff on the way home.

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Context_of_Work	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Not so much emails because I'm driving, but like voicemails and things like that. Then when I get home, before I go to bed, I'm usually checking emails again. And then start it all over the next.
Context_of_Work	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Unfortunately, I'll have usually at least a couple of face-to-face meeting on some issue every day. A lot of the communication now is either emails or phone calls. We do some texting back and forth but not a lot of that, but the primary-- unfortunately, for me, I'm not keen about using email as a communication source. To me, it's not the most efficient because it's almost like you're having a conversation-- I'm going to say yes and then 10 minutes later you come back. But the phone calls usually-- it's hard to make phone calls some times, so primarily during the day I'm communicating with my command via email.
Context_of_Work	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Yeah, what type of resources. Generally speaking, I assign new officers coming in really based on where the crime trends are and what staffing is and things like that, but it tells us what the existing officers are doing in the precinct. Listen, the [City] neighborhood doesn't really care about night life issues, but they do care about car prowls, and so that drives what you have those officers do when they are not on 911 calls for service, what's called proactive time. But listen, let's come up with plans to address the concerns for that neighborhood. Versus in the [City] neighborhood, especially at night, that proactive time is going to be spent not not for car prowls, it's going to be spent working with the security at the different clubs to make sure that we don't have fights, disturbances, and that the noise is kept to a reasonable level and stuff like that. So very, very strong ethnic neighborhoods. And again, we have the neighborhood councils, but we also have community councils that are based on ethnicities. So, East African community, Filipino community. A number of these communities also have advisory councils for the department as well so we can address things that they are concerned about.
Context_of_Work	LE	U	Supervising Field	46-55	31-40	Male	LE-U-029	Yeah, they do. They write a lot of reports. You write hundreds of thousands of reports.

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			Responder					
Context_of_Work	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	The operations lieutenant manages all of the non-patrol functions of the precinct and so, for example, the community police team, the anti-crime team. And I also in some aspect, I am the kind of the assistant to the captain of the precinct. The precinct is commanded by a captain, and I'm-- if it were a corporation and he were the president, I would be a vice president.
Context_of_Work	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Probably administrative. The precinct is a patrol function. I provide patrol services to the geographical area that is the East Precinct. The working day is divided into three shifts. We call them watches. And so each watch has a number of patrol squads that are supervised by sergeants. And then there's a lieutenant, who is a watch commander over that particular part of the workday. So the operations lieutenant has everything that goes on in the precinct other than patrol functions. And so my job is largely administrative as opposed to operational. But because the captain has overall responsibility for the precinct, then whatever task he assigns me, I accept. But it usually is outside of the pure patrol function of the precinct.
Context_of_Work	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Sure. The first thing is to boot up the computer, access my emails, find out what issues have come up overnight. On our desktop computers, we also have the ability to log into our CAD system, which is the functional equivalent or the exact equivalent of the mobile data terminals that the officers have in the cars, and so--
Context_of_Work	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Yeah. And so I can monitor what is going on specific to the precinct. You can actually monitor citywide, but that's too big of an area to cover, and I don't have any responsibilities outside of the precinct. And so the daily routine starts off with checking with the emails, pulling up the MDT so that I can monitor what's going on. I also have my portable radio on, so I can monitor radio traffic. And then there's always some projects that we're working on in the precinct, administrative matters, having to do with facilities, personnel. And so very rarely do I know ahead of time what exactly I'm going to be working on on any particular day. I mean,

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								there are all these ongoing projects that I monitor. But really, so much of it depends on what comes across my desk, either through the interdepartmental mail system or the email system. And I just kind of address the issues as they arrive while working on the long-term projects as well.
Context_of_Work	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Yeah, I work Monday to Friday, roughly 9:00 to 5:00. I mean kind of just regular business hours. But oftentimes, there's a reason for me to come in early because something's going on or because the Community Police Team does a lot of community hour each work, and the captain is very engaged with the community. There are oftentimes meetings or other obligations that extend beyond that 9:00 to 5:00 range... I will attend community meetings either with the captain or on behalf of the captain. And it's often a practice in most precincts. But particularly in ours, if my captain is going to be away from the office for a day or a week, then I will serve as what we call the acting captain. So then, I'll take on the precinct in its entirety. Those are very busy times, but it's really very much an administrative task-specific job.
Context_of_Work	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	They're all patrol. Yeah. Well, except for the four officers that are assigned to the Community Police Team. And there's a sergeant and six officers assigned to the Anti-Crime Team, which is it's a uniformed assignment, but they're usually tasked with specific crime-related projects. They're often engaged in doing anti-narcotics type of work. They will do search warrants. They'll do narcotics operations. So they're kind of halfway between a regular patrol squad and a SWAT Team. It's their function.
Context_of_Work	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Most of my time is spent at my desk, yeah.
Context_of_Work	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Well, as an operations lieutenant, not really, because I don't have any operational obligation to it. But for example, say, the watch commander for that particular shift isn't available, isn't working, and if the sergeants--there's some things that need lieutenant's approval to do. And so I make myself available that if they need a lieutenant at a scene and the watch

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								commander is not available. In principle, if someone from the East Precinct needs a lieutenant at the scene and the East Precinct is lieutenant is not available, then a lieutenant from another precinct could respond. But if I'm working and if I can be of assistance, if I can contribute to whatever they're trying to accomplish, then I'll make myself available.
Context_of_Work	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Yeah. And there's some incidents like if an officer gets assaulted, the sergeant that's in charge of that particular incident has to notify an on-duty watch commander. And again, if the East Precinct lieutenant is not working, the watch commander is not working, then... I'm the next available person.
Context_of_Work	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Right now, I'm assigned to bicycles. So I'm actually not the police officer in the police car. I'm on a bicycle. So I supervise a squad of eight officers, and we go out... All on bicycles. And we go out and we commit public safety...
Context_of_Work	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	...So the way it works in [City] is we're free from radio calls, per se, in other words, we don't have a-- there's certain cars and certain beats, and they have to answer radio calls. We're a little freer to move around the area. We're not tied to radios much, although we will... We listen, and we use it and all that kind of stuff, of course. And so we provide high visibility patrols in high crime areas, try to make the community feel safe, try to interdict crimes and make arrests, and that's kind of it.
Context_of_Work	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	A physical board, yes. So there's other bulletins on there, or there's information like you see on TV for roll calls, that's what I'm looking at. I'm getting rid of the old stuff, checking to see if somebody's been arrested or if they're still at large, and then I go into roll call with that. So to me, that's kind of where I interface a lot of technologies, in preparing for roll call.
Context_of_Work	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Right. Exactly. Yeah. No, that's not always the case from precinct to precinct. It's true at our precinct. The officers will often-- I'll actually go back to my desk and then if there's something I need to do, like I need to

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								look at my email, and if there's some kind of follow-up something that I got from my lieutenant, [[Name]?], I do that then. And then I go back out to the bikes and we head out for the day.
Context_of_Work	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Yeah, yeah. So then, this gets us in pretty deep. There's a lot of paperwork to be done, and so two officers went back to the precinct, because not only did he have probable cause to arrest for something else but he was in a stolen car and he had some drugs on him. So that's probably going to be a shift-killing report for them. One of the other officers is going to have to do a report on the use of force. I have to go back to the precinct and do a report as well. So basically, we're all heading back to the precinct now to use the technologies there to complete our paperwork.
Context_of_Work	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Right. Well, we're all right there and that's very common that at the end you'd say, "Okay, who's doing what?" We kind of have a protocol for it. Most departments, they have a call, or they [hand?] you a call, you have a primary officer. Usually, the primary officer is the one that's going to-- to be honest with you, has seen the most, is probably going to testify in court, because they can pull the case together. The department doesn't want to send five people to court on overtime. They want to send just one, maybe two. So we find the one who's got the most information. He's the primary.
Context_of_Work	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	So in a patrol car, I can look at everybody's call, I know where everybody is-- oh, wait, this is interesting. So one of the problems that we're having is-- so in a patrol car, the current CAD system that we have is, let's say they dispatch us to a certain address. The CAD will show that, oh, we've been to that address before. And you can click on that underlying thing, and you can look at these other calls... More details. But I don't get that on a bike...
Context_of_Work	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] Information Technology Professional. However, I say that loosely because I really was a CAD administrator and took care of 911 equipment back when we didn't have information technology-trained people in the comm centers. So basically if you really were to say what I

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								do, it's a business analyst, for the most part now.
Context_of_Work	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] My official title is 911 technology coordinator but I am also classified as an IT professional.
Context_of_Work	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] After 39 years I've worn a lot of hats, but if I were to describe to somebody right now today what I do, basically, is I look at the organization as a whole, and I look at the technologies coming in, and I am one of the people that will have ideas and suggestions and maybe even lead or help integrate how that technology can work best for us, so.
Context_of_Work	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Yeah. Yeah. We put out a lot of fires metaphorically, and then the first responders that do it literally. We have a lot of that. And it comes from that high demand, I think. When things do change rapidly and dynamically, they look to people like [Name] and I for that immediate responsiveness and being able to provide the answers or be able to look in the right place for the right answers.
Context_of_Work	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] ... but the number one thing that we have to remember that is the most important is keeping the lights on at that com-center, answering those phone calls, getting those dispatched and keeping the officers safe. Sometimes it can be challenging to try to brain in everything happening around us.
Context_of_Work	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Yeah, I mean you've got your re-occurring meetings and projects like [Name] mentioned that you're continually chugging along with and trying to keep up with and progress with. So I guess that's my routine. We've got certain things that are set in stone every week, every other week, once a month, and you do those things. And then sometimes you don't make those meetings or those commitments because of the other dynamic stuff that happens. But yeah, otherwise, I've never felt like I've been entrenched in a routine of at this hour I get coffee, I come back, I check emails. It's sort of come into the office and see what's going on that day.
Context_of_Work	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Yes. I think it's important to note to on that note that our particular 911 center is the primary public safety answering point for the city. We'll



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								receive all inbound 911 calls, but we're a police-disciplined dispatch center only. If it's fire or EMS related then it will be transferred to the fire alarm center's 911 center which is our back up down the street, and they field and then process all of the fire and medical calls.
Context_of_Work	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] Then you're listening to radio traffic and you can't keep up with that radio traffic while you're waiting for a minute.
Context_of_Work	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Just today I scheduled a meeting between police and fire because, again, both centers deal with each other all day long with the transfers, and sometimes maybe we've changed a policy that the fire department doesn't know about, and they're not understanding each other or what a word might mean, a fast backup versus a healthy officer or those little things. So I did get a group started just like you're talking about between police and fire and 911 users. So think of supervisors, duty officers, the people operationally dealing with these things, and we're going to try to meet, for now, once a month and see where it goes.
Context_of_Work	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Yeah, and those standards are interesting too. So we have a call answering standard that says we need to answer all 911 calls within 10 seconds, 90 % of-- no I'm sorry, we need to answer 90% of 911 calls within 10 seconds, 80% of the time, and there's funding from the county tied to that standard. You bring in something like a text message and there's not a lot of data to do analysis on yet, but the typical call time is-- or processing time is 10 to 13 minutes now and so it just blows that out of the water.
Context_of_Work	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Right. And will we all be compelled for witness testimony because we're now witnessing a crime in progress.
Context_of_Work	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] I guess the other part, too, is the segregation of the classes. The dispatchers, the call takers, the supervisors, chief dispatchers.
Context_of_Work	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	I am the commanding officer of the Communication Division, at the rank of deputy chief.
Context_of_Work	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] And I am assistant commissioner for Life Safety Systems Division under the Information Technology Bureau, where actually both

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								operations and life safety systems fall under the Information Technology Bureau of [City]PD.
Context_of_Work	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] Essentially, operations is our client in a lot of work. So, essentially, all of operations' needs from a technology and mission-critical systems perspective are facilitated through our organization, and that includes everything from computer-aided dispatch, radio communications, all other administrative types of computer needs. Also, interfaces with other outside jurisdictions that we work with and partner with, and including some of the technologies that other agencies provide, like the Information Technology Bureau that provides the call handling system, which is our telephony portion of the 911 system, the logging and recording systems that are implemented. And I didn't bring it with me, but all of the technologies are integrated in the PSAC and PSACs in a manner where it provides the greatest uptime and availability to the 911 call takers and dispatchers that operate in the center. So there's a lot of incident management, change management that we have to facilitate on a day-to-day basis, plus the implementation of new technologies that replace the old technologies. So there's a lot of coordination within the center as it pertains to the systems and the infrastructure, and that's what we facilitate.
Context_of_Work	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] Okay. The call takers start their shifts. They are eight-hour shifts. It's important that they be on time. As soon as they come in they are assigned to either radio dispatching or 911 operator. All PCTs with less than approximately 25 years on are cross-trained. Individuals that were, you could say, grandfathered in, they're not required to be a dispatcher, but the overwhelming majority are cross-trained. So when they come in there's a roll call up on the board upstairs. They just need to look at where they're assigned. And then they'll either take their call taking duties, 911 operator, or they're dispatching. Certain individuals do primarily dispatching. They enjoy it. That's what they want to do. And for the most part they're allowed to do that. Some individuals like to do call taking more often and we'll do our best to accommodate those

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								<p>individuals to what they feel they're better in, strong, but they are cross-trained. So if we need to hold individuals on overtime, a dispatcher may dispatch the first eight hours but then they may help out for four hours in call taking. So everybody's cross-trained. But a typical day, they come in, they take a look at the board, see what their assignment is, sit down and get to work. We have very generous breaks. There's OSHA guidelines. Two hours they have to be up and away from the screen. So no individuals up on the work floor are working at their positions more than two hours at a time, and they get their meal and scheduled breaks in as well. There's overtime that's voluntary and there's overtime that's mandated if we do not get enough volunteers. There's sign-up sheets.</p>
Context_of_Work	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	<p>[S3] ...Dispatchers, though, however, if there's a major event going on such as there's an active 10-13, an officer needs help, we actually want that dispatcher to stay and handle the event if at all possible. If it's an event like a barricaded perpetrator, a barricaded bad guy-- I don't know if-- you've probably used all this language-- and it's going to go on for another eight hours, obviously then they would just catch them up to speed and say, "Listen, we have a barricaded perpetrator in, say, the 77 Precinct." The sergeant's there, ESU, all our specialty units. ESU is like our SWAT team, if you're familiar with all of this. And then they hand it off.</p>
Context_of_Work	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	<p>[S3] Okay. The operators have assignments as per avenues. When you go upstairs you'll see avenue A, B, C, D, E. Then the dispatchers, it's geographical. They'll have [City], [City], [City], [City], [City] dispatching. So they will be assigned-- it's broken down by zone as well. So the boroughs are broken down but then even further you'll have two precincts, for the most part, per zone and there's several where you have three precincts. And they'll have that exact assignment, zone 15. So they'll look at the board then know they're going to zone 15. If they come back from sick leave or something like that then they'll actually walk into the supervisor and the supervisor will return them back to work and give them an assignment. But if they're coming in when they're scheduled they'll see</p>

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								their assignment.
Context_of_Work	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...One dispatcher can handle multiple precincts within a zone. Some precincts are so busy it's just one precinct in that zone. And then there's the specialized, citywide SOD and citywide where we have-- our citywide radio channels that handle protests and other details and counter-terrorism and special operations. And they're specialized and so they only primarily deal with those people in the field. And then there's transit. All our below-ground communication with our transit dispatchers. And that's a unique environment in itself, just handling the underground communication aspects of the police because it's really Transit Authority but it is an outside jurisdiction but we police it. So the Transit Authority runs the trains, operates the trains but [City]PD is in control of policing the below-ground subway stations.
Context_of_Work	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] ...So now there's five people working covering three zones. So even though you're assigned to a zone you're not going to work that one zone all day because it's going to be two zones between three people. So you may work just, say, zone 15 for two hours then you move to zone 16 after your break. So you'd go on break and then you'd come back and it's like a rotation.
Context_of_Work	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] And they're, essentially, monitoring their radio for-- to get messages, to get updates from dispatcher--
Context_of_Work	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...Recently, during the UN General Assembly, we activate special patches between the federal interoperability channel, which is VHF, and our UHF system. And we conduct daily roll-calls twice a day, and make sure that all lines of communication are open between federal and city, and really stay in authority because the MTA police is on there, [State] Police. And so everybody is-- all lines of communication are open. Hold on one second, please.
Context_of_Work	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...do to know that the system was reliable was every-- we tested for an entire year every subway station, every platform, along grids, right, within predefined-- we downloaded special PDFs onto our test

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								equipment, developed heat maps that actually showed signal strength to be able to know exactly where our gaps are. And in fact, we have an active project now. We've already fixed all the [City] stations. So based upon test equipment that's uniquely developed just for, plus downloading the actual subway maps and platform maps, we can actually via the actual position of the person walking and doing radio checks, we have constant signal going and we can actually see red, yellow, green along the subway. We know throughout the entire subway system what works and what doesn't. And we can actively now participate in fixing any deficiencies or gaps in communication. And for years those tools weren't available. We have the tools now and, actually, we're fixing many of those particular areas. So some of the other challenges on the cell phone side in the subway is it's not designed-- the contract is not designed for tunnel communication.
Context_of_Work	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] I think having the right engineers, the right-- and the right people, and the right decision makers is key. And also bringing the unions in, explaining to them the process of transition, what we're trying to do. And really getting out-- before we're going live, ensuring that all the notifications are in place. We really had to really white-glove it in a lot of ways, and there was a lot planning and a lot of process involved. So that was big, big challenges.
Context_of_Work	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] ...Help fill in warrant checks, if there are any warrant checks, if the police officers aren't able to do them over their phone. Because you have to realize, especially if it's a solo post, he can't bury his head in the phone while he has a person stopped on a wall or whatever it is. So it may be easy to grab the radio and say, "Can you give me a warrant check on [Name]. Date of birth." A couple of other things that you could say are challenges on 911 calls that bounce from-- say they're standing in [County] and they dial 911, there are calls that will hit our cell tower in [City]. I just threw out a-- and this is not something that's actually unique to [City]. From what I understand it's-- we just receive so many calls. You could say [County].

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Context_of_Work	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] A human level? I don't know. Right now, if someone has a video or a picture, it goes to Real Time Crime, and it's handled in a manner that could be dealt with. So when we go text-to-911, we initially won't have pictures or videos. They'll be stripped off and we'll be sending them for special processing.
Context_of_Work	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] Comm stat. Yeah. You've heard of comm stat, right? That's what's driven it. And I was precinct commanding officer of two precincts, so you look at where your problems are and they have access to the same NetDispatcher. It could break down. So that's probably--
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Being in the area we are, I do everything. I will handle everything from a homicide to hanging Christmas lights. And it could be all in the same day.
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	So my primary focus is narcotics and drug investigation. So that includes running a confidential informants, buying controlled substances, looking at groups of people who are-- there's a group of people, six people, selling meth. You look to see if there's connections and then if you can build a case out of that. Then whatever else they need me to do. Last week I was teaching a class to eight-year-olds about drugs. I'm also a [Job title]. So I go round the state and actually all over the West teaching about the drug impairment and drunk driving, teach all over the State about marijuana and the impacts, teach at the academy and so on... at [College] in the hood.
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: daily routing] Yeah. No. I'm structured in a weird way like a rock band... They do their own thing, but they are on the same page. So my wife laughs at me. I'm up at 3:50. I'm at the gym by 4:30. I'm done with that. I go to CrossFit, then I go to-- on three days a week, I will swim for an hour. And then I go home and walk my stupid dog. And then I'll get breakfast, play with my-- I got a 6-month old and a 13-year old, so... --I'll talk trash with them, play with my son, watch Sesame Street in Spanish with the youngest one, whatever I need to do...
Context_of_Work	LE	R	Field	36-45	11-20	Male	LE-R-017	I try and stumble in the office around 9:00. First hour is usually

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			Responder					weighting through emails. I try to read through them as I go throughout the day. And then after that, it depends on what we've got going. So just for today, we've got a meeting at noon, a team meeting to set up our plans for the week, what we're going to do. That's usually about two hours because of everything we've got going. Then I've got follow-up to do from cases last week. There's going to be a couple four hours to take on the whoever is on the keyboard. Typing is the only class that I learned something in high school that I actively use every day. Thanks to my mommy for making me take it...
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...At some point, I will eat at my desk and just try and weigh through my to-do list as much as possible. As some stuff comes in, we're somewhat reactive, in that, if needed, we will react to it. And there's a triage that you just go through your mind of what needs to be done now. And if there's nothing that needs to be done now, what task can I do to get done the quickest, just to help clear stuff off my plate?
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	And eventually, I hope to be home by 7:00 tonight.
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: ski town narcotics office caseload] It does and it doesn't. Our base of the people that I deal with are somewhat steady because it's always the same people. I mean, I work dope, but I'm the worst narc ever because I've been doing this for 10 years, and everybody knows me. You see, I'm not exactly one that blends into a crowd. So they all know me. So I've got to find creative ways to get into them. The other people on my team, they're not as well known. They haven't been in The Valley as long, so...
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: department issued iphones] ...We just got our patrol but everybody at the Sheriff's office has an iPhone. Text messages between co-workers and bosses about things you can need. And sometimes it's as simple as, during the workday, "Hey." I'm interviewing somebody in the jail, "Can you bring me a form?" Cool. Or it can be 10 o'clock at night, "Come find me in the morning," or, "I need to do this in the morning." And some of that bothers me, some of it doesn't. That's why I try not to go

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								through the emails. But some of them are-- there's a lot of junk mail. And being me, I get my [Organization]'s emails sent to my phone. So that way I just-- but on weekends, I'll spend 10 minutes at a time just waiting through it. I haven't gone on. And I've just waited through...
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...So it's 10 o'clock right now on Tuesday. This is my first day of the week. And I've got 68 emails to go through. Of those, will they result in more work or--? I don't know. I mean, I'm just scanning through them. And some of them, I can just delete right away. But of those, I think [inaudible] refresh 76. But there's probably 30 that I need to look at, I need to do something with. So there's a lot of emailing. Phone calls, all day long. There's phone calls.
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] So I've got Facebook, Google, Voice, and Messenger. But they're all linked up to not my real Facebook. So they're all hooked up to UC accounts, undercover accounts. So I got Snapchat because dopers put all their shit online. So you can get Snapchat video. I got my Dunkin' Donuts app because I need to know where I can go to get a good cup of coffee [laughter]. Chive, like I said, for boring meetings so I can entertain myself and not be loud. Reddit. We're just starting to get into dark web and some stuff like that. And there's a lot of shenanigans of food on Reddit. So I have the app but don't really know much about it. I've got [State] Road Conditions. Being up here and being-- it can come in handy especially when your only connection to somewhat really outside is [Street]. It's your main one. And it closes down for hours at a time so-- and it's always when you need to go to [City]. Let's see. Pandora, Spotify. I've got one called Scannable. So when I get sent somewhere, we have to keep a copy of receipts. This takes pictures of them, and then you can email it to yourself in a PDF form. WhatsApp, another one, you talk to the fine citizens that I deal with. Google Maps...
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] ...Some specific ones, I use for the job. One's called Theodolite, T-H-E-O-D-O-L-I-T-E. And it's a surveying app. But what it does is surveying, but you can take pictures with it. And I also put it up here. So you can take a picture and then it's going to have your GPS



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								coordinates... And then you can take that picture and then put it in your case files. So we have a homicide. And like I said, there are some spots where it's just you and God out there. And this way, you can get a GPS coordinates of it, or an approximate GPS coordinates. Otherwise, we go by the Fore Service map which will narrow it down to a square mile. This will narrow it down to a few feet...
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] ...I use one called Chrono Age, and that is to determine somebody's age. I use that in death investigations. You get a date of birth, and then you type it in there and then it'll tell you how old that person was today... Or we would use it for MIP situations or something like that... Minors In Possession, people under 21 with marijuana or alcohol.
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] There is a DUI app, where it-- I've got it, but I use it more in a teaching scenario. And I tell people about it. But what it'll do is you go through it and you go through all the steps in a DUI process, and it will prompt you [inaudible]. Okay. Did you see it? Yes or no. And then it'll email you everything so you have a lot of stuff already filled up for your report. I like certain aspects of it, but I don't like using it on the street because I think you're too busy. You get dug into your phone and safety issues. One called Units. And that just helps convert times, distance, weights.
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] Once called the US Cop. It's basically the only one I would tell people to actually buy when I teach in the academy. And I'm like, "It's five bucks. Buy it. It's worth it." ... It's got all kinds of stuff on it. It's got drugs, schedules, news feeds, traffic laws, law enforcement contacts... It's got some Spanish stuff. It's got a little bit of everything. So if you have traffic laws, traffic questions, you got something about tire size, speed difference. I mean, this is a big one here, front license plate states, and it'll give you a list of-- I mean, we could have the measured power of Google and just do it that way too, ... And then compact and non-compact states. Compact is states that have gotten together and signed. So if I get a speeding ticket in California, or-- no. Let's say

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								Florida. Florida. It affects my [State] driver's license. But what I love about being from [State] is it's a non-compact state. So as long as I didn't get a speeding ticket in [State] it didn't affect my [State] stuff.
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] That one. Drugs.com is a good one, especially with the DRE, the DUI, and my narcotics stuff. You've got pill identifiers. You can learn schedules. It's a lot easier to go to the desktop version, but when you're standing in a parking lot in the middle of the night, you have it real nice.
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE; report writing] Yeah. Yeah. I have to. And I'm old schooled, and I've OCD and everything. So I need my desk. I need my computer. And I kind of have like a flow of how I need to lay out my papers and-- I take notes, and as I put it in the report, I cross it out but in a different color pen because that way I know I did it. But yeah. Our reporting is desktop-based. You can access certain parts of it in the cars, on the MDT. But you're twisting yourself up into a nod. And then, the word processor in our report system stinks always. Just garbage. And we've taught everybody. And I was one of the original instructors. And I almost think that I was told this by the company. "Just type at Word, copy and paste."
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...I'm a different level than the patrol guys. It's not that I'm better than them by any means. I have to answer same questions, how to do stuff. If I end up pulling a patrol chief, I'm lost. But as far as the detail in the type of reports. When you're typing a homicide report, and it's your initial report, you're typing 30-plus pages, where on patrol, I don't think I had anything more than 3. Maybe an ugly domestic is 4 pages. But you're craving in so much more detail. And you can't just put in. The old days, they're doing a DUI [inaudible] arrested same, they're gone. You got to spell it out. My DUI report as compared to somebody else's is twice as long. But it's because I've got the extra training, experience so I'm able to learn how to articulate it, so.
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	I am very blessed that my office is here. We're off site. I'm not at the main office... So most of our guys are based out of our sheriff's office. But then we have a couple that just lived in different spots. We have a couple substations. That serves the community better. But I get fuck all

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								done when I'm in Eagle at the sheriff's office. There's too many distractions. Like I said, I can handle homicides to hanging Christmas lights.
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	And they can be within hours. And I can be in the middle of typing a homicide report, and I have to go hang Christmas lights. The detectives there are seen as the Swiss Army knife because we can do everything.
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	So the front desk folks, if they need help, they have a question, they kick it back to us. And we get a lot of, "Hey, can you come here? I need you for five minutes." Well, five minutes, and five minutes, and five minutes, and five minutes. Then where our office is, it's kind of a-- so for you, it's an L-shaped corner. Our office, the detective office, is between the [Job title], [Job title], and the [Job title]. So everything filters into our-- and it's a corner office. So everything would filter into there, whether it's some command staff just coming in to BS, which is-- it's cool. "We're letting you know we're one of the boys." But they come in there. Or if they have a special project that needs done right away, they come in to us. "We need this done right away." And all you do is say, "Okay." Whatever I was working on, it wasn't the priority. Now, this is my priority. But what happens is they come back to you, "Why didn't you have that done for me?" "Well, it's because you told me to do these three other things." "That doesn't matter. Why isn't this done? I don't want to hear any excuses." So we're kind of a dumping ground of-- we get everything...
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...the other detectives that are down there hate me because I'm off-site... It seems to be out of jealousy. Because they'll go in. And they've got a bunch of paperwork to do. And then they don't type it. And then we shut our door, and then we're told we're anti-social. I'm like... But I got to get this done... So station life is-- life at the office is you avoid it as much as you can... Just because you know you are going to get more work done some place else...
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	But the more fun you have, the more you got to type. I'll put it that way [laughter]. I'm just trying to think. So last week I interviewed two people for some drug stuff. And it was maybe two hours, two and a half hours

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								interviews. It took me probably close to eight hours to type it all out... Six to eight hours because you type, type, type, and then just whatever happens, and proofreading. It took me almost a day and a half to get from point A to finished... A DUI will take me two hours to type.
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Not so much right now in my current position. But yeah. You do. When I was handling general crimes and there's a fire, you go there and you check in with the IC, the command, and find out what's going on. And depending on who the [Italian?] chief is, is how much trash you can talk because they don't always know me, and I kind of just if it's here, it comes out. There's not much of a filter. So I'll start teasing them right off the back. "Hey, what time does lunch show up? We're hungry [laughter]." Just to let them know that you're not better than anybody else... I hurt a lot of feelings too...
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...it's getting to the point of there's so much stuff in the car. You're like Emerson, Lake & Palmer trying to go to a call. There's a computer here. And it's giving you dispatch updates. You've got siren controls. You've got a radio. You may have two or three radios. And then, what burns my ass is when dispatch tells to switch a channel. And you're like, "I'm doing 100... and I'm driving, and I'm dodging man, and machine, and [critters?], and everything. And then I don't blame dispatchers for this or people on the other end of the radio. They don't know what you're going through in the moment as you're trying to hurry up and get to call or hopefully save somebody. But there's tons of technology in the car...
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	The pain in the ass is the thing is clunky. It's got an old BlackBerry-style keyboard... I got big fingers, I got bad eyes, so little screen, and it's not user-friendly from the physical aspect of trying to look. And you're in a car. It's 2 o'clock in the morning. It's a well-known fact. People don't like cops, especially at 2:00 in the morning when you've pulled them over, and they've probably had a few pops in them. So you've got video in the car. You've got your radio. You've got your computer system, whatever the hell you want to call it. Hopefully, you've remembered to just turn your XM, or whatever the hell you got, Pandora down. You turn that

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								down. But you got to do all of this. You got all that going on in the car. You've got to keep track on your suspect, who's in his car, who knows he's going to county and may or may not want to fight you, and he may have something hidden under his seat. And you're trying to type an e-ticket...
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...the data that's available, information gathering. And I think it's a skill the newer guys have lost, or they don't have is go out and talk to somebody. That's like, "Oh, no, no, no. I can't do that." "Yeah. Go talk to them." And a lot of guys want to solve stuff from behind the keyboard. And you have to go out and talk to people. So there's good and bad. But just the technology, you have computers in the car. You've got the video systems in your car. You've got tasers. There's all kinds of stuff. And I think most of it it's for the better.
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	I think for the most part. I can't think of any technological advancement that is bad. Some of them aren't great but going from handwritten reports to dictated reports, to a crappy DOS-based report system, to now, where you can have a word processor, that's easy and the information sharing is great because through the various systems, we can communicate all over the world. If I need to email copy [Name] on something, he's going to get that email within 30 seconds of me hitting send. You can't just bounce jurisdiction to jurisdiction, state to state and get away with the same crimes.
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	But people don't like to talk and-- I say kids. Like I said, I've been in this 18 years now. People just getting new on the job don't have that ability to talk to people. They don't have the ability to sit down and be [inaudible] and sit down and wrap with people. Some do but others in the majority, they think there's going to be an app that's going to save their life, where they can send an emoji or a meme that's going to get them through a situation. There's not. Sometimes you just got to figure out how to talk to people...
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Weight and everything. And working in human [State] summer's pretty [inaudible]. It was hot. I would literally have to go and change my shirt

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								halfway through your shift because you're just sweating so much. So there's those technologies. I like boots to get more lighter, that kind of stuff...
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...as far as cop works, some of the best cop work out there is no-tech. It's pen and it's paper. There's no other way around it. It's just getting away from the desk, and out there knocking on doors and talking to people.
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	I mean, on my personal life phone, I run the beta version of the newest iOS. I'm always out there like, "What's next. Give me more. Give me more. Give me more." And that's why I tend to be test-- for the county computers, I'm in test groups and all that stuff.
Context_of_Work	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	That's what my job is, and that's what they want me to do. No. I'm always about what's new. What can you give me to make my job easier? I'm intrinsically lazy. What can you make-- how can you make it easier for me? And I know that some of the-- like Dodge is coming out with kind of like the Tesla. They've got the iPad built into the dash. So all your computer, short of your keyboard, like controls and everything is going to be built right into your dash.
Context_of_Work	LE	U	Manager	46-55	31-40	Male	LE-U-020	Well, I'm in charge. We have 5 dispatch centers statewide, 6 including-- we have 1 at our capital ESU, but 5 regional and then 1 specific for the capital area. Have 140 employees in charge of all dispatch-related functions-- CAD, computers, in addition to purchasing mobile pac-set radios. And then working in conjunction with OIT with-- they do the actual installs in towers, and those type of things. So a little bit of everything.
Context_of_Work	LE	U	Manager	46-55	31-40	Male	LE-U-020	Yeah. Well, it depends. Currently, we're building a new dispatch center in [City]. Projects today that I was working on, we're actually moving another one of our dispatch centers. We're actually combining State Patrol dispatch centers into the traffic operation centers with the Department of Transportation. So those are two that we're actually actively working, and that's taking up a lot of the time that I have now. In

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								addition, I'm on the [State] FirstNet Authority Board, so working a lot with that specifically, the [State] Plan came out in June. We're doing evaluation in that. So that's a meeting I go to this afternoon.
Context_of_Work	LE	U	Manager	46-55	31-40	Male	LE-U-020	So that, in addition to personnel issues of hiring, firing, if I had to. In the process of doing a CAD upgrade. So my week started Sunday morning at 2:00 AM.
Context_of_Work	LE	U	Manager	46-55	31-40	Male	LE-U-020	I'm 24/7 on call... Yeah. And that's why they said, "Well, when are you going to retire?" I said, "Well, I'm still young," He says, "But nobody wants my job [laughter]" I said, "There has to be at least two of me to do the stuff that I've done." But I've done it for a long time, so I can do it.
Context_of_Work	LE	U	Manager	46-55	31-40	Male	LE-U-020	I'd say average, we're averaging 30s early... We get a lot of young people. And then we've got some people that are in their 40s and 50s that have been here. They're old-school people that are still bringing the average, but it's more of a younger generation that we're hiring right now. And typically, it's a younger person's job. It's all computerized. It's all typing. It's all those type of things. And the younger generation does better with that. I mean, I'm saying we do get people in their fifties that apply for us, and they have education, and they have the skill. They have a lot of things, but when it comes to actual multitasking and those type of things, it's not as good. And I said, "I wouldn't want to sit down at an advanced age either because it's not an easy job."
Context_of_Work	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: text-to-911 Safe2Tell program] They do a lot of school-- I mean, they go out to the schools. They do a lot of education and training through the school districts and when they launched the app, they did kind of a marketing and in everybody's wildest dreams nobody even anticipated that type of increase.
Context_of_Work	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: text-to-911 Safe2Tell program] And, I mean, the number of suicide attempts that we've actually stopped in the middle of happening, that if the program wasn't available-- I mean, we've had situations where we're either talking with the person or the friend and their last thing is goodbye. We send in law enforcement. They knock on the door and the

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								parent says, "Oh, he's in his room." And they go to his room and he's hanging in his room... So without that type of intervention, that kid obviously has problems but there was-- we saved a life that day.
Context_of_Work	LE	U	Manager	46-55	31-40	Male	LE-U-020	They all know how to dispatch all of them, but they do rotate through different areas. I mean, so some will do law, and then tomorrow you come in and you're going to be responsible for the EMS, or fire, or those type of things. And they do rotate through each and every one of them because you can never predict on who's going to call in sick.
Context_of_Work	LE	U	Manager	46-55	31-40	Male	LE-U-020	Typically, the way in [State] is that we're responsible for all unincorporated areas... so outside of the city. So when you get to large metropolitan areas, unincorporated could still be very metro, very urban. They have a lot of cops around so it varies as well. So we're responsible for all of those, for anything that goes on in that. So even if it's a domestic going or anything from traffic accidents to motorist assist, breakdowns, those types of things. So we handle most of it...
Context_of_Work	LE	U	Manager	46-55	31-40	Male	LE-U-020	...There are some counties in the state that will cover traffic accidents. They actually have a traffic division. And they do accidents on the county roads. And we still monitor main state highways and major thoroughfares. But they handle their county roads unless it's something big and type of thing. But that's fewer and far between because, on the other side, they're taxed on resources as well. So the first thing that they want to give up is traffic because, well, traffic's the state patrol's problem [laughter]. Yeah. So we're getting some of those back. But we do very well in working with other agencies. We have a very good working relationship with the sheriffs and the local PDs.
Context_of_Work	LE	U	Manager	46-55	31-40	Male	LE-U-020	And one of the things we have in [State], we set up a-- it's Star CSP line which we use for road rage, and impaired drivers. And those calls are directed to State Patrol dispatch centers whether they're in a metro area or not, because we're not taking away from true 911, it's not a 911 call. But they did direct it to us and we typically are responsible for the highways. Those calls obviously go through the roof as well. One of the huge numbers that we have. So, again, it's a technology that we saw an



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								issue and said, "If there's a way we can get some of these calls direct to us, we'd get better information." So we worked with the carriers, all the major carriers, we met with them and set it up. And initially, when we did that, time on phones was an issue, people didn't want-- so we got it to be a toll-free call.
Context_of_Work	LE	U	Manager	46-55	31-40	Male	LE-U-020	...One of the things that we do for the State Patrol is the TIMS management system, the clearing traffic, clearing flow of traffic as soon as we can with accidents. If people are involved in a fender bender, we get them off the highway so the lookie-loos don't run into each other type of thing so--
Context_of_Work	LE	U	Manager	46-55	31-40	Male	LE-U-020	Well, it's pockets of local influence. And what I mean there is that in the rural areas, rural [State]-type areas, and [City] extends into [inaudible] then [City], but they extend into Southeastern [State], which is extremely rural. All of those entities work very well together. They know that they have to count on the State Patrols for backup. They know that we handle all the Hazmat responses for their areas. So we work very good and very cooperative type of thing because, one, they don't have the resources, they have their own, and they need the state. And the state is very well-liked, very well-received in our smaller areas. Our [City], is in one of our communications centers, we only have one troop there, but we dispatch for 20-plus agencies and they're all local.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	I'll start. I'm in charge of the electronic support section for the police department. We research and deploy all of the technology for the police department. And then we're also the designated liaison with the city IT department. Well, from the police side, we're responsible for the computer systems in the cars, the radio system, the license plate recognition, surveillance cameras, GPS trackers, fingerprint readers, just about anything that's technology-based.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	All right. I work in the electronic support section as an officer. And my primary responsibilities in that section are the body-worn cameras, the license plate readers, and drone technology, and assisting on most of the other software that we do too.

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Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	I'm also an officer. I work in the same section, deal with the body cameras, mobile fingerprint readers. I think if I am, like he said, anything else, we're all Jack-of-all-trades. And we master a few of them, or we try to. I think if I had to describe my job to a child, I would say that I teach and train people how to use different technologies. And then we also test technologies, and we try and break things to make sure if they're going to hold up okay and figure out if they did break, can we still use it, and put it back together, and still apply it to what we do?
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...our typical day starts with checking emails for overnight body camera problems. We manage 450 body cameras. So today is a good example of dealing with camera problems that we have to resolve immediately and then doing audits of the body cam system. If there are-- sometimes there are problems with our in-car video camera systems. We're also responsible for that. And then the interview rooms that are in the three district stations, if any problems arose with that-- so we're basically-- start our day with managing different technology issues or different technology-related issues that we have to fix and then figure out why whatever broke broke so that it doesn't continue to break. And then on some days, we're also responsible for all the training for officers that's related to technology. So there are some days where we're scheduling training...
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	there's times when we go for a period of time specifically focused on something due to an upgrade or a re-image of computers or something like that.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	we've put the little fires out, and we find them as they pop up throughout the day. Sometimes we'll get requests from people for information that they have access to, maybe they don't know how to get to it. So we'll also do ad hoc, get on the phone with somebody and walk them through a process and do some last-minute training on something. So that we try to do everything we can to make sure everybody can be self-reliant with the use of what we have. So they're not always-- because if we took care of every electronic need or every need for a video or something, we

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								wouldn't get nothing done at all.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	So overall, officers go through training, and then they're issued a body camera. And they wear them on a daily basis throughout their patrol shift. At the ends of their shift, they're required to have it on when they're dealing with a citizen. And then at the end of their shift, they dock the camera, the video, automatically offloads. We're one of the few departments in the country who have integrated with our computer-aided dispatch systems. So it'll automatically tag the video as belonging to Officer [Name] and Officer [Name] who's on a burglary call, so that's what this video corresponds to. That eliminates the officers having to manually enter metadata into the video. So that's kind of just overall how the system works...
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...as far as our role in repair or diagnosing problems, typically, what happens is an officer will email-- we have email accounts set-up. It goes to all of us. Our team consists of seven people. It goes to all of us, and the officer will email us and say, "Hey, my camera fell or was knocked off in a fight and broke." Or, "My video isn't downloading," or whatever the problem is. And then we try to respond within a couple hours even on weekends and overnight if one of us sees the email. We'll respond, just tell them what they need to do until we can get the camera repaired. And then typically, first thing in the morning, we replace or repair the camera. So that's kind of how, in a nutshell, how it works.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: real-time solutions to technology issues] Not from the body camera perspective. But we also manage the surveillance cameras system in war. So if there's an active issue going on, then yeah, we will get on live feeds on the surveillance cameras and provide that information real-time to the officers that are responding.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	We're also several officer technicians for the SWAT team, so we're more on call or the SWAT call-outs and help them with their technology needs on their calls.
Context_of_Work	LE	S	IT	Not	Not	Male	LE-S-015	[RE: SWAT technology use] Up to this point, it's been almost all pole

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			Specialist	specified	specified			cameras, being able to see through a window on a second story, one up. That's mostly cameras that you can put into a business or a residence, see what's going on, introduce that way, and then they run that back wirelessly to the command post so the commanders inside the command post can see what's going on real-time. What's going on outside, and if possible inside where the target is...
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...we're just now getting into drone deployment, and I'm sure that's going to escalate and be a big deal in the future. We haven't done too much of that yet... Right now we only have three pilots who are-- can do this, and we've been doing a little bit of training. We have one drone for the department. Hopefully we'll get a budget for a little bit of more stuff, but we are able to do some crime-scene mapping. We haven't done that yet. On certain types of SWAT calls, we're allowed to go out and assist on that part around the outside of whatever the target area is, and we have on one instance deployed a small drone inside of a residence to try and get an idea where the target person was.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...The body cams, that video is transmitted just simply by-- it's not a live feed, so the officer gets done with their shift, they dock it, and then it uploads to the cloud... they don't have to manually transmit anything.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: manual data transmission] They can though. If they want to add notes to any videos, they can get into the back office of the systems, and they can add case numbers notes and that sort of stuff. If they see an error in the way it was tagged, or if they just want to add additional information.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	we do have MDCs in the cars, and those are connected through Verizon, so it's just a data-cell connection. We don't transmit video that way because we were afraid it would just bog down the system. But they can basically tether their body cam to the MDC by USB, and add things. They can wirelessly connect with their smart phone to their body cam, and add data that way, or they can, at a PC, they can sit down and do it.
Context_of_Work	LE	S	IT	Not	Not	Male	LE-S-015	If the officer gets in and logs into the program for the LPRs, license plate

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			Specialist	specified	specified			readers, then whenever a plate that's red trips an alert for whatever alert it's set for, then that pretty instantly pops up on the screen in a way that it's set to override anything else on the screen. And that's the one thing that you get is a picture of that license plate in the direction, location, base and description on what it's wanted for.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	If they're going to open up the license plate reader program, once they fire up the MDC in the car at the beginning of the shift, they'll open up that program and log in to it. And not everybody uses it. Just based on where the LPRs are located. If somebody's working on a different part of the city, there's no need for that to have it on because they're 15 miles away. [inaudible] you're going to drive up for a car that'll be long gone by then. So not everybody uses it all the time.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: training] Or somebody's coming out of a special assignment, non-patrol assignment. Somebody's coming out of narcotics, the most common one where we'll spin them up on the cameras. Get their cameras [in tune?], spin them up on the license plate reader stuff, sit down, do a refresher with them on the report-writing program, and the dispatch program, and MDCs because they enter reports differently, like a detective would, as a vice or as patrol officer, where you do it from the programs on the MDC. Then, it's got to go through an approval process, so how they do it is different. So, yes, so [name]'s spinning someone up on something in training them.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	SME S2: I guess I can speak to it a bit. So different units within the police department have different technology needs. So, for example, we have a fugitive apprehension team that they just go after real bad guys - fugitives that are on the loose, and their needs are much different than our community resource people's needs. So for example the fugitive apprehension team will contact us for surveillance cameras, GPS trackers, license plate readers, that kind of thing, because they're trying to track somebody down. The community resource people, we call them PAR people, they may just contact us because they have a question about security cameras, and they want to talk to a neighborhood group

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								about how to look for a security camera for your house, that kind of thing. So there are really, really disparate needs among the agency, as far as what-- SME S3: The detective might want to know whether one of our [miss?] cameras can view this particular location, and we might have footage of it or had a research a license plate to see where it's been, or something like that.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	... the MDC is the mobile digital computers inside the car. I can't think of anything an officer uses more during the course of their shift other than-- they write their reports on there. They have maps on the computer-aided dispatch thing they used to get to their calls. They see the notes from their calls. They add notes to their calls that way. So everything's on there. They research people. Do everything on there.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: heavy MDC use] They do. We'll help troubleshoot things, but as far as the actual working on the laptops, the MDCs, that is handled by IT. So we send them over to what we call the radio shops and those computer technicians-- I mean, we're not computer technicians, so they actually will fix things when things are broken or sometimes, it's just like the guys mentioned earlier, user error. So a lot of times we can diagnose, "Okay, this one's just user error. Let's get this handled."
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	overall, I'm just about the newest-- by a month, I'm almost the newest guy to the unit last year. And I still work the road a lot because I'm workaholic. And I think overall, the computers were pretty reliable
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	I've obviously seen officers using their cell phones to navigate to a call. I've seen that map on the computer.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: CAD] Especially going out even a block outside the city, I'll pull out my phone, look at it, see where I'm going because it's quicker and easier.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Some officers are given a choice of a stipend for their cell phone or a department-issued cell phone. There are other officers working in covert units that are going to need to use their cell phone for that type of operation. So those are city cell phones that they're given to the officer.
Context_of_Work	LE	S	IT	Not	Not	Male	LE-S-015	[RE: responding to incidents] SME S4: Yeah, I sell my soul several times

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			Specialist	specified	specified			a month to a DUI overtime shift, and it just kind of needs worked out, that I've worked the last five Fridays. So yeah, so I'm out there at least a couple of times a month SME S3: And I'm not nearly so greedy, I don't [laughter] currently go out and work the road, although we are allowed to go out and work the road, and actually encouraged to go out and work the road. Yeah, but I am 2 years removed from working the road after 35 years of being on the road, so. SME S2: And in my position managing the section, I'm never on the road, and it's been, what, probably eight, nine years since I've been on the street.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...we live and die on our MDCs. There's been times we've had [CAD allergies?] in dispatch, and the programs go down, and you got to jot stuff on pen and paper again as to where you're going, what the call is, to catch it up later and people just-- [they pull on getting?] more. They don't know anything different.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: MDTs] Yeah, any time that goes down, you get officers, they have to be on the radio and ask two or three times for the address because they didn't write it down.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	from my perspective what's happened over the last probably five years is that there've been so many advances in technology that's related to law enforcement that it's, I guess, I don't know if overwhelmed is the proper term, but it's overwhelmed some officers that worked for years with really the only real technology they had was the laptop in the car, the MDC, but really nothing else, and now with the advent of the body cams, the surveillance cameras, the license plate readers, we have our motorcycle enforcement team has hand-held e-citation devices. Or exploring now, putting printers in all of the patrol cars, so we can do more electronically and print in the cars...
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...So I think particularly a lot of the younger officers that don't have that history of doing a lot of the paper, it's probably not affecting them as much as the officers who have been around for at least 10 years, and they're getting hit from all sides of okay this is all being changed now, and we're making things-- this technology is going to make things easier

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								for you, and really, it's not. From their perspective, it's, "Gosh now I've got to make sure all my video from all day long is tagged correctly."
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	I was the first one to start writing reports in the car on our computers as the guinea pig, and I started teaching at the academy when everybody started doing it, teaching how to do that, and I have ever since taught out there as to how to do that, and the difference in officers from when we first started doing that as far as how adapted to technology they are and now, it's just night and day. It's completely different. So everybody is much more computer savvy now.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: mobility of laptops] ...I used to when I was on patrol. If I had a burglary, I know it's going to be in there for a while, put in a bunch of the information, you have to [inaudible] safe. Get the computer, come back in, "Can we sit down?" Okay, give me all the information. SO yeah. And hopefully more and more if we make that change to more of a tablet style. Hopefully, that will help.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Yeah. And there's been times I've heard people from the fire department get on to our channel because they see something going on or they need something. "Hey, I've got this going on right here. Do you have somebody that can come respond?" So usually, they'll tend to do that more at the captain or chief level.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: social media] The investigators and the detectives use a lot.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: mobile fingerprint readers] ...People like them. They've been very helpful when they've used them. Overall, unless there's something wrong at a state level where the system's down, they work super fast. And actually a few times we've used them, two or three times in the last 12 months to identify cadavers. Dead people, no ID on them, they've done that, and once the coroner gets there, you get the coroner blessing. They check the fingerprints. They'd be able to get reads off of a bodies before, so.
Context_of_Work	LE	S	IT	Not	Not	Male	LE-S-015	[RE: mobile fingerprint readers] If you don't have good ID on the person



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			Specialist	specified	specified			that you're talking to, and you're concerned that they may not be giving you the right information, then that'll be a good time to ask them for their fingerprint that you can retrieve in the system.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: mobile fingerprint readers] It definitely helps. You have to understand it's not just, "Oh, you don't have ID. I want your fingerprints." We look at what's going on. How's the person acting? Or you say you're [Joe Blow?]. [Joe Blow?] doesn't exist. Or you say you're [Name]. Well, [Name] doesn't exist. Are they nervous? So you look at everything before you go, "Yeah. Okay. Come on. Step out of the car. Let's talk." And you call for the fingerprint reader and tell you what, "Let's clear this up." They do the prints. They read and go from there. So they're definitely beneficial.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: mobile fingerprint readers] it's voluntary. They don't have to submit, but if they don't, you then have a decision to make and then you proceed from there.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: SOP for mobile fingerprint readers] I guess it really depends on what's going on. Why are they talking to that person in the first places? Why was the person not being truthful? Does it turn out the person has a bunch of warrants? Are they wanted for something? Do they just not like us? Didn't want to give us their name? It really depends what the reason is for the initial contact in the first place. Where do they go from there?
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	An officer is not going to write a ticket to somebody they're not sure they've identified correctly and send them on their way. If they're going to charge them, they're going to put them in jail to charge them. But if they have that information, this is definitely who this is, I can tell now. Clear them, they don't have any warrants. They can send them on their way.
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: new technology] ...by policy, everything has to flow through our section, and then [Name] who was here-- he's my liaison with IT, so [Name] and I then coordinate, research, and determine whether or not it's even worth looking at. And then our next question is, okay, where's

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								the funding source? Because we're not going to do a whole bunch of research and everything if okay, we do all this and then there's no money for it. So that's kind of how that workflow goes that somebody comes up with an idea. They contact me. We make a determination whether or not it's worth looking at, or maybe, we've already looked at it, so that's kind of how that works....
Context_of_Work	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: body cameras] Swipe your hand down over the switch to push the switch down to turn the camera and start it recording.
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	My primary job is traffic enforcement. Accident reconstruction. So I go out every day and make traffic stops, contact people. Whenever there's a large collision, it's my job to go out and figure out what happened. If it's a new crash, get there first, and then get all the resources necessary, medical attention, whatever. And then after that do the full investigation as to figuring out-- try to calculate what happened, and put it all back together to present in court. I'm also a crime scene investigator. So when we have large scenes, such as officer involved shootings, that type of stuff, I respond out, and I use our equipment and help document those scenes as well. But while my primary assignment is traffic, I still respond on patrol calls or anything else that's going on when necessary.
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	We use cell phones quite a bit too. We try not to use them too much when we're on scenes because it's not recorded. But a lot of times, once the scene's stable, we'll be using our cell phones back and forth to get the stuff we need instead of using up the air time because we're limited. Only one person can talk at a time, and some stuff is more important, some stuff isn't, so there's a lot more cell phone usage..
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	When I get here, I get in my assigned car, just log myself onto the CAD system using our computer. And then get a go-out, or usually, it's catch up on the other stuff I do. And then once I go out on the street, I start doing traffic enforcement. Even though I have access to-- I can directly input into CAD from my car, put myself on calls and stuff like that, our agency does not do that. So everything we do is over the radio. So every traffic stop I call out is done over the radio. Every call we get dispatched

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								to is done over the radio. It also comes through the computer as well, but in some ways, we're still antiquated and require that somebody has to hear it...
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...so back on car traffic stops, do all that. I can do the computer dispatching a little bit if I'm not-- I can assign a case number or if I'm going on something where there's not going to be any public contact. So if I'm vehicle maintenance or if I'm going on a follow up or a meeting, meetings contact, then I can do it on the computer that way. Now, our animal control people, they can put themselves on dispatch calls. They're going to the same houses and their not armed, so a little confusing as to why they don't have to do it on the radio either, but it's how that works.
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Well, the computer has the ability that I can see every call that's on the screen. I can click on it, and I can technically hit the button to assign me that call, and I would pop up, and it would be assigned to me. But patrol's not allowed to use that. Our animal control officers, they can look at it, and they can hit the button and self-dispatch...
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...one of the deputies was in our city, actually ended up firing shots at a suspect. We got the call from another party in the house, and we were already responding had units on scene, before we got relayed that it was a [county] deputy involved, and then we've got the scene shut down. We're taking care of it when the Sheriff's Department and all their resources start rolling into the scene, and we're immediately screaming at them, "Stay in your car! Stay here! We've got this." We don't want any blue-on-blue stuff because you don't know where we're at. We don't know where you're going. Because in order to switch everybody to a channel, it takes time. You would think that they could hit a button and do it, but it doesn't work and so... We just shut them down, we handled it, and then it was all face-to-face conversation, and it went through that way. And it got taken care of...
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...there are times where we work with other agencies. I've gone to [city] and [city] to help them with crime scenes. And [city], even though we

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								have the same radio system and we bounce off of each other towers, I cannot talk directly to them, because we don't actually share the channels [laughter], so. And then up in [city], they're on something completely different, and so we don't have access to that at all...
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	That's pretty much it. I make traffic stops. I make, I don't know, 20, 30 stops a day, and handle wrecks, and do all the reports associated with that. And whether that be-- because of the way our systems are set up, most of those reports have to be done-- are done back here. We have access to various things that we could do in the field, but we don't, honestly. I could do my crash report in the car, but it's not very comfortable. I could technically take my tablet out of the car and do a report there, but again, it's not as feasible as they had thought it was going to be...
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...Our traffic unit, we have citations, so I have a handheld Android device to write tickets. I can actually do an accident report on there and exchange the information. But, again, with our systems, I still have to come back here and then cut and paste from that application into our native RMS system. So even though technically, I've got the accident report done in 15 minutes, I still got to come back here and spend another 15 or 20 minutes to transfer it into the system that they want.
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: e-citations] I cut and paste because it'll put-- it's [inaudible] technology, it'll put it in a PDF-- fills out this data accident report. But because systems don't talk as well as our records department would like together. It's click, click [laughter]. But for me, it's faster than our other traffic guys. We're using our phones, and we're taking pictures of license, registration, insurance information, and then we come back, and they're either pulling it up on their phone or using a generated PDF on the phone of that data, and put in the next-- split the screen and then manually typing it in. So that's another thing we use our phones for. Take a lot of pictures for that type of stuff.
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: MDTs] ...now the car's a hotspot, you can take your tablet out, and you can go in and do a report. Easier said than done [laughter]... Nobody

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
								does it.
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	We have Bluetooth printers. It's a little portable Bluetooth. I can actually, from the suspect car, I can hit print. And within about 20 feet, by the time I get back to my patrol car, it's printed out. Technically, our printers are not mounted in the car. So I got a little belt clip. If I wanted, I could carry it on my belt... it's not very comfortable. It's cumbersome. So I can usually take my hand held up, complete the stop, hit print, walk back to the car, just lean in the door, rip the ticket off, and walk it back up.
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: running a person's information during a traffic stop] We have the option to do that. Either through the radio or through the computer, we can hit the [state database], NCIC databases. And so, sometimes we do, sometimes we don't. Traffic, very seldom do we actually run people because I don't care. I don't want the warrant because if I get the warrant, then I have to have somebody from patrol come over and take them because I don't have a cage in my car. Motorcycles don't have cages. Our job is to go out and impact traffic and run with that. So it's very seldom that we run people unless they don't have an ID. And so, we have the ability to do it in the car and if I'm going to do it, I do it in the car. I do it through the computer. I don't have to radio...
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	If they don't have ID, if they can verbally ID who they are, and we can find a computer rec that matches, we'll give them their ticket and send them on their way. If they don't have a license or something like that, then they'll still usually just get the ticket, and then we'll impound their car. We'll put the cars in jail instead of them in jail. It's easier and less space [laughter].
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	We'll call through the radio to ask for the tow to respond, and our dispatch center will then call our contract tow company and send somebody out. Sometimes if they're really busy, and I can tell dispatch is busy, I will use my phone and call the tow company direct and say, "Hey, I need a tow out here." But that's pretty much it.
Context_of_Work	LE	S	Field	36-45	21-30	Male	LE-S-016	[RE: relationship with dispatch] I think it's pretty good. I think we have--

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			Responder					again, we have people who think that dispatchers should be doing more than I think dispatchers should be doing. Where we have officers asking for so much stuff that I can do myself. And that's just me, I guess. If I can do it myself, I'm going to do it myself. I'm not going to use somebody else to do what I can do... And I think that's, again, a mindset that, if I can do it myself then I'm going to do it myself. If I'm in the building, I'm going to do it on the computers compared to keying up the radio. From the back of the holding cell, I'm not going to call dispatch on my radio to get them to run a query for me. If I can't do it myself, I might call them on the phone, just the landline phone back there. But I'm not going to use the radio up to do that.
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	... we'll have the officer who will spend all this time on the radio, okay, asking dispatch, "Okay, can you go and can you check this other database and see if you can find this person, find a phone number?" and all this stuff. He's got a computer in his car. He could do it himself. But now he's having the dispatchers do it, who are then also still answering phones and dispatching calls. And so then they get upset when I don't get my responses back real quick. It's like well, that's not their job, they're communications and dispatch. They are not to do your follow up for you...
Context_of_Work	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...I have a app on there for drug recognition, as far as when we find pills. It's like, what kind of pill is it, and if it's scheduled. And for our traffic guys, we have a Google Drive where we're keeping all the resources and copies of all of our forms and stuff. So if they get to a hospital and they don't have a-- and they forgot a form, they can pull it up in their Google Drive, email it to the desk clerk, and have a copy printed out. If we can do it electronically, I'm going to do it electronically. I hate the paper idea anymore. I think that's the main ones. And then so we've got the email, using that all the time, and then I've got the little app on there where I can scan licenses and photographs, and it converts it to a PDF, and then uploads to my Google Drive.
Context_of_Work	LE	R	Field	26-35	11-20	Male	LE-R-018	So detective is a little bit different from patrol because, on patrol, you're

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			Responder					responsible for every single call that comes in you have to handle. You don't necessarily get a lot of time to deal with each call, but you're also not necessarily expected to devote an inordinate amount of time to each call. As a detective, it's kind of the opposite. Your responsibilities are to look at certain specific cases much more in depth to determine if there's any follow-up that's needed, if there's appropriate charges, if there's any warrants or affidavits that need written. We also handle all the evidence at our department, do background checks for new employees, that sort of thing.
Context_of_Work	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	So I've worked for three different dispatch agencies. Two of them have been county-wide combined, so law, fire, and EMS. One of them was just a [Job title], so it was fire, EMS, and law, but it was only for one city. So you're taking phone calls. That can be anything from nonemergency calls, people looking for information, directions, that sort of thing to full-blown 911, "My child's not breathing," and that sort of thing. 24/7, 365 you're working the radios so you're dispatching fire and EMS to calls. You're sending police to calls. You're getting other resources. If it's victims' advocates, coordinating with the jail, coordinating with the hospital, that sort of thing as needed. Running NCIC...
Context_of_Work	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	... I know at our dispatch center here, they've got cameras in town that the dispatch monitors. They monitor the holding cells. They've got alarm systems that they monitor. All sorts of stuff like that. So dispatch has a very, very wide breadth of responsibilities.
Context_of_Work	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	Generally, start by checking emails. If there's new cases that come in, review cases. See what's been done, what needs to be done. When it comes to evidence, all the patrol officers will package their evidences and then submit it to us. We have to review it and make sure that it's packaged correctly. All the T's are crossed and I's dotted. And then we'll put it in the evidence vault with our tracking system so that we know which pieces go where, what cases they're associated to, when the statute limitations is up that we can dispose of them, that sort of thing...
Context_of_Work	LE	R	Field	26-35	11-20	Male	LE-R-018	...as far as caseload goes, it's usually most of what we do is follow-up

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			Responder					phone calls, following up with witnesses or trying to obtain video, writing warrants, affidavits, search warrants, and reviewing stuff like that.
Context_of_Work	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	Generally, we're at the police station. Again, since we're small, sometimes we get tasked to cover the road, so we'll put on our uniform and pretend to be real cops for a day, but most of what we do is at the office.
Context_of_Work	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	... If we're out doing something, and we don't really want to be known that we're in the polices, we usually text each other via the phone, so we're not using radios. If it's people that just have questions, usually we'll just come back to our office and we'll talk about it face-to-face. Other times, if it's someone that's not working or if it's for everybody, we'll do email- excuse me. Or, like I said, we do a lot of follow up on the phone too, so a lot of phone calls.
Context_of_Work	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	I know we went to [County] two weeks ago, and they don't have 800 radios, so our radio channels were incompatible. But it wasn't... So I was working on a wildfire up there, so I was just helping man a checkpoint, so I was with a guy from [County]. So I just didn't really worry about the radio. That was his issue. So usually cell phones will work or, yeah, just call dispatch and get patched through.
Context_of_Work	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	... being a detective, we're on call usually every other week. But instead of having to sit by my phone at the house, or call and say, "Hey, I'm going to this restaurant if you need me," or "I'm going this movie theater," I can just have my cell phone. And I can kind of go, and be, and do as I please as long as I've got cell service. So that makes that a little easier.
Context_of_Work	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	So specifically for medical calls, there's something called the National Academy of Emergency Dispatchers, and they will certify people to be [Job title], which is doing the CPR over the phone, giving those instructions, or giving instructions for childbirth. But they have a specific set protocol for 30 to 40 different medical emergency classifications that pretty much every medical call will fall into...
Context_of_Work	LE	R	Field	26-35	11-20	Male	LE-R-018	[RE: dispatch CAD system] ...So if you get a call and its cardiac arrest, or



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			Responder					abdominal pain, or a poisoning, or something like that, usually-- when I started it was you had to flip open a card, and find it, and open it up. Now, it's just integrated into the CAD system, and it will just bring up exactly the questions that you need to ask...
Context_of_Work	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: dispatch CAD system] ...based on those questions, it will code what response it thinks the ambulance needs to go to, whether it needs to run lights and sirens, or if it's just a pretty benign sort of thing. So once you get through the coding, then it will pass it off to the dispatcher who's actually going to tone the fire department to send them out. And they'll say this is-- like our system right now, it's Alpha through Echo. So Alpha is, I have a paper cut and I need a Band-Aid. Echo is not breathing, not conscious. So on that sliding scale. Then, once we know exactly what the issue is, it's been coded. This is how you're going to respond. Then, it kind of forays into, this is what we're going to do about it. Whether it's instructions for CPR, instructions for choking, instructions to try and ward off shock, this, that, or the other. And having that on the computer is very helpful because you don't have to, under stress, flip through, find the card, code it yourself like we used to have, and then do all that stuff...
Context_of_Work	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: dispatch question protocols] I believe they have that for fire and law as well. I don't know that we do that up here, but, at least back when I was there, there was a procedure manual, and when you're going through training, you'd go through it call type by call type. If this sort of thing, this is what you're going to ask. A lot of those are very similar. If it's a law call, whether it's an assault, a shoplifting, this, that, or the other, you want to know what the suspect's wearing, if they're still there, if they're armed, which way did they go, for pretty much everything.
Context_of_Work	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: using Word for report writing] That's exactly what it's made for. It's easier to use, it's easier to read, and I can save everything that I've done. So from the time that I started being a patrol officer, my first call that I ever went to, I have all those reports saved on my file. Which is nice because when the report-writing software goes down, as it has before court, I can just go back and print the Word document out.

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Context_of_Work	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: body worn cameras] So it's held locally on the camera until it's put in the dock to charge and download at the office, the system that we have. I know [City] PD just down the road has a different manufacturer, and they can pull up the-- they have an app on their phone. They can pull it up, tag it, do whatever they need to do, and it's done. So they can sit in the car and do that, or be wherever and do that. We have to physically go back to the office, put it in the cradle, and wait for it to download and cycle and all that stuff.
Context_of_Work	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: recording via body worn cameras] If it's anything more than "Hi. How are you doing?", pretty much. We have a very-- we have a very good relationship with our public up here. And, for example, an open container of alcohol is against town ordinance. 9 times out of 10, if I'm on patrol, I can walk up to someone and say, "Hey, that's against the rules. Can you go throw that out please?" And they'll say, "Okay."
Context_of_Work	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: policy for manual operation of in-car cameras] I'm certain we do. I don't know what it is [laughter]. Because usually, turn the overhead lights on, that fixes it. But, yeah, obviously there's occasions where that, for whatever reason, if you don't have all the overhead lights on, if you just have the back lights on, that doesn't trip it. So that sort of thing.
Context_of_Work	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	one of the other things that is our responsibility is if let's say, there's a DUI crash and there's injuries, so we have to write a search warrant to get blood draws. I don't necessarily need to drive 30 or 40 minutes into the office to write that if I have the tablet, and I can just type it up on that just as if I'm at my office. So taking that home while I'm on call, it's a huge time saver. It saves me an hour, at least, of drive time. It saves the department an hour of paying me drive time. And I don't have to leave. I can do that in my pajamas [laughter]... That's a huge, huge piece that we just got this year, probably within the last eight months.
Context_of_Work	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...I love having the cameras. I've got almost exactly the same voice recorder from before we had the body-worn cameras, and it's very handy. The e-ticketing machine is a good idea, but the implementation is just not quite there. I think there's way better ways to do it. So I would

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								consider that one getting in the way because it still takes me longer to do that than hand-write something... And probably, in all fairness, if I was on patrol and I used it on a daily basis, I would be much better at it than I am.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I started off as everyone else, the traditional out there in uniform, responding to calls. Did that for about three or four years, and then I transitioned into the training section of the office, who was in charge of all of our new hire training. From there, I realized being in charge of the training that we had some tools, particularly the computer system, that nobody knew how to use. So I figured out how to use the computer system, which then went back to rewriting the training manuals for more efficient work flow and using the database and other tools. And these computers were pretty new. And at that time, it was a DOS-based system. I remember when we got our first PC, which everyone thought was kind of funny. So seeing the evolution and staying involved in that, which transitioned into more technical stuff and true computer work...
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...So as I tell people, everyone starts off getting into law enforcement and you're the street cop out there answering calls, but then there are other career opportunities. And that kind of moved into the tech world. I started going down that path and decided I didn't want to support computers my whole life so I pulled back and stayed more on the training and application side, dealing with the new stuff that came through for law enforcement. And then the mobile data computers started coming in so I got put into that...
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I remember when we first got digital cameras, and those got tossed to me, and I had to figure out that protocol. I mean, for a while, people in the state would call me-- I don't know if we were one of the first people to buy them. That was from an interesting process and even being able to show kids, take a picture, as they did tours, and then print out their picture for them. So seeing a lot of those technologies come through that people starting off today just-- I don't say they take for granted, but they've just always been there, so they never knew life without them.

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Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: new technology] ...so you start to see there's more of a support need but then there's still the work flow tieback. So as you talked about, sometimes new stuff gets introduced and the sales guys or the tech guys may say this but it doesn't transfer the work flow. So I like to see myself now as sort of that bridge. So I'll still go out occasionally and work a shift to try and remember what it's like [crosstalk] just to, basically, take a call and then come back and follow it all the way through. From the initial call takers with dispatch flowing through to the car computers, then to the records management side, and then all the way down to the jail. And now, of course, we'll be incorporating in the body cameras, all the videos we're taking, all the new audio formats...
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	So the state passed a law where it charged the [Job title] Offices, state-wide, with creating a system so that every law enforcement agency in the state submits records to them electronically. And they engaged a vendor who did that, and that vendor wrote the interfaces with whatever records management systems we have. But it's a separate system you log on to. It's a manual data transfer now, where you go pull the case and it populates the fields. And then they have to go through and do the attachments and you can label what each of the attachments are. The additional step that all the records folks have is they have to print out the narrative. So the report that I wrote, they print it out, create an electronic copy of it, and reattach it...
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: electronic evidence discovery] We certainly from the district attorney's office, probably their efficiencies have gone up huge. And from the defense attorney's side, being able to provide that discovery is big. It does provide electronic tracking. So as soon as we send it, it's stamped and they get it. So there's no questions on, "Ready for trial?" "Well, you never provided this photo to us." "Oh, yes, we did."
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: evidence discovery process] Today, if they [district attorney's office] were to call us up, we'd just make a new copy of whatever and take it to them, which we probably already gave them a copy and whether it got lost, got misplaced. So there are a few safeguards built in and a few

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								potentially helpful things as these systems come up. And that's sort of the tracking, the data integrity, all the other stuff that people think that any system should have when you're talking about data and data transfer.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: evidence system] it's not a lookup system. You're logging on to upload your data that you've already logged on and looked at and used. So it doesn't have the highest level of security. I don't know how it is on the district attorney's side. But only a few people within the department need to get into that. So there's not very many people that even have access to it. But it doesn't give me any ability to go look at another agency's records. So as we talk about those levels of security and if it's really a low-level program, how much security? Do you have to have two-factor and change a password? Sometimes yes. I think it needs to be looked at on a program-by-program and what's it really doing and what's the exposure risk.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I guess, sort of fortunately, I don't have a daily routine because I've got kind of the patrol deputy side of the sheriff's office. But then when I'm working with the in-car computers, that's more connected to the dispatch center. So it actually bills out separately, even though I'm an employee under one agency, all the work I do on the mobile data computers gets billed to the dispatch center, so it's kind of a hybrid...
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...For a while, I was in a contract position so I went full-time, was fortunate enough when my children at the age that it was important to be there. And as I say, the impressionable, age I was able to pull back and go part-time and then maintain things on a contract basis. And as they got older, I was able to step my work back up, do some contract work, and then roll it back into a full-time position with putting together a couple of contract positions.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	So it's weird. So sometimes I would be doing just the computer work one day I'm at the dispatch center and not even going to the sheriff's office. Sometimes it'll be all the sheriff's office stuff and something pops up. Last month, we had an issue at the high school with the threat that

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								was made. So I was at the high school a whole week in uniform doing patrols there and walking around... Just general threats of-- the shoot up the school, don't come to school this day. And so going back to that basic level of being a cop and restoring the sense of security and trying to find the bad guys... So being able to revert back to that.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I'll pop on the emails. A lot of people know if they want it immediately they're going to text me. A few people who, I guess, are kind of what I would say my frontline main users, when there's an issue. I got a text today of the [state crime database] system for running people and plates, wasn't saying connected for them. He thought it was related to an update we pushed out to the computer which-- I said we made an update to this part of the program and it shouldn't affect that part of the program but we'll see. But that is something they've come to rely on and so that's an immediacy thing, that they want to know what's going on. So I think, currently, that cellphone is probably the most immediate way to get ahold of people.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	The department issued cellphones. Well, now, a lot of people communicate primarily through text. So if you're trying talk to a suspect and you have a cellphone number and they just wanted to text with you or they're using just an app that doesn't even have cellular service, whether, it be a WhatsApp or any of those, those are creating issues in guys out in the streets doing their jobs. So finally, the department bought smartphones...
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: app for situational awareness] It did work pretty well. In the command center, I could see it. I was able to take pictures. We were able to monitor crowd size. So from the field, I would take pictures within the app and then it would tie it into the app. It would show up in the command center. Then they would relay it to the public relations people. So I'd watch how long it would take when I'd say, "Stands are half full." And then that would go to the command center, they would pass it on to the PIO group who was putting out, on the public side, the notifications. And it's usually about a minute or two and then it would come through,

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								"Stands are half full." And then the people in command could actually see the pictures, so if something did come up they could have gone back to those pictures at the time that I took them...
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: LE paired up] So from a security standpoint, I could stare at the device and not worry because I know another guy was with me doing situational awareness if something were to happen. And so we recognize that in that environment. I think we also came out of that environment recognizing that's a potential pitfall. You can't give people more stuff [crosstalk]-- on my radio, I can talk on my radio and watch and see everything that's going on. We all practice and train for that. Now, you give me something I have to hold and I have to data input. You can't maintain both of those. So that was one of the things that came out of is recognizing you're deploying more and more of these devices that give you the security and personnel. And if it's truly a tough environment, you need to pair people up just for that purpose. Kind of go back to have one person who's running all the devices in communications and someone else who's making sure you're safe.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	that's kind of my work office where I have all of the computers that I can work on. And all of the issue of I still need to get rid of all those old computers that are no longer functioning and sort of make sure they are disposed of properly and sign-off the degust four times or drill through, whatever the standards are, to make sure of that. I can't just get rid of them.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: station life] ...usually, at some point, it's going to involve leaving and doing some field work, whether it's coming up to a meeting to discuss radio procedures or going out to someone's site because they're having issues with their in-car computer. Or this time of year is when we get all our new cars that are coming in so there's been a lot of driving to [City] to pick up the new cars as they're getting outfitted at the electronic shop.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	The duties that someone has to do and you can pull guys in for overtime, but they can get burnt out on that. You don't want a shorter

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								shift so a lot of the time it'll come to me to say, "Am I open to go do it?" Quite often I end up going down to do that and getting the car from the jail. Can you pick up an inmate on the way back who's sitting in [county]? So you always kind of have that in the back of your mind of being prepared to do those things and bringing the stuff with you, whether it's an extra pair of shackles or letting them know, "No, I'm not in a vehicle with a cage." So that's sort of the part I think most people get into being a first responder is that you're never really sure. I think I'm just going to [city] to swap out a car and I'm going to come back with two inmates, but I didn't know that at the time.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: vehicle swap / inmate transfer] Sort of think about it or I know the other day I had one and they wanted me to pick somebody up and I said, "The weather is not looking good. Let me get back through this mountain pass before I tell you yes because I maybe two hours getting back through this pass and I don't want to commit if they actually need to be here to be back in court the next day and I'm not going to be able to get them." So that's the nice part of that...
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: helicopters from military training site] ...I remember, one night we were looking for a suspect and they had [flee?] on their helicopter and I think they had wanted to come out and play with so we're all out there searching on the ground and, of course, they did have one light on flash but you would just hear the helicopter but not necessarily see him as they were looking for stuff. So we're able to use him as a resource around here...
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... we stood up an 800 MHz system within our county. So we all had each other's talk groups but everyone was still afraid to change the channel on the radio or talk in somebody else's talk group because they just didn't do that before. So that took a while to convince people that we have new response protocols. And if multiple agencies are responding to a scene, we're going to move off the various dispatch talk groups and go to one response talk group. It took law enforcement a long time, and they're still not really there, that they're going to go off their channel to



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								go to that response channel because their thought is they're always waiting for the bigger and better deal to come along and go do something that is more fun than directing traffic on an accident scene. So they always listen to their talk group. So we try and do that from a resource utilization standpoint, from an information sharing standpoint. If we're all driving up and down the interstate and no one's found the accident, it's nice to know that...
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: decrease radio time by using computer] "And then when you get on query, you say--" and let them know you already did it on the computer. So it's MDT traffic stop. Then everyone who doesn't have a computer knows you built a traffic stop somewhere. So that was a process of working through. I'll say it was a little letting go of control from the dispatchers. They disagreed with a lot of this. I think, as a field user, we said, "We don't care. This isn't your decision. We love you guys. We appreciate what you do. The person most responsible for my safety is me. And so if I need to build it on the computer, don't try and give me a policy that says you shall not. It's not going to work. Highly discourage. Make it as strong a language as you want. It's going to happen."
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Everyone carries the radio and whether they have a shoulder mic, whether they have a microphone just on their purse and somewhere else because they're a little more covert. And then we're all issued new helmets and vests for active shooter type situations. Well, soon as you put this additional layer of body armor on, it covers all the stuff up. And everyone's like, "How do I talk? How do I rearrange my stuff now?" And as I'm trying to say, you should always have an earpiece...
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I know a lot of studies have come out. I went to a thing on the [local mass] shooting and that was a big thing of if a guy in your department doesn't have an earpiece, tell me they need to wear an earpiece. Because you go into a true situation, you can't hear a radio on your hip...
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: earpieces] ...I haven't tried to use the radio with my life jacket on... But that would introduce the same thing. But even telling some of the guys, going, "You really should have an earpiece in. I know you don't

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								want to, and you never had before, and it hasn't been an issue, but it's going to be at some point." ...
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	something that doesn't get in the way of them doing their basic job. Technology's great but I don't think we've come up with instinct in technology. Technology doesn't turn on the valve and point the fire hose and run it 100 feet down the line. It can do some of those but not the whole process. So the technology part's great but don't forget the basic underlyings of what the job is, and what that intuition is, and that smell of smoke far away. Sure, an ion sensor can detect there's particulates in the air but I can turn and see where that smell is coming from, and say, "Look, the fire's that direction!" And it doesn't matter where I go, I bring all that with me.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I mean, if you sit there and listen to radio on probably anywhere, and you hear the calls that gets dispatched out, you would probably sit there and go, "Okay." If you wrote down every call type, and realized, "Well, what is it the police officer's been given all these calls has to know?" Pretty much everything. And I understand when the citizens call in and they don't know where else to go. Maybe we don't have enough 211 services, 611 services, but I listen to some of these calls going, "How are we supposed to know that?" But we're going to answer the phone and they're going to expect something, and we don't want to look like fools.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I talk about when I used to deal with runaways, and people were telling me to counsel them and their kid. And I'm going, "I don't have kids. How is this my job? It was never a part of my training to bring all these things in." And so I don't mean it in a negative way when people talk to me about it. I said we need to understand what is being expected, and just because the law enforcement guys are there, and they're getting all these calls, it's a lot. And if you screw up any of them, then you're not doing your job and it's going to come back and impact you. Not that people don't screw up their jobs intentionally or in ways they should have known better. There just seems to be so much more coming in, and then the backlash within the country these days...

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Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: difficult to read driver's license format] ...they're trying to use more security in their driver licenses. The REAL ID Act necessitated that, so responding to the federal stuff. I know some states have now the actual enhanced driver's license. I think there's two or three of them. We're not one of those yet but that may come along, so there's going to be more and more stuff going into the driver's license to get a chip. Yeah, so things to think about if somebody actually has to read this still while talking on the radio and watching ahead of them and that eye focusing thing. I mean, I want to look down at my license to read it but I'm still keeping an eye on the car I got pulled over, so now as I know my eyes are taking a little longer to focus from close to far away, how do I change my work practices?
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...If you don't have Bluetooth in your car, going back to technologies, the sheriff doesn't want us driving and talking on a cellphone. Public perception, it looks bad. Okay. Cars can pair up with only so many devices. So if it's a pool car, someone's got to go through and clear out that list and unpair everything so the next guy that uses it could pair his phone to the car... And some people are going to get in but who's going to do it for me? If you come in and say, "I don't know how to do it." What are you going to say? You told me I can't hold it up to my ear. I don't know how to pair it to my car. I got a cheap old car and I don't do that in my own life. That's legitimate. As supervisors, you can roll your eyes and complain the guy's a fool, but that's a legitimate concern.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...You can't always pull over... Sometimes you actually are responding to a scene and getting information. I mean, that's what we tell guys. Have dispatch tell a person to hold on, you'll call them back. Pull over to a safe place and then take the call... There may not be shoulder you can pull up...
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: dispatch] ...they may be giving you information as you're responding to a scene that that issue has come up. Do you have the dispatch center continue to talk to the person and relay information? A lot of guys would rather talk to the person who is calling in themselves. So do you really

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								want to do that when you're driving, especially if it's a hazardous situation? When you get there, we expect you're going to hang up, and then you've lost that person? That's probably not what you want to do. Again, going back to the radio and dispatch training, they're not going to tell you how to do your job, but just think about that, not just transfer the RP to me. It is something you think you are pretty sure you're going to respond to. It may not be the best decision.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: typical calls] As I mentioned, there are a lot of those, "I have a problem and I don't know who's going to solve it."
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Anyway, so people dial that for whatever their problem is and then they expect it to come out. You know, traffic-wise, certainly the fair amount of DUI's, resort community, people are here vacation. Probably the usual if you take out sort of the shootings. The usuals of the theft, the shopliftings, domestic violence cases. We get all the same gamut of that...
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...We do get a few shootings. I guess I would say not what we would expect in a big city in terms of numbers because maybe it's a sad comment that we just expect shootings are part of big cities. But it seems to be the number seems to hold true for that. But we do. And when it snows you're going to get car accidents. They kind of go hand in hand...
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...In the spring, you're going to get rafts that flipped over and river rescues. In the summer, you're going to get lost hikers, injured hikers. You're going to have to coordinate search and rescue activities to go get those people out. In the fall, you're going to have hunters who get stranded when the snow storm comes in too soon and they weren't prepared for it and they can't get their trucks out because they didn't read the weather report. So some of it you kind of know what's going to happen based on the seasons.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...We do get complaints every now and then. Every drone that's up in the air is spying on me. Right? If I'm sitting in my bedroom or in my house

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								and I see a drone, I'm pretty sure the camera's on me. In my own neighborhood, we've had that. And the one guy says, "I'm just flying my drone. I'm not looking in anyone's windows." All these complaints people have on our neighborhood Facebook page. He goes, "I'm in the public park flying a drone." That's it.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	You talk about other parts of your job. Patrolling the mountain and talking with the protesters. And all the names they made up for themselves. It was kind of an interesting time.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: FirstNet] At this point, I guess everyone just has the expectation that it's going to work and that it will someday replace the radio system and do all these things that we hope it's going to do, and I think we're too soon in the planning stages. I guess I think more of we're in the-- well, when it's actually deployed, what are all the things that we expect it to be able to do? But we'll get to the specific applications and what benefits that are going to be there. Remember, it still won't put out the fire. It still won't determine who the bad guy is.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: FirstNet] It can help with those things. So how is it going to come in and enhance and not get in the way of doing that so I go to another scene and this doesn't work any better than the last radio system that didn't work either?
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So I started off as a police officer. And then I've had specialized training. So I have about 800 hours of crime scene investigation in terms of blood stain pattern analysis, shooting reconstruction, accident scenes, just death investigations. So that, essentially, I show up on a scene and I try to gather as much of the evidence that I can in order to solve a crime. So physical evidence or through interviews as well. So we're considered a detective here, but we're full-time crime scene investigations.
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So we were using those primarily for diagramming rooms just to get basic measurements. We also use Nikon D90 cameras. We also have our cell phones that we can use for camera purposes. And then we go up to a total station and now the FARO 360 also. So we use the FARO

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								360 to diagram any crime scenes that we come in contact with. We've used them from traffic accident scenes to murder scenes to bank robberies to burglaries, anything along the lines, then gives us an accurate diagram within millimeters so that we can create a rendering again and then take it to court...
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...I've actually been deemed an expert twice in the use of FARO that we've been able to in crime scene reconstruction. We've gotten FARO into court and actually used it as a diagram, actually walking through a scene on the stand. We've done that twice. In both of my cases, one was a shooting where somebody just fired a round at someone else. And then the other one was actually a child death. So it was more of documenting where things were in the scene. So it helped us to understand the layout out of the unit. Both of those cases are the first ones in [state] that we know of to be able to actually get it into court.
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...We use our MDCs in order to get us to the scenes. We use Google Maps for pulling up to do either an accident diagram or for our crime scenes, to rebuild them. Let's see, what else do we use? So those are our main ones. Video recordings. And then, of course, we use digital recorders, too. So we use video recording for interviews but we use the digital recorders...
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Yeah, our radio. The earpieces that we use, we have a few different types that you can choose from, but they all have the basic tubing. The problem with the tubing is it gets clogged. So it will actually get air bubbles inside the tubing and it blocks off. So what it sounds like, it sounds like you're in a tunnel and you can't hear. So we frequently have to disconnect this, take one of those cans of spray air, blow it out. And then you can only do that so many times with a tube before it just gets faulty and it doesn't work anymore. And then you just have to get a new tube...
Context_of_Work	LE	S	Other Public Safety	26-35	6-10	Male	LE-S-021	Well, it's a taser, so it is a form of technology because it's downloadable. And we don't have the cameras, but we do have the technology where you can plug in the taser and then download it and get all the data as to

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			Personnel					how long each tase went, how much electricity went through it, and how many times you cycled it, that sort of thing.
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: information sharing software] So what it does is it-- you log in and then after you log in, it asks you for verification, so previous indicators that I've put in here, so I gave them an email address and I gave them a phone number. It will then text me a pincode. I put that pincode in here and then I can log in. So most users have [information sharing software] desktop which is just a desktop version, easier to see on a big screen, or [information sharing software] Mobile. I have CJIS. We'll go into that in a minute but that's a little bit more-- but this is something that they just came out with which is an even easier template search engine. So they have it by person, vehicle, or location. You can go in person. You can just type in their names.
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: person of interest information lookup] before, what we were having to do is I would have to contact dispatch on my radio and I'd say-- tell the type, DMV, and request from them for a DMV photo. And then they would email DMV and say give me a DMV photo and then you have to wait for a person at DMV to go to a computer, type in that person's photo, download that photo, email it back to our dispatch, then our dispatch emails it to us. Then we have to log in to our computer in our car and then get the photo and then you-- meanwhile, you're sitting on the side of the road with this guy
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: person of interest information lookup via information sharing software] ... this has sped that up tremendously. Because now, if I don't know who you are and I suspect you're lying to me, now I can prove it within seconds. So I just log in at the beginning of my shift, I stay logged in all day, and then it's very helpful...
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... So anyone that has a [information sharing software] login, they can now view our photos from our crime scenes, from our booking photos, anything else, surveillance videos from bank robberies, anything like that. We don't have to now try to find an encrypted way of sending it, they can just log in and view it. We're the only agency that stores it like

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								that so nobody else has that capability. But if you go to the desktop versions, you will now also be able to read any agency's reports from any of their systems. So while you don't get the media, you still get the reports, so it's all great sharing.
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... So we just had a bank robbery today. So I am on my way driving down the roadway and they air it out on the radio-- well, so here's the problem. So on channel one, we have a incident of somebody trying to kill themselves. So they hold the air, so they give us-- all the traffic that's on that channel is specifically for this call, so everybody else needs to move from channel one to channel two. So now on channel two, we get the bank robbery. So now all the traffic is isolated to that channel. But the problem is you're having scanning covering, so we're getting channel one covering channel two even if you take off your scanning functions. Sometimes it happens, sometimes it still covers it. So right when the bank robbery was giving out the information, the dispatcher was giving out the information, channel one relayed up something and it covered over channel two, so I missed the description of the person going out as we're rolling up to the bank. So we get up to the bank and then we continue to follow.
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: bank robbery incident] Well, technology was great because we had a tracking device that the bank teller had given the suspect. So we're trying to track through that but here's your problem, is you have the Feds that are doing their Safe Street program for the bank robberies, they have the tracking device. We also have a tracking device here or a tracking system here, [county] has one, I don't know if [city] does or not, but all of them are looking at their systems. They're then all calling up to our dispatch, so our dispatchers who are already handling two channels are now handling three different people calling into them to give them information instead of that source coming straight to the officers on patrol. So if they could just air up with us and then give us the information straight, that would be great...
Context_of_Work	LE	S	Other	26-35	6-10	Male	LE-S-021	[RE: bank robbery incident] ...there's the relay to the dispatch and then



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			Public Safety Personnel					our dispatch has to relay to us while they're trying to maintain the channels and then also provide the information that we're giving to them to other people. So then they have to run a third channel, [urban city channel], so they're relaying out all of our information to the rest of the metro area. So our channels are encrypted so no one can listen to our channels. But they take it to [urban city channel] and now they're telling all the information, so now everybody else is-- if you're scanning the [urban city channel] ... you're hearing that we're tracking someone. So if the suspect is listening to that, they now know to get rid of the pack, which they did. Okay? So if we can-- I don't know how it can happen because you have to share encryption across everybody. So I don't know if it's a monopoly then if everybody has to have the same system or same-- plus, then, if the encryption code gets out, then now you have to deal with all of those issues. But if there's a way--
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: bank robbery incident] ...throughout today, I'm following, trying to catch up to this car, and I'm already two steps behind because the tracker's so slow. And now I'm another step behind because of the information getting relayed... And then I have to wait to get on the air, and by the time we find out that the tracker has stopped, we now block off the roadway, but by then, the person is already long gone. We don't realize that because we think it's immediate information, which it's not...
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	we're constantly, all day, just twisting our knob back and forth. So dispatch is loud, MCs are loud, everybody else is quiet, so you're just back and forth, back and forth, until you can get a balance. Then with the earpieces again, so you turn it up and then your earpiece goes dead... you clean it out, and now you're deaf. You're deaf because you can't hear...
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: department-issued phone] You have to do the 13 to get it to power on, and then fingerprint to maintain it. So, yeah, I think that's basically it. But our officers are authorized to use these for recording audio, video, pictures, any of that. And then they can bring it to us or email them to us in order to upload them into [information sharing software]. So we've

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								looked into the technology of being able to allow them to plug in their own phones and download it themselves. But there are some issues of, "Well, will they delete or will they upload them properly?" So at this point, it's just easiest to have them either bring in their phone, we plug it in and download it ourselves, excuse me, or if they're technologically-inclined, they can just download them and email them to us. So we discourage it for major crime scenes...
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	I've seen some amazing cell phone photos of you walk onto an accident scene and immediately start taking pictures with your cell phone before you can grab a big camera because everything on the scene is going to change. We've had situations where people just get scooped up and put in an ambulance, or run away before you can grab a camera. Or today's, the bank robber. Somebody at the bank pulled out their cell phone and took a picture immediately.
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... since I'm in the lab, I'm constantly collecting surveillance, too. So I have to go out and with thumb drives, and collect surveillance that way, and back it up over here...
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: vehicle dashboard with built-in tablet] ... once they put in the tablets, and then people started saying, "Look, number one, I can't brighten my screen anymore." Before, with the old rotation ones, if the sun's coming in one direction, I can rotate it and block the sun. Now, I have to sit here and do this [crosstalk] to try to see on the screen. Or I turn my brightness way up and then it starts making the dash real hot and everything else.
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So I'm part of a CIR team, so it's a Critical Incident Response team. So anywhere in [county], if a shooting happens or an officer-involved incident of any sort, we can respond. So we get called out for that. So we won't just work in our agency, we work in other agencies. So now when we go over there, we kind of have to buddy up with another agency member and say, "Okay, you listen to your radio, I'll listen to mine, and I'll tell you what I hear and you tell me what you hear." That's the only way

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								that we can communicate...
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: critical incident response team] ...say, for instance, State Patrol comes into our agency because we have all these highways that surround us, and they're working an accident scene and somebody runs from that, they get onto their radio, they call their agency, their agency then communicates on [urban city radio channel] to ours and says, "Hey, we need you to come help." We then come over here and okay, now we need to get somebody to that [state police] officer so that we can do the buddy system again unless we can get to a toggle station that's active. But the problem with that toggle station is we don't have enough dispatchers to cover that additional jurisdiction station.
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So if we could just-- so one great thing that we've done here is our fire department has the same channels that we do now. So when they go to an incident to help us out, they pull up on scene or they get dispatched to it, they flip to our channel, they answer up on our radio, and we know that they're hearing us and all we have to say is, "You're good to come in," and they can come in. Whereas before, we call our radio, our dispatch, they call their dispatch, they send them, and actually, we're sitting next to each other-- So that's been beneficial, but if we could expand it to include other agencies, which, I know, again, it brings in a can of worms.
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: thumb drives] so we go out and buy them with department cash. We used to have four thumb drives. We would go out, we'd collect surveillance, we'd bring it back, upload it to [information sharing software], and then now we use the thumb drive again...
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So we use Cellebrite to download cell phones, to download computer data, to-- I mean, cell phones are just so massive with their storage capacity now, so we do not attempt to upload those up to [information sharing software] at this point. So most of the time, we buy a 64 gig thumb drive, save it on that, and then that goes into evidence. So we are now currently going through about 30 thumb drives every month of cell phones, computers, whatever else because they do a lot with child porn,

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								online child porn...
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... right now we use the FARO for our accident scenes, right? If we have one that's three blocks long, we can get all those scans from the ground. But right now, we're limited vertically. We have to get into the back of a firetruck, climb up on the ladder, and sit there while it's rocking and shaking, and try to get a still photo. And if we can-- the one drone that we're looking has the capability and the software with a 4K and a FLIR that you can go up there, it can create its own point cloud, and then that point cloud is actually connectable to the FARO SCENE program. So we'll be able to get the overhead views of everything. So it's endless possibilities for that...
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... everybody has a watch. Everybody carries one in order to know the times on their calls. I mean, we carry cell phones now, too...
Context_of_Work	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: radio channels] ...But our dispatchers should only monitor one, two, and three of those, but they monitor four, which is fine because then they pick up on what we're talking about. But it's hard because we're shorthanded on dispatch too, so then we're trying to do the communication with that, so--
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: job description] I guess we provide a service for the community that stabilizes our society, kind of just enforces laws and social norms, essentially.
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	So I work swings shift, which is from approximately-- starts at 2:30. That's when our briefing starts. So I arrive around 2:00 to get ready, just get dressed, get all my equipment together, get my car ready, stuff like that. Then we have briefing, which just discusses whatever is occurring in the city or any specific areas that we're supposed to focus on during our patrol. And then after briefing, we just hit the streets. If there's stuff pending, then we take those calls. Otherwise, we're trying to be proactive and make stops or whatever we can find. I mean, that's basically--

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								there's no typical day necessarily, so it's kind of hard to standardize in that manner. And then we're done around 12:30-ish. So within that time frame, a million different things could happen, so.
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	And I'm in investigations right now, but when I switch this next week, I'll go up to [County], which is way out west. But when I was assigned to [County], typically that's the area that I will generally stay within unless we're short or if it's a high profile situation or something like that.
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Yeah. So I'm in light duty or on light duty right now. I had a hand injury... So I'm recovered from it. I'm just waiting for the last little bit of paperwork, so I get to go back to patrol next week... [laughter]. Too much paperwork and stuff. I mean, it's been beneficial and enjoyable, but I like being out on the streets.
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: investigations work] So I'm assisting the detectives who do kind of a lot of behind-the-scenes stuff, more-- obviously, investigations, so they're going above and beyond what patrol will do. So we're the first responders. We deal with the initial investigations, that type of stuff. And then they follow up on any cases that are a little beyond, that take more time, so crimes against children, sex offences, homicides, assaults, things like that, so.
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: typical communication] In patrol, I mean, it's a combination of things. We have our personal phone, so if our sergeant needs to get hold of us, that's typically how they'll contact us. Or if there's a longer conversation that needs to be held regarding a specific situation or whatever, then officers will contact each other via telephone. But most of our conversations-- our [inaudible] or whatever occurs via our handholds or the radios on our vehicles. And then, obviously, email's a big portion.
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	I mean, it's not good for you, so if at all possible, I try to take it out. So when I'm in my vehicle, I'll turn it off, I'll turn it or-- I'll unplug it, just listen on my radio. So basically, that's what it is. If I'm in the vehicle, I listen to that radio. If I'm outside the vehicle, I have my ear piece plugged in.

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Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: comms with FF, EMS] I don't directly, but when EMS or fire's dispatched to a call that we're on, they occasionally will be on our channel so that we know that they're either staging or in route. I have never personally contacted them. So that's the extent that I've been contacted via the radio.
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: comms with FF, EMS] Yeah, if they need to switch over to our channel or anything like that, they're available.
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: e-ticketers] Yeah, we do have those. They're typically used by our motor units, our traffic officers, so those are pretty convenient. I am technically trained on them, but I'm kind of lazy in regards to technology, so I'd rather just fill out paper tickets than enter it into a little [crosstalk] computer--
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Yeah, so at the beginning of shift you have to log in to your computer so that it's assigned to you specifically based on the vehicle, your ID, your password, so they can monitor who's using what, where they're at, and then within that you have to log into-- certain officers pull up different programs. It just depends on what you want to do because we can run stuff through dispatch if we want to, but I like to run people if I can just on my own so I don't have to call dispatch, wait for them to do it and then call me back, as opposed to me just typing it in and it coming directly back to me. But you have to log in to those, so they're different programs...
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... There's potentially four things that I would log into given specific days, so the computer itself, or I/LEADS, which is where we submit reports and document what we're engaged in for that day or whatever. And then [information sharing software], which kind of a localized database of criminals, criminal activity, locations, things like that. And then Messenger which provides us with D and B clearances, vehicle registration, warrants, those types of things.
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: different technology systems] Usually you have the same user name for all of them. But then the password is whatever you want. But some

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								of them change every 90 days or so, and some of them don't... It's pretty irritating.
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Yeah, so as a [Name] unit-- so we're all assigned our own identification, so I was [ID]. And that's what we refer to ourselves as. So if I call out on a traffic stop or something, it's [ID], and then they respond to me as [ID]... Yeah, so my sector partners would be a [ID] or [ID], and those are the people that I'm with in my sector that I'm trying to back up or just know where they are at all times and make sure that I'm just aware of any situation that they might need help in or something.
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... Today was ridiculous. They had all kinds of high profile calls, so I was kind of [crosstalk]. Yeah, so and that kind of drains our resources, patrol-wise because you have people coming from all different sectors and responding to that. And we had two tone calls-- so we had a robbery and a domestic at the same time, so we had two Baker-- our two Baker units at one location, and then within the Baker sector, that robbery came out, so two Adam units had to come from up north to respond to the unit, or to this call, and then the Charlie units came down. And we had our traffic units respond and sergeants and investigations and stuff. So.
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... When you go through the academy, there's just certain things you can't replicate until you're actually on the streets and working. So you have to really focus on a million things at once. And if you're not good at communicating and you're not listening to what other people are doing, then you're going to be lost...
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... So I think it's cool to just sit there because I'm here in light duty and I'm not able to get involved, but it's cool to hear other people communicate. And then the way that the commanders or sergeants or whoever's on-scene, how they delegate and kind of orchestrate this whole chaos into something that's manageable. So I mean, communication is huge. And if it's not there, then nothing functions properly.
Context_of_Work	LE	S	Field	26-35	5 or less	Male	LE-S-022	[RE: apps] ... we also have our cheat sheets and stuff... A lot of traffic

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			Responder					stuff. So when you write a ticket for-- whatever speed over the speed limit, it's a different fine, or CC, or-- so things like that that which I don't want to ever memorize because it's just ridiculous.
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: various traffic fines] ...I'm sure those traffic guys probably know those by heart, but I don't ever want to take the time to learn that stuff. So it's nice to just be able to reference something and have it at your-- available to you, but not something that you have to dedicate a lot of time to memorize...
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	so our cheat sheets, if they're on our phones, it's because somebody took the time to scan theirs and then email it around. That's how I got mine, as well. Another officer took the binding off and actually sent it through the scanner... But our municipal code, you can search for stuff, which is pretty convenient. Because otherwise, [statutes], the revised statute, state law, we have to go through this gigantic book to find stuff, and it's not always the most convenient thing to-- or time efficient thing to just sit there and peruse... I mean, it's fairly user-friendly for the most part.
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	I think, in general if there's ever information that's not provided to us prior to arrival, it falls upon the reporting party or their inability to communicate effectively through dispatch. People are in states of panic or whatever, so it's very hard to communicate. And so dispatch has to do the best that they can and provide us with the most succinct and direct response to what they're being provided. So yeah, a lot of the time we show up, and it could be a suspicious incident or something, and it's actually an active domestic. So you get on scene and it's, "Okay, well, I wasn't provided this information," but it's not necessarily their responsibility to tell us everything that we need to accomplish our end goal...
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	we had, just early this week, a deputy-involved shooting where he just went to the door, and the guy was holding a gun in his hand. And he was just going to serve papers, so I mean, he didn't have any knowledge of what that individual was going to do or what was involved necessarily,



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								so he had to respond appropriately and deal with the situation... So I mean, information is beneficial but if you don't have it, you don't have it.
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: communication issues] I mean, the technology aspect is hard. I don't know how you would solve it. I've heard other people discuss, we need better radios and stuff like that. I don't know any different, so I use what I have and that's about all I can-- and you hear the older guys, "Oh, back in the day we didn't have anything." And a few months ago, the line got cut to Xcel, so we didn't have any Internet connection to our vehicles, and so it was like reverting back to 1950. And so you kind of get a perspective. It was like, all right, well, you do have a lot to work with, and these tools are very valuable, so complaining about them isn't making anything better. It's just utilizing what you have and making the most of it...
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: MDT lost internet connection] So getting dispatched somewhere, it was basically-- I had a pen-- one of the other officers kind of rigged this system up with rubber bands across-- I think it was on his steering wheel actually, with a notepad so he could just jot stuff down in front of him. I just had mine in my lap, so when they dispatch me to something, I had to take a second and pull over or whatever, write down the address, and kind of a basic description, names, whatever. So it took me a little bit longer, but it wasn't that inconvenient. On a Code 3 run or something like that, it'd be kind of-- because you're higher stress, you're driving faster, you have lights and sirens on, so that makes it more intense. I don't have the time to pull over and write that down, so you just have to function at a higher level, I guess, than you're normally used to.
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: code 3 run] Those are essentially if human life is in danger. So one of the most common ones that we have is an unknown injury traffic accident. So say, just over here on [inaudible], we get dispatched, unknown injury traffic accident. It's been reported, and we know at least two cars or whatever have been involved, but we don't know if that person's laying on the ground bleeding out or something, so we have to respond as quickly as possible but still being safe and regarding traffic

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								laws and stuff like that, but. So we're going lights and sirens, and that's when traffic is supposed to get out of the way, and we're able to kind of-- not blow red lights, but kind of not adhering to those, necessarily.
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	So a Code 0 would be the situation or-- there's a robbery, or anything like that. So when they call out on it, there's a tone, so all units be ready for a tone, or however they word it, and it's just a siren over the radio, so that means that channel 1 is specifically dedicated to whoever is being dispatched to that call or any other units that are associated with that call. Nobody else can talk on that channel. All other traffic goes to 2 or whatever else...
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... So there's Code 0, Code 3, Code 7's our lunch break. Code 9's if you can't hear somebody. Code 6 is if we have-- if somebody has a warrant or something like that. So a lot of departments have different ways of communicating. We use plain speak, I think is what it's called, so we talk very directly. We don't have a lot of Code 10-4, 10-20, 10-82, stuff like that. So it just kind of depends.
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	I think what they're doing with [information sharing software] is going to be very beneficial because right now, it's kind of located within our city and the surrounding areas. So if somebody's been arrested here, then I can pull up their information and stuff, but if it's in [City] or [City], it's not necessarily going to come up. But they're trying to combine us with [City], [inaudible], [City], [City]. And so just having that general database of individuals and their associates, their vehicles, their locations, their phone numbers, that's invaluable to investigating and figuring out how you can pursue people and charge people with stuff...
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	it's kind of in the way that I compare to my daughter. She'll get upset if her mom's phone is out of battery and she can't watch a video or something. I'm like, "Well when I was your age, we didn't have TVs in the car." It just didn't exist, unless it was one that you plugged into the thing. It's all perspective, I think, to a certain degree. If they could do the job in the '50s without all this stuff, why can't we-- I mean, running people and finding warrants in databases and stuff like that, that's definitely

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								something that we need as law enforcement, but whistles and gizmos and stuff like that are not necessarily things that I find particularly necessary.
Context_of_Work	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	We can access [state criminal database] and NCIC, which are the [state] criminal database and the national. So if somebody has a warrant, if there's a stolen vehicle with stolen tags, we can run gun clearances, things like that, just from our vehicle. So I mean, that's very important. I think that's definitely way more important than anything else.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2]Kind of like the army. My position is just like we see on TV with the stars and stripes. You're in charge of a group of officers and you're supposed to lead, train, and supervise.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] Just like every other city, it depends on what the needs of the city is. That also includes district. We're downtown. We have foot beat officers. Sergeant [Name] right here is in charge of the foot beats. We have officers that are walking up and down [Street]. People want to see cops walking around. We have officers on bikes, and they're riding around on the bikes. And then we have officers in cars, who are actually going from call to call to call to call. We also have officers that just deal with homelessness, and so they're getting all their resources for all the homelessness, which is not in the job description, but they're actually picking up mattresses for lice, garbage in the street, and putting it into a police pick-up truck because the Department of Public Health is short their staffing, too. So these cops are doing a little bit of everything. They're not going-- they're in uniform, but they're not out making arrests. They're going out, engaging with that homeless person. They're engaging with Department of Public Health trying to get the people to clean up the needles. They're also picking up-- they're kind of like the problem solvers for the captain for each district. And then we have a pickup truck with police lights on it, and they actually put garbage in the police-- because people leave stuff everywhere, and you just don't have time and wait around for people calling 911 going, "There's garbage on the sidewalk. The sidewalk's blocked, and I've called everybody else," so

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								who are they going to call next? Call the police department. So we actually have cops that come out. And every once in a while, even at 2:00 at night we'll get cops to actually fill up the truck, and when the officers get here in the morning, they'll go dump it to the dump. So we do a little bit of everything.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] What are you going to print with? Right? And then the whole idea was a sergeant would look at the report and then use the mouse and try to sit there at the same time, but then you've got an officer safety issue too. Where are you looking at? You're looking at your computer. You're not looking at your surroundings. So it's easy [inaudible] they can come up and boom and what was the officer doing? He's sitting in his car. You hear all of these horror stories all the time. It's actually easier just to come back here, write the report. We have an inbox, we have a stack of reports to read, like he's doing right now, and then as we come in we make little corrections and then tell the officer, "Okay, it's good," and then he can go home or he goes back on service. Most of the time they write the report as fast as they can and then they run back out on the street. So, for instance, those officers right here? Some of them are eating. If a call came out right now, shots fired or a gun, everybody would go right out of the station. So you could be in the [middle of finishing a report?] and the papers are flying, everybody ran out of the station. And then you have to come back eventually.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[s2] Well, most the time, we're on 10-hour shifts. So we come in and we go through our line up. And just like you see on TV where we're standing with the hats and stuff, and we have a sergeant or lieutenant will address line up. We also go through all the bulletins, all the wanted bulletins. Sometimes we get information from other counties, like, "Michael Jackson is not dead. He's seen robbing banks." All right here he is, right? And here's the picture, this is what he looks like now. Okay, he's had a couple of surgeries, but this is what he looks like now. He's not alive. The getaway driver was Elvis. "Okay, cool." Right? And then we also have it on email, so every officer has email now. We just got it in the last

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								three years. [inaudible] had it for years. So all the officers have emails. So officers can go through their department phones and go through the emails they have. And then they have access at home, so we have cops that will check their emails, department emails, from home. And they remember, "Oh, that guy was wanted in a robbery." And then they come to work and-- I've had cops that actually made arrests on the way to work. Because they go, "Hey, that's they guys with the--" and they'll call in, "Hey, so and so is here. Come on, we'll go grab him right now." It happens all the time.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] They're also preventing crime. You're out there, and the bad guy sees a cop there, because you're out in the field, then nothing's going to happen there, because you're there.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] Yeah. They're protesting here and they're throwing red paint on our police cars and stuff and are all upset, and we've got officers that are walking with them. With the bike one, that was a good one, the bicycle coalition. They were every last Friday of the month.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] ...." Well now you just spent an hour and a half, an officer wrote a report that this guy was shooting up I mean illegally, all right? So what do you tell that brand new officer? Right? What do you tell the person who called 911 who is pushing their kid, going, "Hey, I'm sorry. We're trying to clean this up." The big thing is displacement. See, I do have that officer in that corner. And he just kicked out that whole block of people there who were shooting up. Where did they go? They have to go somewhere.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] ... And a good footbeat officer will see someone and says, "I don't recognize him. I'm going to stop and make contact with him." I'm not saying the person did anything wrong. And I'll go, "Hey. I don't know you. What is your name?" "All right, [inaudible]. I don't have to tell you my name." "You don't. But I don't recognize you, and I'm going to keep on standing right by you and standing right by you until I know who you are." "My name's so-and-so." "Okay. Where are you from?" "I'm from the United States." "All right. Okay. Where are you from?" "I'm from [City]." Okay. So

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								these guys over here are from [City] and [City]. Well I know that some guys from [City] and [City] don't get along. Hmm. Did I prevent maybe a shooting by him that he knows that I know that he's down here? All right? But this is what deters that brand new officer is when people start putting up phones and going well, "You're harassing me." "I'm not harassing you. I don't know who you are. And this is the area that I cover. It's the area that I patrol." But that normally doesn't make the news. What makes the news is that officer harassed this person of color and said-- and he's irate and it's all on film. So what happens, we get the tendency of officers go, "I'll just go wait for that person to call 911 and just go handle the call," right? "Because I can't get in trouble that way. But I can get in trouble, accused of racism or something like that, for just making contact with somebody."
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] It can be really chaotic in here because we bring prisoners in here. I mean they're screaming, they're hollering, they're yelling, "Eff the police, you stopped we because I'm black." They're throwing up in here. I mean it sometimes it can get-- especially if we get, let's say we get a big robbery, and it's a crew of four or five. Similar to the [bar?] incident when they had a bunch of people in the [bar?] [inaudible] I grabbed all eight suspects. They have to come in here. They all have to be separated. Sometimes we just don't have the room in here to separate them. Because if I put them together, they're all going to talk, right, so you have to separate them, everybody. "Oh, so you're a juvenile. You have to be separated from the adult." So as a supervisor, that's something that we have to try to manage, but we also have a senior officer here that's in charge of the station. He gets all the reports, make sure we have paper. He makes sure the prisoners [are breeding?]. He has to go through all of that. He's kind of like the charge of the station. He's just an officer. But yeah. And so if I'm out in the field and something happens in here, he's in charge. It's usually [the one with the most timing?].
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] You know? For us, we have to do a lot of talking because right now we don't have tasers but we have all the time in the world.

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Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	But there's a certain point where I gotta go hands on and most of the time when I go hands on, somebody's going to get hurt, and it's usually the cop that gets hurt.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] Right. So because we have lethal, and there are less lethal options. It's like the little bean bags like your kids use for tic tac toe on the backyard. That's pretty much what kind of-- and the way the drugs are right now, if you hit these guys with a little bean bag, there's no effect. And so now, after my five shots of this bean bag, the guy's still there. What do you do now?
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] These guys, they would know on the street, because some of these guys have been tased before from other cities, and then they're coming down here and yeah. That's not going to work with the guy that's done PCP or meth. You sat there and said, "Hey, you want to go to Disneyland?" He didn't even hear it. Whatever I tell him, he's not listening anyway. So what the other option, what you do? We can wait him out. But now he's frantically having a knife and he's swinging and now people are filming it. Oh, the cops aren't doing anything. Look at that. I have all the time in the world. I can sit there and wait to Tuesday for all I care. Sit there surrounded, just right? Now I still have an obligation for the other public safety, the people who are calling, "Where's all the cops? They are watching this guy who is sitting there on the corner. He's half naked." So sometimes, we just have to go hands-on. And usually it takes more. Last night an ambulance crew picked a person off the ground who took something. They did an [R-cam?] in the nose. He got up and started punching the ambulance crew. It took us eight cops to get this guy on the ground. So that's eight, that's a lot of weight. You figure each cop at least weighs over 100 pounds. He was still lifting the cops off the ground. What do you do? You can't shoot him right, so you can't even use the carotid anymore, where you constrict the airway, where they pass out. They put handcuffs on them, and they wake up. We can't even do that any more, so what do you do? So they say that we could use our crisis intervention training, which is on the news, but we also have body

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								cameras. So I guess if I throw my body camera at him--
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] So I was with officers for the airplane crash. Okay? So I was on scene there. So I drove the police command van, because I designed it so we could use that as a command post. So I drove it from here, out to the airport. Dispatch told officers to revert over to the officer from [City] because we got to go down there, kind of not really [a mutual aid?], because a part of [City] but the officer from [City]. We had to send like four or five from each station down to the airport.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] --when I have to go-- when I need additional sources. As a supervisor I won't send more than-- if there's a call in there-- say we've been getting a lot of juveniles going in there and 15 at a time and acting stupid. I don't send two cops in there by themselves. I order the cops, "You stay outside and wait for two more officers." So at least I have four together, than just two. This is an officer safety issue because now I've got this huge mall.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] You can walk down the street butt-naked in [City] and nothing would happen to you here. You got to [County], and you'd be arrested. However, if you go butt-naked and you sit down on a bench, and you don't put a piece of paper down to cover your stuff, I'm supposed to cite that person [laughter].
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] Or I can come back to the station and do it at the station. Normally if I don't want to come all the way back to station, I would do it right-- I just take four minutes or so and pull over to the side, and I'll tag it, and I know it's done. Instead of coming back here and trying to figure out later all the 15 entries that I have on my camera, and now I have to tag each one of them, and then you have to pull the CAD of your history for the dates, and it's kind of a pain in the butt.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] The cop is in the middle of a pursuit, and he's chasing somebody on foot. He's not going to take two seconds, because now he has to try to find that switch to go over. It would be a lot easier if the dispatcher just hits the button and it patches it through to the BART dispatcher, but that



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								takes money, the technology is there, it just costs so much.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] ... And then it's because they're going by their script. "He's having a seizure." Once he has the seizure, it's already done. But [inaudible] response, [are they?] bringing the police over there. Once he wakes up, he's going to be disoriented, so these that you have are the little script you go by. The cops get frustrated, I think, every once in a while. "We need an ambulance here now!" "What's the reason?" "Get an ambulance here now, he's not breathing!" "What's going on?" And the cop's doing [crosstalk], so. So that's, you know.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] "Excuse me?" "I want him arrested. This is not good weed. You cannot arrest me for weed. This is legal. I bought weed from him, and this is not good weed. I want him arrested. I want my money back." "Oh, really?" Or "911, hey, this guy with the green hat has a gun." So I come out of the car. I go down there. Pull him out at gun point. Put him on the ground. Now I have to come back to the station, write a report that [inaudible] gun and the person who called 911 is now anonymous, and there is no call back number.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] ..."Oh his name's So-and-so. It shows that last time we got the key from the manager, the resident manager. Oh, the manager's room is room 12. I don't have to kick in this door, I just go get the key from the resident manager." Once I kick in that door, now I've got to do a report and notify a supervisor, because we kicked in a door to check on So-and-so who had been doing drugs all night and he needs to go 5150 or he needs to be medically treated
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] --maybe I'll find the manager, say to the manager, "Hey," and let that supervisor know, "Hey, we're only--" and I like to have that civilian there with me so if the guy goes and just, "Cops came in and took a million dollars from me." So I just say, "Hey, this is what we do." Look a lot of civilians are like, "You have a warrant?" I'm not arresting him, I want to make sure he's okay, and then what I do, is I do a 360 on it, "That's fine, if he dies, it's on you. What's your name?" And then you usually backup and say, "Hey, if you had family and you're calling, you would want me to

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								do the same thing, right?" "Yeah." So I don't really care. This is [City] if my people go to jail here I just want to make sure that person is breathing or not. Even if I went in there and I saw a bunch of illegal stuff I can't arrest him on it because I need PC to go in there because now I have to freeze it, get a judge for a warrant and go through all of it. No cop's going to go through that.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] [The community means a lot?]. And this first time the community has talked to the cops in months. And they're still doing this thing. The Captain says, "You got any issues, you email me." I'm looking at him like [laughter], "Why?" If that was the fact, why are we having a community meeting? We just do a mass email. How about that? Let's just video tape it. We'll video tape it in here. Everybody logs on and you video tape so you don't have to talk to anybody in person anymore. But that's what society has turned to now. And that's where technology is hampering, I think law enforcement, is they're not getting out and not talking to you.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] And you talked to everybody, Miss [Name], Miss [Name]. It wasn't baggy pants walking down the street. It wasn't the disrespect. There are just so many calls with the disrespect. We go to people's houses and the kids [claim?] "Eff you, Mom. This and that." I'm going, "Would you like me to pin him down for you?"
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] You better say that-- what, something happens, what do we do? Cops will run into places, everybody's running out. So it's a very good-- say you're a firefighter, that building's on fire, well you run in. Put it out and run out. You go get the bad guy, who has the gun and is shooting everybody, and we run out. That's just weird. Now you get technology in the way, and then people are like, "Oh, but." They're hesitant. They don't know how to talk.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] Exactly. What do I tell that new cop? Say, "Sorry that's the way things are, but go out there and keep on doing that good work. You got 30 more years to do." Right? Or the burnout that they get some of the cops that they're on video, part of it and so departments have a jerk reaction. Pull that cop off the street. Get him off the-- the cop thinks he did something

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								wrong. He didn't do anything wrong. He's just in that part of the video, and by the time the investigation is done, six, seven months then they go and tell that cop, "Oh, go back there, you did everything fine, go back out and do the police work you used to do." You just ruin-- he's done
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] The people that do the child porn and stuff. How they could do that, you know? And then they're done, they're just like-- they quit, usually, they quit early, and we do have advantage where you can go to other stations, you can put a transfer request in to go to other stations. Specialize [usually on the horses?] but it's like a waiting list to get on stuff like that.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] Yeah. And that's pretty much you feel-- you do 30 years doing that same thing. Unless you decide, you know what, I get burnt out doing radios. I did that year at the [inaudible] and I didn't want to touch another radio.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] Yeah. But they don't do that. We even have homicide inspectors, are great with homicides, and they know everybody on the street. And then they move them to fraud. Why would you move a person that has all the knowledge of homicides and those gangs and stuff, and now you're using-- he's doing frauds. But the police department, we're famous for doing stuff like that. It's mind-boggling. But I mean, it goes in cycles.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] It's a lot more paperwork now. And that has a lot with the district attorney. They demand more paperwork. We're supposed to be the paperless world. I'm killing trees left and right in here with all the paperwork that we're going through. I don't know. I don't know how to fix it. Technology
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	I work at the discrepancies between dispatchers, dispatch management, and the patrol officers. They are supporting on the field. I try to initiate training on both sides, so they're operating on the same page. I think my best role here in the building is to allow the dispatchers to vent [laughter], and that makes 95% of the problems go away.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	I was assigned. I had a role in high tech crime investigations when I was a sergeant. I did license plate recognition systems, cell phone tracking,

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								GPS investigations. I kind of started our own little unit within the department, and then I moved on from that, and then promoted and was minding my own business when I got a phone call saying I am the new liaison to the Department of Emergency Management.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah. I mean, I've been with the city with the police department in one form or fashion for 33 years. I've only been a police officer for 22 and change. I was a mechanic, auto service worker, mechanic, fleet manager. Then I became a police officer. Did that. I was an officer here in this community for about 10 years and promoted, worked different, then promoted again
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	The call takers received a call for their 911 or non-emergency. They do a quick triage of the call, depending. And then they send it up to the channels. Depending, there's some computer programs at play in the background that kind of dictate the priority of the ride if there's a medical component to it, whether or not dispatch should send EMS along with fire or police.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	...The majority of the runs now were complex in nature, not that they're different, but they just require more, either documentation, more follow-up. Your standard domestic violence call used to be family fight. And then it was, "Okay, stop it. Go away." But as time has come on, there are certain things now you must do. That call, which would've been 5 or 10 minutes dealing with, now it can take hour, an hour and a half depending on notifications and whatnot.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Oh, yeah. Oh, yeah. It's very regimented in that aspect. Say, it's 6:00 AM lineup. You meet with the lieutenant and the sergeants, and they call the roll and go over any issues for the day, hand out the assignments. Everyone roll out and hop in their cars and rush to get a cup of coffee before the dispatchers realize that they're available. And then the game begins.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah. So as far as fighting crime in [City] and for talking to my peers around the country has become secondary to spit and polish.

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Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Right now, I'm trying to work on an MOU. CHB is trying to get an MOU through their state quagmire that they can present to us that my boss can sign-- the chief of police can sign.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah. What do you do if all of the sudden, dispatch goes off the air? You're going to drive to dispatch to see if anyone is home. Right now, that's what your average cop would say. They drive over here and see what's going on.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Radio. And you might get some of it-- now the driver is going to be depending on the urgency of the run and the response. You're not going to be able to spend a lot of time reading along texts on your screen and safely operate the car. So your passenger is going to be your comms guy, communicating with dispatch and reading the CAD. And whether they need assistance or they want backup units, all that is going out over the air.
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	So the guy working station duty will run the local number, pull up his photo, take a picture of it. Boom. There you go. About 90 seconds, if that. I can't type in the password to get to the Cal photo to come up, "Why are you doing it?"
Context_of_Work	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	No. Name, race, sex, date of birth. You get a first set of returns. You look at those returns, and you run other queries. There's no why I can't take your picture and know pretty quickly whether you're in my database. I mean, if you're not in my database, good for you [laughter].
Context_of_Work	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	We make it so officers can communicate among each other out in the field. The transfer of information, whether it be by a cell phone, whether it be by using a computer, to make it so you can communicate. Police radios are involved also.
Context_of_Work	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	Let's see. When you arrive at the station, you go to lineup. When you're in lineup, the lieutenant or sergeant explains to you what's happening that day. Just in case you have any critical incidents or things that were happening prior to you coming onto shift, because there's different shifts that you work. And then depending on either your seniority, if you

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								have a sector vehicle, or if you're walking a foot beat, you'll get in your car and you'll start doing your patrol, your patrol functions. You have your gun. You have all your equipment that's issued to you. Now they have cell phones. Now they have body cameras. So everything is turned on. So when you leave the station to start your shift, you're ready to go. You tell dispatch you're in service, and if there's a call within the area that you're supposed to patrol, they will let you know. And then you start handling calls for service or pending calls that were maybe backed up because they were too busy, and you didn't have enough officers working. Then you would tell clear, not only you but whoever came along on your shift, clear the pending board for dispatch calls for service.
Context_of_Work	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	If you have a designated police sector car, yes you do. But you can go outside of your sector within the boundaries of your station, because every station is basically given a boundary to patrol. Yeah. [City], we have like 10 or 11 districts. They call them district stations. So within each district, you have up to five or six cars that patrol a different designated area.
Context_of_Work	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	...One guy's driving; one guy's looking at the information prior to going to the scene itself. The only times that you would use, I would say, your phone is if you're doing the investigations, usually after the fact. The primary is when you arrive at the scene, depending on what you're responding to, you have to render the situation. Is it safe? So last thing you're going to be doing is taking out a cell phone. Talk to the victim. Talk to the reportee. What's happening. What you have here: the who, what, when, where, why. The standard procedure stuff that you have to go through.
Context_of_Work	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	Well, if you request the fire department, if there's a fire, of course, then you would stay there. But you would stay back and they would take charge if it's a fire. You would take care of the perimeter.
Context_of_Work	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	I would say you have to have both. You have to have a base. Dispatch gives you the base. You want to be in communications to know where they are, so you're not walking into something blindly, especially, if this is

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								a repeated offender. He's known to have weapons. So you're out by yourself or with two people, you still have to mentally prepare yourself on the approach on how you're going to confront the individual. If you're a one-man car and there's nobody else, everyone else is out on something, you have to handle it. So you have to make your assessment kind of cautiously prior to getting there. And if you need help, you'll have to call for help, and dispatch will see if they can get another unit from maybe another district to come in to help you if you're not too far away. Yeah. Doesn't pay to be a hero [laughter]. Doesn't pay to be a hero.
Context_of_Work	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	It's usually home because it's in the evening hours. So they'll pick up their phone, "Can I help you?" They speak a little bit English. "I need you help me translate in Tagalog or Arabic," or whatever language, right? "Okay. What do you have?" And you passed him on and then it gets transposed. But that would be something very useful. Again, like you're in the car, right? I mean, it's just what is this [laughter]? To help you out and help you out there. It saves time. The whole thing is time. I call it time management, just shaving the time off. Having more information in front of you where it's not overloaded, but it makes you safer too because everything is right here. You don't have to take your eyes off looking at the screen. If you're giving a ticket to someone, it's transparent anyway. You can see the car in front of you. You're taught officer safety. Your eyes are looking in front all the way around you.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	So with our department, we have our line up in the morning. It's like roll call, I guess in other departments. They give us information. If we're looking for someone or if there's someone that's wanted, they'll show us a BOLO or a be on the look out for. Information that's passed down through the captain or command staff, if someone is ill or if there's a birthday in our station, we kind of relay information. So we have that in the morning, and then we have what's called secondary line up, which means a few of us will go grab coffee somewhere else and just catch up on the week, especially if it's our Monday.
Context_of_Work	LE	U	Field	36-45	11-20	Male	LE-U-013	Yeah, you should. You should know your district. Because if I'm calling

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			Responder					for help, and you don't know where I'm at, and the radio's not really working like they do in our department, then you can't really go on your phone to Google Maps to find this small alley you've never heard of. It's hard to find people if you don't know the area. And I'm an FTO, field training officer, so I stress district orientation to the recruits. Because there are times when you can't get on your phone, so you should know where you're at.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Our district is busy. We're one of the busier districts. Us and Tenderloin Station are very busy. And we patrol [Street], which is one of the largest streets in [City].
Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	It's vital. It's vital. I know what I'm going in to. It's hard to drive, and listen to the radio, and look at the computer screen, and watch traffic and the bicycling. It's hard to everything.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	It's a mix. So you have your area where you're assigned. And then, you have calls in your area, like an auto break-in, or a cold burglary, or a stolen car. So a lot of what we do now is paperwork. We do a lot of report taking. A lot of our-- our hands have been tied a lot in the past couple of years in regards to doing proactive police work because of the lawsuits, and people saying that we're discriminatory against this person, that person.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	And then, some bosses get mad when you're at the station early, but you're there doing paperwork or information.
Context_of_Work	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...Kind of being the sounding board for a lot of issues and then responding when other people can't figure out what they should do in a situation. Or people have decided what they want to do, and they decided the wrong answer. That's what I would respond. So I would put it in that kind of description.
Context_of_Work	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So in my current position, my current position is I'm on the captain's staff, so I deal with most of the events in the South Market areas, all the large events. So I'm dealing with different community groups, different promoters, and these different protest groups. So on a daily is



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								communicating with them trying to figure out what their agenda is for an event, getting parameters on that event, figuring out what the police response will be at those events, our concern for the public safety, for the event itself, coordinating with every other agency in the city as far as for Department of Health, and the parking and traffic, for our DPW, public works, to coordinate the other perimeter or infrastructure for these events and coordinating with the promoters. On top of that, my patrol responsibilities, as far as supervising the officers in my office, and then once it would fall under me on the street, so depending on what calls for service they're responding to. So it's got many hats, but my primary role is on the staff right now with the captain staff, which is dealing with all these communities and all these different events, so manage those, coordinate those, and facilitate those.
Context_of_Work	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...So the routine with that is that they would be checking on, get ready for the lineup, get their gear and everything else, respond to the lineup, meet with the platoon commander for the day, get the brief time activities that are going on, things that need to be done, or any bulletins, or any warnings, or anything else that come up. They get those notifications. They get their assignments, their sector assignments, and then any other information for the day, whatever has to be passed down, if there's roll call training or something that would be given at that time. So at the lineup, once they've done that, they would have all their equipment. They'd secured their equipment into the vehicles, and then they'd go out to the street and patrolling, and the people that are ahead of them would be happy because they'd be getting off
Context_of_Work	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...But in addition to our own district, we would be drawing from the Field Operations Bureau. So they would be assigning additional personnel to come down. As we're dealing with that, either we share a channel or we get another channel. And we try to coordinate that, meet with the spokesman or whoever is in charge of the demonstration, coordinate with them on what their plan is, and then coordinate our response to that.

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Context_of_Work	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So the PD, in [City], you have the patrol. So they'll patrol the sector cars and manage the different response to call for service and needs in the particular sector in the district.
Context_of_Work	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Yeah, so that's a different animal. So that's contained in the AT&T. I mean, we've got the Giant's games that go on over there. We have the larger concerts that will come there, but they're contained. So we have a system in place within that venue, as far as how to respond, what the coordination is. And we have a pretty good relationship with the Giants as far as addressing security concerns, and then security plans for that, and that footprint. And since it's pretty consistent every time, we usually get the same kind of closures. We have an initial plan. And if there's something different, depending on the venue, they can adjust for that and then make the necessary personnel changes.
Context_of_Work	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	We have what's called Traffic Company, which is our motorcycle officers. We have some that are assigned to each district station, but we also have the unit as a whole that responds and conducts their own traffic enforcement operations... There's parking control officers that are out there all the time doing enforcement and traffic control for different new street configurations.
Context_of_Work	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	... So we staff that in the district. They address some of the traffic control stuff. There's a lot of construction that goes on in the districts, and those companies often hire either parking patrol officers to assist with the traffic control, or they hire some off-duty officers to respond, and they'll assist with traffic control in addition to the flagmen that are at the construction sites. But there's many layers to the onion at all times that are out there working to facilitate the traffic stuff. I think the biggest part of keeping it flowing is the parking control officers because they're able to manage the flow, see the flow, adjust the timings on the streetlights, and that kind of thing.
Context_of_Work	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So usually, for the officers that are assigned to the particular event, and they all know they're on a particular channel, and they'll monitor that channel. Each squad has a sergeant squad leader that's assigned that

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								will typically monitor that radio for any communication coming out and then designate what personnel would respond to a particular call. We know where officers are posted within the venue. So they'll have a call sign for a particular quadrant within the venue. So at the command post, we know particular officers that are in these locations. So when we contact them, we'll go officer to officer, just unit-to-unit kind of communications. And if there's an issue there, then we'll dovetail in dispatch, and then we'll ask dispatch to raise that unit. Sometimes, I don't know, maybe they're just luckier than us, but I don't know if they have a better broadband or broadcast ability, or if the officer had maybe changed channels, or whatever it is, but oftentimes, we'll utilize them to communicate with those officers if we don't get a direct, but often that's not an issue as much because we'll have direct communication with them.
Context_of_Work	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...So depending on the day, you'll get these thermal meters of crank density towards the afternoons or towards the late nights or whatever, but then you've got all these different calls for service in the middle. And whether officers are on viewing in a process, either with driving violations or street times, or even just some other need for the community that they're getting wagged down for, flagged down for.
Context_of_Work	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	... So staying fluid to that and addressing those concerns and questions, whether it's coming from either the military, or the public, or the private sector and them speaking for their employees, it's a daily juggling act. But the officers in the district have it down to a science to where when I go back to what I was talking about with the consistency, they can be working in the one car and then move to the four car and you're getting different calls for service, but the response is going to be the same. They're going to go there, they're going to assess it, and they're going to respond and try to deal with whatever the situation is. And that's not even taking into account what you see on the news, what the current trends of chatter is wherever.
Context_of_Work	LE	U	Field	46-55	11-20	Male	LE-U-014	So the end routine, the officers would patrol the district all day and

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			Responder					handle the calls for service in their district, respond, to assist, whatever other units need assistance in the district. And as their shift is coming towards an end, we'll have an overlap of another shift coming on. That next watch coming on will get the same similar briefings, whatever information needs to get passed forward to them. And they would go out in the street. So the shift that's already on the street would then have that opportunity to come back in, start getting some of the administrative stuff done. Either they've gotten police reports during the day or they've got some other sort of a follow-up, that's their opportunity to kind of come in and get some of that paperwork done. So they'll have that interaction with the guys that are going off. And they'll see that, and they'll be writing the reports, and that's on a daily. So they don't want to catch too many reports and have that sitting towards the end of the day. So you may see a unit come in periodically through the day to knock out a report just to be done with it because they don't have that ability in the field.
Context_of_Work	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Depending on what the issue is. I wouldn't say it's a problem, but it's a hurdle or a workaround that we'd do. So if it's a medical call for service, we have a pretty standard format that we'll give dispatch. It's the location of the incident that we need, the particular observation of whatever the injury is, the age and sex of the person, and whether they're conscious or unconscious. And we'll push that to fire.
Context_of_Work	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...The department cell phones, not just the fact that we have the cell phones, but on those cell phones, we have access to our crime data warehouse. We can run the mug shot system from our cell phones and actually look those up. CalPhoto from the phones, we can actually look and see and try to get a little bit more information from somebody.
Context_of_Work	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	... So we communicate closely with our DEM folks, their emergency medical guys. Because we can kind of see what their plan is, where they're going to be situated but also try to work out a better plan for our communication between them and us and whatever else is going on at the event.

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Context_of_Work	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So the Google Maps, we use that. We'll go to the websites. We'll use that for checking those out. Obviously, we were using our Word docs, our templates for when we're creating our operations orders and those type of things, depending on what the event is. Sometimes we'll write one... The personnel that they hire are pretty specific into their field of security and safety for their company and for their venue, so it's a little different dynamic. So we work with them and whatever they provide us, and then our different units. So if there's particular concerns at a venue, we'll coordinate with our special investigations units to query if there's any threats or concerns for a particular venue. Or if we hear something, we push it up to them and they do their own research and dig out a little bit more to figure out if there's something else.
Context_of_Work	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	We do a lot of language translations. So I know that this exists in other places, but the ability to Skype with a particular victim or witness or whoever in a different language and is automatic, so you're speaking in your language, and it automatically is translating to their language so that they're able to see it or read it. Having that, I think that's a huge technology because in [City], we have-- I don't think there's a country that's probably not represented in [City].
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: police officer] Answering people's calls for service, whether it's an emergency or a simple need and they need a solution to it and going to help them solve that problem.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: lieutenant] I supervise the officers that are on the street, making sure everyone responds to their calls like they're supposed to and monitoring that everyone handles proper procedures. Doing staffing and checking to make sure that we have enough people working or watching-- when people have court times, so it's more administrative than street time these days.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Being on days, come in in the morning, go through roll call. We're usually given information about what's happened since the last time our shift has gotten off. Go through. It tends to be a little slower in the morning, so we have time to maybe drive the beat, see if anyone's out. It's

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								typically pretty quiet. And then kind of wait for calls to roll in and if you're feeling proactive, pull cars over and stuff like that.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	For me, usually I come in to see who has court, check the sheets to see who's working, then we'll do roll call or we'll address the troops. A lot of times we'll get the information from our SDSC room that anything that happened or from the previous lieutenant that was working just to let officers who we're looking for, if there's been a crime pattern or something that has recently occurred. Afterwards, when I review arrest reports and then anything that the desk sergeant can't do, I've got to take care of. But in most part, the desk sergeant kind of runs the station and their assistant is the next level. And then if there's any use of force, we have to review and approve the TR-- they're called TRRs, Technical Response Supports. So if officer is using a type of force to document it, we have to make sure it was proper, and necessary, and reasonable.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: comms with dispatch] Mostly on the radio. Sometimes on the computer if they ask for it to not be put over the air, but they're doing a lot. So if they're in the middle of something, like they have a-- somebody has a pretty good scene, if I send them a message, they're not going to get to it right away. So for the most part, it's easier to talk to dispatch over the air.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: picture of person/vehicle of interest] It is because you get to see who-- what kind of a car it is or if there's any distinguishing marks. It's a lot easier to-- I think, give the picture description as opposed to just describing the person by words. Because, gray sweater, blue jeans might mean dark gray to me and acid-washed jeans, whereas opposed the other person-- everybody takes the description differently. So I think that the picture is probably the best thing, especially when there's people that are wanted now with everyone having-- a lot of them have video in their houses and stuff. So I mean, if they have a picture of the actual person that did burglary or that tried to break in, it's better to shoot that out because then you can see who you're looking for and you can reference back to it...

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Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Some calls tend to have a little more information and it's as much as good as it is to have, sometimes going to a call and trying to read and drive at the same time. If It's a big block of text and you're trying to fish out the information you need, it can be a little difficult, especially if, for example, if they run a plate and they put all the plate information in, really all I'm concerned about is the plate number, the year and the make and that's about it. But then I have all this other stuff that I don't necessarily need at that moment.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: after roll call] We split off and I would say it's a pre-natural flow in and out whether it's to eat, use the washroom, maybe you need something on the computer, your computer's not working, or you can just-- you waited for the boss to come in, you need to talk to him. It's a pretty good flow, depending on how far that person's beat is from the station. So if somebody's beat is next to the station or in the-- it's easier for those particular individuals to go in, whereas if you're working the total opposite corner, it's not totally worth your time to make that drive.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: getting call info] It's radio and they'll throw it-- you'll get it on the computer pretty much simultaneously. If you don't have a computer, usually I ask them to repeat it, and you write it down on a piece of paper.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...We have everything from the crimes that you see on TV, to the burglaries where someone's doors getting kicked in the back when they come home from work. So not only the people we serve diverse, but I think the crime that we have is also diverse compared to other districts.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Like today, I thought I'd have a little bit slower of a day, pretty much right off the bat, we had a call that had me do a report. So right off the bat, I go to the call and I have to go type a report that puts me down for about 25 minutes. And it's after the interaction that we've had with the individual. So normally in the morning, especially since I am on days and that's our slow time in the day, that's when I go up and down the blocks and did somebody's car get hit overnight, is somebody passed out on the front lawn, that's my chance to look for stuff like that. And starting out early like today, it doesn't really give me the chance to go talk to the

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								guy in the corner that's cleaning up his yard or something like that.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	The phones have the ability to pretty much do what you can do on the PCAD. I mean, if you want to pull up people's names, it's just-- the difficult part is you're staring at the phone like this trying to type information and there's multitude of lines, and you have to put your PC password each time you do the search. So it's kind of redundant in a way that it takes a lot of time. Even in the station, if I'm trying to run reports, if I run somebody's name and I've decided I'm looking at a different name, I have to again put in my PC password and fill in all the boxes. Some of them stay constant, but your password, you always have to enter.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: passwords] And there's ways of cheating. I cut and paste it, and I just paste it in each time but it's kind of-- you'd think that once you log in to the system, that would allow you to run anything as opposed to constantly having to enter it. And we have different systems. Like if you want to pull a case report, you have to go into the Clear system. If you want to look at people's names, you have to go to Data Warehouse. If you want to run somebody's name through like the Hot Desk or to see if they're clear or have a warrant, you have to go into a different screen, and again, log in, and run that... It can be the same login you have for everything but you have to log in to things separately.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	So you log in to the computer. If you want to get your email, you have to log in to your email. And then if you're going to do an arrest, to do anything, you have to log in to the Clear system. So a lot of repetitive things that would seem like they should be easier. With the way things are, you'd log in to one thing and as long as you log in to this program and says you're there, you should be able to do whatever you want.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...you're just driving around your neighborhood waiting for somebody to tell you to go someplace. I try to stay moving. I prefer to not stay stationary for too long unless I'm having a snack. But I'm literally just-- I drive around and I run plates for the bulk of my day.



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Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I'll just snack every so often or usually, I'll go to the firehouse if I need to use the washroom. There's a handful of other businesses that I would go to in the district. But other than that, I'm usually on the move just pretty much waiting for calls. Or there's a handful of spots I do prefer to run traffic at. And if I have that beat or that sector that day, then I'll use those spots that I like to sit at.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: comms with other LE jurisdictions] ...My old department, I had my own radio and then I had three more radios in the car. So it was something-- [city] was on one, our fire department was on the other. And the other one was whatever we chose we wanted to listen into that night. So it was always an option for us to listen to [city] to know what was coming our way if it was going to come our way. But I think it's interesting that we don't really work with state even though state functions here.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: cell phone use] I use them mostly just-- I sign into the apps for ShotSpotter. I'll see if there's any shootings in the last 24 hours and where. Other than that, The [website], it's kind of like our homepage. We have access to it, but there's certain aspects that we can sign into and then there's other stuff that we can't sign into. So like I said, sometimes the station's the best place because everything's fair game there. Everything's going to work in there.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	If it's a longer report, I'll go into the station to write it. If it's something shorter, I'll usually go park at a park or something like that and write it there.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: report writing] It can be a little buggy sometimes. You'll have a signal and then it'll drop out. So you might be in the middle of a report, you go to update it or go to the next page and there goes your whole report [laughter]...And I already found that if you start it in the field and you save it and you go to open it in the station, it's not what you saved [laughter]. So I usually try-- if I'm going to do it in the station or the car, I do it 100% and then save.

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Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: body cameras] I think they're not-- I'm newer to the district. Did they get them last year? So I've had it since about March. I think it's more of a-- it's not too conscious yet to say, "Okay, now I got to turn this on." Because you're used to hit the lights, "Okay, where am I going? What hundred block is that?" And sometimes you're figuring out your route and you're doing a lot of other things in your head and you get to the call and you're like, "Oh, I forgot." So I think it's still-- it'll eventually be in most officers just your natural thing to, "Oh, I'm going to a call, I turned it on." But it still has to be-- it has to get to that point. Time will fix that, but it's you push a button, it's really not that hard to use.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	When you turn your lights on to go to a call, the lights and sirens, your in-car camera automatically kicks on. So that's not even something you need to take care of, it just happens as you go to a call on its own. So, like I said, the body camera's a little bit more of a-- you have to physically remember that you have to turn it on.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: a single integrated device] It would be less equipment for the officers to sign out, to worry about, and if everything's-- because at this point, I mean, they're signing out [laughter] a radio, they're signing out-- a phone, a taser, their car keys, and then everything else that's on your vest. It makes it that 10 pounds of equipment is now 15 pounds and you have to make sure you don't lose anything because if you do, it's on you.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I think, partially my generation, but definitely, the generation that's coming after me, we're more apt to text than make phone calls. And so I think we're not as good of communicators because of that. We're used to being able to plan out what we're saying before we send it and stuff like that. So that phone calls, sometimes you-- when I first came to the department, we had to start making notifications. I'm like, "Oh my God, I hate talking on the phone this much." It was just, it was something to even get used to, to be on the phone regularly.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I'm more of an audio learner. So, even when I do read-- if I'm going to a call and something's on the PCAD, I tend to read it out loud to myself. Or if I do have a partner, somebody does read it out loud. Usually, the

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								person not driving [laughter]... But I would say audio works better for me and of course, it's nice to reference though, "Were those pants black?" And you can look and of course, it's easy to look at the PCAD and read it.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	You know what, I think sometimes the shortfall is what the caller gives us. So, part one of the puzzle is the 911 call and if that starts very poorly, then it's that bad game of telephone just totally degrades by the time it gets to us in the car... Sometimes we'll get good descriptions right off the bat and that's way more helpful, but that's part of the equation that we cannot control. I think for the most part, people get updated, you can see who's on the scene, the dispatchers will update the tickets with information as it's given out. So I would say on our end, it gets updated and it's used very well.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[To the?] aspect like the radio communications that there's something going on. "Shots fired." Like, "We have an officer shot." Everybody tries to get on the radio at the same time. Sometimes the dispatcher just-- they have a hard time controlling the entire situation. The officers have a hard time not cutting each other out. So, like we had one officer that was shot while the other officer didn't know she was shot because they work in a pair. He took off chasing the guys. So, she's trying to come over the air saying she's shot while he's coming over the air saying he's chasing this person. Then people would step in, that, "I'm going. I'm going." Where then that person doesn't need to-- you just go. So some way of better controlling the airways when there is a critical incident.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I came from a department and we had different technology on the computer. And we were a smaller department so it wasn't we didn't really need to worry about walking on each other, but if he got a call and I wanted to go on his call, I could put it in the computer-- we used 10 codes there. I would just put like 76 to blah-blah-blah's call. So I never had to go over the air to dispatch or [inaudible]. At least it was on the computer, which I think some people may be a little old school or worried about, "What if I get in a crash. I never said I was on the way to the 10-1, then I'm gonna be in trouble."

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Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I think technology-wise, because you could really only say you're en route or on the scene, to call that the dispatcher has to physically put you on. I don't know if that's control they don't wanna give us or we can just go to any call on the board and say yeah, we're going, or we're not going. Or we're there or we're not there.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I could look up the whole district but I can only say I'm going to or on scene for the call that I'm personally assigned to. If I want to jump onto a call, I have to go on the air and say, "I'm going to the call with this person." It's not something I could do on the computer.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	On the street, I preferred the radio as opposed to PDT just because you can hear it and you're still paying attention. If you're trying to read it off the screen, you're distracted, you're whatnot and-- if you have a partner, then you have no problem. But when you're alone, it'd be nice if the-- if you got a job and you could hit a button and it-- have the computer read whatever to you, like talk to text almost where it would just say, "Hey." That, I think, would be ideal for some officers especially-- even when you get older, it's harder to take the glasses off sometimes.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: CAD] I mean, the Troopers do take their Toughbooks out if they were to come into the station and process an arrest. We just leave it in there and would function off of a computer in the station.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I do know just talking to firemen-- they might get a firehouse call. But if they get an update from us saying, "Yes, this is a bonafide fire," then they start rolling out more trucks. But initially, their response is slower until they know for sure that it's a fire. But then, it's usually too late, especially with the rate that houses burn these days.
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: FF] they can't navigate traffic as usually as we can. So we beat them there for the most part or we could see the smoke coming up to the call. But I think they do tend to wait for us to say, "Okay, this is what we have for sure."
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: calls stacking up] Well, if they stack you, they will. When you do multiple jobs. That will happen sometimes through afternoons and

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								midnights when there's a higher level of call for service. But the officers in their cars, at least before it was, they can't see what's pending or what's waiting. Only the dispatcher can and the supervisors can. So from the station, I can run and see how many calls for service we have waiting. Around the 4th of July, you get 3,000 calls of disturbances with fireworks. And we'll tell the dispatchers [not to?] call them unless there's a caller that wants to be seen because, literally, you can't handle-- you're going to be in a back log all day if you're--
Context_of_Work	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: integration of state criminal databases] Yeah. We're chasing information a lot as opposed to just having it laid out which would help make the day a lot easier.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...I'm a sergeant over the FTOs, which means I am also a sergeant over the field training officers who train the probationary police officers that come out. I was an FTO before I was a sergeant, so that's how I wound up with that. And then a sergeant on the watch.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	I help others. I mentor other police officers. I mentor other people. For instance, yesterday, I was part of [local program]. So that was myself and maybe five other officers. There was kids from not just where we work, but from other locations, other districts, all the way from the south side, they were with us. Every week, we play games. We let them ask us questions. We ask them questions. They get to know us so that they can see that the police are people, too, and they don't have to be scared of us. And in the same way, they feel like they're heard because they tell us of their experiences. Yesterday was the last day. Pizza party. They ran around with our vests and played. So we did that...
Context_of_Work	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...I arrest people who break the law. I enforce traffic violations. I help officers learn their job, learn exactly what it is they're supposed to do. I am like a teacher. I proofread reports. Proofread lots of reports, make sure that in the reports, that there is enough information-- that the information in the report is the same with the UCR code, which is the uniform crime report, to make sure everything matches. I make sure their arrests have probable cause to go with the arrest. I make sure the

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								case report and the arrest report all tell the same story. So we're also like storytellers.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	when the ShotSpotter goes off, we go over the areas that spotter detects the shots. And we call it out. And then we see if there's somebody shot, and we dispatch officers there immediately. I have HunchLab. So with that, I help deploy. I assign our overtime cars from the Violence Reduction Initiative. So we determine where we need the extra resources, where our regular beat cars in the district don't-- aren't able to always cover. So where there's a high propensity for violence. So we will put the extra overtime cars there. So I do that when I get to work also...
Context_of_Work	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...We also have a meeting, and it consists of the commander and all the other bosses. And we go over any violence, any shootings, any robberies from the night before to make sure everybody has the same information. There's a PowerPoint slide. We send it out to all of the officers on the watch on all three watches, the TAG team, any other outside unit who needs it. We do that. I make sure that the probationary police officers feel comfortable with their FTOs. If they have any questions, they can come and talk to me. They can come ask me questions when they're not with their FTO. If they're scared to ask their FTO or if they have any comments, cares, concerns, they can come to me just like anybody else on the watch. So there's probably some other stuff but I can't remember.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	I get to work approximately a quarter to 1:00, maybe 12:30. I get there and we go over what is called a daily brief. And I get ready for the meeting that we have with the commander, other bosses, other sergeants, other units. Take notes during that meeting. And then anything that needs to be updated gets updated on the PowerPoint slide. Any new information gets disseminated. And then at 2 o'clock we may address roll call. If there's any new information, if there's any officer safety alerts, we will go down there and do that. We will print out the HunchLab map for that day. It changes at 2 o'clock. We'll print it out...
Context_of_Work	LE	U	Field	36-45	11-20	Female	LE-U-026	...I will then go to the VRI office, which is the Violent Reduction Initiative,

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			Responder					and will ask them how many cars are detailed to the [district name]. They will tell me how many cars. I will go upstairs myself if the [special information officer], if he is there. We will place the cars strategically where we're expecting violence. And then I will type out all of the HunchLab boxes that they are going to be into. And then I will mail it to everybody that needs to be mailed. And then I will go and bring it- bring the maps downstairs. They don't have a color printer. We do. So I have to go down there and go give it to him. I will go over it with him, see if there's any questions they have, and then I will go back upstairs...
Context_of_Work	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...From there, I will then approve and look over all of the daily observation reports that all of the FTOs do for all of their PPOs. Meanwhile, while all of this is going on, if there is a person shot I will have to do the report for that. I will have to find out who was shot, where they're shot, the location. I will have to make some notifications. I will then have to find if there is a gang conflict, who they're in conflict with, and then send that report out to my commander and everybody above him. And then every other task that would come out...
Context_of_Work	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...We will do [surveillance camera] missions. So we will watch the [surveillance camera] Devices. And if we have any arrests I have to create missions for all of this. We do at least two a day. And I'll assist the officers with the arrest if they've never done a [surveillance camera] arrest before. And pretty much if anybody has any information then they will come in...
Context_of_Work	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: patrol officers] They have work cell phones. The work cell phone, they check in and out with their radio and car keys every day.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: patrol officers] They get calls for everything. They get calls for, "I no longer want my child anymore." "My child is misbehaving." "My neighbor's watering the grass." "There's a person shot." "There's--"
Context_of_Work	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: dispatch via radio and PDT] Well, we need both. It comes over the air, so then if another unit is nearby they can go and assist you. Other units listen to the radio. But it's nice to see it in case there's a lot of radio

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								traffic. I can read what the dispatcher said, so you don't have to ask them to repeat it. Another unit is calling for help or they're chasing somebody, it's on your PDT so you can read the information.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: patrol officers] Lots of information comes through the PDT. They can look up criminal history. They can read the daily bulletin. They can read stuff on the wire. They can inventory things from the car.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: patrol officers] They can write their report in their car. Everything that's on the computer in the district is on that computer if they have a new computer. If they have an older one, they don't.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: station life] There's the desk officers. So there's the desk, people come in, people need reports, people need help, people complain. At the same time the desk sergeant is there, he's approving case reports, he's approving arrest reports, he's approving inventories, he's going to lockup to check on the prisoners, he's sending out emails if there's a person shot, and anything else the lieutenant might need him to do. I'm off to the side. I'm in this information center and I'm in there with two other officers.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	I know a lot of people in the community. I'm just a text message away from some of them... I was a patrolman and, yeah, that's how I met them. Some people would meet me in the back of an alley to give me keys to an apartment building so I could catch drug dealers. Some people will email me and tell me what's going on. They still call and text.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Well, I can go in a squad car and leave and go outside if I needed to. Like yesterday, I was outside for a little bit. I work overtime a few times a month. So I just go outside, and they'll see me. The bad guys will see me. Some of the bad guys I have known for a while. So they'll address me as [alias]. The bad guys will even say things like, "Oh, you're outside today." They're like, "Nobody cares about us anymore. Nobody tells us to get off the corner." And they'll snitch on their rival gang members, and I appreciate it.
Context_of_Work	LE	U	Field	36-45	11-20	Female	LE-U-026	[RE: mobile fingerprinting] Well, we don't use that. The evidence



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			Responder					technicians can fingerprint them, and then you take the prints down to Ident. So if mobile is we're moving the memory card with, yes [laughter].
Context_of_Work	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: calls] Oh, they can queue up. We even have a-- it's called a RAP, Radio Assignments Pending. So the entire district will be in a RAP on occasion because there will be so many calls for service... Supervisors can see all of the calls waiting. There is a way to look on the computer. Regular patrolmen cannot see this the way that sergeants see this. However, there is a way to look on the computer to see it. Not all of them know how. It's not easy. It's almost like an Easter egg on the iPhone, sort of like you might sort of kind of know how to do it.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: patrol officers] They'll see that call and any other calls that they were assigned. They will not see any calls that are waiting to be dispatched... So they can have a dead body waiting at the hospital. They can have a domestic. They could have a noise disturbance and a kid bit by a dog. They can have all of that waiting because it's assigned to them, but they may not see that there was, let's say, a call on the next block or that just hasn't been assigned yet.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	We actually went, in my office, on my watch, went and wrote down every vacant lot that was in the [district] that was owned by the [city] and sent that out to all of the officers so that they would know that that was a city lot. It took many days, many lots. That is information that they wanted, that they needed, but we only did it for the vacant lots that the city owns.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: work cell phones] I don't think they've made a whole lot of difference. I mean, they have HunchLab on them so that makes it easier for the officers. If we could get that on the PDT, they wouldn't need one more thing to take out. ShotSpotter is on the PDT. So I think it would depend if you had a PDT in your car or not. Because if you have the cell phone, event numbers, stuff shows up on there. It would work very well for, let's say-- some things work well for bike officers. Like if you could get the phone to run a name on there, if you had access to leads on the phone, that would be great for people who are on the bicycle. Because they don't have a PDT, they have to run everything over the air. So some

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								things could be used for-- they're a great technology, but if you have a PDT some of it is the same technology.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Well, with us having the SDSC room they have a place to give us their information. Somebody said, "Hey, I have all these lots. I don't know who owns them." They won't have time during their shift to figure all of this out. So they're able to just to send it to me and then that's stuff I can do in the room for them, other places without this or without a sergeant or without somebody for them to go to to help them get this information.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	We enforce the laws of the land in order to maintain peace and order. That's a very simple--
Context_of_Work	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Well, that's a tough one because it incorporates so many different aspects. You go from helping people with calls for service to arresting people, doing clerical work. It incorporates a lot of different job titles. I would say when kids think about it and like, "Do you shoot anybody or anything like that [laughter]?" it's not always it. But it's like on a typical day, you could go from handling a man with a gun down call the street to go on to a school for a child that hurt themselves, to seeing kids playing on the park, and you go out there toss the ball around or anything like that. There's so much you could say.
Context_of_Work	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	That's what I like about the job. I have had other jobs in the past and I sat in an office once, I didn't like. I like being out and about. I like not having the same thing to do day by day. So that's the thing with being a police officer. You never know really what to expect the day that you go to work. It can be a slow day with really nothing going on, or it can be a busy day where it's just out of control. That's what I like about it.
Context_of_Work	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Yeah. Just in case you come across it. But the lieutenant can tell you something, and as soon as he hits the streets, it might be in one ear, out the other, which happens quite a bit especially-- our district is pretty violent. We're on the--
Context_of_Work	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Well, yeah. It's the lieutenant standing at the podium with the-- they call it the-- I can't even think what it's called. We call it the book, but the roll call

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								book. And the roll call book, it's a giant binder from any type of information brought from the commander's office, and they post it in the book to be read at roll call, like you've got restrictive time due, if there's openings in other districts, if there's-- I don't want to say important stuff, but stuff that maybe the average officer who's not computer literate, who doesn't go every day, check their emails, doesn't log on to a computer just to see what's happening in the district, that's more or less the old school way of doing things.
Context_of_Work	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Yeah, I think so. Because even with your personal phone, and I'm not going to lie, every police officer uses their personal phones. But a lot of the times it's where you going to park and access this information. I would say that the station is more controlled and you're safe there, whereas being out on the streets-- you see, everybody sees the squad car. Okay. You can't see everybody looking at you. I think that's a big thing in every police officers mind is, "Who's looking at me?" Well, they're not, they're just, "Oh, this guy's on his phone all day." That's the prime example. You're here looking at them and they're all on their phone or they don't do nothing. Is that good for community relations, always looking down? But that's the thing. For me, no, I don't have a problem accessing that information. Okay. But I could see other officers, yeah that's a big issue.
Context_of_Work	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Well, it all depends. What do you feel like doing? I mean, there's problem areas that you could drive by, see what's out there if you want to take protective steps to stopping people. That's always a good thing. But if you're doing that you basically got to call your co-worker and say, "I'm going to try to put a stop on these guys." Or at least let the dispatcher know what you're going to do. I mean, they give you a set of keys and say, "What do you want to do today?" But I see the trend now. I think police are getting more and more restrictive on what they can and can't do. I think what their stopping first, policy and with the contact card, I guess are they call them now, that I think a lot of officers are like-- I said, it's more paper work to do something like that. Back in the day, you see

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								some guy standing in the car, you know he's got drugs. You know he's selling drugs. You'd stop him or you'd run this and that. Now I think police officers are-- myself included, are more hesitant to want to stop that guy, just because of the policies coming down on you such as why'd you need to act on it now? That's the keyword, an act on furtherance. What's your justification for stopping that person now? I mean, I think it's still the same thing. I think now, you just have to justify it on paper. I think that's what a lot of police officers have that issue. Like you said, more work, more work. So why do I want to do more work and more paper work just to do the same thing I've been doing?
Context_of_Work	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Yeah. So if you have an irate mental who needs to really go to the hospital, chances are the ambulance is really coming whether or not you tell them, "Yeah. This guy's really acting up. Let the ambulance know." And vice versa, telling the hospital we're coming in with a mental or whatever. I think that's the biggest thing with us and the fire department is people with mental problems because that's when somebody could get hurt. So usually anytime there's a call for service for that, they're usually requesting police presence. And so we already know what's going to happen. So they're all pretty good. I think they're a little bit more-- I don't want to say archaic, but you've got to remind the ambulance and remind CFD, in general, "Hey. We've got body cameras now. Watch and say what you do." I think that brings a little bit more integrity to everybody.
Context_of_Work	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I would describe it as an administrative police function. Basically I'm in charge of operations of a Sheriff's department. So my job is primarily administrative and the operation on a day to day basis of a small law enforcement agency.
Context_of_Work	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	As the [Job title] I oversee a team of three and so we're also a small department and my responsibilities include everything from security to procurement to design and implementation and overseeing subsets of all of those systems
Context_of_Work	LE	R	Not	46-55	Not	Male	LE-R-042	It kind of depends on the week but generally speaking it's management

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			specified		specified			of our staff and supervision. I do spend a lot of time in kind of a day to day personnel issues. I certainly have a daily budget type topics as far as managing and overseeing a budget. There's a lot of day to day functions with operation of our jail. I'm trying to think of some more specifically it seems like it is putting out a lot of fires all day but I think primarily the supervision of employees, the operation of a jail and a patrol function. We also have a civil process for me up staff that process all of our civil processes within the county. I'm trying to think what else. A lot of other things but those are kind of the main ones.
Context_of_Work	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Yeah that's what's interesting about it is yeah it's kind of different from day to day. There are a lot of tasks that you perform daily as well.
Context_of_Work	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	On a day to day basis managing customer requests helping fulfill those, monitoring and managing different systems within our networks. We're also looking at new technology, monitoring where things are moving and whether or not they benefit us to at least look at implementing those or how we might integrate those into our current systems and departmental management and claims and policy management and just the various aspects as well as managing staff and helping them be successful.
Context_of_Work	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Well I think one of the big things not necessarily with me routinely but you know we obviously have a 700 megahertz radio system. That's certainly part of my daily routine as monitoring the radio. Certainly speak on the telephone a lot, cell phone and land line fielding citizen's requests or complaints via telephone and email primarily. We do have a fairly good social media presence with our Facebook page which I'm one of the administrators on. We do have a staff member that primarily handles the social media but and certainly communications in person daily with our staff and that's about it.
Context_of_Work	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	So I'm communicating primarily with customers and a lot of those customers are departmental heads or elective officials and so a lot of the requests that I receive are high level. The majority of my requests are going to come in via email whether that's through a ticketing system

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								or direct communications. I spend a fair amount of time on telephones as well both land and cell lines and other than that's about it you know.
Context_of_Work	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: video data storage quota] We are challenged and the retention period that we would like to have is not currently what we have and so that's always a challenge to make sure that that information is being archived correctly and deleted on a basis that is not rolling off the back. But allow that information to roll there's someone in the building here that's tasked with managing that, archiving everything that is of value that gets tasked by the individual officer's valuable, individual officer takes that information whether it's from the detention center, the recording systems down in the investigative interview rooms or from the officer's body cams or vehicles so the individuals are tasked with making sure that information gets moved into records management and then there's an overarching position that manages the retention and the archiving and the deletion of that information that is in someone's garage for 6 hours in the middle of the night when their camera didn't shut off.
Context_of_Work	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Well we have a body worn camera and we have an in car camera system so the in car system is mounted in the vehicle permanently when the officers so they do have to activate their body cameras. I think the in car cameras can be operated manually or when they turn on their lights they'll automatically come on and I think there's a Wi-Fi type network so when they do pull back into the office they'll automatically download onto the server or to the storage device. I think they can also manually upload or download the information to the server but so far it's been very positive. It's something that we saw it as a trend nationally. In order to protect the citizens and our deputies I think it's a very positive thing...
Context_of_Work	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	They are. Yeah they're tightly integrated so when an officer calls in and needs something to tag that to call for service that number is generated within records management system and so that number that CFS will follow that incident throughout the life of it whether it ends up at Supreme Court or not. It's all tied directly into and starts with the records

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								management system so when the dispatcher issues that it comes out of records management and creates that and starts it once it comes back into the office and they login to RMS it's there and they can start adding notes, entering evidence and do whatever they need to do.
Context_of_Work	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: RMS access from MDT] They can access the RMS yeah. It's mostly a text driven system or they're inputting various pieces of information whether it's referencing photos that they've taken or recordings that they've handheld, voice recorders that they've used so all of that is difficult to do in a vehicle and I think most of their time is spent rolling as opposed to sitting staffing information so they can access it via the VPN technology that we have in the mobiles but it's of limited use. I think mostly your supervisory staff is accessing those records so that when they have a 15 minute break they can go they can review other officer's notes, approve those and keep the process flowing.
Context_of_Work	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I do know some officers not just in this agency but other agencies you utilize an app that can tie to a limited degree into the CAD system and so they can get some notifications not via text it's the flat file and they're receiving limited information there and so it's not something that I utilize but I do know some officers and some first responders have that app...
Context_of_Work	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...There's a couple of them and I can't remember which one they decided was the most useful. As far as my cell phone goes very little of what I do on a day to day basis happens on here. I'm monitoring emails, my calendar is a big deal on here so when you need to go talk to somebody about something but I don't have any specific apps. I do have VPN technology available here but I find it challenging with such a small screen to manage or serve effectively without accidentally rebooting it or changing something. So I'm very limited this is mostly notification (00:31:31) device for me to monitor. I don't even like sending emails from me because they're terse and quick and to the point and so I prefer to keep this device most of the time.
Context_of_Work	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I think too one of the other apps I know there's an app like GIS so I know some of our officers use it for mapping. I have it but I have not figured

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								out how to use it but I have seen like the fire department and a couple of our deputies like if they're looking for an address and they're confused on like which house is it they'll go to their app and it ties into the GIS mapping through the county and I've seen it be pretty handy I just haven't figured out how to use it yet.
Context_of_Work	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Yeah I think for our average employee that's out in the field they're constantly seeking information certainly through the communication center and the communication center gets it from the CAD and RMS and other data bases and eyelets and the blogger.
Context_of_Work	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	The blogger is a running tabulation of not just calls for service but also contacts and things of interest so that when officers move to a new shift they can look back at that blogger they can see it from both the vehicle and from desktops with this facility and so one of the things that I see as a constant float information back and forth mostly between supervisor and command staff is the checks and balances built into the records management system and even the crash investigation software...
Context_of_Work	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...So the officers are entering information the supervisor is looking at that information and approving it, that information is going to the RMS administrator, she's viewing that information and approving that, that information is going back to the officer for final approval and getting pushed up to the feds. So there's constant electronic communication back and forth as far as checks and balances and making sure the information is accurate and it all flows very well and I'm always impressed at how much information is back and forth and not just via email but via these systems that the officers are using to maintain data.
Context_of_Work	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I mean I think that on a daily basis. I mean that not only just with technology I mean certainly the state operates the eyelet system which is a law enforcement database for criminal histories and driving records and vehicle registrations you know all types of vehicle registrations boats, planes and so I think that's a constant daily hourly thing. I think I can't think of you know there's probably tons of other things. You



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								mentioned like the fingerprint system and like anytime someone's booked in the jail their fingerprints are transmitted electronically to the state. There's tons more.
Context_of_Work	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I know the probation department has systems and they work directly with the juvenile offenders, the correctional institutions, the prosecutors are constantly working with different agencies throughout the state. We're tied into hub and spoke network with the [State] Supreme Court and so there's a centralized brand new system in the State of [State] where the Supreme Court has servers both at each county and also centrally located and so there's constant communication, probation prosecutors, public defenders and defense attorneys are all tied into that system as well. And so that information is funneling from law enforcement to the prosecutor's office to the courts to probation and it all ties in seamlessly...
Context_of_Work	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Well I have basically a few jobs right? So the first half of the job the GIS I just tell people I make maps which is very simplistic but that's just kind of the easiest way to describe what I do rather than get into the weeds and then their eyes glaze over. The other part when people ask me I just tell them I'm an [Job title] and so you know I a lot of times I use the description just say you know they'll be like what does that person do and I'll just say well I coordinate you know the different emergency services during a disaster.
Context_of_Work	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	... There's a lot of I mean the other part about my job I would explain is that I'm finding out more because I've only been in that part of that position for about 6 months now is that there's a lot of just planning. Like emergency managers do a lot of planning and then you know when disaster does occur then they finally go out there and coordinate if need be. But hopefully you planned well enough that you don't need to do much. So it's more you train as an emergency manager you're trying to do much of it beforehand.
Context_of_Work	LE	R	Other Public	36-45	6-10	Male	LE-R-043	Yes exactly. So yeah and then like I said yeah with the GIS stuff obviously if I really wanted to get technical with it kind of like I do with

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			Safety Personnel					the disaster services part of it is you know I maintain the geographic information data for the county's 911 system. So I update parcels, I update roads, address points, landmarks, hydrants any geographical database that we can use within different web apps and within the CAD system.
Context_of_Work	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	<p>You know it just varies from day to day. I mean obviously I guess you'd come in and you check your emails see if there's anything you missed over the course of the night that any kind of situations you need to deal with and then you kind of take starting doing what you left off with the day before whether it's you know maybe I was updating much parcels. I'm starting the day off with small parcels.</p> <p>You kind of what's the word I'm looking for continual list of to do's and so depending on what those to do's are and how active they are and how high priority they are you do those different activities so at any give point you know I'm going to a meeting to discuss planning for the next disaster or next event or discussing like recently you know going to talk about grant applications that we're going to be doing or talk about you know like this summer just talking about updates on the flooding that we had or the updates on the planning that we did for the eclipse to the commissioners and then once again more of the GIS so updating some GIS stuff whatever comes in and needs to be updated so it's kind of hard I mean it's there's not a lot of days that are similar.</p> <p>How's that? Because you know some days it's a lot, somedays it's all meetings, someday like you know you're off doing training for whatever especially since I just started the position I've been doing a lot of training with the emergency management side or even you know webinars for the GIS for the technology you know for that stuff so software updates and things so yeah I don't know. Webinars, updating data, updating plans, going to meetings, eating lunch.</p>
Context_of_Work	LE	R	Other Public	36-45	6-10	Male	LE-R-043	Yeah so I monitor I have a multiband radio and so I monitor the various frequencies throughout the county and then I have the smartphone and

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			Safety Personnel					yeah a computer and that's about it.
Context_of_Work	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Right. I mean I guess so I used to be the [Job title] also. I recently relinquished that role to somebody else so I mean I don't know you just need to know what needs to be updated right so you need to know what's not working and what needs to be changed, you need to know what people are requesting so yeah I mean communicating their needs and desires and that's what I get from when people call, email or whatever and just say I need this fixed, I need this done, I need this plan and then you make that plan, make that change, make that edit and off you go.
Context_of_Work	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	I don't know. It's the same. It's database management right? Like if you want to really get to the base of what I do it's database management right? I'm a data analyst, I'm data entry, data analyst. Not even analyst more just data entry so it's the same thing it's just rather than creating an x, y coordinate for it you're just creating a table you know it just doesn't have an x, y associated with a unit or an officer or a resource you're just updating a database.
Context_of_Work	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	So it's just more work right? So I guess I don't miss it because now I have less work to do but I got more work actually yeah right. I gave up that in exchange for being the [Job title] and of course then we had all these disasters and other things so I created myself a lot of more work. Yeah it was a lot easier being just the [Job title] as far as the level of work but I also got bored let's face it so this has been a lot more interesting.
Context_of_Work	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	I don't know. I don't know if there's anything that's really the one thing that I would state I guess is that anything that occurs here, any problems that are here, any good things that are here are not anything unusual that you don't see anywhere else. I don't think our problems or our successes are unique and that might really bother some people because they might think that we have unique problems but you know we really don't. You know technology is pretty endemic in everything we

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								do everywhere with everybody which are Amish and even they have technology. It may not be electronic but they still have technology. I mean you know the Egyptians would think the Amish people are pretty advanced.
Context_of_Work	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Well I'm doing it poorly so I probably won't give you the right answers and I know there's no right answers but anyways you know I'm talking mostly amongst the first responders here, the county commissioners and the State of [State] and so I'm more of a liaison between the State of [State] and the local responders as we go through this. My work with the local responders would be more the you know the emergency operation plan, the EOP they call it in developing that, developing your all hazard mitigation plan.
Context_of_Work	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	I am a [Job title].
Context_of_Work	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	You know it varies. We do a lot of grant work so it's generally around 40 to 60 hours a month depending on the needs.
Context_of_Work	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	So we begin with our pre-vehicle inspections it's the first thing we do because that's obviously our kind of our lifeline that's how I look at it with the first thing I do is walk around the vehicle and check it out and make sure tires are aired up, I'll kick my emergency lights on and make sure everything is working in case I need them you know and then we just do a general safety check of inside the vehicle and make sure I have my patrol rights and my shotgun, make sure all my duty gear is good to go, make sure my radios are charged and I'll do an internal check of the vehicle, make sure my modem's kicking on, we have MDT's, make sure my laptop or my MDT is working properly and then from there I login and then I'm ready to start accepting calls for service at that point and from there you never know what you're going to get.
Context_of_Work	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	It can be slow we've have not very often we have shifts where literally for and our shifts are ten hours where we have not a single call for service at all and then we have shifts that it's just back to back to back and

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								we're overrun so it really just depends so we carry a wide array of products and technology and tools in our vehicles because we don't really know what we're going to get into.
Context_of_Work	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	So the way that we work is we have groups of people assigned to vehicles so I'm not the only person that uses it but I'm assigned to the vehicle and I lose custody of it when I'm done so I turn it back in when I'm done and therefore when I start the shift I have to go through everything such as checking the backseat to see if anybody that was arrested left any dope or anything behind in the vehicle so I kind of have to re-I don't want to say certify but I have to go through it in my own mind each time and make sure that it's good to go. Some of our guys are assigned the same vehicle and they don't go through that procedure every time as far as the extensive internal check because it's there vehicle and they're the only ones in and out of it.
Context_of_Work	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	The primary function of the office we call it the office so the way that our office is set up is we don't have a separate office for just patrol or anything like that so the entire Sheriff's office is housed out of one location. It's also the courthouse and the jail and the DMV and you know our commissioner's office and all that. We have our own areas but all of the county services are in one location, a centralized location now that happens to be within the city. And I work for the county so we drive into the city and we have a large area that we patrol so when we get to the office sometimes during the day during what we call admin hours or administrative the DMV is open and stuff like that it can be kind of chaotic and our patrol room is a room similar to this maybe a little bit bigger and it's got several work stations where we'll go and type reports and stuff like that.
Context_of_Work	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	On an average day I probably spend 60 to 75% of the time in the field and as little time as possible in the office. It's really just an admin function if we need supplies or ticket books or forms or something like that we kind of go restock there but we really spend a lot of our time if not most of our time in our vehicles. The exception to that rule is

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								because we also serve civil papers in our county and because of that we have to go to the office and check the civil paper box to see if there's stuff that we need to go serve.
Context_of_Work	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	... All of our reports get typed but then we there's no electronic admission process so we type the report and then we print out copies, copies, copies, copies. One goes to the prosecutor and one goes to the detective, one goes here so we eat up a lot of paper.
Context_of_Work	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	...It's a civil matter so that kind of information on past events will help us solve the issue quicker and especially where they're trying to manipulate law enforcement on civil issues to see who they can get. Maybe they can get the new guy who doesn't necessarily know and they'll get him to actually write it and give it to the prosecutor. That kind of stuff is helpful. The other thing that plays against us that I wish I knew more is and it's hard to do some of it but criminal history before we're dealing with people so knowing a little bit more I mentioned the vehicle walk up to the vehicle and know if the vehicle is stolen. Knowing just a little bit about the vehicle before I get there and then the same thing with the people. A lot of times you got to do a lot of digging to get to incidents even in our system, our local database you know you kind of know who the players are in the valley but there's always new guys coming and going and that information across state lines that we have locally in our database does not go anywhere except for local.
Context_of_Work	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Well the street crimes unit is a newly developed unit. There's only four of us in the department. What we do we're more directly involved with the community. We go off tips I'm sorry tips off tips basically anonymous tips, we work closely with [abbreviation] and other groups inside of [town] and if there's a specific problem they need dealt with they call us so we'll go out we'll do surveillance, we'll try and hit a certain neighborhood really in order to detour the crime from happening there.
Context_of_Work	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] Well I'm part of the uniform services in [town] which we take our basic calls from domestics to animals running at large to everything for this. Like I said for the most part our SWAT team which special weapons

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								and tactics. You know we get called to serve high rescue warrant such as people with firearms or drug warrants and stuff like that but outside of that I don't have as much interaction with the community as he does because they talk to a lot more people whereas we get sent to calls you know between 9 p.m. and 7 a.m.
Context_of_Work	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] It's never the same call. You know you can go on four or five domestic calls a night and they're all going to be different you know one can just be yeah we drank a little bit, we argued a little bit that's it. You know the next you go on it could be running lights and sirens doing a hundred miles an hour you know kicking in a door and walk in and seeing someone physically assaulting their wife or husband and it gets to the point where it can be pretty wrecked. There's so many different situations that we walk into that a lot of people don't see and they also don't know how to see that through our eyes because they've never dealt with that. There's so many different situations.
Context_of_Work	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] ...We're there as mediators more or less, we diffuse situations and then we just try and get everybody's side of things and we make our decision based on the evidence that we've been able to gather. If the evidence isn't there and we make a decision that somebody doesn't like they're going to go all over social media and just dog us or absolutely nothing for just going off of what we have. Investigations for the most part are ongoing. It's not just an open and close case. Sometimes they can take a week, sometimes 2 weeks, sometimes they take towards a year. It's just people want we have to look for everybody that's possibly seen something so without that kind of without knowing what we're seeing and looking through our eyes they're developing these blind perceptions and making their opinion based off of that.
Context_of_Work	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] I used to on in the [Job Title]. I would have my we have certain zones that we have to patrol so whenever you're given that certain assigned zone and a lot of officers like to be put in the same zone that way they establish a rapport with that particular part of the neighborhood. That way his presence is known they know okay he's on

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								duty we kind of need to calm down and we developed on our own little routes that we like to take, there are certain houses that we like to make sure we pass, we also have to go based on our watch list and make sure that we go by those areas that people have requested additional patrols for certain reasons. Other than that like Officer (INAUDIBLE 00:08:34) no call is the same so it's really hard to get into a routine. The only routine you can get into is your traffic patterns while you're doing your self-initiated stuff.
Context_of_Work	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] ...We work with the narcotics division, we work with the detective's division, we work with uniformed services, anything or anyone they need us to track down, we also work with community groups so anything that we're asked to do we put that in a priority as far as if it's a felony warrant for like \$500,000 bond for bad crimes such as homicide, rape stuff like that priority one then we'll go into drug activity, warrant services stuff like that and then go from there.
Context_of_Work	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] We have to store them. Our IT department they're responsible for the storage and upkeep basically the officer will have to make sure that their camera is on and before they go home they upload it to the computer, they have to classify it based on if there's a call for service what kind of call it was things like that very basic stuff but it can add quite a bit of time because for the most part the upload time is the real time. It's like minute for minute type thing almost maybe 50% or 40% faster so if you have I think the longest recording I have was probably about 3 hours which it breaks it up into thirty minute intervals but it took almost 2 ½ or 3 hours for that one video to upload then I had 10 other ones that I had to upload so the upload speed is absolutely horrible and then our IT department makes sure that that's I think don't quote me on it but I'm pretty sure it has its own server just for the body cam because there's so many and they're so big because I think based on the resolution I think your average video is going to be almost probably 10 megabytes? Ten to twenty per video?
Context_of_Work	LE	R	Field	26-35	6-10	Female	LE-R-046	We spend a lot of time in our cars so it's a lot of alone time I guess I'd



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			Responder					say. I'd say it's rewarding in that people generally support us not everybody we get our bad comments too but generally I think people support us and we've got a good rapport with the community and so yeah there's it's not real busy, it's not real we don't have a whole lot of crime here but we do need to try our best to keep people safe given everything they do.
Context_of_Work	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	We start out the shift and we're talking to the folks who are coming off shift. We're seeing what was going on. We'll generally have at least a little bit of time in the department in the station there and go out we check our car, we check our equipment then we're out on the road and most of us we've got our kind of patterns where we go when we're out there but and then we're just patrolling until we get a call and if we get a call then we'll go someplace specific yeah and but otherwise we're just driving around trying to make sure people are feeling safe and feeling okay about what they're doing. So that's generally what we're doing when we're out there.
Context_of_Work	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	... We start the morning there we end the afternoon there. It's fine. If dispatch is there we usually come in. We're joking with them usually. We'll run over what happened during the day, we'll talk about maybe what didn't get done, if something didn't get done for some reason so the evening shift can look at that take that on you know but not much. If we've had something going on during the day we might have to be writing a report or finishing something up but that's really pretty rare really.
Context_of_Work	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	You basically your job is to make sure that there's a safe environment in the community for others to grow up in and that's you do that through crime prevention, education, making connections with the community and you create an environment. A lot of times in the past people see law enforcement as something that is a cause and effect. You have a crime, you have a punishment. One thing I do is I try to get ahead of that with technology. I actually use Facebook a lot. I put out when we're doing road checks. I'll put out when we're doing speed enforcement in certain

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								areas and people ask why we do that you're not going to check them. We're not checking them because they're not doing it. The whole point is prevent the crime not catch the crime and so to me a lot of it is basically you're looking out for the welfare of your community and everything that that entails. It's not just about criminals this is preventing people from becoming criminals and that's through education and kids and things like that and also when you do have crimes and stuff make sure you take care of that, make sure you have people who are professional, respectful and love the community and you're basically a shepherd for this community.
Context_of_Work	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	I'll go out and write tickets. This last weekend I wrote 29 tickets this weekend myself personally as [Job title] and all my guys work you know if you have a badge and a gun you ain't no better than anybody else everybody can work but the other thing is how you do it and we'll use (INAUDIBLE 00:03:20) patrols to really raise awareness and put something on Facebook saying hey you know we had one place it was next to an elderly community and people were having trouble getting out in the road because people were speeding.
Context_of_Work	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	If you have people doing 80 miles an hour and there's a lot of agricultural people down that road you have a cattle trailer that's 40 feet pull out into a road that's a 4 lane and somebody comes down a hill at 80 miles an hour that's going to be a bad day so people need to slow down through there because there is this issue that you see here. It's not the fact that you can drive straight down the road it's the other stuff that interferes with your path and people don't think about that. They go I never thought about that. You explain it to people they get it so I forgot what the question was now.
Context_of_Work	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... When we start looking at the areas where we have a lot of thefts we'll start pulling people on that area and just keep our eyes open and see who is moving around and a lot of times people won't bother to call and telling you but when they get stopped for a traffic infraction they want to help you out and tell you who is doing what so we got a lot of great

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								information off that but overall we have some really good people here, really good school systems.
Context_of_Work	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	They do. I don't so much because I work all the time. It's not unusual for me to go 3 or 4 weeks and not have a day off. You know I might not I'll come in some days and stay 4 hours, I'll come in some days and be here 16 hours you know what it needs. They'll just come in we have our civil papers back here, they get civil papers and make sure and serve those or any subpoenas and each one decides one each shift to serve those. Each deputy has their own routine I guess before they go in. Have a few places to eat, most of them like to eat at a certain place, we actually encourage people to if you have kids we let them bring the kids to school in cars and stuff.
Context_of_Work	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	We have kids that come in after school. If the deputy doesn't have anybody at home we have some single parents and stuff their kids can come here and we'll put them on the computer and let them do homework and let them hang out here after school so we try to be really, really inclusive a family environment here. On any given day looking at the numbers for our call volume if you look at call volume with the proper relief schedule we should have eighteen deputies. We're only slated for 12. We actually right now only have eight so we're kind of running. These deputies come and run, run, run.
Context_of_Work	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	That's the way I put it to them but you can't really get into a routine here because you don't know what that's kind of the excitement of being in law enforcement. You know you don't have a routine. I think if anybody it's the detectives probably have more routine than anybody because they come in, they look at the case load, they look at what they want to do today, they set it up, they are more able to proactively setup their schedule for the day. Whereas the [Job title] is you know I might go out here and plan on doing this but also I have this, this and this jump off and now and we're trying to do some other things right now with that too where the costs are so rural we're trying to get all the deputies and first responders certified. The previous administration's philosophy was if

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								somebody was hurt don't touch them which I don't agree with you know.
Context_of_Work	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	They truly are. So most of the time they talk by radio and then you have sometimes they say such stuff they really shouldn't say but you let it slide you know it's like the other day we got in a chase and this guy was doing over 120 miles an hour in a Mustang convertible and [name] gets on the radio and says [county]. I don't know what he got up under that hood but it must be something good you know and it's like and coming from where I come from it's like that's not really professional but in the context of here it's kind of funny. So you let it slide and then folks are talking about did you hear what he said about you know what I'm saying but you want to keep it reigned in and not get too out of control about with it but I mean it was funny you know.
Context_of_Work	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Part of the issue is here we have a DSL connection which is 14, 15 megabytes a second. I have contracted out to get a 100 megabyte connection. That was supposed to be in August however that did not happen so now it should be in first of December so once that 100 megabyte connection goes in it's going to help speed things up. I actually have a very good signal here from [company]. We have a 65 to 70 megabyte a second Verizon connection here and what I was trying to do is I was trying to hook our network up to the Verizon connection at 65 to 70 megabytes a second and with the unlimited connector I've got with the I forgot what it's called I can show it to you.
Context_of_Work	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	You know I give you a badge and a gun drive right you know that's the biggest thing. I have people call and complain well this person sped by the house their blue lights and siren going. I said yeah they're going somewhere you know and I back my guys up and they appreciate that and one woman don't be driving in here like this and I said listen somebody just broke into your house, you're hiding in the closet how fast do you want the folks to get to you? And just think about that when you call and complain on somebody else. These guys are doing a good job down here understand that you know.
Context_of_Work	LE	R	Supervising	36-45	21-30	Male	LE-R-048	There's emotional based thinkers and logical based thinkers and in

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			Field Responder					general what you'll find in women tend to be emotional based thinkers and men to be logical based thinkers and when I go talk to the kids in high school and stuff I'll tell them I'll say listen girls, I'm going to explain something to you. Guys don't get it. You need to cut them some slack you know. You don't care, you don't want them to solve your problems, you want to be heard . They don't get that, they're problem solvers because they're logic based. You're emotional based you want to be heard, they want to fix it so cut them a little slack you know and you also have to understand you're a little more emotionally mature.
Context_of_Work	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... That's the big problem and it goes the same thing with deputies and stuff and you got to talk to them and say hey you know you're not the guy who brings emotion to the party... You need to make sure they're on a good balance keel you know when they come to work their mind is where it should be, if there's any issues make sure that you get it talked out before they hit the road. If they can't talk it out don't put them on the road. I mean it's that simple.
Context_of_Work	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	You have different guys different ways and sometimes you're not you're trying to impress upon them your vision of law enforcement and not their vision of law enforcement and a lot of people get in law enforcement and they think that to be very stern and very you know they don't get that being strong is also being nice you know and I tell them you know I've never asked for anything I can't take. If I ask for something from you I can take it and that's what I tell citizens. Listen if you go up to somebody's car and it smells like weed or you see drugs or you see a gun or something you can take action on legally. Don't take action, ask. Hey man, you mind if I look in your car? If they say no that's fine you can still do what you're going to do but you were nice first. It should always be a surprise when the cuffs go on. When you talk to them you know you minimize and there's certain other things you use to keep them off guard because when you start raising their emotional level they might do something very unlogical and really hurt you so what you try to do is you keep them kind of off-centered a

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								<p>little bit and say hey man you know yeah it's not a big deal. I know you hit her man but this happens all the time. You know I see this a lot you don't say you're right you just mitigate it and minimize it and then you come back and say listen man I'm going to have to take you to jail. I'm sorry this is just the way it is. The law requires us to do this and I don't think you're a bad person and that's the biggest thing you got to teach them is never put people down.</p> <p>Always bring people up and try to make them think they're more than they are because a lot of the times these people are never heard good stuff. They're raised in environments and families where they're always put down or you're the reason I had this or you're the reason you ruined my life. I've heard that a lot. You're ruining my life. I had a great life until you were born and now these kids grow up to be adults and they're scarred you know they truly are and they don't have the coping skills and they don't well in society so sometimes your voice might be the voice of positivity that changes their life and you need to go say listen man you know it ain't got to be this way, you can choose to be different that's up to you but this drinking and drugs ain't going to get it. You need to do different but that's your choice.</p> <p>It's within your power to change this and it's leaving with a positive thought because when you pat them down they're already getting arrested and you're kicking them that doesn't help anybody you know and in a day if you do say something positive they still live in their community. That's what I try to explain to these guys. You put them in jail there's a door out of it and goes right back in our community and you're going to see them again and a lot of times if you deal people fairly and they like the way you talk to them they will help you do your job because they respect you.</p> <p>And that's the biggest thing is teaching these people how to be respected. I pull people over as a sheriff I write people tickets. A lot of sheriffs don't write tickets because they're scared of the political fallout. I think if you're consistent and you're fair and you treat everybody the same you're fine. When you start treating people differently according to</p>

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								who they are that's a slippery slope and that's how you get into corruption. That's not the road you want to go down. Just treat everybody the same.
Context_of_Work	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	We're improving. Before they didn't communicate with anybody. They truly didn't. Some of the fire guys they had one guy in particular that was very difficult. He wanted to be in charge and he didn't want to do stuff. He wanted to make me do what he wanted me to do and I'm not that guy. I'm like listen I'm respectful of you be respectful to me. He refused to come out to a call one night because I hadn't called him back yet and he called out here and cussed out my dispatchers and then he got in court and was ugly so I said that's fine so I went through and documented everything. At the fire association meeting I said hey this guy is making you look bad. This is your business you deal with it but I'm not going to call him back...The [Organization] is a really good program. Put a yellow dot on your tag on the back of your car and have an envelope in your dash. If you come on a car crash or something or have somebody in the car you know you have a yellow dot EMS knows to look in the dash, get their information and see what medications they take, who the doctor is and all that kind of stuff. Really low tech nothing fancy but something that we're going to roll out here soon and we're going to do it together you know proactively do it. I will go with them to the retirement center and help with that but also talk to the doctor's offices and stuff and put stuff there and let folks know how to do the program. My wife is a Type 1 diabetic.
Context_of_Work	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	We'll have one in our car so it works out well. But this year we're having our Christmas party together. Never done that you know. Probably have fun. I think you should enjoy your time. You shouldn't be too stiff. So we're buying the hams, they're buying the turkeys, everybody's bringing their own potluck and I'm buying the plaques for my guys. I'll recognize my people's service within our public safety community Officer of the Year, Employee of the Year all that kind of stuff Dispatch of the Year. Also got an ugly sweater plaque. Whoever wins the ugly sweater plaque

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								we'll give that out you know. We'll let them bring beer and wine. Can't have it in bottles or cans. Have to have cups so if anybody takes pictures but anybody needs a ride home you ride home.
Context_of_Work	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	It started through dispatch and then actually we seen some of them had the other cell phone stuff but most of us still let [Name] know so and so and so and so.
Context_of_Work	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	<p>You come and drop your camera. What we did in [county] if you have a major incident like a are you from around here? We had a shooting up there one of my guys shot a guy and he came out of a pantry, the guy had some liquor, my philosophy has always been see something say something don't ignore it because when you ignore something you're supporting it.</p> <p>So you give them a warning just let them know you saw it and so he was just going to tell the guy to pull the liquor out you know sitting in the back of a car outside the pantry. He's going to get a Mountain Dew from [store] and he looks over and sees the guy in the car pouring some liquor and he's like you can't do that come on man so he goes to that guy and he gets out of car he tells him to get out of the car, he's got a gun in his pocket right here and he says get your hands up don't go for the gun. The guy goes he grabs the gun and starts pulling the gun out and he shoots him shoots him right here in the point of the chin and the bullet goes down the jaw and comes out in front of the ear and it actually stays on the outside of his jawbone and he gets in a foot chase with him and chases him, tries to tase him only one prong hits on the taser.</p> <p>The guy goes back to where he dropped the gun and started to pick the gun up again he goes you do and I'll shoot you and then finally ran it out again and everybody got on the scene. He has a body camera. The body cameras we have record continuously and then when you hit the button it'll actually stop at 30 seconds and go. Well he actually hits his button after he shot the guy so actually backed up and showed the whole thing and the chief there is very much in the same thought process as I have is about video. If video is good put it out there. People have the right to</p>



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								<p>see it.            People will make their own narrative up. If they don't have any facts they're going to make their own facts up. If it's a bad shoot it's not going to get better. People are already mad. Put it out they'll be mad once because what happens is you saw throughout the country as you have these things where people think a certain way and then they put the video out and then they get mad all over again. When they start with it would be done you know and that's what you do with this stuff but it works out to our advantage with that you know.            I have some people they'll say stuff on Facebook I'll say listen bud you say the deputy did this and this if you don't mind I'll post the video on here and let everybody make their own mind up and you don't hear anything else out of them. You know this one guy was talking about he has faults about the arrest of a deputy and he was trying to sick the dog on him and stuff and he had his taser out saying sick that dog on me I'm going to shoot you with this taser you know and we have three tasers. We actually get some more from [state] Tech Patrol they're changing out to some other ones so we're actually going to get 20 tasers but they're like \$1500 a piece.            They're cost inhibited for us you know and another thing about tasers is they recommend you get recertified every two years. We're not going to do that. The state requires you get certified once, you can get certified once. The reason why we're not going to get recertified is just for our small agency it's about \$2,000 per recertification because each one of those little cartridges are about \$25 a piece and you have to have two cartridges per recertification and you multiply that by 20 something or 30 something people it's a ton of money. Yeah I understand why taser wants you to recertify every two years now. Make a little money off of it you know.</p>
Context_of_Work	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	<p>No I don't think so. I mean I truly don't. I mean I think it's one of these things where if you play golf and you have a slice you play the slice you know. When you have somebody out here and you have people videoing your interactions with the public play the slice. You go to someone and</p>

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								say par for the legal fee to video. You're in my space right now, you're interfering in my investigation by being this close please just stand over here and then you got a nice, polite interaction with the public. Now if they start being a jerk about it if you need to take them to jail, take them to jail. If they're obstructing your come back in and another one I told you, you can't be this close you're within this and if they want to be an ass about it lock them up you know and then they use their video as evidence against them otherwise it'll judge.
Context_of_Work	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Now if I get to the point where behavior changes to a point where we're not out here running and writing speeding tickets all the time and now I have time for that now but I don't see that being a possibility. We have over 10,000 cars a day that go through 78 by itself so and you're not going to change everybody. Locally when we started out we probably wrote 75 or 80% of the people tickets to people in [county]. This weekend I think we had over 200 something tickets this weekend you know we're talking about five people working and 200 something tickets. I think we had four from [county ].
Context_of_Work	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	...If he calls me today and needed some of my people to come help with something there they are there. We had a shooting down in [County] where they shot an officer involved shooting you know I was at dinner, called us I sent everybody I had over here to help.
Context_of_Work	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	...I deal with all things related to video surveillance, intrusion detection, used to include access control. That piece has since been handed off to the buzz card office. They deal with access permissions and so we hand it off access control, card readers things along those lines to them. It helps to keep it more transparent to the end user. I also deal with all security assessments, threat vulnerability assessments, lighting assessments, general security assessments for our locations.
Context_of_Work	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	...I have been given the somewhat dubious distinction of being air traffic control for [name] campus all things related to unmanned aircraft systems, drones. I tend to be that catch all for anything that isn't easily assigned to a particular division with the department.

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								If it doesn't fit into patrol or if it doesn't fit into social media, if it doesn't fit into criminal investigations division or communications it will typically land with me and so I tend to be somewhat flexible in my job duties and description so that I can do my best to meet the needs of the department as a whole. Currently I oversee or I'm participating in a number of collaborative projects with either student [name] groups or with [name] Police Department/[name] Research Institute projects dealing with say vehicles and robotics and how [name] Police Department might leverage robotics for use in conducting patrols on campus. So anyway that we can leverage the police department's presence and gain better visibility into the on goings and happenings on campus I tend to be involved in.
Context_of_Work	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	Yes I have. I was assigned to [name] so I was on motorcycle police officer. In that role assigned to what was then referred to as [name] or the [name] I focused my patrol efforts on the exterior perimeter of campus. We were trying to create that buffer in between some of the less desirable parts of town and our campus proper. Our students tend to reside in sort of that no man's land.
Context_of_Work	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	I believe full time civilian support personnel and then we have probably 12 student part time employees that we have incorporated in our social media division as well as in the physical security division. They act or serve as student social media reporters for the social media division. We also employ them inside of our operation center as part time video analysts where they actually operationally work the cameras in order to provide situational awareness to our dispatchers and our officers on the street. The shifts are broken out or patrol we have our patrol division, we have a criminal investigations division, we have a crime suppression division, CSU which is comprised of under cover officers or plain clothes officers as well as the traffic enforcement unit, we have four explosive detection canines that fall under our special events division.
Context_of_Work	LE	U	Other Public	46-55	11-20	Male	LE-U-049	...Typically it's a first come first serve. If a call comes in first operator to take the call while the other is continuing to respond to officer's radio

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			Safety Personnel					traffic they'll hand off calls. It's really somewhat informal as far as that functionality. We don't have designated call takers, designated dispatchers.
Context_of_Work	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	...I teach a portion of the citizen's academy focusing on law enforcement technology where I give them a glimpse of where law enforcement started in the United States a little over 250, 260 years ago and how further long this time a period of almost 200 years where the only advancements made were really in the form of repeating firearms and how swiftly from the 40's up until now.
Context_of_Work	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	We will also typically have one unit that will have the dedicated responsibility of monitoring zone five and zone one so that we're constantly listening to what [City]PD is up to because we do share boundaries and jurisdictions and then of course dispatch is constantly monitoring [City]PD's calls for service so that they can see if there's something that a call that [City]PD has that may overlap with us that may duplicate a call for service that we would receive or that could impact us especially from a traffic perspective, there's an accident that they're working that could impact traffic inbound or outbound from campus, etc.
Context_of_Work	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	[S2] ... If I can't get a word in edge wise because there's an incident going on I can pick up my phone and I call into dispatch so there are work arounds that are there. If an officer isn't answering his radio I can typically put a phone call into him. The department has all of our phone numbers even if it's a personal phone. If I can't get you on radio I'll be burning up your cell phone trying to get a hold of you. If I can't do that then we're sending out the troops. We're going to scour to try to find an officer.
Context_of_Work	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	I'm the supervisor of the traffic unit assigned to special operations which consists of various units so me and him kind of oversee everything but I'm over traffic, I'm responsible for the scheduling of my officers, for their pay, for doing their payroll. I mean just in the sorbent of thing dealing with citizens who have complaints against officers, being

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								out on the street and making sure that officers are doing things properly or procedure per the law providing intelligence to the officers so they know what the objective is. That about sums it up I would say.
Context_of_Work	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] I am assigned the special operations unit, day to day investigate narcotics, vice violent crime also on the SWAT team. I apply for and execute search warrants, arrest warrants and a firearms instructor.
Context_of_Work	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] I supervise everything he does.
Context_of_Work	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] I am the lieutenant for the crime suppression unit and the SWAT team commander. I supervise the members on the SWAT team when we do warrant situations, barricaded suspects, active shooter type situations. Day to day we do crime suppression, we work off of crime trends and patterns so if there's a rise in burglaries than we address our crime suppression unit towards the burglaries arising, car thefts we go towards so whatever the crime trend is at that time we address that with our people so because we're not necessarily responsible for the 911 calls for service. We handle the higher profile crimes. Along with that we do narcotic investigations, prostitution investigations, vice, dignitary protection details when the president and vice president come to town we assist the secret service in doing that, security for high profile events.
Context_of_Work	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] Sure. I think to touch on the chaos thing it's methodical addressing all the different things. You got to base the priority whatever the priority is at the time if you know one minute you could be handling something but something else comes up you got to drop what you're doing and go handle you know if a high profile incident comes up a homicide and then you listen in that area basically we have to stop the burglary stuff and go to the homicide area.
Context_of_Work	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] We have a crime analyst who works in our office and that's her job is to find trends using social media finding offenders based on social media accounts and then we do that too. I mean she does that but we

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								that's kind we're kind of all in work intelligence nowadays you know.
Context_of_Work	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] I think the difference between our crime analyst she's looking at the names and numbers just in the system whereas we're out in the street, we're familiar with people who are doing these crimes and we can actually put you know their MO of the crime with hey we think it's possibly this person can we look into this person and we'll provide her with the names that we're aware of because we're out on the street and the guys that work in our unit both [Name] and I don't know if I'm allowed to say these names. It's alright. Detective 004 here and an unknown another detective in our office are very good with knowing our frequent offenders so we have detectives that can rattle off their names, date of births because they're so (00:06:44) familiar with them.
Context_of_Work	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] We have a crowd trend we go and we're going to try and attack this problem. At some point something else changes like he says then we're reactive to that and then try to be proactive to get ahead of it. At the same time in handling you know narcotics and vice and fighter crimes and we have all these different crowd trends so we have to hit the one that's happening right now or try to head it off and if this one starts up we'll just try to jump ahead of that one.
Context_of_Work	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] See with the amount of people we have we have 13 people in our unit here full time. The amount of people we have we're most effective if we could get everybody together to address that one priority problem. The problem is or this is the trend that usually happens is wind up taking four of those people and putting them on drugs handling the drug complaint and then I got three or four SWAT guys that are going over to help execute a warrant and then we've got three traffic guys going to address cars being stolen so it's very rare we could have our entire unit at one place at one time because like I said like detective [Number] said there's so many different things that come up and pop up with different parties.
Context_of_Work	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] In our unit no. It just depends on where the problem is. Now there are certain officers within our unit that are better in certain parts of town

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								okay they're very familiar like the other detective I was speaking about there's a neighborhood and a section that he's familiar with the gang activity over there and he's very familiar with that as compared to like this side of town where he doesn't hardly know anybody that's out here and the same goes for other people in the unit. They're better on this side and stuff like that.
Context_of_Work	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	Not to mention, typing. We use an app to communicate between our agency and with other agencies so we're also on they're typing to The [city] or whoever trying to deal with each other. We always got a number of things going at once.
Context_of_Work	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] Or if we're doing an investigation like you saw we had drama up here earlier. Say we were going to do a narcotics investigation we may spend two hours in here prepping for everything. Here's the intel we got, here's what's on the social media, here's a map of where everybody's going to be if we're going to pick off or something on a drug house we would just methodically put the whole plan together and just rally up and then take off so we may be here all day or maybe here a couple of hours.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	I'm a police sergeant.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	We attend a lot of community events both like just to engage so setup a table and have you know swag and engage the public and students help us with that but also informational type sessions so employee orientations, Q & A's about law enforcement, Q & A's about safety. We engage in any sort of interviews, any sort of like you know public inquiries of any variety would probably come through me. I'd have sort of the PIO duties in that I deal with. The student newspaper does a weekly crime meet so I'm the person that contacts them or they contact me and I tell them what's happened and give them the information they did for their reports and then on the training side of things my job is to schedule departmental training. If people are going outside the department for training my job's to schedule them for that, pay for it, it's maintaining all of our posts, police officers and standards, records,

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								making sure that people get credit for the hours, making sure people have met their [name] standards. Every year you have to have 20 hours of training and there are certain mandates of what that training has to be so and then also I'm involved in background and recruiting. Right now we're doing recruitings, I'm calling people setting them up for ride alongs, I'm helping a couple of other supervisors in doing the preliminary screens on the new applicants there's a lot going on.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Yeah. I mean certainly like we work 12 hour shifts in patrol and there are and we don't do formal roll calls because we're only putting a Sergeant and three or four officers out on the street here. At the other campuses it's only one or two so but you're going to come in you're going to have a chat with your supervisor kind of figure out what's going on for the day. We do a lot of we call them business checks but it would be a lot of walk through, building checks, location checks so sort of expected but throughout the day when you're not answering calls, you're not doing traffic, your job is to be visible whether that's riding through a parking deck, walking through a building that's a big part of what we do as an institutional police department... There's some little stuff like there's a park that we have where we unlock the gate every day and someone has to go and unlock the gate and someone has to lock the gate. I don't know if that's quite the routine but it's just one of those things where it's like you know most municipal police departments don't have to go unlock and lock the gate.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	We do building unlocks for people so for day watch it stays steady. At night it transitions into like I tell people we go from being 40 or 50,000 people to maybe 5,000 18 to 22 year olds at night so that becomes you're still dealing with the occasional wreck, you're dealing with the theft call or a fraud call or something but it's a lot of student person down drunk calls, loud music calls you know the occasional fight or something like that. It's a pretty safe campus and the students are we're fortunate that in recent years the students have been generally well behaved. I don't know how to account for that but you know that



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								occasion marijuana calls and that sort of stuff and so it's a big transition from day to night and so during the day the officers it's steady. They're out and about they're kind of doing things. At night you kind of have to there's more of an expectation that you're going to be checking buildings and checking parking lots and it used to be called fraternity row it's now called [name]. We have all of our fraternities and sororities on campus so they have a row of houses over on campus and that's a place obviously on the weekends it's fairly upbeat so you want to be seen there.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	No the way the law is written is jurisdictionally we have authority on any property we own or occupy and then we have it's a weird old law from the 60's and the 70's... Private institutions and counties with a population greater than 400,000 have that authority so when we're working in [county] and when we're working here our officers have jurisdiction within 500 yards just like they do and then we have ticket books and citation books and all that sort of stuff and we write tickets and take people to jail and all that sort of stuff.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	For our agency, I supervise approximately 14 [Job title] assigned to the Bravo shift. We're broke up into four shifts, lieutenant, supervisor in each shift. We control and maintain daily calls. Any call that's received to communications, our deputies or my shift will handle. We basically supervise manage. We read over the complaints it it's being put in, we prioritize which complaints we put towards priority, and the way that we're going to respond to the calls. And we also, sometime we'll send what deputy we choose because we know there's some--some are strong in some aspects of the job so we'll make sure we've got those aligned to that job.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	...But normally I'm so busy, I have 14 deputies but that doesn't mean there's a lot less than that or more because we have--we have motor officers come out during the day, you're watching over them, you have the canine officers, walk patrol, so you have a bunch of people moving about. So you're actually responsible for everything that's going on

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								during the daily function of the sheriff's office. So when you have about 18 or 20 people, and you start getting phone calls and you only have three supervisors, it starts to get a lot of phone calls. Because under me I have two sergeants that run also help the shift. But you start getting those phone calls.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	That's the uniqueness of our position at the sheriff's office. We do a wide variety of calls where most sheriffs' offices won't even answer those calls. Even our sister [County] is right next door us, like we still unlock vehicles. Any--we respond to any case or any call that comes into the radio room. If someone, like this morning for instance, a woman was mad because her grandmother posted a picture of her child on her Facebook account. So agencies, this to them would have been like, this is--we're not going out--we're not coming out for that. But here in the sheriff's office we respond to all--because at that moment, that is their emergency. So if that's what your emergency is at that moment, and there's--we have nothing else pending, there's not another emergency going on, we'll take the time of our life to answer that call and say, look, there's really nothing we can do about it, even though, but you educate them. You're also at the same time, you're answering their emergency. But the calls are unique for the deputies on the streets because we handle animal complaints also. We go onto domestics. We--your major call, it's homicides, suicides, so the deputy's from your day to day bin us, yeah, they all see our radio of complaints coming in. So it's no boredom, other than your early mornings but that's normally when they spend time writing most of their reports. They'll knock out as many reports as they can in the morning because they know come lunchtime when people start moving and getting up and about, were going to get hammered.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Ninety percent of the calls, their assignments will come through communications. We may get a call-in where somebody just calls in to our supervisors, and says, hey look, this is what happened, what should I have done? And they'll say, look, I'll send a deputy out to you. So the captain will me, say, hey look, I assigned somebody go to this location,

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								take this complaint. Or it may be somebody just walks up to you and it's like, hey look, somebody down the street, I was walking down the street, somebody just smacked me. So this is maybe something that's just stored on our lab and we have to notify them. But most of the stuff from their computers, they can--they're mobile devices, they can go ahead and pull, we can pull our own cases from our laptop and we can pull everything we need from that location.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Easy, normally our laptops are with Xirgo Technology. Our portables, and then our phone. It's hard to prioritize which ones we use the most, because depending on the day it is. Some days I may spend all day on the phone, I may get 50 phone calls. Other days I'm actually doing my reports and approving reports on the computer, and other days we spend most of the time depending on what the call is, on the radio. So to say which one is the most priority, to me they're all three are unique and they work together. Without them, because if one fails you've got a second there.
Context_of_Work	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Alright, so for the past 22 years I've been employed with the City Police Department here in [city, state]. My current job title is I'm a [Job title] which includes all of our canine, our SWAT, I've got dispatchers under me, all the communications under me, and all of our fleet for the entire police department, the fleet works under my command. So that's kind of what I do now.
Context_of_Work	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	...And then as the dispatcher's typing it in, as soon as they open up a call for service on the screen, the officer in his car is seeing that. He's seeing that live time. So, what they're typing he's actually seeing. In other words, if a burglar alarm activation comes in when the dispatcher is at the computer, and she pulls the dropdown box to pull up a 62-8 which is a burglar alarm, and she types in the location, the officer is seeing that on his screen. If I'm sitting at my desk, I'm seeing it live too. I'm seeing it live at my screen. In the meantime, the dispatcher is also dispatching the units by radio to the burglar alarm as well.
Context_of_Work	LE	R	Field	Over 65	11-20	Male	LE-R-054	Lieutenant over at Uniformed Patrol.

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			Responder					
Context_of_Work	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Okay, it's law enforcement, of course, Uniformed Patrol does traffic enforcement, they also respond to traffic accidents, they respond to any criminal activity, domestic violence, those types of things, just enforce the state, local, and federal laws.
Context_of_Work	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	In the position I'm in now as [Job title], yes. I come in, check reports, paperwork, make sure everything is like it should be as far as the reporting and what the deputies do and that type of thing, but then respond with the deputies in the field, provide backup for the deputies on calls that require more than one deputy or two deputies, and of course, during disasters or weather events or whatever, we patrol with the deputies, so it's kind of routine, non-routine. Anything can--a radio call can come out for us to respond to something or a phone call, and your whole day is changed.
Context_of_Work	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	A lot of times, they're doing their paperwork and so forth, because again, we don't have mobile data, so we don't have the terminals in the car. They had to come back to the station to input into our reporting system, which is an online reporting system, ADSI, so they spend a lot of time in the station doing paperwork.
Context_of_Work	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	...You're going to deal with that person or that incident first, and that's just kind of the way it is, and so sometimes, I think they've got a man alarm on their radio system, where after you don't answer them after so long, it buzzes and beeps and carries on, and also, they don't understand, sometimes, if you're going to clear a house, you know, you think you've got a burglar up in a house, you're in a house, a lot of our deputies, myself included, turn that radio off, because I don't want a tone going off, and I don't want somebody calling in a radio until I clear that house.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	I'm the Assistant Chief in the absence of the Chief and I would, you know, perform his duties. My job is basically to ensure that the daily operations of the police department are functioning and held to

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								standard. So uniform patrol, communications, IT, criminal investigations, traffic division, they all report to me through the chain of command and I have to make sure that we're meeting our goals and expectations from the community and to keep the public safe.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	We rotated through shifts and so each shift kind of had its own routine. There are certain things that our day shift officers have to do, there are certain things that our night shift officers have to do. And so you kind of--you had somewhat of a routine but as most law enforcement jobs it was never the same schedule or never the same... calls every day. Everything was just a little bit different but you kind of had--you know you come in and check in, you get your paperwork straight, you got your unit, you did your roll calls, so those things were routine until you got out of the office and were actually responding to calls for service.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	I think it's kind of, in my view, it may be I'm a little more removed than maybe some of the other people that you'll talk to. Most of my interaction now is through email or text. I'm very little on the radio unless there's a major incident or we're working some large event. From the department side, hmm, we put a lot of emails but not... not critical information. Yeah, if we have a certain call or a certain thing that needs to be done then we're going to do that either via radio or pick up the phone and make a phone call. So I think it's maybe the shift is just mine and not necessarily the trends of what's going on in the department.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	You know obviously we monitor it both from--we have a department Facebook page that we're pushing information out on and then you know if we have large events or events that may garner some negative attention then we're going to monitor social media to see what's out there and what's being posted on that. We use an app that we purchase and pay for it's a safety app that we push out to our students. It's kind of like an emergency call button but it has lots of other features with it. And then you know I mean there's, hmm...I think that's it from the app side that you would use from the phone. Now there are several software systems that we have for bait bike tracking because we have certain

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								things on campus we have to have monitoring stations and that sort of thing. But that's mostly geared for communications and patrol.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	Okay, Police Sergeant.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	I would say, on the lower end of a management position. I'm a supervisor, I have a small team assigned to me specifically, and I [inaudible] supervisor of the larger shift in absence of the other supervisors.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	So I guess lower management, I suppose.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	It's a public service. We are focused on investigation of crimes and general public safety needs and responded to those.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	As a sergeant, not quite. I've only been a sergeant for a little while. Before that, I was a traffic officer on a motorcycle. For me, it's--I try to wake up early enough to make sure I can get to work. I keep all my work stuff in the same place, so I know where it is. I usually have whatever uniform I'm going to wear set up the night before, come in, we have a shift briefing, pass on any information we have from last night or anything new that we need to pass on to our officers, then I usually go get some coffee, come back, and start writing reports.
Context_of_Work	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	.... Patrol liked to wear an earpiece, or I liked to wear an earpiece, because we just haven't filled the last slot back in the motorcycle right now, I still have to come off to do escorts, I haven't been able to change up my radio yet. Once they know I've been able to do that, I'll turn this radio back in, I'll get one of the ones that Patrol has, where I can still wear an earpiece again.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	I am a police captain.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	Okay, so I'm a police captain, and I am assigned to investigations, detectives, I guess different terminology wherever you're at in the

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								country. Criminal, CID it's called some places. I supervise our detectives who follow up on every criminal police report that we take. We take some reports that are non-criminal, some that are criminal. Everything that is deemed criminal, we will do a follow-up investigation on. We contact victims, we check out leads. I supervise those detectives that do that and make sure that reports are moving along smoothly, that we're getting to everybody's reports, that calls are being made to those victims. And then I grade all the reports for our police department also, so I say grade. I check for grammatical issues, make sure that the fields in our reporting system are completed, and such.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	Obviously it changes depending on what the case loads are. But typically I'll come in, and I will check through emails 'cause usually I'll get emails from the night shifts of what's going on. Then I'll review the cases myself to see what's been entered into our reporting system. And then I will go into the folders in there to start grading reports. I use the term grading. I keep saying that, but it's not necessarily grading. It's more of just reviewing and making sure that they're completed correctly. And then once they are, I'll approve them, move them into the folders where they're stored at. And then towards the afternoon I'll meet with my detectives and see what they have going on, see if they have any questions or anything like that that I can help them with.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	I kind of stay in my office most of the time unless I'm meeting with my guys. I have a lot of paperwork to do, so I don't really get out and talk to the officers too, too much. I kind of worry about my detectives and the people under my command, and I take care of my paperwork and the reports. So I would say I don't interact with everybody in the station as much as some of the ranks do here, other officers.
Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	We do not a lot. NCIC obviously, if we're entering property that's been stolen or wanted persons. Other than that, we don't interact with them that much. Sometimes we'll have them run packets on a suspect or something to see criminal history. But other than that, it's not a lot, not nearly as much as the average patrolman does.

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Context_of_Work	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	Our local fusion center and we have some people in our department. They will monitor searching for keywords around this area to see if anything hits on social media, and it will alert them. Just searching keywords for threats that might be against the community. We'll learn about a suspect, maybe group that they hang out with, friends, tendencies, likes, interests, where they've been, things like that. Also possibly we know one suspect, there may be others that are unidentified yet in the report. They may be friends with them on these social media sites, and they may communicate, so things like that.
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Umm, primarily administrative functions, being budgetary, personnel, labor law, policy; all of things kind of fall under the umbrella of what the Chief of Police is responsible for.
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Hiring and firing; you know, all those. Purchases for the department, technology upgrades for the department; all those things would fall under my responsibilities.
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Oh, that's an interesting question. I have never really considered that. Hmm..I am not sure that there is really one or two that honestly encompasses everything; you know, certainly it is difficult, sometimes tedious, how do you wanna, gonna..
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Yeah, I have never really considered it. It certainly, I would go rewarding, it's certainly something that I would do, would describe, again; you know sometimes, it encompasses a lot of different things. It's very rewarding at times but again, you know I use the word 'tedious' at times because it is so, I wanna - I guess I don't really know how to encompass everything in just a couple of words. It really runs the gamut from, all the way from rewarding to days that, you know, are dreadful, quite honestly.
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	You know, for us being successful in accomplishing our mission and that being, being able to help somebody in need, you know, having proper resolutions to criminal cases where people were victims of, getting that satisfaction for those people, if you will. Satisfying is a good word to utilize to describe the position; it can be very, very satisfying, but



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								then again, the flip side of that is sometimes it can be struggling, and like I say, sometimes very mundane, dealing with some of the personnel issues - it can be very, very difficult because it's like a family and you know as well as I do when you have to discipline somebody in your family, it's never an easy thing. So that is some of the things that I would describe as maybe tedious or, you know, certainly not desirable, those type of things, but you know, as far as day to day you know, it's a lot of paperwork and that is where maybe some of the mundane comes in.
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Sure. I generally come in and address anything from the night before, whether it be phone calls that I need to return, emails that I need to return. Generally I sit down and I review what complaints from the previous shift, the night shift before, what type of runs that we responded to and had to deal with, see if there is anything that I need to direct our staff to follow up on or I feel that needs to be followed up on. After that, it is generally, you know, working through invoicing and budgetary issues after I come in and get the fires put out, if you will, then it becomes more the mundane, you know, type of things, the paperwork type of things, so after that it is generally, towards the afternoon we start looking at any type of, you know, we review our policies very, very often, so that is something that I generally try to do towards the afternoon even it is just five or ten minutes, taking a look at one of our policies and seeing if there is anything that we need to readjust or look towards, you know, revamping. Following the afternoon policy review, it could be some of those personnel related issues or maybe, you know, something that as far as looking at new technologies or something that we may implement. Now those things tend to change on a daily basis depending on what it is going on but generally, you know, like I say, I do have somewhat of a process throughout the day.
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Oh absolutely. You know, generally, and that is still something that I try to be involved with, you know, being in a smaller department I still, I feel it is necessary that I be in touch with our officers and understand what our officers are doing out there on a daily basis, so there may be a day

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								that once I get that morning type stuff done, then I will jump in a patrol car and actually get back out there and see, but certainly there is a routine; I don't want to call it routine because nothing that we do is routine.
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	But you know, certainly we have processes that we follow and that being, you know, generally the guys will come in and they will brief amongst themselves as far as information that the previous shift dealt with again, you know, what type of incidents they dealt with the night before. They will brief the oncoming shift so they are aware of anything that may carry over into that oncoming shift. Once everything is done, we will go out, we will do our patrol car checks, make sure everything is good, jump in your office for the day, and then you know, go out on patrol. But, you know, as far as anything routine that we really do other than those briefings both at the end - excuse me- beginning and end of shift, that's really the true routine for patrol.
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Everybody carries personal phones but they have been, there are a lot of different issues with utilization of personal phones. Our folks are - we still have more of the sense of being for the community and allowing the department to have access to those phone numbers and utilize their personal phones for business activities. A lot of other agencies are not quite as receptive to that; again, we still have a little more of a working relationship between the officers and the actual department in regards to that.
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Again, you know, it is their personal cell phone, so they will be taking, you know, their personal phone calls but as far as department related, it may be of sensitive nature that we don't want to broadcast over the radio. Now, with the advent of the in-car computers, we do a lot more of that information via - that means versus cell phone any more, but again, there is a time delay there. So if there is critical information that we need to relay that is of a sensitive nature, right now you need this information, the cell phone will be, you know, the first priority.
Context_of_Work	LE	R	Supervising	46-55	21-30	Male	LE-R-059	Yeah, there is, and certainly that builds that camaraderie, you know,

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			Field Responder					because a lot of times, it's almost like a debrief, if you will, when they go out on a situation and just - a domestic situation, for example. Clearly have to write or document the incident in some fashion so there may be times where they have the opportunity to both come back into the office after dealing with that situation where they can talk about, okay, this person said this or did you see this, or, you know, something along those lines where they tend to debrief before they document that information and certainly that can be a very, very beneficial thing - [coughs].
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Well, I mean most people have an idea of what a fire-fighter and police officer does. The problem is, it's very limited, so yes; we take bad guys to jail, alright? Or, we put out fires. But it's almost regardless of what I feel; I guess it's really transitioned into a lot more than what those traditional roles were. You know, for instance, you might get called; there might be a 911 call for just to go help an elderly lady put her batteries back in her phone. So it's become a little bit much more community service, nondenominational, if you will, level of service. Most people don't know what paramedics do, they know it is some sort of medical something or the other, but it entails quite a bit as far as, you know, understanding Cardiology and Pharmacology to the point where your interventions are pretty much mirrored to what they would do in the emergency room for those significant cardiac events; cardiac arrests, you know, heart attacks and so forth. Early detection as far as police work, all the traditional - take complaints, investigate crimes, make arrests, prepare for court, testify.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Emotion. With people making decisions based on emotion outside of whether it is factually based or not.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Okay; yeah, I mean, pretty much. We come in and usually get a briefing from the night crew and pretty head out on the road right away and a lot of the time its monitoring morning work traffic, work flows and obviously if there are calls for service in between, then we take care of those. Then the end of the day is kind of the same, you know. We will hit the hot spots for traffic and speed enforcement and kids and help them, you

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								know, cross roads and so forth, you know. It ends up the same by giving a brief to the next shift.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	No, I mean there are so many roads we very rarely get into, you know, some of the real smaller like - I dont know [unintelligible]. You know where that is at?
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	I mean, there are two houses there. It's, you know, we dont necessarily - we dont normally go there unless there is an issue, just because the nature is really nothing going on there so, but for the most part, we head everywhere.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	And I usually reserve those reports to these - the small ones that I can complete in a couple of paragraphs.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Right. And for the most part, I mean, I will take phone calls, work-related phone calls all the time on my phone but as far as pictures and so forth, I carry my own camera now, so.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	And a lot of it is because we have allowed that to happen, and I think it's a good thing but you know, our core value and you know, other duties dont really infringe on us to be able to give them that extra level of customer service like some busier areas. You know, we do lock-outs and get the bad out of the house and you know, a lot of places dont have that luxury.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Yeah, I would. I mean, I think they try their best, but if - you know, there is always what's lost is the nonverbal or you have let's say a dispute maybe that is domestic. While it is a domestic, depending on what the office is asking for, you know, domestic, if I hear that there is another officer at a domestic, that I am going to go help because I know volatile domestic situations can be and so forth and so on, but sometimes, the dispatcher might not know - okay, well, so and so on [town] is on a domestic, should I send another unit automatically or do I wait for them to ask for it? So, a lot of times, if we hear it, we might not even wait to get dispatched; we will just start and that way whatever.
Context_of_Work	LE	R	Field	46-55	21-30	Male	LE-R-060	So, for instance, this interview room, since we interview witnesses,

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			Responder					suspects, arrestees, it would be nice to have a video camera here.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Pretty much can't get out in any building. If you are on a porch or something, that is not a problem, but if you are inside the home, had a heroin overdozer snoring and couldn't really get out from the basement.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Sign into everything, no. I have to sign in a special, you know, user name and password for everything.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	If we are going to go on the county to help or something and I dont know where it is at, we just generally use them to case, but I have used on occasion. Sometimes we use Google maps in preparing search warrants or what have you, just to get a visual of what - or actually the target area so we can describe it or we might attach it to the search warrant so they know it's accurate and we know what we are looking for; we dont go in the wrong house. Then I have some legal software. I have some drug identification software that I personally use.
Context_of_Work	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	You know, for instance, if I get called to do an accident investigation, I might get an initial phone call from Dispatch saying can you come in and do this accident? Then once I get en route, I will, on the radio, I get into a car that has MDT, usually I will use my cell phone on the way to kind of figure out, you know, what's going on and by calling the other accident investigators, figure out how close they are, do I need any equipment, so that stuff. Traditionally, I dont know how they would have passed that on, you know, before cell phones and stuff; I guess you could go through Dispatch but if they have already left their house and you dont have cell phones, so I think it is kind of streamlined, some stuff, but again, if it doesn't work..
Context_of_Work	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Lieutenant.
Context_of_Work	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	It's very challenging because of the limited amount of experience we have in our department because it's younger. We have to constantly guide and change officers' behavior by how they do things because again with the FTO program, I have such a young department that now I

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								have got guys who have got 2 to 3 years on - these guys are my FTOs, and before when I started, they wouldn't even look at you until you started having 15 years on to start training people.
Context_of_Work	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Well, yeah, well I have a daily routine as far as I kind of make sure whatever the Chief needs done, I make sure it is done. And then I read reports that the sergeants are sending to me that there are some issues on the shifts and then, you know, working detective bureau, whether it is doing inventory or potential grant work or you know, like right now I am working on sending out emails on applications.
Context_of_Work	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Ideally, the routine is basically just performing whenever all the 3 jobs that I need to do at a time, it's kind of like a do-as-you-go thing, you know.
Context_of_Work	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Yeah, there is. I mean, they go ahead and gear up and they will do their special-attention checks, they will do their patrols and then they will take calls as they come.
Context_of_Work	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	They do. Being such a small city, we try to keep them in zones, A and B zone, to kind of let them get used to the problems that are in that area, but they seem to venture out into the entire city because we are three square miles, so yeah, they kind of roam where they want.
Context_of_Work	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Overall, it's a really good community. It's very diverse. You have a very large Arab population in [town] back here. We have a large group of Yemeni. We have a mosque in town now that deals with the large Arab community. I would venture to say 30% if not more of the population is Arab, and then you have every other culture between a white Mexican and African-Americans, so it's a pretty big melting pot here; it really is.
Context_of_Work	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	We use the Motorola 800 MHz system. Every downriver community has their own separate channel. There is a plus and a negative with that, the plus being you can be a little bit more informal on the radio on your own channel, but you kind of lose unless you are scanning them, you kind of lose the aspect of what is going on in the surrounding communities. If your dispatcher is not paying attention to an armed robbery or

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								something that happens in [town], potentially your officers could not even know that it is heading their way or it's happening or suspect vehicle, and for the most part we try to - the two of us working the desk tries to monitor all that stuff and let the officers know that there is something going on in the surrounding city but if they are not specifically scanning, the communication between the downriver departments is minimal.
Context_of_Work	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Well, as a corporal, I spend most of my time on the road as a regular police officer. I do - generally I am in charge of any scenes we go to unless there is a sergeant there; that means he is the highest person out there. So a limited amount of supervision but mostly just answering calls, doing proactive patrol checks, neighborhood checks. I do a lot of traffic stops.
Context_of_Work	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	To an extent. We are not - some of the [unintelligible] are fairly micromanaged, we are not here, I mean, you come here; you would be here on time. We have kind of a daily roll call, other shifts will go over, you know if there is BOL for this or you know, stuff like that and then aside from your call that is kind of - they kind of leave it up to you to go out and - you know, if you wanna go do neighborhood checks, gonna stop by the businesses that day, if you feel like working in traffic enforcement, as long as you are doing something productive, they are kind of hands off unless there are certain things that need attention on, you will get a memo, you know, keep an eye on this intersection between this time of day or complaints over here, stuff like that.
Context_of_Work	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Correct. We check our cars and equipment first thing in the morning, all the technology - computer, printer, camera, make sure the rifles are shined and are good to go and make sure that everything is stocked up and try and keep the cars clean. I take the same car every day so I turn it back in about once a week. It gets dirty very quickly.
Context_of_Work	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	It varies. Like today I am working on some special projects but generally I stop in to use the rest room, stop and eat lunch, stop in to print report and tickets and stuff for court, but I would say generally most days I

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								probably spend about 80% of my time on the road.
Context_of_Work	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Today is the opposite because I am working on some paperwork things in here with the administrative lieutenant [name] you met earlier, so I am in here most of the day unless we get something that is needed done.
Context_of_Work	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Me? All the time here. I am [unintelligible] all the time to it. I dont have a landline at home or anything but yeah, here I use it all the time. I do a lot of traffic detail and a lot of it involves like counterfeit insurance, fraudulent insurance, things of that nature, no insurance, and I place a lot of calls to insurance companies; and I would endeavor to say upwards of 50 times a month I call insurance companies to verify paperwork. Local sector [unintelligible] not very often because they just put you on hold and it is just as bad as going in person. But I use it to call the guys for -and that most of it is work related but then you know, even if you are going to lunch, like hey, what are you doing for lunch, stuff like that.
Context_of_Work	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Yeah. I carry two extra magazines of ammo in my firearm, my pepper spray, taser - I don't have it on me now, it's in the car, but flashlight, I got my keys. I generally carry gloves with me, notepad and pen, extra handcuff key, and in my work bag in the car I got a lot of gear too, but as far as just one me, I try to limit it as much as I can because it's just so heavy.
Context_of_Work	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	They are really - Chief does not do much homework before - you know, I personally review everything before I buy it and I think we did no reviews, we just bought it and other departments that use the same ones don't care for them either from what I have heard and are switching. We would be a lot better off if we had a better brand of body camera. That makes it pretty current here. We upgraded our computers I think about a year and a half to two years ago, we got new computers in here. We kept the old monitors which were small. I wish we would have spent a little extra money to upgrade those, too, but -
Context_of_Work	LE	S	Field	26-35	6-10	Male	LE-S-063	I would say our primary function is public safety, life conservation,



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			Responder					property conservation, court enforcement, arrests, issue citations, the whole gamut of public service assistance responsibilities and kind of a general catch-all, consular advisor, safety inspector, like a bunch of different hats, so -
Context_of_Work	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Yeah. Jack of all trades. Yes.
Context_of_Work	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Well, it can be wide; a wide range of exciting to boring to I guess kind of the whole spectrum of emotion between anger and sadness and joy and helping everybody out and I guess in my tenure as an officer, I have definitely had the whole gamut of experiences, so -
Context_of_Work	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Well, I am human, I have emotions and I have my own opinions on things and I am not like a robot and I can't just make - a lot of the time, it's not just a clear-cut yes or no, there are mitigating factors, so you are going to have to take that human scale and weigh that up as well, as far as what you have and what your options are and you try to resolve the situation in the best you are able to, with the information that you have and try and have a peaceable solution.
Context_of_Work	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Right. Yeah. Definitely. We do have, you know, situations where our discretion as an officer as far as citations or something like that, as far as we could issue, but yeah, a lot of the human to human communication I would say is - most people when they call us, they need to us to fulfil some sort of specific function for them, whether it is safety or they want to be validated in their argument or they are having trouble parenting, that stuff.
Context_of_Work	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	You know, I come here and I get ready and then I do a vehicle inspection and go out on the road and drive around for a little bit maybe and try to - especially during the daylight hours before it gets dark, just make our officer presence known so.
Context_of_Work	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Yeah. Interact with the previous shift and if there was something significant or something like that that happened or we need a special attention in a specific area, that absolutely we would - like a form that

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								we have like a list of places to check and things like that, so if something didn't get resolved from the previous shift, then we can try to go and resolve that but, then we have our areas like that we have high traffic and individuals that we frequent so we kind of give them a little more attention, so..
Context_of_Work	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Yeah, I would say about in the 80-20; 80% probably face to face and then 20% that is probably going back and check the logs for the computers and scan documents or something like that or check previous calls to that area.
Context_of_Work	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	So, part of my function is field training officer so right now I am currently in a double car legitimately, else we run single cars.
Context_of_Work	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Yeah. If we need to get another car or additional resources or something like that, like a rescue unit, I can key up and say, hey I need a rescue over here from whatever I need it for and they are generally pretty good about that.
Context_of_Work	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	I perform a lot of IT function here at the station so - I am in charge of the LEAN network and the contact person for our validations for LEAN for the state and the WireScan administrator and deal with troubleshooting the body cameras and things like that and processing videos to be put onto disks or flash drives for evidentiary purposes and stuff like that, so I would say I am generally here a little bit more than some of the other officers but I - we eat here and we, have our bathrooms and our locker rooms and stuff like that, so - spare equipment that we have in the armoury or in a locker that we don't generally use a lot, we can come back and get that or if we have a specific question like for a supervisor or something with either on-shift work or scheduling or you know, the peer-to-peer conflict or something we need resolved, then we get to come back here and take care of that, but generally they like us to be out in the side streets and make our presence known and
Context_of_Work	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	I would just say I answer police calls for service from citizens as far as traffic complaints, enforce traffic regulations, enforce local ordinances,

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								pretty much that in a nutshell.
Context_of_Work	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Yeah. The rest of the time is just kinda driving around - it gets quite [unintelligible] especially in the evening.
Context_of_Work	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	I have used Google maps before to find the location fast; I wasn't 100% sure where it was.
Context_of_Work	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Just the ability to have user friendly report writing functions and search functions and stuff like that, you know; when it is not user friendly, it becomes frustrating because it is time consuming and then if it doesn't work that's even more frustrating because then it eats up your time by trying to get around - it's easier if you could just write your reports in the car when it works, instead of having to come in here and do it. It is faster, it is easier. If the network is down, then that's impossible.
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	I think my job entails operations and planning and development for operations at the [County] Sheriff's Office.
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	He is a Captain and works in our special investigative unit but we are working at developing some apps that we can use for our citizens to use and [Name] is spearheading that. But he uses a lot of different apps. I mean, just Monday we were talking to a group at ORNL Credit Union in [City] about an app they can use to track bank robberies that are all across the country. So, that gives them a face and it gives them information on what's happened in other areas of bank robberies because many times if you have a prolific bank robber, he travels, you know [crosstalk].
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	So, every six to eight hours, we go to every hospital and drive to [inaudible] to drop the mentally ill off. And we've been doing that. We did 3400 trips last year or something like that. I mean, it's just incredible -- incredible what we are doing.
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yeah, incredible. And we do it all with, you know, we used our reserve unit, that are people that volunteer for our agency to work for free and to do the mental transports. We lost 21 reserves this year. I think a lot of it

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								<p>was -- some of it was attrition, some of it was, you know, I've done this long enough, I want to do something else and but I think some of it, you know, this isn't what I signed up for. You know, I am not Uber for, you know, the mentally ill, you know, and they are spending their volunteer time doing that instead of doing other things they could be doing. So, I think that was a big part of losing some of our reserves, but just can't continue to -- we were just talking in here already. We have not had any -- although our budget has increased but it is we picked up juvenile or because we picked up, you know, animal control or other things have been handed to us to do and it comes with that budget increase but as far as us getting law enforcement positions because we have more people, we need more policeman on the street, we haven't. We just went from five shifts to four shifts so we could put more officers on the street. These guys are working 12 hours a day now and we got to stop that.</p>
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	<p>... So, if you are running a 402 or 404 or 400 and you make an arrest. The technology, you can go to a 403, go to [town] and you can do -- you can scout downtown to a Magistrate, swear to your warrant, sign it, paddy wagon can meet you here. A paddy wagon takes your prisoner down here instead of here.</p>
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	<p>Prior to this you would drive downtown to the City County Building and see the [Job title], it's right outside the store over here and swear your warrant, sign your warrant and you may meet a paddy wagon here. If you could meet a paddy wagon here, you'd have to take your prisoner [inaudible].</p>
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	<p>We've got young guys. We've had a big turnover with retirements that we have had. We have a pension that's in place that's allowed people to retire with a defined benefit, you know, a percentage of their income. So, a lot of guys have taken advantage of that and that gave us an opportunity to be younger and younger agents. And when you get out of here and you are doing that work, I'm 53 okay. Some of my years were dog years, so I have lived 7 and 1 a few, but I am telling you, that's a</p>

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								young man's forte there. When you are out there in that patrol car and you are chasing bad guys, you ain't chasing a 53-year-old man.
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	No I mean, the other month I got called. A friend of mine was in [State] and his wife had called 911 and our officers were busy. Somebody trying to get into her house, so I was close. I went by and took two people into custody, detained the third and radioed on patrol to get here. So, I mean, sometimes.
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	I have got the mobile radio and, you know, I've got weapons in there and things that I might need, but yeah it is more like an office to me. Then you know, I don't use the mobile battle units or anything like or the terminals like that. I don't have -- if I need to use at all, I will call somebody, you know.
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	You know, these kids today -- they all play video games and that's about what it is. It is just a little joystick, I mean, it's a video game. Because you are looking at an iPad and you are looking to what the drone is doing on the iPad -- you are looking --
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	We did. Our aviation unit flew up there for them, took pictures and flew medical examiners office up there to get -- and where bodies were and stuff like that.
Context_of_Work	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	That they can order commissary, sick call, they can email, they can do visitation on them, and there is a cost associated with that, it is paid through their commissary accounts. But, that technology is bringing efficiencies to us so we don't have to lay hands on an inmate to bring them to a visitation booth, let their people visit, then take them back, you know. It cuts contrabands -- contraband from being brought into our facility and it cuts that office-inmate contact that drives confrontation. So, our inmates love it. Some people, there was 40 or 50 people that protested it because they were not getting face to face visits anymore and cost associated with it but you can go down to the jail and visit for free. It does not cost you anything. But if you want to set it at your house and visit, like a Skype --

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								you can do that.
Context_of_Work - Multitasking	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: They are so public safety friendly. I mean, we depend on them from the start of the 911 call to get over their network on to [inaudible]. They also own [inaudible] and they also own FirstNet. So, they are so public safety friendly you can't dispute it. But you do know that us and nine other counties in [State] as well as whole bunch of counties across the country [inaudible]
Context_of_Work - Multitasking	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: So it takes a special type of person to do this. It really does. Because there has been people -- I mean, over my span. You know I have trained people and there are some people that are just, they are good but they can't do the dispatch part of it. They, you know, they are great on the phones and then want to move over and things have changed from the way we do it now to back when I did, you know, a 100 years ago, because I have had people come from the call-processing side moving on to Dispatch, and tried to train them and it's not that they are untrainable, it is just, and it's a different type of beast. It's the hearing and being able to listen to four channels at one time and type the information and remember this officer wants this information and this officer needs this information, you kind of got to prioritize. You got to be able to work on the phone and prioritize who gets what information first, because it could determine what's going on, you know, for that officer.
Context_of_Work - Multitasking	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Multitasking is the number one thing. Being able to truly multitask, not only in doing typing, but in hearing.
Context_of_Work - Multitasking	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	And you'll find out when we get in there. So you have one in your headset which is your primary channel, but then there's 12 more channels that come over your speaker at the same time. Well our fire dispatcher dispatches four different fire departments. So if each one of them has a major event going on, they can't do it. So our supervisor steps in, takes -- so when they have a fire they're supposed to stay on that fire and let everything, all the rest of the work load is supposed to go to the other people and that 99% of the time works, but we can have other major events like a hurricane or a tornado that's come through. It's just chaos.

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Context_of_Work - Multitasking	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	The law dispatchers are a lot busier most of the time, and so the fire dispatchers are the call takers as well, and they work to back up their law dispatcher on running plates and parties and stuff like that. And then, when the gas line breaks and you have this huge input of stuff, then the law dispatchers kind of help back up the fire dispatchers. So they are talking to each other constantly.
Context_of_Work - Multitasking	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	You need to be able to listen and you need to be able to multitask. Multitask is probably the most important one. Attention to detail and the ability to remain calm and professional under stress.
Context_of_Work - Multitasking	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	... They say, as long as just one line's ringing at a time and they only have to do one thing they're okay. But if four lines light up, and then a [PB-teer?] comes in, and somebody comes to the window, they just want to get up and run. And they would tell you that they'd rather deal with a barricaded gunman than sit here and deal with all this nonsense.
Context_of_Work - Multitasking	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well we just come in to the office, you talk to the dispatcher who is going off, they tell you what happened over the course of their shift and maybe anything you need to pay attention to but generally no you just start your day, you're on the radio, filing paperwork or whatever needs to get done.
Context_of_Work - Multitasking	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	...You want to help and sometimes when you're not there physically you know I know we're helping, we're helping but you're not there and so yeah I would say that that's hard. Like I said it's complicated sometimes when you're on the phone with multiple people that can be hard but otherwise it's not a real stressful job. Maybe sometimes it's stressful to be bored so and to you know keep alert but that's about it.
Context_of_Work - Multitasking	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well sometimes but that's very, very rare here. Sometimes maybe but if we do if I'm on a call for example and I get another call you have to see what the nature of that call is. You do make a decision then about where you need to focus your energy first, you take care of that, you dispatch that then you go back to the other call so some of it is about prioritizing and understanding what needs to take priority in those kinds of

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								situations and so it's about figuring out who needs help the most and sending people there.
Context_of_Work - Multitasking	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] So over the 40 hours of the weekend, it was a complex series of events that went on. So in [town name, we had the first incident which started out as a vegetation fire that spread to two apartment complexes, then to a commercial building and then back to vegetation. So it became a large complex fire. We had 15 families that were displaced. It was a four alarm fire, so a significant number of personnel on scene. In those types of events, we mobilize our mobile command and communications vehicles to facilitate interoperability amongst different agencies. As well as rehabbing radios and all those kinds of things. So that was the first one. They left that one to go to a second, new vegetation fire. While they were there, a third one was started. You know, this appears to be arson. While they were there at that second one, a larger third fire came about. So we had dozens of different fire agencies come in and we moved all of our assets from the first [town name] fire to this other complex, which we called the [name of] Complex. So it was three separate fires that we managed as one with all of our resource pools so.
Context_of_Work - Multitasking	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	... You run your traffic. But if we're if we're busy with the phones, and we're slow to giving you that information back, have some kind of understanding that okay, maybe they're busy on the phone, and they got tied up doing something else. If we say stand by on that, understand that it's just two of us, and we're both trying to fit all between other radio traffic and phones.
Context_of_Work - Multitasking	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... But unfortunately, we have to wear so many different hats. It's good because we get to meet more people. And I never thought, granted I have 12 years into the job, but I never thought I'd know as many people as I know from, not just across the state, but across the country.
Context_of_Work - Multitasking	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	So definitely being able to listen, but at the same time you have to be able to multi-task while you're listening because not only are you talking to somebody on the phone, but you have deputies asking you for information, calling out traffic stops, or you have a fire department



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								talking to you. Or you have to dispatch the fire department while you're on a call.
Context_of_Work - Multitasking	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	It takes someone that is very calm under pressure. And able to multitask all of those things that take place. But it also takes someone who really is part of the team because at the end of it all it takes whoever's in this, in communications, together to get through whatever's going on.
Context_of_Work - Multitasking	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	..... I wouldn't like say OCD but somebody that's particular and somebody that can do a whole bunch of different things at different--at one time. Somebody that can multitask.
Context_of_Work - Multitasking	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Because you could be on the phone, the radio could be going, nobody cares that you're, you know, your radio is on, nobody cares that you're on the phone. EMS could be talking while police officers are talking, the fire department, 3 of them could be talking at one time so it's just like you have to kind of listen to a whole bunch of different stuff going on. But if you have like a lot of kids that's a good way [Laughing] so you could be a great dispatcher because if you can hear all of them that's kind of like how they are, like when they're on the road, it's almost like well these are our kids, we got to take care of them. You have to answer them. So it's like even if the phone is on or whatever like you kind of just got to grab stuff from different places.
Context_of_Work - Multitasking	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	[Sighs]. Busy. Many times overwhelmed with... with the amount of responsibilities that they have. They are expected to do so much with... with not just the technology but with learning new things, keeping up with multiple policies and procedures and being able to apply them in a situation that is very, very fluid. An emergency situation is not just, oh, it's the same old thing. Everyone has its different challenges.
Context_of_Work - Multitasking	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Looking at multiple screens. Up to 5.
Context_of_Work - Multitasking	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	I mean, it can get hectic in here, it definitely can, but we usually--we handle it pretty well. We usually--the phone is ringing, and if we're both on something, I'll take over a call, or she'll take over a call, one of us will

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								answer the phones, and then we keep going, but it definitely--especially during football games, it definitely gets heavy volume, but we handle it pretty well.
Context_of_Work - Relationships	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	...And so I know who to call, internal, but then having contacts available to me out in the field that I've either met, or made throughout the years, or by policy, I can float a policy up real quick and get, okay, what did Lexipol say to do. And how do I get that information quickly to me because I'm standing in front of a burning building, of which, I need some help. Or I got a hazmat scene that I need help yesterday, who do I call
Context_of_Work - Relationships	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	... With [State], I mean, we do a lot of mutual aid with agencies, so a couple of our rigs are specifically mutual aid deployable to other parts of the state. So we always, about this time of year, get kind of the reminder of, "Hey, by the way, you got to drink water. You got to stay in the shade. You got to prep your body, rhabdomyolysis." We get all those warnings of, "Hey, look, this is dangerous. If you get too fatigued, you could end up in the hospital. Here are the warning signs." We've gotten way better.
Context_of_Work - Relationships	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Yeah. So I always tell people, "5% of the time we deal with 95% of the public who loves us. 95% of the time we're dealing with the 5% of the public that hates us."
Context_of_Work - Relationships	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	... I think in other communities-- but, I mean, we have a 98 and a half percent satisfaction rating in our community. I mean, if we were Ferguson, Missouri--
Context_of_Work - Relationships	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Oh yeah. No, we work with [City] on occasion. We work with [City], right next door. We don't typically work with [City]. I mean, it would have to be a pretty major event. We have gone to [City] recently. The nice thing about [City] is they are a part of the EBRCS system, which is [County] and [County] radio system. So there's interoperability there.
Context_of_Work - Relationships	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Mmhmm. Yeah they [call takers and the other agencies] communicate with them every day. They work pretty closely with the other agencies assisting them basically with any criminal justice

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								information that might be needed or researching or getting them reports or phone numbers or whatever it is they happen to be requesting but they work closely with all of the responders.
Context_of_Work - Relationships	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S3] No you've moved to some software as a service. Solutions now are public notifications that we send out to citizens. Those are hosted in the Cloud. I think [name] is consistently looking at customers and trying to find pieces she mentioned that they're implementing a fire piece into their ProQA their query software so that they can better gain information from the customer. I think when I first got here you guys had foot cards exclusively that you were using now that's automated and so I've seen a lot of changes since I've been working.
Context_of_Work - Relationships	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	I think it's handled pretty well. Here it's all funneled through me, but I can always go to my Chief if I need some more brass or something. But we have a pretty good system. The fire chiefs meet regularly, and they decide if they want to have a policy they all have to agree. We don't do different things for different departments. And same thing for law. The chiefs meet. If somebody wants to propose a change, they all have to agree to it.
Context_of_Work - Relationships	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	So he got passionate about that because of a call that we had where a fellow died because he didn't know he could call 911 because he didn't speak English. So [Name]'s taken this to educate the Hispanic community that we can get translators really quickly. And so, he wanted to meet today. So I have that meeting. And then, my chief called me and wanted me to come down here.
Context_of_Work - Relationships	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	So, no, it's okay. It's great. I don't mind at all. But those kinds of things come up occasionally, but there's a fair amount of meeting with people.
Context_of_Work - Relationships	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	.... I don't really think we have a communication issue between me and my staff, anyway. And we're trying to iron it out. I'm trying to iron it out with all the agencies, as well, because they don't know me that well yet. And we've set up some quality-assurance channels where people can email into a-- kind of a blind email into what's going on with them and

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								what they need and what we're not getting done right, or maybe sometimes what we do well. So I don't think we have a communication problem internally.
Context_of_Work - Relationships	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Well, we're lucky, and I think that-- my boss is that way as well. Very open, very honest, and he's empowering for people. And I'm a good example of that. I mean, who would-- I didn't interview for the job. I didn't apply for it. I didn't know that I wanted it when they sought me out to come and be the director. I thought that was crazy. I figured I would retire as a supervisor. But they saw something that my predecessors did, that he thought that I could do this, and so the chief goes along. That's the kind of an organization that it is. I don't know if everybody's that way in our county, but I know that the town of [City] is, definitely. So, yeah. It's a good place to work.
Context_of_Work - Relationships	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Yeah. They are. And so their product from their research is hopefully going to be like a self-care kit for dispatchers. It's dispatch-specific. And I really wanted to get involved in that because I want that kit when it comes out. I think they look like they had about another a year ago for that. And I can't remember the lady's [name] or something. Dr. [name]. I wouldn't be able to spell it. She's Swedish.
Context_of_Work - Relationships	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Yeah. So our take on that is to try to educate the Hispanic community that if they're going to text, they need to use an English keyboard and make it work for them because we can't seem to figure it out.
Context_of_Work - Relationships	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	... So what we've done in the past is we've gotten data from [county name] County, which the GIS department has sent it through to us and it's not the same, so we have to clean it. We have to make it match, and what we've decided this process that we're doing and everybody's on board with this again so far anyway, that 911 is going to live in the comm center on our own server, [town's name] got a server for us. We got an [inaudible] license or whatever, we need there. And we're going to send it out to all these other entities. And so it's our data, we own it. We store it. If it changes you need tell us, and we'll send out once a month or once every two months or whatever. Here's the new data set.

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Context_of_Work - Relationships	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	It's going to be-- like I said, we've been working on it for months, so I think it's close now. The town of [town name] has been very proactive with the technologies. We have fiber everywhere, and we have cloud servers, so we have everything we need. They've taken care of that. So I don't think it's going to be that big of a project. We're hiring an outside company to do the initial set, and so, she'll provide us with that, "Okay here's is your base."
Context_of_Work - Relationships	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	We do as much as we can. Every public event that we go to, that's our goal. And we have a mobile communications truck that's got four consoles in it, the dispatcher consoles, but we can also put the satellite up and open up Internet. And so, we set all four of those consoles up with [name] for people to sign up on. And they come in and tour, and say, "Hey. How would you like to--?" And they can do it right there. Instead of having to give them a piece of paper or whatever. They can--we have, we'll have a dispatcher help them out or whatever. Old people like that, because somebody else does it for them.
Context_of_Work - Relationships	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	...We split the county into four; it's east and west basically but east law and east fire, and west law and west fire. And the fire dispatchers work with their law partner. The law dispatchers are a lot busier most of the time, and so the fire dispatchers are the call takers as well, and they work to back up their law dispatcher on running plates and parties and stuff like that. And then, when the gas line breaks and you have this huge input of stuff, then the law dispatchers kind of help back up the fire dispatchers. So they are talking to each other constantly.
Context_of_Work - Relationships	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...And then as far as what we call mutual aid, when because we're on the border of [name], [name], [County], [County] and [County], so anytime we have a jurisdictional call that one of their units is closer, or when we need to go over into these other jurisdictions, we call either on the mutual aid radio channels or on our phone system, we call them directly and ask for mutual aid. And we have mutual aid agreements with everyone except for [City]. They're the only jurisdiction around here that doesn't play with anyone. They're their own little sandbox.

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Context_of_Work - Relationships	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	They don't give help and we don't ask for help. They're just kind of their own thing. There have been a few rare occasions when they've had massive fires, that we've sent fire trucks down there. But that's every five to six years. Very rare. But for the most part, between [name], [name], [name], and [name], it's every day, about at least a dozen times a day, we're going there or they're coming here.
Context_of_Work - Relationships	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	--the local people that are trained. They have all the EMS equipment. They come in and they stabilize that patient and then when the transport unit shows up, they take her to the hospital.
Context_of_Work - Relationships	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...So that's been a problem up here because of that, but there's been a lot of training and the good thing is the longer that some of these firefighters have been up here from the field, that's one of their transitional things they have to learn about, is understanding these people that work up here that are now on call takers aren't EMTs. They don't respond out in the field. They don't know what it's like to be in your shoes, as much as you don't know what it's like to be in their shoes. And once they kind of grasp that, they may not agree with the responses but at least they shut their mouths [laughter]. At least they're a little bit empathetic, of-- okay because I've been on both sides of that. I've taken phone calls where I've heard the person's last breath because they strangled themselves
Context_of_Work - Relationships	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Generally. Out of the fire department, out of I think it is 1,200 employees, I think, there's only a handful of us that are qualified to work here. So we all work with each other quite a bit, whether it be on overtime, work substitutions, so I could work tomorrow and I know all those guys and gals, and they all know me. And so it's a fairly tight-knit group.
Context_of_Work - Relationships	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Yeah, so I was talking to him about that. I'm generally the liaison from the duty operations chief. So if the duty operations chief has a question about something, how a call was handled, that falls under me. And of course, the police. We work side by side with the police, so I'm generally the liaison between the police and us.

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Context_of_Work - Relationships	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	[name] and I used to be on the same shift together. He's a good guy, so be careful [laughter]. If you need anything, please just reach out via email.
Context_of_Work - Relationships	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Right. They say, "Hey, is ambulance 841 available?" And they say, "Yep. They're available. Where do you need them?" So we'll give them the information. Then they'll dispatch their unit to come into our county. [name], [name], and [name], we generally use the north mutual aid radio channel for them. So we will call them on the north mutual aid radio channel and they'll call us, "[name] to [name], is Medic 115 available? Or Medic 715 available?". And they'll say, "Yeah. That's correct. They're available." And they'll give us the address right over the radio channel. Right. So we're typing the address in on our-- we call it an II form.
Context_of_Work - Relationships	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Yeah. Under dire emergencies, they have called us for help and we've called them for help, but we don't have an official mutual aid agreement. But if they need help, of course, we'll send help.
Context_of_Work - Relationships	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	With that they also kind have grown accustomed to a higher standard of living and they also expect that in their public safety so a lot of the things that we deal with are usually maybe other agencies would not respond to but there's kind of something that's referred to as the [city name] Way and that's just kind of used within the government here to kind of refer to the kind of extra customer service that we provide that maybe other agencies do not. We respond to a lot of calls that other agencies would not respond to.
Context_of_Work - Relationships	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	... You know I had somebody what was it someone used a phrase the other day or like last week where they referred to it as like [parkway name] Parkway or something like that and I said it wasn't me it was actually a different dispatcher somebody else said like [parkway name] Parkway and I had and no one had any idea what they were talking about and we called park police where [parkway name] Parkway was. They had no idea. We called state police they had no idea what it was.
Context_of_Work -	COMMS	U	Comms	18-25	5 or less	Male	COMMS-	I'm starting to recognize the officer's voices and I know some of the

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Relationships			Personnel				U-006	officers you know now that I've worked here for a while because we do ride a long a lot, we work with them, we meet them in teletype and stuff like that and so I know them as people and if in addition to me being nervous for perhaps the person on the line because you do get invested in these people even though you don't know them you're still worried about them you care you know.
Context_of_Work - Relationships	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	... So I recently have had to replace four of those [name] phones. Thankfully I pillaged several from another jurisdiction in this area who is upgrading their system so we were able to switch them out because [name] who was recently bought out by [name] they have a very small supply of them left and they are no longer fixing those pieces.
Context_of_Work - Relationships	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	...So it's coordinating with them to kind of keep the system going and healthy as long as possible. I also am in the process with myself, our DTS, our PSIT which is our Public Safety IT Unit and [name] and those counterparts with purchasing a joint 911 telephony system.
Context_of_Work - Relationships	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	...So I'm fully involved in the purchasing of the new system and we have put together a group of stakeholders so our stakeholders are not only those of us here in the communication center but because we are joining our system into one system with [name] a we are also having to get involved the city council and the county board and even on the political aspect they all have to agree on us sharing because we have to have MOU's.
Context_of_Work - Relationships	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So there are also some talks in the area of potentially building a geodiverse co-inhabitable backup center. So it's somewhere where multiple jurisdictions could go to and all of us would pay into this backup center. That's been in the talks for quite a few years and so we'll see what happens as we start sharing servers and start getting integrated CAD systems together and start buying stuff as a region.
Context_of_Work - Relationships	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Have downloaded it and it's not cheap for the jurisdictions to pay for. So we do have citizens who are upset that we that [name] County is not purchasing it. [name] has it, [name] has it, [name] might get it and they're



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								like you're right in the middle of all of them why aren't you purchasing it?
Context_of_Work - Relationships	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	The full story of what it means for us to purchase something like that so there's technology out there that the citizens expect. The reason we have the interim text to 911 we have said absolutely not. We're not getting text to 911 until it is fully integrated into our phone system. The citizens demanded it. We ended up purchasing an interim text to 911 that is not integrated into our system.
Context_of_Work - Relationships	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Under stressful conditions so it makes so you're short staffed, no one can get breaks, people are getting hungry, we're not getting caffeine, we're here for 12 hours, you don't like this person, you don't like that person, an officer or a firefighter is doing something that you know upsets you on the radio then you've got a structure fire, you've got someone who is being stabbed, it's just the culmination of a day or a shift or a night isn't just the calls that come in. So for us having the citizens expect one thing but not know what reality is like in the 911 center we're kind of just the forgotten public safety realm I would say.
Context_of_Work - Relationships	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So the demographics here are we have a lot and then it's a large influx so during the day because we have things like the [name], we have the airport which do have their own police departments and the airport has their own fire. We assist the airport with fire department. With the airport with the [name] we are their fire department.
Context_of_Work - Relationships	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	We do yes and [name] which is a very small you know maybe 10, 12 square miles it's a really small little city we are their primary answering point as well and we're their fire department.
Context_of_Work - Relationships	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	They have their own fire department their own police department that we transfer to so we are answering calls for a lot of different places and yeah 9/11 we were the we were dispatching the police department because we assisted. [name] has a police department but they don't have enough police department to handle something like that so our police officers watched the plane fly in. Our fire department were the ones there day and night pulling people out and you know dealing with

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								everything from that and our 911 center is who handled all those calls including the influx of calls from the family members.
Context_of_Work - Relationships	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	...So we're working with our fire marshals, we're working with our building inspectors, with some of the tower infrastructure that we have built in this area or just outside in [name] to see what capabilities we have in a kind of tight metropolis area and how we would be able to expand that to really give us good in building pictures and location identification for police and fire.
Context_of_Work - Relationships	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	...But if we need someone if they're not available I still have a small contingency who can go and fill in at the EOC and our responsibility there is really that bridge of communication but we can also fill in in any of the positions that are needed because we do that stuff on a daily basis.
Context_of_Work - Relationships	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So like I said it depends on what it is. A partial EOC standup could just be well we had a storm come through so I just need JS for mapping, parks and recreation, the ECC liaison you know get these people in a room so we can coordinate the efforts of getting these trees out of the roadway but we don't need all 18 or 19 ESF's to be there. If we do have something catastrophic we will it doesn't even have to be catastrophic it could be something that effects each department we'll call in a full activation of an EOC.
Context_of_Work - Relationships	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	You have to have the buy in from the folks who are using this on a day to day basis. Someone from my IT department may say hey, this CAD is awesome. It integrates with our technology this is what we want to do but that CAD is not good for my people out there.
Context_of_Work - Relationships	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	And that was it. It did not involve anyone from operations. So for me when we started the phones I had several stakeholders. We had the integrators, we had the technology folks, we had the operations folks, we had any kind of every bit of person who might touch or see or work with this system and said what do you want to see? What will work best for you?

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Context_of_Work - Relationships	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Exactly. What do you want to see? What would you like to have changed and we didn't just grab one or two we had meetings in here and our stakeholder meetings for operations I had I think seven or eight operations folks from different levels. People that had been here for 15 years, people that had been here for two years, every aspect of the spectrum so that I could get as much information as possible so we could purchase the right product for them which actually is just the upgraded version of what we have which works perfect because it is one of the top of the line products
Context_of_Work - Relationships	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	We had to talk about water ways, there are two islands that are technically [name]. [name] is technically [name] but the only way to get to it is through a foot bridge in [name] so [name] fire department typically responds out for fire department because we can get one of our we can get we can't drive our engines or our medics there but we can take one of our battalion chief or EMS supervisors and we can drive that across the bridge across the foot bridge to assist people but anything in the water [name] County doesn't touch the water so we had to agree on lines and where things touch and there are houses in [name] that are in [name] and [name].
Context_of_Work - Relationships	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	It doesn't mean that they're not going to get the right police department or the right fire department, it doesn't mean that they're not going to get the same responses the same service we're just saying that this particular house should their 911 calls should reach this primary app so in this whole region we all got together in a room and put together all of our information and then once the information was together we meet on a quarterly basis. We all got together in a room and looked at computers and said yeah this line needs to go here, this one needs to go here, this one needs to go this way so there was a lot of collaboration because with the new next gen 911 with the ezenet it's all going to be Cloud based, IP based and that's how calls are going to be routed to us now.
Context_of_Work - Relationships	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	...It's not going to be based off of so we had to work with our jurisdictions throughout this area because of the ezenet and because of

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								those kinds of things that we're doing to really advance this area. So it's kind of a good working relationship for that kind of stuff and then with [name] I said we were sharing not only are we sharing we're purchasing one system one phone system with them and one server will live in [name] and the backup server or the other server whatever one is primary it doesn't really matter to us one lives in [name] and one lives in [name] and we have redundancy, dual redundancy built between our backup center, our primary center and our knock and their primary center and their backup center so there are five locations that are tier 2 and 3 redundant connections between all of them
Context_of_Work - Relationships	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	... We're staying separate but we're sharing the technology and we will have the capability of pulling on other jurisdictions so [name] City we'll be able to pull them on and they can share our servers. We can pull in [name] and they can share our servers and we can pull in different entities and we all work off of one system. We all upgrade together as one group and we're looking to do the same thing with our CAD.
Context_of_Work - Relationships	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Yeah we haven't found it too much else in other places. They may work with each other or one entity may be like the governing body and everybody else gets that technology because this is the bigger guy and it gives the technology it decides the technology for everyone else but this is the first time that we've been able to find which two different jurisdictions joining versus there are states that are completely joined together but that was a state who said you're going to do this.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	I mean for me it's a little more exciting because you have your hand in more of it than you normally would. Because I've worked in another dispatch center where we were in a basement, and we had no contact with the public whatsoever. So here you're interacting with the public on a daily basis. Not only are you taking the calls, you've got all the people coming in. Whether it's a policeman, or someone's lost, or someone needs directions, or someone needs a ride, or someone's homeless, asking for help, or a victim of domestic violence. So you're interacting more with the public and then you're doing more-- like the paperwork.

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								Because in the other dispatch centers, I mean, you're not submitting warrants and then getting them back and typing up subpoenas. I mean, I think you're more involved in it so you get a better taste of it.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	For here you have to be I would say, patient, somewhat tough or thick-skinned, just for what you deal with. You have to be willing to work with the public because you're dealing them on phone and in person. And you're dealing with-- I mean, for example, the sex offenders or the probationaries. I mean, sometimes those people are the utmost wonderful people of society, but you have to-- at least in my book, you still treat them with professionalism and kindness. I always treat other people as I would want to be treated no matter what the circumstances are. You have to be compassionate. You have people calling who may have just lost a loved one, or could have a loved one that it's not doing well and is on their way to the hospital and maybe not expecting to make it, or someone's calling in to say that their child's been raped.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Right. I've been told that I'm the odd man out because after 27 years, I still have compassion. I mean I don't take things home, but I feel for people's pain. When they have a death or something tragic in their life, I try and comfort them. And when the sex offenders come to the window, I'm always nice to them. A lot of them come in here and say that they come here just because I'm kind to them. Same thing with the probationers. Even the chief has said it to me before, "I don't know how you do it after 27 years," because I haven't hardened yet. But it's a job not everybody can do. You have to be able to multitask and do several things at once. I mean you could have the phone's ringing, somebody's out in the-- there is somebody back there screaming for, "I need some paperwork." And then you got a probationary that comes in and says, "I got to get to work. I need to do my PPT." Sex offender walks in and says, "Well, I'm on my lunch break. I need to register." So you're [hustling?] around doing 10 things at once. But it is unique in the sense. And that could be any dispatcher. You have to be able to deal with whatever's thrown at you which sometimes is crazy.

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Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Our community is small, so it's not the big city. You get to know a lot of the people. And since I've been here 17 years, I know a lot of the business owners and a lot of citizens. So they'll call or they'll come in and then they all address you by your first name. So in that sense, it's a little more-- you get a better feel for it because you start to get to know people. Even when people call you [laughter], you get to learn their voices. You don't even have to ask their address or their business because as soon as they call you, you're like, "Oh, that's so-and-so," and you just start typing in the address, where on the big city, it's not like that. I mean everything's different. You've got so many different people calling. There's no personal level. Where here, I think, there's more a personal level because it is a smaller department. And you know all of your officers.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	.... If an officer's going to be on vacation, or an afternoon officer needs something done during the day, we'll organize to get over to the courthouse or make contact with the people during the day. But we kind of work together as a team. And, again, that goes with the small department. Where, in some of the big departments, you probably don't have-- I guess it's more like a family here versus just a workplace.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	The fire department, I mean we talk, and they'll stop by here, or they might come in to discuss a call that they just went on... Or even, if I get called calls outside the city for traffic, accidents, any of that stuff, I just put it in, and then I call over and say, "Hey, I just put one in for you." Just because it's just as easy, we all look at the same screen, and it's, to me, it's not right to make people repeat all their information, or it someone is in a panic mode, to say, "Hang up and call the sheriff's department," or, "Call 9-1-1." You just get their information and put it in there. And then it's done.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	It's funny, because a lot of people, sometimes you never meet them, but you know their voice, and you can go to a public function, and you'll hear someone's voice and you're like, "Hey, you're so-and-so from the fire department or the sheriff's department," because you hear them on the

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								radio or you talk to them on the phone. And like I said, you might never meet them, and you might only see them once or twice, but you kind of get like a rapport going. And you kind of know, by the tone of someone's voice-- it's just kind of hard, I guess it comes with the dispatch thing, where you get to learn people's voices, because even with citizens that call, you can tell if something-- like this morning when our dispatcher called. I said, "Is everything okay?" and she just lost it. She said, "No, everything's not okay." Because I could tell by the tone of her voice that something was wrong.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	... I won't speak for the other shifts, but generally, on our shifts, we'll eat lunch together, if we can, if we're not too busy. Or yesterday, I brought in a bunch of soup, and some bread, and we all sat down and had soup and bread. Or if it's somebody's birthday we make a cake, or brownies, or cupcakes, and we bring it in. And you get to know-- the officers will stop by, they might be going to the park or something, and they stop by for a second, and you see their kids or their pets. So you kind of get to know everybody. We try and get together. We used to be really good about having Christmas parties and picnics, and everybody bringing their families, but sometimes it's hard with-- I don't usually see the other shift, because they come in after I leave and they're already home by the time I come in. So I might not be as close with that shift as the day shift, where you're together on a regular basis.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	...So I talk to those guys everyday, because I might be entering a car, entering a warrant, putting a conditional bond in, a no-contact order. So usually I'll just text somebody and say, "Hey, I got somebody here at the station, do you want me to send them to your station or do you want to come here?" ... . If they have an arrest and they need a full work up, we'll do what's called-- we do a file check, a criminal history, a driving history, depending on what they've been arrested for. So we're doing with them as well.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Right, and I mean I would say that the majority of it is law enforcement related, whether they're turning themselves in, or they've been a victim of

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								a crime, but we still have the people that come in to get directions. or want to show their child the station. or we have people that come in for tours. The school groups will come in. I mean we still get all that stuff and we'll do presentations. But I guess I could easily say 80% of it is someone that's been either a victim of a crime, or was arrested and charged with a crime and needs to know what happens next, or to get their fingerprints, or stuff like that.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	And again, you get to know all these people. Even if they're here for a short time you know their voice as soon as they call, you already know where they live, you already know their address. And that's the beauty I guess of a small town. But we get a lot of unlocks, a lot a lot of private property crashes, a lot of crashes on the streets. But we get a ton of unlocks and I think we're still the only agency in [name] that does unlocks. We carry the tools in our car and that's a service that we provide for free, so we do get a lot of calls for unlock. I think I had two yesterday. You'd be surprised how many people lock their keys in their car.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	...we deal with the public when they're having problems and so that sometimes I'm going to say it's painful. That might not be the right word. I don't know what the right word is there but I think you know people call us when they are in their time of need. They call us when they have a problem and so that's hard I think to be able to respond appropriately and in a way that can calm them down and make them feel better even though you're not there and that's I think is another hard piece of all this but being a dispatcher especially is that you're not there. You're on the phone and so you're kind of once removed from the problem but you're still trying to help with the problem and I think that that's hard too so I would say that it's a hard job some days.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well I think you have got to be patience. You have to be patience with people yeah with people and you've got to be patient with well like I said sometimes it's boring and so you've got to be kind of okay with being there and keeping yourself busy and doing other things. Sometimes that



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								might be I don't know paperwork or whatever needs to be done and sometimes you know we do get the deputies will come in or the sheriff's there and we've got some banter and we got some chatting and that but I think you've also got to be a self-starter because again there's not always it's not like there's always something happening right and so then you got to figure out what you're going to do. You have to be a good communicator.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	That's the biggest thing really. You've got to be a really good communicator. You have to be good with people. We do have people sometimes coming into our offices so you know you've got that one on one and you have to be able to deal with people. Sometimes they're not happy, sometimes it's just you know have a chat. We have a lot of older folk in our community and sometimes they just like to stop in have a good old chat and then go on their way and so got to be good with that. You have to be able to follow a protocol right because when people call we have to be able to get the right information to give that information to the deputies so they can go out and do their job and actually help those people so communication skills, communication skills, communication skills you've got to have those.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	... We do have trouble getting dispatchers and keeping dispatchers so sometimes you know we might have to cover an evening shift or we might have to cover a weekend shift or you know somebody might ask you to take a shift for them but generally yes we're doing the same shifts all the time and that usually means we're communicating with the same deputies out there because they also they rotate maybe a little bit more than we do but not a lot and so we know each other. Again this is small enough to that there aren't that many of us so we do know each other and we come in and we can talk and I know who I'm talking to over on the radio.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well we've got the public certainly. Sometimes they come in here so sometimes they're in here and we're just talking but usually they're calling in and so they'll call if they got a problem. This time of year it's a

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								lot of we get a fair amount of accidents this time of year so generally the public. We do dispatch all the 911 calls in the county so usually we're talking to law enforcement, we're talking to the Sheriff's deputies but sometimes we might have to send a call out to fire and so each of these small communities have their own volunteer department but they'll all be notified when something's going on because often times they'll have to send trucks from different towns to help in the case of a fire and here we've got a lot of wild land fires, we've got a lot of brush fires and so often times it's bigger than just one town can handle so fire and we've got also got an EMS. That's a company we send out too so that all comes out of this office.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Real good, real good I would say yeah. We all get a long here. Again we're a small county office and we all get along. Some you get along with better than others. That's always true but for the most part and most of us know a lot of the firefighters from these different small towns because we live here and we all support each other so I would say that's the biggest thing we all support each other.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well I've never thought about that but I think that yeah that could really. You know what they sound like, you know when they're having a good day, you know when something's wrong and so you can hear a lot in people's voices and so I would say yes I think that it helps that we do that.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	No not really no but sometimes the Sheriff might give you a task. You know if we've got we go do fundraisers or we go help out in different communities or sometimes it's organizing something like that maybe so you might need to make some phone calls and again that's where you need those communication skills right because you're talking with all different kinds of people so sometimes though the Sheriff might have to ask for you but that's about it.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	I think that has happened one time since I've been a dispatcher, yes and that was difficult but I think we got it back within 7 minutes 6 minutes something like that and so that's rare I think. It's not something that

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								happens often no. So but we work the sheriff was here luckily and called our cell phone, we got somebody here and it was minutes.
Context_of_Work - Relationships	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah. So we're trying to wrangle a lot of things in our county, right now. They're all positive things. We're working together in getting things going. On the radio side, it would be awesome if we had future radios that were LT capable as well as private or private network capable. So that they could seamlessly roam.
Context_of_Work - Relationships	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] --so they're working with different communities that speak different languages and that kind of stuff as well so, yeah. All that's going on right now.
Context_of_Work - Relationships	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	.... The challenge is when you get a call, a certain call, or we call them hot calls. And you have to handle that accordingly to make sure that that person that's on the other end that dialed in, get the help that they need, but also that officer that's responding or the firefighters that's responding have the knowledge and know just what they're walking into, so they can give that person the assistance that they need.
Context_of_Work - Relationships	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	It's very rural. We don't have a very high crime rate. But lately we've been experiencing more elevated [inaudible] burglaries, and we're not too much on the shootings. We do have them, and we have had issues where we would have those hot calls. And we have to make sure that we get all the pertinent information, such as how many weapons they have, is that person still armed, can you see him, are they irate? If they are, can you put yourself in a different area? That way you can give me the information that I need, and I can get you the help that you need, so we can we can neutralize this subject, make sure that if we can't subdue him easily, then it's just something that just had to happen that way. We have those calls.
Context_of_Work - Relationships	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Hmm. Some of them are lower class. Well most of them, lower class. We have mid-class, not too many upper class. But mid and lower. So the lower class is sometimes difficult to work with, because they're at a high

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								demand. They want what they want, when they want it, and how they want it. And some people, you can't get them to understand I'm only the dispatcher. I take the message; I relay the message. Now when that officer or when that person that you need that help, that assistance from gets back to you, it's not my fault. So we take a lot of heat from the lower class. Mid-class, they're more understanding. They'll give a day. It'll be well, we called into to your dispatch center and reported this, and nobody never came out. Well sir, I'm sorry about that. I will relay that message again and get them as soon as possible. And they'll understand; they're more understanding. It's very understanding with the lower class being, some of the areas, speaking of like [inaudible] area. It's more of a higher crime rate, more the burglaries, more of the home invasions that happen around that area. So in certain areas, we know which, what to look for.
Context_of_Work - Relationships	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	...We have different alarm companies that the residents get for their businesses, their residents, that we interact with. And it's basically getting their information and getting the homeowner's information or the business owner information so we can get assistance out there to see if their business or their homes are okay. We also interact with the school systems, making sure everything, if we have to close down due to a hurricane or tornado, we get the superintendent in. What time will you want to do something? What do you want us to put out, because we put out that information.
Context_of_Work - Relationships	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Mm-hmm. Sheriff, fire. We have the two police departments, which is [police department names]. We dispatch for both. For EMS, we transfer straight to their dispatcher. Now we do assist their dispatcher in getting that information. If they lose the call or if they couldn't hear the caller, and they call back, we already got that information, so we'll in return give it to them and make sure they have the assistance if they need any assistance going in. Then we assist them in doing that also.
Context_of_Work - Relationships	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	How we deal with it, when one of them is not busy, not on their busy days, or they have to go on light duty, you come and sit in with us. So

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								that way you can see how hectic it can get in less than five minutes. It doesn't take long. It doesn't take long at all. Another is some of the calls, those that you can't help, it's just like you just have to sit and try to be that calming voice until somebody gets there, or even if it's down to the last, that's the only thing you can do. Those are stressors.
Context_of_Work - Relationships	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Each of the towns, yes. And mostly our [department], they are very good about coming out and handling the calls that their municipality gets. Sometimes with [department], we may not have an officer on certain days. He'll come out maybe the weekend and maybe two days out of the week. And our sheriff office has to handle the calls that they don't pick up, so...
Context_of_Work - Relationships	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	With state police, it's mostly on [Street] that we normally have to call them out for, or if we have an accident that happened on our highways, that it's multiple vehicles, and the deputies will say we're going to let state do this one because it's multiple vehicles. So normally getting in touch with state police is very, that one is very easy. We don't have any complications with them.
Context_of_Work - Relationships	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	In the event of our 911 system going down, if it ever, if it has to, normally the last time we ever had to do a rollover was during one of the hurricanes. And it hit a tower, one of the cell towers. We lost our capabilities to receive any calls coming through from AT&T and Boost Mobile, the different cell phone providers. It'll roll over to our neighboring, our sister stations as [City]. And what they'll do is they'll call us and give us that information, what they just got from that call, and we'll give it out like that. So we have a partnering system in the event of that. We have everything in place whereas, okay, we got a problem. Let's call [City], let's do this, and we have our plans.
Context_of_Work - Relationships	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Pretty smooth-going. I mean there's always hiccups with anything. There's always clash of personalities, but I think one that we're forgetting is being we're so heavy with petrochemicals, the Homeland Security side, and we have to deal with the plant managers or emergency responders from the different facilities, whether it be a

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								[inaudible] bulk storage to a fertilizer plant, I mean we have to interact with all those folks also... So we're almost the speed dial call of a lot of people because when's the roads going to open, when the bridges are going to reopen, that type of thing. So I mean it's, and they come to us for a lot of answers that sometimes may take us a little while to get back to them. It's quite interesting.
Context_of_Work - Relationships	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	We have a unique bond here that we do not see in many other jurisdictions. And when I say that, it's the way the [State] Disaster Act is written, is that the emergency preparedness director is also the [Job title] of the [County]. We have always had the posture of it's law enforcement. There's a law enforcement side of it, and there is an emergency preparedness side of it or emergency response out of it. And we draw a line of demarcation, if you will, between those two facets. It's hard. But like I said, we have that that that bond that unique cohesiveness, if you will, between the law enforcement in Homeland Security/emergency preparedness side that you don't see anywhere else. And I think it's not so much of hometown, everyone knows everyone, as much as it is building those relationships prior to the emergency happening and gaining that respect and gaining that trust in everyone. When I was in the fire service and very active in the fire service probably 25 years ago I guess, the deputy chief at the time came from industry. And he'd always tell me, says you do not want to make you friends at 2:00 in the morning. You want to make it at 8:00 in the morning over a cup of coffee. And that's one thing I've always preached to my staff here, and make sure that I try to extend that olive branch to everyone ahead of time.
Context_of_Work - Relationships	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... We brought toward 289 residents to [County] to get them out of harm's way. They wasn't forced. It was a recommended evacuation of 289 people who wanted to go.
Context_of_Work - Relationships	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... But unfortunately, we have to wear so many different hats. It's good because we get to meet more people. And I never thought, granted I have 12 years into the job, but I never thought I'd know as many people

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								as I know from, not just across the state, but across the country. Never would I dream I'd have friends in [4 city names]. I just never, never thought that that would ever happen.
Context_of_Work - Relationships	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	The community here, everybody kind of treats everybody as family. I know that there is a lot of I guess issues with police officers right now. I haven't ever encountered that in this [County]. Like I've walked into a grocery store in uniform, and I get people, thank you for your service. I don't have anybody calling me derogatory names or anything, so definitely it feels like a family in this [County]
Context_of_Work - Relationships	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	It's definitely much bigger than our older office. Our older office is probably the size of this room and the room next to us. So it got a little crowded. And unfortunately when you're on top of each other like that, not everybody gets along, so you'd be surprised what a little room does [laughter], but yeah, this building is a complete shock.
Context_of_Work - Relationships	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Well they were work the same shifts we do, so they get used to dealing with people, the public, and they have their typical, we call them frequent fliers, which is the people who call at least once a week. So we know them, we know where they live, we know basically, we can guess what they're calling about.
Context_of_Work - Relationships	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	No. Well I've been here long enough I know probably about 90% of the deputies on the road. But for the most part, I work with the same deputies.
Context_of_Work - Relationships	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Correct, and after a while, when you start working, you listen to their personal problems, you create another family sense, I guess. You listen to their problems, you listen to their accomplishments, what they have going on, 'cause the end of the day, everybody's human. They're not just a dispatcher. So they have other things going on in their lives, and people like to talk about other things.
Context_of_Work - Relationships	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	For the most part they're good. I've spoken to dispatchers and upper administration. I'll still, I'll tell the same jokes. I don't like to treat people differently or special because I wouldn't want to be treated special just

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								because I have a rank, so when I speak to upper staff or upper, I guess would be upper management, I'll tell the same joke, or I'll pick on them too.
Context_of_Work - Relationships	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Yeah, absolutely. Actually, see Monday nights. Well the Mondays I'm off, our rotation actually goes out for steaks. We go and we talk, we'll talk about I guess serious situations, stuff that deputies worry about, the dispatchers worry about, 'cause we don't always find out what happens once the deputy goes on scene or how they solved it. So we don't always talk, but sometimes we talk about football, or it's not always the same thing. But we definitely spend time together outside of work, and I think that helps the working relationship for sure.
Context_of_Work - Relationships	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Okay. So you have one sibling that's calm and mellow, and then you have one sibling that tends be neurotic. Like everything has to be a certain thing down to the T. This agency is your mellow agency, and then some agencies we deal with are neurotic. You kind of wish your mom had adopted them out [laughter].
Context_of_Work - Relationships	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Not that [inaudible] dislike them, but it I wish you were adopted.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	It takes someone that is very calm under pressure. And able to multitask all of those things that take place. But it also takes someone who really is part of the team because at the end of it all it takes whoever's in this, in communications, together to get through whatever's going on.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Yes. I find it does. You tend to take them in as your children. You're the mom. They're the children. They've got to get home at the end of the shift. And you develop a friendship with them and I find that helps.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	I feel like we have a really good relationship with them. Dispatchers actually go to patrol shift meetings or at least the senior dispatcher supervisor on shift will attend those patrol shift meetings to keep that communication open. As far as the public, I mean we've... we've done several demos with the agency where we go out and we won't have communications, they won't be coming in here, but we'll have pictures or



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								a slideshow of it, information of different things or bring out—we have a training thing where you call, pick up one phone, it rings another phone, just to show them how it works. And we especially use it with kids at schools.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	I think sometimes the hours in itself gets to you. You know some people aren't cut out to do a 12-hour—it can get mundane at time even though you're not knowing what you're picking up on the next telephone call it can still be mundane in a way. And I think sometimes being cooped up in a building for 12 hours is enough, with 2, 3 or however many people you have on shift at the time and you just need to walk away from them. It's kind of like family every now and then you need a little break. Sometimes that's what needed [Laughing].
Context_of_Work - Relationships	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	We have a very good relationship with our fire department. Of course, we dispatch for 8 of the 9 of them in the [County], or no, 8 of the 10. There's 2 of them we don't dispatch for. I personally to go fire chief meetings every other month.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	So they physically see me and my major which is only two steps below the sheriff and sometimes the sheriff will actually come with us to that fire chiefs meetings to ask if there's anything that we need to address, if there's any issues or just sharing information back and forth basically. Besides that they are... very well aware and used to call me [Laughing] if they have a question or a concern. But I also do sometimes bring along a dispatcher randomly, just a random one that hasn't been, hasn't met them, especially the newer ones just so that way they can put a face to that voice that they're going to hear on the other side.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	So we have a very good relationship with them. Other agencies, they only police agency we don't dispatch in our [County] is [City] Police Department because they have their own dispatch center at their office but every other one we actually dispatch for. We have a very good relationship with them as well. State police, our local troop is actually just outside of our [County] in [Town] and we have very, very good relationships with them. We probably know all the troopers 'cause most

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								of them come from us so [Laughing].
Context_of_Work - Relationships	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	They actually talk on our radio channels if they want a warrant check they can come to our channel and ask our girls.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Luckily we got into a company that was very small and it has grown to be very big now. So we got in when our sheriff spoke to the owner at his own little booth in a corner at a convention. So now he has a huge booth [phone ringing]... [Laughing].
Context_of_Work - Relationships	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	So day to day it's constantly... constantly improving in that records management system 'cause we think of one thing and we have--we have a person at our agency that specifically does that record management software. That's his job. Find ways to do this or fix this or make this better. So each day that we think of, well, can we do this? And we call him and he'll work out the backend of making sure it doesn't interfere with anything else or change anything on something else because we change this. And if that makes it simpler then that's where we're going. So.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	There have been a few incidences of... a grass man cutting the T-1 line. He wasn't supposed to do that. But we have a very good communication with our 911 center. Their lines are actually defaulted if their center goes down no matter what agency it should have went to, it's going to default to come to us and we turn into 911 for the [County]. And when that happens they send 2 or 3 of their 911 operators to come here and help answer telephones. It defaults to our 7-digit lines if any one of their 4 911 ports are active at the time then it will default to ring to our agency. So we can pick it up.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Oh, yes, we are assigned partners. The only time we'll switch out is if somebody takes off or if you're working overtime and you work on another shift but, yeah, we have the same partners.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Not as well as I think we should know each other. I don't know how to explain it or why but not really.
Context_of_Work -	COMMS	R	Comms	26-35	6-10	Female	COMMS-	My partner and I, our relationship is wonderful. She's like a sister to me.

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Relationships			Personnel				R-014	We've been working together for years now and like we talk about everything. Work, stuff outside of work our families, like it really--she really becomes a part of your family because we spend just as much time with her as you do your family.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	So yeah. And it makes working here and doing what we do a lot easier to deal with when you have someone that you can--you know, kind of destress with after something stressful happens. So.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	It's good. It someone who can relate to what you're doing through.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Oh, your partner, well your relief comes in at about 5:15, 5:20 and you go over shift change, tell them everything that's happened, who all they have working for them, and just kind of make small talk and they make their coffee and you leave and that's it.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Well with the patrol and EMS and fire, I think, you know, we should--I feel like if we knew each other better that that would help a lot. If we... even if it was just, you know, spend a little time with each other outside of work, just to like really get to know each other and understand each other and even have a class about communications that would help a lot. I feel like if we could even get some of them to come and sit in and see what we do it--that would help a lot. So.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Okay. Basically on a, just a regular day, on most days, we just--our main focus is the public and so basically keep them happy and keep their needs met. So if it's something that they call in for, there could be a dog barking to somebody stole something from me last night. We have a lady that always calls us about... she thinks somebody came into her place which we know she doesn't but I mean basically just on a daily basis--we just take calls from people and... try to not be... I guess mean or have an attitude, things like that. Basically talking to the public is what we do all day. Then we'll talk to the officers and get them where they need to go. We do NCIC entries like putting in people and stolen property and things like that. We talk to EMS and the fire department every day.

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Context_of_Work - Relationships	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Huh. It's a--it's an okay place to live I think. Most of the times that--we don't say the Q word, but most of the time things stay pretty calm. Everybody kind of knows each other 'cause it's a small community. We... kind of... I don't know. I guess they're okay people [Laughing].
Context_of_Work - Relationships	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	My partner is fun [Laughing]. My partner is one of my dear friends now since we have started working together. So that helps also. I mean you can work with somebody that you--I mean you have to be here for 12 hours, like you're basically here just as much as you're at home. Like sometimes I feel like I'm here more than I'm at home [chuckling]. So it--that helps, too, being able to have a partner that's good and, you know, does her part as well and then you can talk to her and whatever after that.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	The public is fine [Laughing]. The public is the public. I mean they want what they want and that's fine, so you have to kind of put yourself in their shoes like it could seem like this is just the stupidest thing [Laughing] what you're calling about but if it's up there on your list an do you felt the need to call then let's work it out. The public is the public [Laughing]. But the other officers, for the most part, it's good working with them. Sometimes they get like, I guess 'cause it's predominantly male and we're females, they get like these little macho attitudes or whatever but if you just brush them off and don't entertain them they normally just calm down.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Not really. We do change with the same set of people, like it's 2 of us and then there are 3 people permanently on our shift for the road. And so we hear the same voices but we don't know them like that. We don't know them like personally. We just hear the voices also.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Because you flow better with people that you, you know, that you know and that you--you're comfortable with, you know? You can like if I'm talking to somebody that I know, I know what you're going to want to know. So you're my--if you're my sergeant on my shift and I know well this is how you normally take calls and I know you know it's okay for me to tell you anything then I'll be quicker, you know, to tell you everything I

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								might know, even if it's something that the person didn't tell me but if, you know, I don't relay know you like that then I'm just going to tell you what they told me. Like if I--say for instance we get like a 911 call and the 911 call is from somebody that I had a run-in with personally or something or somebody I know personally.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Hmm. I, huh, honestly the most stressful thing about my job is the people that I work with. It's not even the people in the public 'cause I actually love to work with them and I love the--you know be able to talk to them and solve their problems and even just listening to their stuff, like I said, it's entertainment [Laughing] it's like it's really entertainment to me. But I think the most stressful part is the people that I work with. And sometimes you kind of feel like, especially in communications, like you're not valued I guess 'cause you're not the one that's going out and doing it. But I'm like, well baby, 'm the one that sent you so [chuckling], you know, my job is important also. That to me is the most stressful part.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	[Laughing]. Probably. It probably would. So maybe like if it was... something where we... sometime that everybody saw each other and got to, I guess, mix and mingle that might help.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Mm-hmm. It's normally it comes back up fairly quickly. AT&T is who they use for all that or whatever but they--they're pretty good with it because when we call them no matter what time it is, like they're right on it. So they'll transfer our 911 calls for us and then we'll just--whenever they have an emergency or something that agency will just call us and we send whoever needs to be sent.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	So the relationship is really a positive relationship. Yeah, dispatchers are generally thought of as that... that entry level... position but I don't think of them that way and I don't think our sheriff does. I think he looks at them as someone who is not only a very important link from the public to the public safety resource, they are the link. But they are a very important link. And he tells them this in all of our staff meetings that dispatch, the dispatch radio room, whatever you want to call it,

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								communications, is the voice of his agency. And so whenever he says, and he really means that, that he wants these people whenever they answer the phone, he wants them to be the most professional people because they are his voice to the public on a day to day basis.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	It is encouraged but it is limited. Because we don't want people just packing in here and having a social hour in here when these guys are really taking 911 calls and dispatching real emergencies, the background noise will get there. But they try to encourage people, as you're in the courthouse, stop in and see dispatch and stop in and say hey to these people that you hear all the time but you can't put a face with the voice. So I think that helps both sides realize that that's not just some animated voice, it is a person that's sitting there who is really--they have feelings and if you're ugly to them on the radio... then, hey, you know... that's a real person whether it's the dispatcher being ugly or it's the responder being ugly or short or snippy on the radio or even the phone. They're real people up here.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	And then it gives the dispatcher the chance to look at them and say, hey, that's a real--that's a real person that I'm talking to and whenever I sent it, hey, you know he's got a family at home or she's got a family at home that I'm here for an important reason and that person is the reason. So.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	To send on a call it's all about the same but to actually converse with them it's much easier to deal with the law enforcement than it is with fire because most of our fire guys being a rural area they're volunteer. So when they finish their call they're going home.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Where the law enforcement guys, they've got to write a report. They've got to get additional information so they're going to call and have that more casual conversation with the dispatchers than the fire guys will in most cases.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Every day we deal with different jurisdictions whether it's our neighboring agencies, whether it's state, whether it's at times federal, Coast Guard, the FAA, dealing with planes that are coming in and flying

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								over our area low, small planes, drones, those kinds of things because we're getting those calls and calling the FAA at the [City] Airport, calling those--those types of resources but state police would probably be our biggest...
Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	We got dropped because it was out of [County] and so those--the FAA can play a big part in helping us at times.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	People sit up further towards the edge of their seat and they [Laughing] they just answer as many as they can and as quickly as they can, getting the pertinent information. It's not a--it's not something where you can say, hey, call me, get me one of the secretaries from downstairs to come up here. Myself and the lieutenant in communications will try to sometimes go out there and help do what we can. But again it's--by the time we--they call us and say, hey, can you come in here, it's usually, okay, we're slow again [Laughing].
Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	So I think our public education efforts through NINA and APCO and our local public information officers are going to probably do that really well. But I hope to implement it here in the next few weeks.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	I'm sure there probably are. I think that sometimes we do overthink things and we rely on our technology and I always tell a story [chuckling] whenever I teach classes for new employees and I was telling them this yesterday in the class that I'm teaching this week. TTY for the deaf people. The deaf community... very rarely do we get calls for service from the deaf community. Number one, they're a very small population, a very important population for us to serve and make sure that they have access to the services but we got a call one time. This has been many years ago, probably 20 years ago in [City]. I got a call on a TTY call of a, and I think it was a medical call, but because it was an individual, hearing impaired individual, we needed to make sure that it was just a medical call.
Context_of_Work - Relationships	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	I'm a public official. So I want people to call me. I have my public--my sheriff's office cellphone on my Facebook site. But if you don't know how

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								to get to it, it doesn't help you. So... those are things that we look for. Technology helps us so much. Just being able to ping a cellphone for the appropriate reasons, with the appropriate authorization from a judge, and that's the other thing of being able to get to these people, sign a document, a warrant or a search warrant to be able to do that, getting that back to us really quickly. Used to, we had to bring it to them, sign it and bring it back. Now electronic signatures, ship it to you and you've got it over, over the applications, faxing applications or email. I mean technology has really helped us there being able to share data about certain events.
Context_of_Work - Relationships	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	We always have some fun calls. I like dealing with the people. I like dealing with officers. When I can get them all their information, and the call is easy, and it's set up, and we can do the steps that make it successful, that's when it's exhilarating. It's exhilarating when I can catch the perp, when we have someone, that we're behind someone chasing them, or we're dealing with possible bomb threat or something, we're able to take down that individual through protocol, properly, without any things being crossed, that's the most perfect, exhilarating day.
Context_of_Work - Relationships	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	We serve faculty. We serve students. We serve visitors. We serve fans. We serve celebrities sometimes. You have, ESPN will come here. You have, [players] comes here. You have people from, some police officers from other countries just want to come and see what we do. We've had them all over. So we serve even the locals around here. I even live right off campus [inaudible] in an old neighborhood. Sometimes we deal with some of them because they're concerned about traffic. They're concerned about football issues. Current situation events such as the shootings and stuff, they're worried about that, what we would do during that. So I'd say we deal with everybody.
Context_of_Work - Relationships	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	... I know when a professor, if he gets rid of the pianos in the music school, he'll get those at the, or send them back in the first part of May and then get them back in August, and I always deal with him. He's like I remember you.



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Context_of_Work - Relationships	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	I like that. In a lot of agencies you'll find, especially in [City], they will not come to the station. They're stationed, and then COMMS, I want to say, I forget what they call that, the big EBRSO/EMS, and all them, they are their own station. They do not interact with, I don't like that as much. I like to get to know mine. They get to know me. They feel more comfortable when they know you, I think. And I think that that's good.
Context_of_Work - Relationships	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	We're like a family. [talking about the other dispatcher]
Context_of_Work - Relationships	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	They're kind of like honestly, it's kind of like brothers and sisters. They're like, a lot of these guys here are like my brothers. We kind of see them that way. We fight and argue with each other; we laugh and stuff. They'll bring us, they'll surprise us with cookies, ice cream sometimes. Their wives make us things, like cookies and stuff like that. It's definitely a family. And then when you speak to those outer dispatch agencies, you get to learn them as well. Not as close, but you still know them. You're like oh, I remember you.
Context_of_Work - Relationships	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Oh it does, 'cause say a night shift, we're not as busy, if we are busy. But if we're not as busy, they will come in and sit with us. Or at night, if we have a serious situation, we're talking to them, sometimes we'll crack a joke over the phone if it's, like if it's not going to be tasteless or anything. But it does get a little bit more personal, I would say at night.
Context_of_Work - Relationships	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	It can be very thrilling. We have some calls that, you know, they're very--we need to get an officer out there as soon as we can. It is fun, we do have fun, we are like a family here, so we do have fun, but when serious things happen, we get on the ball and we get them out there.
Context_of_Work - Relationships	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	The officers? It's really like a family. I mean, we get along, they're like, you know, like I'm sure she said, say it with me, we're just like a family, so it's like, they're our brothers and sisters, you know, and we all--for the most part, we all get along, and it's nice. I like it, I enjoy it.
Context_of_Work - Relationships	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	I mean, it can get hectic in here, it definitely can, but we usually--we handle it pretty well. We usually--the phone is ringing, and if we're both

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								on something, I'll take over a call, or she'll take over a call, one of us will answer the phones, and then we keep going, but it definitely--especially during football games, it definitely gets heavy volume, but we handle it pretty well.
Context_of_Work - Relationships	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	S1: Okay. Great relationships with people in, you know, like the dispatchers know people? S3: Oh yeah. S1: Like, you can recognize voices and you know them and their relationships are what, I mean, do they -- you build a relationship or how does that work? S2: Sometimes yes and sometimes no.
Context_of_Work - Relationships	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S4]: Like, I prefer -- like you know people in there they prefer to socialize with them. When I was there, I wanted to keep work "work" and officers were officers and I didn't want to be friends with them outside of work.
Context_of_Work - Relationships	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	S1: I know, okay. Okay. So, relationships with the folks that you work with, I mean, people know everyone around, you know? S3: Inside the centre? Oh, absolutely. S1: Yeah, I mean it's a tight -- S3: We see each other more than we see our families.
Context_of_Work - Relationships	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: And personally, we become family. Like I don't see my family very often, so it's like. Some people have Thanksgiving at home, and they are like -- hey, come over. So --
Context_of_Work - Relationships	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: They are so public safety friendly. I mean, we depend on them from the start of the 911 call to get over their network on to [inaudible]. They also own [inaudible] and they also own FirstNet. So, they are so public safety friendly you can't dispute it. But you do know that us and nine other counties in [state] as well as whole bunch of counties across the country [inaudible]
Context_of_Work - Relationships	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	We don't make any money out of this, it's just a nice perk to help people out.
Context_of_Work -	COMMS	R	Not	Not	Not	Not	COMMS-	And not the brand new GM of Ambulances that's had the job for three

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Relationships			specified	specified	specified	specified	R-019	weeks. So it depends. We work as a team; I was the GM over at Ambulances after I transferred from Fire. So I went from Fire to ambulances for two years and I went, 'I really want my life back, I can't do this' I could but I really enjoyed riding my motorcycle [crosstalk]
Context_of_Work - Relationships	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	I'm 52 years old and I really don't want to keep doing what I was doing when I was 20. So this position came open and I migrated to here because I was really the only one that knew the CAD, knew the communications center and all that stuff, so we hired a new so I help him. The fire department, the fire chiefs, once I came from there [indiscernible] we need policies on how you want this truck dispatched on calls, how many trucks do you want dispatched on this type of call, this type of call, we built all those policies, and then it's easy for me training my dispatchers. If you're within policy, I got your back 100%. You violate policy; you're on your own. APCO; you APCO a call correctly and we find out the APCO codes need to be updated, you're covered. You don't use them, or don't do them, you're on your own, I can't protect you.
Context_of_Work - Relationships	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	So it's a lot quicker and easier. I can do one card instead of having to do all the cards. So I do like the new technology. But on the back of that, so APCO and [indiscernible] County have had a falling out.
Context_of_Work - Relationships	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	They're going to a new 800 that is supposed to make it more easier to talk to each other once everybody gets to 800. But there are a couple of different frequencies. So this is an 800 radio, but I sit and listen to it because I always want to make sure we're playing nice together here in there. This is our EMS UHF radio, the big and fat antennae's are VHF radio, and then the others are 700-800 radios that's on our TBRS system. Now the new system that the 800 is changing to will combine this radio and that radio on the left.
Context_of_Work - Relationships	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	No. The only time they talk to them is when they areas transporting, from the stadium, they'll call them and tell them they're transporting to wherever and we can see them on the map and then if we need them for an emergency, we will pull them out into our system, we just move them. So they have their own agency for events. It's the same with [County] so

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								if we need an ambulance right now from [county] because we're low level, we'll call them and then we'll transfer them from the [county] to [county] or change their agency and they'll show up on our [inaudible] and when we get done, we are going to transfer them back to [County] and they show up on [County] systems and they know that they are back.
Context_of_Work - Relationships	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	The other is, is if somebody would do that and not communicate. We're really, really fortunate here. So in [City] and [County], we all meet all the chiefs; we have the LAPC meeting once a month. After that meeting, all the chiefs, we have a meeting and we talk about these things. Fire department, police department, sheriff's department, rural metro, we're all there. So we do great; our EMS region, Region 2, our 16-county region, we meet monthly. We have the best of the best people to work together. I'm a private ambulance company, and we work great with all the other private ambulance companies and the other government ambulance companies. We meet and we take care of each other, we pool our money, sometimes we get money from the health coalition.
Context_of_Work - Relationships	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	The PD-SLEEVE's you can change [indiscernible] it's the same thing as the Broselow, it's got the dosages from the weight and the size, but we can individually change and update and it costs half as much. So it costs half as much on the front end., but we got a grant through the health coalition and we just brought those for every ambulance service in 16 counties, through that grant. So, when we do stuff we don't do it just for us, we do it for everyone on the region.
Context_of_Work - Relationships	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	That part of technology, we've had some issues. There may be a little bit even going on with this new radio system, we have egos. Depending on who is in that position, there's egos, there's politics, so we're able to get through all of that because of the relationships. I'm a big relationships guy. I mean if you have a relationship with somebody that they like you and they somewhat trust you, or do trust you, it's much easier to conduct business than 'oh crap, here comes that guy again.' So I'm really big on that, so I take time to meet with [City]PD leadership outside of

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								here, same with the communications liaison for [City]PD, he and I talk all the time. If an issue come up, I shoot him an email, 'go ahead and check into this', because I'm not first blush and there's personalities in there. It could be a personality conflict. But I look at everything as so we do adjust culture within EMR which is how I've always done business.
Context_of_Work - Relationships	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	My job is to make sure they're not mistakes that cause harm to anybody, or delays. But when I deal with our people, when I deal with irate people-- we had people that called the other day; I called 911 you showed up at my house non-emergency - yup; your big toe hurting for three days is non-emergency, but [indiscernible] - I don't care, I called 911, I want an ambulance here emergency. Doesn't work that way. I have those conversations all the time.
Context_of_Work - Relationships	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	It will get me in trouble with him. But I truly believe that if you operate, then you have nothing to hide, and you own up to your mistakes.
Context_of_Work - Relationships	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	It is much easier to fix it with less social media repercussions. Now you're going to have some social media that will tell one truth and trying to get attention [indiscernible] I don't address it, I don't touch them. But the mayor does. They've got some stuff on the social media and I've gotten a call from the mayor over the [inaudible] 'hey you need to look in to this' and I go "already looked at it and its not true and here it is" and he'd be like "okay". But they, the politicians pay attention to social media. They do.
Context_of_Work - Relationships	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	I would like to see technology to continue to move forward to true total interoperability between every agency. I've heard that my whole career. For 30 years, we've been talking about interoperability and politics always gets in the way of interoperability. More than money; egos, politics. I'm in charge. There is no "in charge" and there is less of that here than I see in other places but, you know, over the years the police and the fire get about -- [State] code states that if a fire department on the scene of a fire then the highest ranking fire official is in charge of that scene. The police hate that.

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Context_of_Work - Relationships	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	And get you included and those are the things that I have been working on tremendously over the last 10, 12 years trying to fix and get those -- and we have that here; we'll talk, we'll communicate, and they'll say something and I'll go "I had no idea that was an issue for you" [indiscernible], alright, let's look at changing that, how do we fix that? How do we make it better for you, but not punish us? And then they're like "oh we didn't realize that went on for you" and it's all about that relationship and communication and that talking. Because if you don't have those talks then [indiscernible] freaking pigs. But if you're not out there, you don't know, if you're not having those talks, you don't know. I mean there're a lot of people the thing you say, "I didn't know that", people won't know.
Context_of_Work - Relationships	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...We also function as a legal liaison between the courts and our medics, because obviously we're in a situation where our medics are subpoenaed a lot for all types of court cases, whether that be family violence, or DWIs, or murders. I mean, whatever it is. We have a lot of that, and we try to be the go-between and make it smooth, both for the court system to have access and get our medics and get them scheduled off, and then our medics as well
Context_of_Work - Relationships	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...So there's some technology going on there as well, both what we use day-to-day sitting at our desk, but also how do we get information out to people on the phones and to their mobile tablets and things so that we're giving them good intel about how busy we're working right now, and how busy are the hospitals, and how do they make better decisions or help patients make better informed decisions about where they want to go. If a hospital's really busy, then we can offer them the next closest hospital that's in the same network.
Context_of_Work - Relationships	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...We want to be open. We want to be transparent. We want to share our successes and our near-misses with the community, because it only makes us better. And that's kind of cool.
Context_of_Work - Relationships	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	Best job in the world. Never the same. It's always something new. It's exciting. You get to work with your friends. You get to help the

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								community out.
Context_of_Work - Relationships	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	So we do that and then from there, I'll go get dressed usually, put my stuff on. I have a cup of coffee with the guy coming off the shift just to talk about the kind of the things they did, calls they ran... From there we cook breakfast. So we go ahead and we cook breakfast. Make sure that the new dude's putting out the flag. It's really important. From there, we eat breakfast and we check our truck pretty much from the top to bottom, make sure everything's where it's supposed to be, make sure everything's operating, the full on water, all your lights work, any issues that you could have the night before.
Context_of_Work - Relationships	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	We have this kind of brotherhood here, we joke around, but when you get to a call, it's game on. No, I don't think there's anything that I would say that was detrimental at all. I really don't. I think that I've always felt very confident in my leadership in as far as where they take me, what they tell me to do. I don't ever question that because I trust them.
Context_of_Work - Relationships	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	...But you got to remember that you're here to help people and they need your help. I kind of call it my game mode, like I'm in game time. So [Name] takes a step back-- I'm sorry. I take a step back and I'm here to help somebody, and I'm here to help them in any way I can. So I take myself out of the equation and try to-- I'm just here to help you.
Context_of_Work - Relationships	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	...So I think that is awesome having an app that I can look at and be like, "This is what they took." Because when the medic unit shows up behind us, if you just kind of give them that look, like "Hmm, I don't know. It's this." Then you didn't do everything you could to help somebody.
Context_of_Work - Relationships	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	So it's pretty big because I want that person to feel like we are there for them.
Context_of_Work - Relationships	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	...So whoever is in charge of the shift in-- on the nights that I'm in charge, I have a little briefing that we go over, whether hospital statuses, pertinent information like that. And then everyone goes and does housework or chores. They inventory everything on the units to make sure that everything is there that we're going to need for the shift. And

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								then we have dinner and then after dinner, we do training until 11:00 PM. And then at 11:00, everyone pretty much goes to sleep.
Context_of_Work - Relationships	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	Our crew, I would say the average length of service on our crew is three years. So we've known each other for a lengthy period of time. Some of us have been here for longer. I've been here for six years. My co-officer has been here for 10 years. So there's a lot of longevity. But there's also new people coming in. So for them, we're trying to, basically, indoctrinate them into how we operate and those kinds of things. The dinner communication is very informal and kind of, "How was your day? How was your week?" The training communication is, we allow the providers that are in training to basically run a call, communicate as they think they should. We don't get involved until the end when we do a de-brief. That's more us providing feedback to them. All in person, but those tend to be one way in each direction during that time. And then as people call or walk into the station, it's a little bit random what we do. People come in for blood pressure checks and we need to provide some kind of a community service to them. Other people call with questions about their smoke detector battery that won't stop beeping. So that's a phone conversation. It just depends what it is.
Context_of_Work - Relationships	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	--big incident here. But by and large, I mean we don't-- we need to communicate with the jurisdictions that neighbor-- that surround us. I don't necessarily need to talk to my friends in [State] I used to work with, on the radio from here. So it's basically making good with your neighbors and having good communications with them.
Context_of_Work - Relationships	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...Our boss allows us two hours of PT time, so I normally do some kind of physical training. After that I normally go around the county. I drive around in a Dodge Ram pickup truck in which I am available to respond on whatever calls I would like. My boss gives me a lot of leeways to what calls I want to run. But there are certain expectations that if there's a pretty significant call like if it's a stabbing or shooting or cardiac arrest, they kind of expect us to be on those kind of calls. And we can run at them at any time.



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Context_of_Work - Relationships	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	And depending on what kind of call that goes out and I decide to run, I see what those providers need to make their situation better. If we're doing a cardiac arrest, I tend to talk to the family and start letting them know what's going on. If their family member is passing away, or whatever they need to answer questions and making that incident just a little better... Providers, I typically mean other firefighters who are also EMT trained.
Context_of_Work - Relationships	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So it is a second family. In many cases, I know more about the guys I work with than my own family in the sense of these guys I see every 3rd day for 24 hours a day. There's no hiding feelings, or stress, or things that are going on. So we're very close-knit. We depend on one another for everything. We see it may be our 10th call of the day, but still, it's the first time that a citizen in the county may have utilized calling 911. So we see people at their worst, most of the time or often. And that is a very stressed impact amongst all of us, but we share that stress amongst one another. And when I say I knew more about them, I mean in the sense of my family lives all over the US or can be all over the US, so I may only see them once or twice every couple of months.
Context_of_Work - Relationships	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...These guys I work with, they live in multiple states, but we all come to the same goal at the same station every third day. So I see them more frequently than I do some of my own family. And when you come to work for 24 hours, and you're eating and sleeping together, and expressing the same life goals, life interests in a profession, you're more open to communicate those opinions and views. And so we certainly know if everybody's having a good day and we know if everybody's having a bad day.
Context_of_Work - Relationships	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	I would say things are good outside the station. Most people want to be out in the public. Most want to go out and train and do things, let people see what we're doing. A lot of interaction with children a lot of the time. They're almost a magnet at times, anytime there's a fire truck at a grocery store there's some kid that's coming up to see it. So I would say it's very positive image most of the time...

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Context_of_Work - Relationships	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Within the last couple of years, it's the the first that I've ever had to really work hard to maintain that professional image, in a sense of a lot of negativity within community or the changes of social media, civil unrest. And not going into too much depth of that, but everybody loves a fireman per se. Some people may not understand salary or taxes or why we're sitting in front of a grocery store, but I think education's the best part of that.
Context_of_Work - Relationships	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...So I think communication's pretty easy in the sense of we're very fortunate in the county that we work in. Even neighboring counties that we have, and I'll use the word interoperability, we have a good means of communicating both through a lot of training or unofficially that we know one another. We know who's working. We have a lot of background knowledge of different stations and what to plan for, and although our department's very large, it would not be difficult for me to call [County], which would be just shy of an hour drive, so it's a large county. An hour drive and talk to a fire station to an individual that I really don't know. May be able to pick him out of a photo album, but to be able to communicate with him or address an issue or concern, and get immediate feedback from them just by picking up a phone.
Context_of_Work - Relationships	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	[RE: police] So I would say, in a whole, we have a good rapport with them, a good relationship...
Context_of_Work - Relationships	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	[RE: police] ...I think we've gotten better with some time, but I also don't know every officer that's in my area. I don't know their first names. I don't have their cell phone numbers. I don't know their radio identifiers. We don't have that relationship to communicate that personally, I guess.
Context_of_Work - Relationships	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Yeah. I mean, the relationships in the firehouse are usually, for the most part, it's sounds almost cliché because it's the same way as [I would?] describe it. It's almost kind of like a family because we're there for 24 hours. So for the most part, people get along with each other. When we're not running calls, if we have downtime, we're all working together to clean up, doing any kind of cleanup or anything that needs to be done or things that have to be done around the firehouse or be in the same

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								room just talking and watching TV or whatever, but.
Context_of_Work - Relationships	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...they're allowing us to actually-- if the person is in cardiac arrest, we don't transport them as often as we used to. Because it used to be we would just start CPR and do what we had to do on the scene, and then take them to the hospital. Now, we've kind of changed our policies a little bit, where mostly ALS care that we can do is the same thing they do at the hospital anyway. So rather than transport them to the hospital and have them declare the patient dead pretty much when we get there, we'll work them for 20 minutes on the scene-- at least 20 minutes on the scene. Do everything we can. If we don't get a rhythm back or anything, then we'll call our medical controller and ask for permission to just terminate there on the scene. And at that point, it becomes a [City]PD issue because then they got to call the-- they'll handle notifying the coroner and anything else to do with their investigation. Usually, it's an apparent natural, so usually, it's not anything related to a crime, but they still have to do their little investigations.
Context_of_Work - Relationships	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...There's other private ambulance services in the city, that operate in the city. They don't have any interaction with us as emergency responders or first responders. They do just mainly interfacility transports, taking the patients from nursing homes to the hospitals and back and forth. So, I guess, even though we aren't using them for 911 services, as long as the-- to the extent that the nursing homes utilize them, it takes a little bit of a load off of us because they're using the private ambulances to do some of these patients. Again, a lot of times though, too, even some of the nursing homes a lot of the times will call us, and it's a patient that could have gone by private ambulance or whatever.
Context_of_Work - Relationships	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] Occasionally, you'll forget to turn over. They'll be switching back and forth if multiple calls are dropping. And if you get canceled when you're halfway there. There's no written report for that, but you have to go back to the main frequency, and every now and again, you'll forget, and dispatch will just politely inform you that you're on the wrong channel.
Context_of_Work -	EMS	R	Supervising	46-55	11-20	Male	EMS-	...Like yesterday, I came up to [City] for a couple hours just to hang out

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Relationships			Field Responder				R-007	and talk. We had a meeting in the morning, and then to hang out with the crews and talk to them. I moved to another station. I hung out with them and talked, and then there was kind of a little flurry of calls, and then it was kind of chill with a couple of calls in the middle of the night. And then today we did interviews all morning from like 8 o'clock until noon, and now I'm doing this [laughter], and then there was a transfer, so I had somebody else do my job while I was in the interviews. So she got the transfer at the door, and then-- it's just that kind of thing where the day dictates itself...
Context_of_Work - Relationships	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...And we used to be two separate agencies. One in the west end. One in the east end. So there was a little bit of cultures to mix when we merged...Around 2012, 13. It was kind of a slow process that was happening behind the scenes without the people knowing that it was happening. We all kind of had our suspicions [laughter] that it was happening, and then it was announced that it-- I think they had to do some legal things behind the scenes to make sure that it could happen before they told us it was going to happen, and then said, "Oh, never mind. It's not going to happen." So there was that. And I worked in the east end first, and we had three stations, and they had two and we merged. So now we have five. But it's gone fine. It just took a couple years to transition into and changed things for both ends of the county when it happened.
Context_of_Work - Relationships	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	And you're coming from the slow end and this sort of seasonally busy end, and that never end transfers and their end transfers, and had a way higher property value, and that was managing themselves okay financially. But because of financial downturn, and because a lot of our money is based on property taxes, and because it takes two years for the property taxes to actually trend one way or another, even if they're going down, it still takes two years. They were in trouble financially. So it was to their advantage to merge with us. And their person that was in charge of them, saw all of that. And I think it also makes us stronger overall as an agency, to be together with five different fire departments.

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								Fire departments sometimes like to take over EMS agencies, and if you have one through out the county with five different fire departments, it's a lot harder for one fire department to say, "I'm going to take your whole thing over when they only cover a certain part of the district."
Context_of_Work - Relationships	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	It's like a little household, kind of. There's five stations and there's generally two at most, and then with the supervisor it-- one leader, and there's three. And then in the winter time, we'll up an ambulance usually for 12 hours. So you could have two to five people in a station at one time. And everybody has their own bedroom, and then there's a kitchen in every station. There's a workout room in every station. Some stations, you have your own shower and your bedroom. Some, there's a couple extra showers. In [City], there's three bedrooms, one shower, two bathrooms. It's an older station. And then the brand new renovation that we did, everybody has their own bathroom in their bedroom which is whatever it is, may not be necessary because not every bedroom's being used. But there's a potential that are better-- could use it for grooves. So that's why they did it that way. So it's like a little household...
Context_of_Work - Relationships	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...Basically it just depends, the daily life things. We have chores everyday that we have to do. Then people might have their own personal things they want to accomplish that day that might require driving some place. And then you run the calls as you're supposed to run the calls. And then you go on transfers through a list of-- we have a list of people, and we just go anywhere. And you go to the bottom and you go. And then some people cook together. Some people cook separately. Some people leave leftovers everyday. It just depends. Some people grocery shop together. Some people rotate cooking like, "I'll cook dinner tonight. You cook dinner tomorrow night." It's like a little family. So I mean, you spend 48 hours with these people, so.
Context_of_Work - Relationships	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	The thing is, you have to find people that you can get along with. It's almost like we can train you to do the job. But if we can't get along with you, there's no point in having you work with us. So it's just like any other living situation where you have to compromise with people. And that's it.

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								I don't know...
Context_of_Work - Relationships	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Yes. We use laptops for trip reporting. So every patient, we have a trip report that we have to write about them. And then it goes to a server, and it goes to billing, and it goes to the hospitals. So they can have a report of what happened before they ever got there. And different places have different abilities to make it better for the crews. And some places focus on-- I mean the billing is important because you need the money to keep doing the job. But some places it seems like a little higher priority [laughter] in making it better for billing, or QA, or research, versus the people that are running the 10 calls a day, who have to write the 10 trips reports per day...
Context_of_Work - Relationships	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] ...So [City] used to be-- I used to like it better than this place. But now [City] getting a new one and it's very similar to this. But it's all about billing. It's because Medicare, specifically, likes to deny. They look for ways to deny billing. So they have all these codes, and all these different patient types, and all these different things that they want everybody to fit into, and it doesn't work that way. People aren't numbers. So there's a lot more drop boxing stuff into stuff in order to make it successfully billable. And less focus on just making it something that I can do that's accurate, legal, but also concise. And I can get it done in 15 minutes instead of 25. It makes a big difference...
Context_of_Work - Relationships	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] ...And this is not happening with anyplace that I've ever worked yet, but I've heard it talked about so It's probably going to happen, where if somebody doesn't want to go to the hospital you can be like all right, "I'm going to video tape you, and I'm just going to talk to you and say, here's the risks of you refusing. You understand that this could be going on with you? This could be going on with you and you accept those risks?" And they say, "Yeah." And that's way better in court if the family's saying, "This paramedic--" ... That look, they clearly had decision-making capability. We clearly explained to them the possibility. We told them five times, "Will you please come with us?" And they would go. So now I think it's better in some ways...

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Context_of_Work - Relationships	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] ...some places have ways to transmit like the EKGs. So you take an EKG of a picture of somebody's heart on the ambulance, you can transmit it to the hospital. The agencies where I work, we don't have to do that because we have a relationship with the hospital that they trust that we can interpret it as well as they can interpret it. What we're saying is happening is what is happening. So I haven't worked in an agency where you have to transmit it before. Some places you upload the EKG into the trip report and then I have had that, and other stuff that you upload. And it's mostly to try to protect you...
Context_of_Work - Relationships	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] ...some are tablets, some are tough books. They're not that dissimilar. Touch screens are pretty big, and that kind of thing. And then some of them. they call information, drops in automatically. Some of them you have to tell it, "Drop this in here and connect these two things together." And then they have the ability to sign the refusal on the screen, sign the acceptance of billing on the screen so you need less and less paper, stuff like that.
Context_of_Work - Relationships	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting system] So each ambulance has it. And then the people do different-- in [City], one person runs all the calls all day long, and then in here, they usually switch every other call, so you just share with somebody. Sometimes if you have multiple patients in [City], then you're like, "Here I got [inaudible] and you write it." Like if it's a car crash and there's three people and they refuse or whatever, I'll write that one up, or I'll write those two up and you write this one up, that kind of thing then you switch it back and forth. And you log in each time as yourself so it knows that you're creating this trip so it can come back to you if there's any issues. And here, it's the same way but they usually just switch off person. You just identify yourself as the person that was taking care of that patient on that call.
Context_of_Work - Relationships	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting system] you have to log in every time. But it's not as hard as you think. So the computer program's already there. The laptop's already up and running, and then you say, "I want to create a report," and it's like, "Okay, log in." So you just put a login and a password and then

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								you say, "I want to make a report," and it says, "You're creating a report by [Name]. Is this correct?" And you're like, "yes." And now you're in. It's not like a-- the computer doesn't have to boot up each time you do that or anything like that. But yes, you have to kind of sign in as that primary person.
Context_of_Work - Relationships	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	we've gone from-- so I've started where we had van ambulances, which they still use in some places, but they're all diesel, and they've slowly, slowly moved. If you want a certain size ambulance, specifically one that works best in a city or isn't huge. And mostly, people that buy the huge ones are firefighters, and I'll leave that alone. But a normal size ambulance, like we have, that's basically a pickup truck [inaudible] or whatever, nobody wants to make them anymore. So Ford and Chevy are the last two-- Mercedes makes something, but they've gone from diesel. Nobody makes diesel anymore. So now they make gasoline like a V10 engine. So they get five miles to the gallon. But they're powerful enough and they're more reliable than diesel, but there should be so sort of incentive for companies to keep creating ambulances and there's not. They've stopped. There's no money in it.
Context_of_Work - Relationships	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Like a lot of things in this county, it's a cooperative effort. There is a mountain rescue group. But they're sort of an arm of us unofficially. I mean, we paid for their building and a lot of our members are cross-trained. We work with the [Organization] out of the [Name] Airport. They have the high elevation training center.
Context_of_Work - Relationships	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: responders] So I still remember everybody's name, but [laughter]... Some of them I can't put a name on all of their kids, but I used to [laughter]...
Context_of_Work - Relationships	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...when there's a call for [City] they just air the call and they say, "Attention, [City] ambulance. Here's your call. Here's your location. Here's what's going on." We can get that information on a mobile data terminal, as long as we have cell service [laughter]. And so that's all great. Now, in EMS, you never know how many calls you're going to get or when, or



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								anything else. You may get three calls in [City]. All of your other ambulances are 45 minutes away, so that's not going to do you any good. So all they know to do is throw out the call on the open airwaves and say, "[City] ambulance, you've got another call." And it's up to us to sort of triage those calls. Supervisor picks up the radio and says, "Hey, ambulance 2. Can you come up here to [City] and help with this call?" as opposed to location based dispatching, which, if you had a map and you could see all your ambulances on a map, you could tell which ones were available and which ones was the closest. Then you would optimally send that one. We don't have the technology installed, currently, to do that. And it would solve problems and it would create some, too, because it creates increased workload on dispatchers, who aren't that familiar with how our system works. I mean, they don't work for us. They don't know all our policies and how people move around and how long it takes to do this, that, or the other thing...
Context_of_Work - Relationships	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I mean, I can't make any of my employees do anything. Okay. They're here 24 hours a day. I've done their job. It's not easy. If you throw all kinds of harder stuff to make their job harder on top of it, it's not going to work. I mean, I can put all of the sanctions and rules and everything I want on it, but I have to motivate people to want to use this technology and show them the advantage of using it. We get paid faster. We can post statistics that show us what we're really doing, how it's useful. But if it's not to them, what's in it for them [laughter]?
Context_of_Work - Relationships	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Yeah. The tax payers say, "How much do you get paid to be a [Job title]?" That's how we have people because almost everybody has a working spouse. Well, it's tough to have a working spouse when you're away from home for 48 hours at a time, especially if you have a family. So it's tough.
Context_of_Work - Relationships	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Yeah. It's difficult. That's probably one of the most difficult parts of my job, is adequate staffing so that they're not getting just beaten to a pulp in a busy season, and there's not a bunch of people standing around getting paid for nothing in the off-season. That's what taxpayers

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								demand, but it's-- you got to have a happy medium. I mean, I'm usually a little understaffed in the winter and a little overstaffed in the summer, and I try and smooth out those curves a little bit, but it's-- everyone complains when the ambulance doesn't show up for 10 minutes or something. It's like, "Where were you guys [laughter]?"
Context_of_Work - Relationships	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...you got districts in this county, like us, who are pretty well funded. You get districts in this county, like [City], they are completely volunteer. Their budget is, I mean-- we give them our used equipment because they need it. They have no money to spend on anything, so how are you going to apply technology evenly across even as small an area as our county and make sure that it benefits everybody?
Context_of_Work - Relationships	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	There are times, like in the winter, when you cannot leave this county. The roads are closed in both directions. The weather's bad. You can't get in or out by air. You're it. This is what you've got. So if we don't cooperate, it just doesn't happen. So that's just the way it is in a small county.
Context_of_Work - Relationships	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: Tech ops committee] It deals with the 800 megahertz radio system in the county. And we recommend technical fixes. There's another committee that oversees the financing and the funding that actually runs the system. But we deal with like, "Okay. What vendor are we going to use for radios? Is there somebody besides Motorola out there [laughter] that would give us a better deal?" or, "whose equipment will work better, has better features?" or something like that. So we recommend things like that. We deal with things like the radio template. Who gets how many channels? What bank are you on? And how does it work? [inaudible] running after a guy with a gun in your hand and you can't change channels to call for help. Where does your channel need to be versus the other guys who are mobile who had the chance to look down and change over things like that? How many [repeater?] sites do we have? How many can move forward? Where do we need new ones? How long does it take to get them installed? Things like that. Just all that sort of technical operating parameters of the system. So it's

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								somebody from each discipline volunteers their time and we all kind of get together and go, "Oh. How's it working for you [laughter]?"
Context_of_Work - Relationships	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	We meet every month. And there's one paid radio tech for the county. The county [Job title] is the administrator of the radio system. The county sort of takes the-- they're the bank. They take on sort of the pass-through for the cost and everything, do the accounting and things like that. And again, it's another cooperative effort. So that's what the tech ops committee is.
Context_of_Work - Relationships	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Coming to work, we usually try to get there about half hour, 45 minutes, before our actual shift starts so we can catch the offgoing crew, so we don't catch a late call. And the guys' got kids that they have to take care of. Whatever. Morning starts out usually rig checks. I work on a fire engine so we go through all the equipment, make sure that everything is there. If the crew before us didn't have anything, that's a really fast check. If the crew before us had some significant EMS calls or a fire, then we'll check that equipment a little bit more specifically...
Context_of_Work - Relationships	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...As a backseater, my role is to take care of all the-- make sure that the equipment is there that needs to be there so I do the best that I can do. After that, usually, my particular crew, we will get showered up, figure out what we're going to eat, get to the grocery store, try to eat around-- we shoot for 11:00 to noon, but at my particular station, we usually don't get that. If we get that in that window, that's good. After lunch, time is ours, but almost always, we'll be talking about something. Seems like every day we're constantly talking about something to do with work, of course. That usually lasts till about 2 o'clock or so. Time is ours till around then...
Context_of_Work - Relationships	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...After that, try to get outside and work out if we can, try to work out as a crew. If we have specific training that our lieutenant or one of us wants to do, we'll do that together as much as we can. That usually ends up getting done around 3 o'clock or so. We usually eat supper late, so we'll start cooking around 5:00, usually. Hopefully, we eat around 6:00, 6:30.
Context_of_Work -	EMS	S	Field	26-35	11-20	Male	EMS-	Oh, okay. So we work in a what I suppose politically would be called an

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Relationships			Responder				S-005	underserved area. I like it. I take the bus to work. I take the [Name] to the bus. And in the mornings, I don't have any problem, but definitely in the afternoons, I would be more aware if I did that based on what we see. A lot of homeless population there. There's a clinic for homeless people that's right across the street from our station just down the road, and they tend to congregate there. And then there's a liquor store on the other side, so they get their liquor and they hang out in that parking lot there. But they're always cool to us for the most part. I would say I like running calls there because people like us, you know?
Context_of_Work - Relationships	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	So on paper, a firefighter paramedic and a firefighter EMT are paired together, where on a month-to-month basis, those two partners stay together and they rotate to an ambulance for a month, which is five 48-hour sets. And at the end of those five sets, they'll go to the engine for a month, and back and forth. So they have a partnership opposite of them, as well. And the reason for that is-- I think most people enjoy it because it divvies up the responsibilities between fire and EMS more equitably, and the EMS units typically are busier with longer utilization hours. So I think it helps paramedics with the fatigue and burnout of the EMS side of the system. And it also keeps all the workforce sharp in both fire and EMS skills, knowledge, and abilities.
Context_of_Work - Relationships	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	And then, our crews are also very active with community risk reduction activities, so public education, events at the schools or the senior living facilities, or just different community events. And then, we're also responsible for the pre-plans of all the buildings in our primary response districts, as well. So during the business day, we are active in the community outside of running emergency calls.
Context_of_Work - Relationships	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: doing pre-plans] That is every operations member on a fire apparatus or EMS apparatus. So outside of the emergency calls, there are plenty of activities to do within the community.
Context_of_Work - Relationships	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	So we do closest unit dispatching. So obviously, we have our primary response area that every apparatus is in the respective quarters. But again, being that we're so active in the community, we're all over the

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								place all the time, it seems like, so being that they do use the CAD and the MBTs and the AVL to keep track of where we are and who is going to respond to calls. We go all over the place. But, I mean, it always seems like we end up making it back to the house, more often than not, before we have another call to go to.
Context_of_Work - Relationships	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: dispatch] And so, what's nice about this system is if grandma falls out of bed and she's uninjured, she's just too weak to pick herself up, you'll get just an ambulance non-emergent with no need to go lights and sirens. If there's a cardiac arrest and you need more caregivers than are on-scene, they'll send the engine company and the ambulance emergent to the scene to quickly get there and mitigate whatever's going on. So the dispatchers play a vital role in our system and are very useful to the end-user crews. But we do use TriTech CAD, so it's got the CAD which gives us directions if we need them and call notes in there and all kinds of stuff.
Context_of_Work - Relationships	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	But it's very receptive, as well. I think because the system is busy enough and people are good enough at their jobs that you can have open and honest communications without receiving a bunch of attitude in one direction or the other. Obviously, you're going to have some personality conflicts, but I think those are isolated issues. I think systemically the relationship between the ops folks and the dispatchers are just very positive. Every time I've ever had an issue or needed to have some support work from them, it's been quick and receptive and nice. That's just been my experience though.
Context_of_Work - Relationships	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	So thankfully, our fire and EMS system is one entity, which is great in my opinion. Everything's in house. The employees, the communication system, all that. We have very little to no communication with our police agency. We are able to scan their channel, but I don't think they want us on their channel, and they don't come onto our channel. And that's been identified as a huge problem in some of these large-scale incidents around the country of, for instance, the [City] shooting. There was no communication between the police and the fire on one scene. So I think

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								that needs to get bridged. I think that's done through policy and procedure. I think the technology is there. I just don't think we utilize it efficiently.
Context_of_Work - Relationships	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I think the end-user organizations make decisions that don't bridge that gap well, so I think that there is plenty of channels able to be used that can be a common channel between police and fire, for instance. I just don't think we utilize it to the way that it should be used on incidents that both agencies are responding to. And again, like we were talking with communication issues being a contributing factor to a lot of poor outcomes on incidents all around the country, police and fire interface has been a large part of that communication problem. And I think that the technology is there, i.e., mutual-aid channels or radio frequencies. I just don't think the organization leadership in the fire and police side use them. I think the fire side tries to. I think the police are the ones that are more apprehensive to have that interface than the fire agencies are. That's a pity, though.
Context_of_Work - Relationships	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I'm on our wildland team, so I think the communication is pretty good with the state and federal resources for a lot of wildfire incidents. I think the county is doing a good job overall of county and state resources for the fire districts. So I think you just have to have strong leadership to assert those channels early and the communications plan early. But all the technology is there to use. Again, it's just whether or not the leadership chooses to use it the way it's intended to, because the county actually has a communications plan for inter-agency operations for the wildfire side of things. So it's all drawn out. Every season, all the channels get cloned on the radios, and it's just a matter of people utilize it the way it's intended to be used.
Context_of_Work - Relationships	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...We're currently just finished up doing an RFP for a new LMR radio system, so I was involved in that. If anything breaks, I get involved in making sure the right people are coordinating to fix it. And then just the everyday stuff, too. I just listen to the radio, I make sure ambulances are behaving themselves on the radio, dispatchers are behaving themselves

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								on the radio. When mistakes are made, I send a lieutenant out to investigate, and then I take the results of those activities and would go ahead and take whatever action's appropriate there, so.
Context_of_Work - Relationships	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...I started out at a good house. By good house, I mean it was a busy house. We were constantly busy. I wanted to see everything both trauma, both medical, both dealing with people. So I started out at a good house, which means that we had good firemen. I had a good partner or partners because I had more than one. And I had a good chief, a good boss who looked out after us. And your question was how was it--?
Context_of_Work - Relationships	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	So as long as you have those good people behind you, the firemen, your partner, it was good for me. I can't speak for anyone else. But for me, it was great because I would come in. I enjoyed my job. I go and inventory my ambulance. As a matter of fact, I had people who had 15 or 20 years on the job prior to me going to them. And they actually taught me how to deal with the mean streets of [City], how to take care of my ambulance, how to-- you talk to certain people in a certain way. And then you talk to other people in a different way because not everyone's the same...
Context_of_Work - Relationships	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...so from my experience, as long as I had people backing me up and showing me the way, I had a good time being a paramedic in the ambulance. I loved it. As a matter of fact, I love driving. I love starting the idea. I was a hands-on person. You have to be a hands-on person because you're constantly touching people. You're constantly starting IVs. You're constantly taking care of their wounds, their injuries. So you have to be hands-on. The other thing that I used was, I don't want to say joking with people, but also using humor too. Because sometimes we're responding to people's worst days. And I used to love using humor because most of the time, they would take their mind off of it, so.
Context_of_Work - Relationships	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	So I would come in early in the morning, and as a matter of fact something that I teach the candidates, first thing I would do is open every door in my ambulance, open up each door. Make sure I have the equipment that I needed, in case I got to run that second, was there

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								because sometimes, since you're working 24 hours, you go on certain runs. And the medics that you were relieving may have forgotten to get the stretcher, or the stair chair, or the quick response band; the QRB is what we call it. So I would open every door, make sure that the equipment that was essential that I needed to respond to any kind of medical call or trauma call was there. Then I would go and-- if the person that I was relieving was not up, I'd go in, wake them up and say, "Hey, you're relieved." I'd go get a cup of coffee, bring it back. And then I'd start doing my detailed inventory of the ambulance.
Context_of_Work - Relationships	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	It wasn't very difficult in our area. We always had a good rapport with the police officers. I can't say that there was one time where I can say we didn't have a good communication with the police officers. They were always backing up. They knew when we got a run. So communication was mostly verbal and on the scene they would just stand behind us, watching over us, and making sure that no one else was around.
Context_of_Work - Relationships	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...Now communication with the firemen, that was easier because we did have a channel that we could go to communicate with them if there was some distance between us. Otherwise, we would be we knew all the companies that were around us, and we constantly had runs with them. And so they knew what to expect from us and I knew what to expect from them. But otherwise, communications via radio was simple because we would just turn the switch over to that channel and communicate with them. And now that everyone has radios, I would assume that it's much easier.
Context_of_Work - Relationships	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Well, currently each member has their own radio, their own portable radio. And then they have their MDC. Their mobile data terminal, or MDT. However you want to call it. Which was where they get their runs. They also have an MDC inside the firehouse where if they're in quarters they get their runs that way, and they have to-- basically it's a touchscreen where they have acknowledge their runs when they get them. Sometimes the firemen do it for them. They also have a mobile recording unit which is basically a laptop where they do all the patient



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								care reports.
Context_of_Work - Relationships	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: paramedics] ...they have to know the people that they're delivering the patient to. Some nurses and doctors are nice and kind to them. Others don't give them the light of day, which is unfortunate. So they're not partners in that way. But I guess they're out there to do their jobs. And for the most part they do.
Context_of_Work - Relationships	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: paramedics] And I'll give you just from my experience. Some people can be-- I don't know how to put this so that it doesn't sound offensive, but some people expect-- some people are actually very receptive to you. They'll receive you and say, "Okay, yes. You're here to help me. Do what you have to do." Other people is, "Hey, you're going to do this. You're going to take me to this hospital. You shouldn't be doing that. I saw that on TV and that's not the way you do it." So some people are very receptive as far as you're the expert, you're the professional, do what you have to do. Other people are not that way, "I'm a paying citizen, you're going to do what I tell you [laughter]." So they have to deal with that personality, those different personalities.
Context_of_Work - Relationships	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	From my experience, the work of a paramedic is very important and it's not often publicized because they're just doing their job, and I was in the military. In the military we used to take care of our medics. Sometimes that doesn't translate over to the fire side. Whether it's here, whether it's in New York, whether it's in Boston, whether it's in Los Angeles, a lot of the paramedics don't get the acceptance that they should get. Like I said in the military, first thing they do is take care of their medics because their medics are going to be taking care of them. So I think it's just important that we recognize our paramedics.
Context_of_Work - Relationships	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: recognition of paramedics] Yeah. And even though they may not be going in-- oh, the other thing, yeah. We have the same courage, we have the same umph. We have the same that a firefighter has, that a police officer has. And sometimes, like I said, we're not recognized at that level and it's difficult to accept.

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Context_of_Work - Relationships	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: recognition of paramedics] Why do I think that is? It's just the culture, the culture that we developed here and it's difficult to change. Like I said, when I was in the military, a record meant something. As a firefighter, you only have this. In the military, if you have a record that means you went above and beyond, and that's what I tell people. You have a record, you've gone above and beyond. Be proud of that record... So that's just from my perspective, from my experience. So yeah like I said, sometimes we don't get the credit that we deserve [laughter]... But it's changing slowly. It's a huge cultural change and we have some good leaders out there that are trying to make that change.
Context_of_Work - Relationships	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	So at a firehouse, it's our home away from home. We've developed kind of a brotherhood, sisterhood at the home. And we are members that are assigned to that house so we're there all the time when we are on shift. So we do have a captain that's in charge of the house. We have a lieutenant. So for an engine company, you have a captain and two lieutenants all different shifts. Same thing with the truck company. You have a captain and the two lieutenants. In an ambulance, you have an ambulance commander and then three paramedic-in-charge because we work four shifts. So we have an ambulance commander who kind of is like the captain of the ambulance. And then we have the paramedic in charge is kind of like the lieutenants of the ambulance. It's kind of like the simplest terms to explain it.
Context_of_Work - Relationships	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	We do a lot of education with other companies, with the fire companies, with the BLS, with the basic life support. With me, when I'm coming in, once I do my checkout with the truck, [truck] and [engine], I always want to make sure who my EMT is because if we catch a run with an ALS company us, [company], and the truck, I want to know who my EMT is because if I need his hands-- not all firemen are EMTs. They're just firemen. So if we're on the scene I want to look up, I want to see who my EMT is because I'm going to grab him and he's going to help me. So in the mornings, I'll talk with that EMT and say, "Hey, do you need anything? Supplies? Are you okay with treatments? What do you want to learn-- is

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								there anything you want to learn on something that could help us in the field, could help the community out if there's a critical call? I may need you, you may need me on certain situations." So I always want to make sure that they're ready, too.
Context_of_Work - Relationships	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	...We do get calls a lot even for people that are sleeping on the bench. People are concerned, which is fine. We don't have a problem going out and making sure that they're okay, the homeless people. We get a lot of calls for that downtown. We get a lot of calls for the homeless, especially in the wintertime, which is fine. I want to make sure they're warm, so it's okay with us.
Context_of_Work - Relationships	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: congestion] You get used to it. My partner came from the Southside of the fire department where there's not that much traffic to this. And he was like, "Oh my God. I can't believe how much lights and sirens." The biggest thing here is that they still don't pull to the right. They don't. They don't pull to the right. I'd say about seven or eight years ago, we did a campaign here. I think CFD did a campaign, pull it to the right. That was great. We had stickers. We had billboards. And I noticed that worked out great. And we haven't done that in a while. So lately, I've noticed that the community has failed on that because we could be stuck on traffic and everyone's pulling to the left. And we got to zigzag especially in downtown.
Context_of_Work - Relationships	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: community visibility] No, no, and that's sad because we don't have enough manpower to do that, at least on our end... I would love to go out when it's not really busy and drive around and talk to the community and see what they think of us or what do they want from us. I do notice our sirens are really, really loud, and it's for a reason. And they tend to put their hands over their ears, and we do get a lot of bad civilians that are very unhappy about that, but we need it because the cars don't pull over.
Context_of_Work - Relationships	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: traffic noise] I know our community, especially [City] area, they hate that. And you know what? If it's two in the morning and we're coming into an area where people are sleeping, we're not going to be coming blazing with the siren.

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Context_of_Work - Relationships	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	Well, it's good. It's great if you have a good partner. Your partner is everything because that's the one that's going to make or break your day. So it's not bad as far as functionality. I mean, you're eating your meals in that ambulance [laughter]. You're bringing life into the world one minute and then you're watching one leave the next minute. It's really something. So that ambulance is your zone for 24 hours so you make it as comfortable as possible.
Context_of_Work - Relationships	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	Absolutely. When we're there, yes. I had a very close-knit relationship with all the fire shifts. So EMS works one on, three off. Fire works one on, two off. So every third day that they were working, I would see them. So each day I came in for my shifts, my first three shifts let's say, I got to see each shift. So then it rotates. It used to be where fire and EMS had the same time off. So then you only were really tight with that one shift, but not for us. We get to see all the fire shifts. And it's great.
Context_of_Work - Relationships	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	Extremely tight. Extremely tight. It's interesting because that's very good in a sense, but it's also very bad in a sense, because when the firemen have a-- when they go to a fire and it's a pretty bad fire, the ambulance is dispatched with them if it's in the same still district.
Context_of_Work - Relationships	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	Yeah. And then you can also turn it around where we-- is it better? Is it better for us to be the ones taking care of them? We're more vested.
Context_of_Work - Relationships	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	It's kind of a toss-up. Yeah, and we know them, but also familiarity is scary, you know?
Context_of_Work - Relationships	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	I definitely think that-- their use of it on the job is helpful, I would say, to the older guys on the job. They might need help logging on their computer in the station, but you know what they are? They're socially inept. They don't go into the fire house and socialize like kids from years ago. You know why? Because they don't have to. They go in, they check

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								out their rig, and then they stare at their phone for 24 hours. They don't interact, they don't do anything, yeah. So our last class, there's a no-phone rule in this building. They don't bring their cell phones in. We had forced communications, we had forced where they had to learn about each other, and do this and do that. And I tell you what, I get compliments on this class that just graduated. They started [Date], they graduated in the middle of May. And I get compliments on them all the time. About how outgoing and friendly they are. But they figured it out. After I [inaudible] on them for 10 weeks, we literally-- the one guy, when he graduated he said, "Commander, what I just wanted to--" He goes, "This is going to sound really strange, but I just want to really thank you for helping me grow into a man." He goes, "Because I know I'm older, but I never really felt like a man." He goes, "I do now. And I'm very proud of my position on this job." And I was like, "That's great." He goes, "It's incredible how much you realize what you don't know." He goes, "I feel like I've missed out on a lot by having my head down on my phone, or in a game or--" Yeah, it's really unbelievable.
Context_of_Work - Relationships	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	There absolutely is. These new guys coming on now, they can run circles. The two generations would be perfect together. You can have the young generation show the older generation how to work the system, the computer and everything else, if you can have the older generation come in and actually lend them some of their social skills. It would be a perfect mix.
Context_of_Work - Relationships	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	Oh, absolutely. Yeah. You have a permanent partner and they know everything about your life. You are their family for 24 hours. Not only are you keeping them safe, you have their back. I mean, I've worked in-- the ambulance I was on was in the busiest, most dangerous neighborhood in the city. I never had to turn around because I always knew that my partner was watching my back if he was behind me.
Context_of_Work - Relationships	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	Well, for once, we have a very large firehouse. So there's a lot of personalities, lot of bodies in our firehouse, so. Lot of just sitting around, telling stories, and I don't know.

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Context_of_Work - Relationships	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	Good. I mean, we have a lot of really good guys and girls at our firehouse, so--
Context_of_Work - Relationships	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	I would say there's a lot of money down there. So, we deal with a lot of that stuff. A lot of tourists. So, a lot of people just want to talk to you and ask you questions about life as a [City] fireman, and fire department, and stuff like that. So, that [city] Fire show is kind of-- everyone wants to come in and see a firetruck now [laughter].
Context_of_Work - Relationships	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	Yeah, well, there's three big hotels right next to our fire station, and people always stop at the desk and go, "Hey, what should we do?" They always say, "Oh, go check out the firehouse." So, I mean, we get people in and out all day.
Context_of_Work - Relationships	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	It depends really on who you are. If you are here and show an interest in helping them and teaching them and working with the volunteers they will share respect back to you on any given scene. You know it's all in the way you communicate with them. You know you yell at them, you get worked up with them or do you just calmly talk to them even in the worst situations because in truth they don't even have to be there so you know when they get the call at night they can choose rather or not they're going. We can't choose and that's what comes with the job so you need to understand that when you get out with these people. They're out here and every finger they lift is a plus for you. It's one finger you didn't have to lift so it's all based on how you talk to them I think. If you come over here, make yourself seen you know in classes with the EMR they'll know who you are out on calls. They're more likely to help you out. They're more likely to jump in the back and listen to you when you say hey, will you put your finger here? Will you grab me this? Grab me that? If you show an interest in them they'll show an interest in you and just don't act mean to them. I mean a lot of people in this business will say you're a volunteer, get out of here but coming from a volunteer background they're necessary. I mean very necessary so you got to have them.
Context_of_Work -	EMS	R	Field	18-25	5 or less	Male	EMS-	So for the most part the paid groups EMS and Sheriff's office work well

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Relationships			Responder				R-018	together because we all get drugged through the same you know crap for a lack of a better word so we all know what each put up with and so whatever it is you know we go out together and for the most part we're all very cordial with each other. The difference comes when a volunteer shows up that doesn't like EMS or thinks these guys don't know what they're talking about because they're getting off the ambulance and it's a fire scene so I'm going to tell them what to do.
Context_of_Work - Relationships	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Face to face yeah. If I had the time I'd be a lot more apt to come out here go to meetings and talk about where you can help us you know because there are certain things that these volunteers can do that help us immensely. If we have somebody that's losing a lot of blood and I come back to the ambulance with them and there's an IV set out, a drip set and a bag of fluids man all hooked up I'm ready. All I got to do is slam the IV, hook it up it's running and that saves 4 or 5 minutes so that's something big you know that a first responder who doesn't necessarily have to be hands on the patient but can make a huge impact. So you know there's tons of things that these people can do and you've got to communicate that to them and get everybody else on the same page. The problem is you have people that may not like this certain guy so now there's a little tension you know.
Context_of_Work - Relationships	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	It's all about the relationships yeah.
Context_of_Work - Relationships	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	...You're never going to have enough money to do everything you want to do right now. It's just not the way emergency services works. It's all plea to the public for money you know so it's frustrating but you know every day when you go out there you need to keep that in mind. These people are the ones that are paying for you so when you go out there you know you can't say oh you're an idiot you called 911 for this? You have to like I say solve the problem, fix it that's what they're calling you for so you know that helps you in the long run. They think back on that and say oh man, I think I'm going to vote yes for this cause because it helps the ambulance.

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Context_of_Work - Relationships	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	... If we get on a scene and there's a cardiac arrest or something like that and we need backup if we need an extra set of hands someone my partner and I both need to be in the back of that truck with the patient we're going to need someone else to drive and we tend to back each other up when we have calls like that but if it doesn't dispatch out that way and you don't know until you get on scene and then you can't get out to your dispatcher you're kind of on your own.
Context_of_Work - Relationships	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Here it's pretty laid back. We're all you know a close group and we just try to kind of get through the day and take care of anything that needs to be done here. We watch TV, pass the hours, read up for further training things like that.
Context_of_Work - Relationships	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	For the most part we're here at the station. There are times where we'll do community events like last week or so we had what they call a Touch A Truck which is community event where the kids can come in and look at the ambulance. We had one here at [store] or we'll go to the schools and things like that to let the kids get familiar with the truck, see our faces because we don't want an emergency be the only time they see us then they're not scared of us as much.
Context_of_Work - Relationships	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	...As far as technology and communication I don't think so. It would be much easier if we had better technology that's for sure. I love my job and but that's one of the more frustrating parts of it is to be somewhere need help or need to communicate and not be able to and I love working in a small community like this very rural. You get to see a lot of those people you get to know them by first name and a lot of the folks are related and stuff like that but it's also difficult because they all listen and then so if Aunt Suzy down the street has had a cardiac arrest they hear the address on the radio and then you've got ten people at the scene that you're trying to take care of your patient then you've got family members and they actually had one this morning and they had all of this family that was rushing them. They were only on the scene for 7 minutes which is extremely good and so that's frustrating. I think I kind



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								of went off on a tangent somewhere but--
Context_of_Work - Relationships	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	<p>They do all the time especially older people. You know they sit there and sip tea and they listen and hear things going on and they're not the ones that you usually have to worry about showing up. It's the you know the middle aged or the younger people but especially if there's an accident. Everybody it's like a train wreck everybody wants to see what's going on and you know if they realized some of the things that you do see and the fact that those things can't be erased they wouldn't want to but it's sometimes hard for us to do our job when you've got so many people that show up. Like I said the family is one of the big things because this is a family member. They're upset, they're angry at the situation. They may not be angry at me but I'm the person they're going to take it out on because regardless of how fast I move or how efficiently I'm doing their job all they can see is that their family member is hurt and no matter what I do it's not going to be fast enough or good enough at that moment so those are the ones when psych patients and things like that those are the ones that it's scary not to have a working radio because if I need help I know I'm not going to get it because they don't know so I think if there was a way to take the general public out of being able to hear our traffic and us be able to communicate easily and efficiently with each other without all of the areas that we don't have coverage it would be much better.</p>
Context_of_Work - Relationships	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	<p>...And so I've been a player and to carry the ball, run a route, throw a pass, but now my job role is to be the coach. And so the players on the field know what to do, and for the most part make very wise calls. And so when I get there, I'm more like safety, making sure they're making the right decisions, moving in the right direction. But what's a coach to do everyone once in awhile? He has to say, "Stop. We're not going to go for it this time. Get off the field. We're going to transition. Hey, do this, do that," as an overarching driver, if you will, although the players know what to do. What else does a coach do? He makes sure his folks are trained. That they're taking the right reps</p>

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Context_of_Work - Relationships	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...So I've got to make sure my team is touching all those enough that they're going to be confident to make wise judgment calls. I'm a little different than other BCs. We have a modicum more training in these areas
Context_of_Work - Relationships	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So there's an A, a B, and a C. And so for 24 hours, I'm the only. And then as you move on now, I will tell you as people have come in and out of teams because you don't just stay in one battalion your entire career. You might start in this battalion over here, and then move to a new station over here... You're way closer than I am," because he's going to make wise choices. And I'm going to go over here. I have the extramental. It's my burden or whatever responsibility that I can-- there are folks out there that I would trust to run a call.
Context_of_Work - Relationships	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Sure. So we get together and have the staff initially. We have to make sure there's a right number-- there's a minimum staffing for the city that we've deemed as a department that keeps the city in their best posture. And so the battalion chiefs all get together at 10:30. They look at how many people are on vacation, sick, or training, and we staff our battalions and we talk on the radio, basically an open-talk channel like a-- when you hit it, everybody else is listening to your conversation or what you're saying and we pick people from a list, as a group, to fill all the spots.... Or I can take a picture now with my cell phone and send it, and I say, "I don't know anything about propane tanks," but I know somebody who does. Take a picture of the problem, send it to them, call them and then say, "Hey, look at this and help me understand what I need to worry about, other than what I just-- is there some other--?"
Context_of_Work - Relationships	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	... And so my job as a coach now, is my Tom Brady changes every time. So I've got to remember - I remember because I have a tactical sheet that helps me, a hand-written one - that when Tom-- when they go out and say, "Hey, I'm the quarterback," I've got to remember who the quarterback is. So when I get there, I can say, "Hey quarterback, what are the conditions inside the house?" And then they can get back with me. And if something goes wrong and the real, real, real reason, it's a span of

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								control. Where, when you're doing very critical tasks, we have a very small span of control.
Context_of_Work - Relationships	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...So not just those four and four, we're going to bring another eight engines and four aerials to come on top of that just because it's so big, and so many people. And then with the rest of the group that came initially, we're going to have people that are focused on evacuating, because you fight the fire, but you also evacuate the occupancy. Just get out. Because smoke is an issue, we have one that's dedicated to help with ventilation, too, to get the bad smoke out. And we have somebody on the exterior to help with plucking people, throwing ladders, to let them rescue from the exterior.
Context_of_Work - Relationships	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So because we are focused on the task at hand, so that first team of three, their job is to find the fire, see the extent, put it out and also do a primary search to see anybody who's really closest to the fire, they're in harm's way. And if it's just one door over, my expectation would be they would take them, start moving them towards safety. They would relay that out and we would have another crew meet them, say, at the top of the stairwell to take them on and out and then get them back in the fight. Because they already know what's going on inside.
Context_of_Work - Relationships	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	We do. And especially on my end, in my job of [Senate?], we go into the county a lot. So we have the ability to change to their channels. And dispatch has the ability to, what they call, patch our channels, so they can stay on their channel, I stay in my channel, and they patch them so that we can talk to each other.
Context_of_Work - Relationships	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	I would describe the job to anyone that we're trained to be there on your worst day. So we try and make people's day better, whatever that is. We do everything from change thermostat settings, to people who can't get out of bed, to fighting a high-rise fire. So it's a very unique job in that regard. But we always have to think about the end user and that's the people that we take care of. Everything else really doesn't matter.
Context_of_Work -	FF	U	Field	36-45	11-20	Male	FF-U-003	And I think for our communications people, there's a lot of things they

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Relationships			Responder					can do inside this radio to change things and that's a big step for them, but as far as us and the end user.
Context_of_Work - Relationships	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	They're pre-input. We call our com people and when we go there, there's a note in the call text.
Context_of_Work - Relationships	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	So in my crew, we have implicit communication. We've worked together for a long time. We have a game plan for every event we're going to come to.
Context_of_Work - Relationships	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	Yeah. And I mean we've work together, a lot of us, for so long that we just-- we don't have to talk at all. One of the guys I live next door to, we live next door to each other. We used to shoot horses together. And I mean, we would not talk the whole day. It was just working. And we knew what each other was thinking. And I would hand him the next tool. It was just like electrician's working on wiring on a house.
Context_of_Work - Relationships	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	Okay. So as my boss was saying earlier, I'm kind of in charge of portable radios, mobile radios, pagers, and our paging system software. I'm not so much involved on the technical side of programming devices, more so I'm kind of a liaison between our fire department and the guys at our wireless shop who do the actual programming.... But some of the other guys, they cover things like we have some people back in that office that are-- they handle all the CAD functions. They keep the CAD databases up-to-date. They work closely with our IT department when there's issues to get things resolved. We handle all their MDCs in the trucks. Again, we work with the wireless shop, who's the ones that actually install and maintain most of that. But again, we are the ones that kind of make the decisions on what we want it to look and do.
Context_of_Work - Relationships	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	If they could hear the call, what's going on on the phone. If there was some way for that, that might help them kind of get a better picture of what they're going into, getting into, and it definitely would show what the dispatcher is dealing with [laughter]. It's like, "Why am I not getting this information?" So, yeah, maybe I could see that definitely being a benefit. Having a little more access to that caller.

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Context_of_Work - Relationships	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	I mean, the supervisors can listen in, but typically they don't. Usually, it's just that one call taker. Now, since we have fire, EMS, police, if it's some kind of an incident that there's a medical problem going on, we're sending the fire truck, but they're also sending the police because someone got shot, then you're going to have three call takers. One from each agency will be listening in. There will usually be one, I think, just talking but everyone's sitting there getting information. If I'm the police call taker and I need to get something, I'll but in just like, "I'm sorry, ma'am. Is there any weapons?" They would ask about it.
Context_of_Work - Relationships	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	Usually, they'll just ask somebody like, "Hey, how do you do this?" Or, "How do you do that?" They have--
Context_of_Work - Relationships	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	...When the other station was going to go out and be somewhere new, we kind of had-- we would talk to each other and we'd know like, "Hey, we're going to go do training. We're going to be on the north side, so if a call comes in in our territory, y'all need to cover."
Context_of_Work - Relationships	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	...There's multiple agencies using multiple different frequencies and we're able to communicate with each other on a pretty easy basis. We have a central dispatch that we talk to. They talk to us. We're able to talk to other trucks out in the field. We're able to talk to other agencies. We can talk to police and fire-- or police and EMS if we need to and it's-- the only communication system I know and have known is what we have in [City] and it seems to be a very good system.
Context_of_Work - Relationships	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	Once we get there I do want to know from dispatch-- dispatch does a really good job a lot of times of asking when they're talking to the callers, "Is everybody out?" Or the neighbor says, "Yeah, I think they're on vacation but I don't know. Their cars are in the driveway." Dispatch does a good job of telling us what the caller says about occupants in the house. If I don't know anything, that's part of my job when we first get there.
Context_of_Work - Relationships	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	...So dispatch does the best they can but it's still up to us when we get there to determine that no one's in there. And I don't know radio-wise--

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								caller information is always limited. The caller tells what they think they know and we can't get anything more than that from them, not until we show up. If we get definitive information that we didn't have before we show up and a neighbor comes out and says, "Hey, I see somebody stuck in that window."
Context_of_Work - Relationships	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	And most of it comes back to just being disciplined with your communications. Being disciplined with your communications and trusting the people that are on scene that are doing the things they're supposed to be. And I think a lot of it just comes from, especially from the command perspective, being able to trust the people that are inside.
Context_of_Work - Relationships	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	...But also, depending on who the first on-scene units are, they're going to be giving a size-up. They're going to be describing what they're doing, what they need the next-in company to do, and usually, that first one in takes command of the scene. And then if a captain comes in, they're going to jump up, take command. When the chief gets there, more than likely, it's going to jump up again and they're going to take command.
Context_of_Work - Relationships	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	...When we do get assigned to an emergency like that, dispatch will also be monitoring, and then all of that gets transcribed for our reports or whatever they do up in the upper management. But yeah. So that's how everybody else is getting their info. Dispatch will hear it. They'll start typing everything in into our call text. So if somebody didn't have their headset on or something, it'll actually populate on the MDC, and then that info can be relayed
Context_of_Work - Relationships	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	...Well, the probationary firefighter was having an issue with the C-collar and trying to get it set up. There's a couple of little things you have to do before it actually goes onto the patient. So I was like, "Hey, that's kind of backwards. So let's try it this way." And he kind of sat there for a second, just kind of, "Oh, man. I don't know how to make this thing work now, and we're all ready to get this patient moved, but we need to get the collar on there. It's--" "Hey, do this real quick, and it's going to pop down and do this, whatever." He was like, "Oh, cool. Okay." And then we got it on there, no problem.

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Context_of_Work - Relationships	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	Very often when we respond with police in general. We're pretty much when we respond to a medical incident with EMS, which is the third system in [City], but we operate on the same radio channel so if we have to stage for law enforcement to secure the scene, or we're on a scene where law enforcement is involved in the actual scene, it's very difficult to get information from them. We can scan their channels but we don't really have a good process. And maybe it's not so much the communications. It's almost just is getting it solved to communicate better with law enforcement. B
Context_of_Work - Relationships	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	Okay. The big thing you're going to do is call for more resources, and you may having to think about folks that are downstairs, and just if it's going to endanger any other exposures or collapse hazards type of deal. But the big thing we're going to do when we get there is if we need more resources, call for additional alarms. We have a ton of folks, even on a third alarm a greater alarm high-rise fire, I mean it's in the neighborhood of probably 80 people, they're showing up to it, so we just get more resources and more people to come with more equipment to put it out.... And then also communications with law enforcement and just getting them to block off streets so we can get in there. A lot of times, too, we'll get there-- and this is part of our not communicating well with law enforcement-- they'll park to block people out, but then they'll have a fire apparatus needing to get down there and you don't know who's car it is or where they are, so just trying to get people there. But this communicating better with law enforcement thing is our big issue and it's probably just more of a policy issue than it is a technology issue.
Context_of_Work - Relationships	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	Exactly. Do I got to log into 10 different sites [laughter]? That is the issue. So those would be probably be the bigger issues. We're very fortunate here that we get call takers that are really good at what they do, and they try and get information and they push it to us. Whereas in some cities, because of the volume and their staffing they may not get the same information. It's just, "Okay, where's the call, what's going on?" So I send them resources and then we're done. And then you end up

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								with a shooting, a stabbing, you walk into the middle of something that you really wish that you--
Context_of_Work - Relationships	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	Yeah. So we purposely decided we didn't want to be incestuous and say, "Oh, we're really good," and so we sit around and just tell each other how good we are. So, to challenge our assumptions and how we do things and look at different options that we might not otherwise be exposed to. So we bring people from different parts of the country. And some of it we adopt, and some of it we don't.
Context_of_Work - Relationships	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	So every day for three hours a day, we go pick up trash in this ditch to help out this pretty rough neighborhood. They got hit real hard, so we just go pick up trash. So we're here for the citizens, so anything they need--
Context_of_Work - Relationships	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	If I had to describe the job, I would say it's a family-oriented department that we work for, a real tight-knit group. Pretty much, we're going to go help anybody that needs help, whether it's medical, fire, anything like that. If they need something, just call the fire department, we'll come on help them. I'd say that we're at their disposal for them.
Context_of_Work - Relationships	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	Not with firefighters. I mean, I may text the other stations because our station [Name] is our medical station. So I may text them a list of medical supplies and say, "Hey, this is what we need." And we'll go pick it up. Stuff like that but I mean, that's just kind of if you need it. You'll ask them but it's not super related to the fire department.
Context_of_Work - Relationships	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	We didn't train a whole lot over there, and they weren't super family oriented. So you all went to work and you all worked together, you had dinners together. They would kind of split up. We're a really tight-knit group over here. So whatever we do we're always together, and over there it wasn't like that.
Context_of_Work - Relationships	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	I mean, yeah, you always get that time probably. Probably happens to everybody, whether it's your first CPR cardiac arrest call, CPR like on a baby or something, people are just going to-- they're not going to be 100% in it because they'll be emotionally invested.



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Context_of_Work - Relationships	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...So the citizens call us when they're having a bad day. Something's gone wrong in their life and they need somebody to come in and help make it right. So when we show up, sometimes it's a very straightforward situation with minimal risk, an EMS call where we just have a patient, that we don't have much in the way of outside concerns to deal with other than just providing treatment to the patient in question...So the citizens call us when they're having a bad day. Something's gone wrong in their life and they need somebody to come in and help make it right. So when we show up, sometimes it's a very straightforward situation with minimal risk, an EMS call where we just have a patient, that we don't have much in the way of outside concerns to deal with other than just providing treatment to the patient in question.
Context_of_Work - Relationships	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	... But whenever we deploy the task forces, we do deploy our own internal management team, which is called an IST, an incident support team, which basically mirrors the incident command structure of the receiving jurisdiction. And normally, what happens is we've got our people paired up with the receiving organization. And actually, as the program evolved is we actually pair up starting at the FEMA Regional Operation Center. So the USAR program will have a liaison in the ROC, the Regional Operation Center.
Context_of_Work - Relationships	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...And this actually goes for the whole [City] region because within the [City] region, we have the Council of Governments which is sort of a-- it's a membership organization but almost all of the municipalities within the [City] region are members of the organization. And we coordinate amongst ourselves through COG. And in specific, there's a public safety communications committee within COG, and then under that, there's a fire committee and a police committee. And the fire guys organize the fire stuff. The police guys organize the police stuff. But then we also meet together to make sure that fire and police are organized--
Context_of_Work - Relationships	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...So if [County] was having a catastrophic kind of day and we need to send [County] units down to [County], we would go operate on 5 Charlie

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								or whatever they told us to operate on, and we could operate-- one, every unit in [County] would know how to get to that channel, with no confusion, because it's a very simple pattern that everybody can understand. And we would be operating directly on their radio system just as we were a native [County] radio user. So that plan has been implemented throughout the COG region and works very well and helps to coordinate our communications within the fire rescue community.
Context_of_Work - Relationships	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	So we had a warehouse loaded with 8,000 radios sitting in a warehouse in [City]. So the [County] rep said, "Hey, I know where there's a whole bunch of radios sitting in a warehouse. Let me talk to [County]." The [County] rep came to us and said, "Hey, [City]'s wanting 1,000 radios. You've got 1,000 radios. Do you mind if we take them?" And [County] said, "Sure. Take them. We don't care." As it turned out, our warehouse provided not only radios to [County], but also to [City]. And they ended up pulling a couple thousand radios out of our warehouse and sent them to both incidents.
Context_of_Work - Relationships	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	.. So for about a week, the sniper tip line was at the conference table right in front of me and my fax machine was the fax machine for the tip line. And I was going through reams of paper and ink cartridges like crazy [laughter] as people from all over the country are faxing everything in to my fax machine.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	... There are times when I go mutual aid to [County], and there are times when I go to mutual aid to [City]. But those are the only two places that I go. And that is about it. I mean, I don't know how many citizens we carry. I know that it is a lot of space and a lot of time. And if I am on one area of my battalion and the response of the call is on the other area, it takes me a long time to get there, but it is okay because there are at least two command officers that get dispatched. So the neighboring jurisdiction, the neighboring battalion will go ahead and move up and possibly get there before me and hopefully at quick time.
Context_of_Work - Relationships	FF	S	Supervising Field	46-55	21-30	Male	FF-S-041	...But the majority of the outreach events are covered by the stations. So school demo covered by the station. I may show up. I may not show up.

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			Responder					Civic association, they have 500 people show up. They just want fire rescue to talk about smoke detectors? Sure, I may show up. We have 1,000 people showing up for a soccer event, and we need a table for fire rescue to talk about anything? I may show up. But largely, my role is to make sure that those things are covered by the individual stations. I very rarely get involved in that.
Context_of_Work - Relationships	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	.... So you're running with all sorts of different companies, but in terms of the actual core, I guess, purpose of the special ops runs, you're running it with the same other rescue squads, you're running it with the same hazmat unit, you're running it with the same fireboat. So it's the same people. So we were very fortunate and even within our battalion, being smaller, that we 're working with a smaller group of people, we're working more frequently with each other, we actually were able to do more drilling
Context_of_Work - Relationships	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	...We have the command unit. If that comes out, that has spare batteries on it, at least another six spare batteries. We have other things like our rehab unit or the canteen unit. They might come out on second-alarm fires. They just had a minimum-- again, we have six bank chargers sitting in the unit so that, they show up and somebody needs a battery, they can help them out and say, "Hey, here you go."
Context_of_Work - Relationships	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Yeah, so I'm in Engine 4 and so we sit at dinner. I sit here, [Name] sits here, and [Name] sits there, and we are all at rookie school together 26 years ago [laughter]. And it's... extremely comfortable, very family-- or yeah, with the good and the bad that... Everybody knows everybody's buttons to push [laughter], lots of laughing, and it's very fun.
Context_of_Work - Relationships	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	You're seeing everything. And I wanted to follow up. You've mentioned that you have a lot of interaction with law enforcement, FBI, Secret Service. You're dealing with them on a daily basis, which is something very different than what we've heard in sort of other areas.
Context_of_Work - Relationships	FF	U	Supervising Field	46-55	21-30	Male	FF-U-044	Telephone, first-name basis. So a quick example, so the other day one of our units went to Union Station. They went in and they got a patient.

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			Responder					They come back out and there's this device on the steps of the ambulance. And so "holy crap," so they backed up, they call me. I'm like, "All right, evacuate. Get the police, and I'm on the way." And so by the time I had gotten there-- it was Union Station, so Amtrak police has every asset you can imagine, so they had a bomb dog already walk past it. They had cleared it for EOD.
Context_of_Work - Relationships	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	The police, it's like, "This is my territory." So they're very territorial about who's in charge, whereas being the fire department, the only one, we're usually in charge if there's a fire issue [laughter], so it makes it easy. Anyway, I'm dealing with this sergeant from Amtrak Police, and right behind me, [Name] from the FBI pulls up. He's in a black unmarked cruiser. Guy's got khakis, hat, not-- no suit. You normally think FBI's going to be in a suit, and he's khakis, polo, ball cap, hat, half unshaven. "Who's that?" I'm like, "That's the FBI." "Who called them?" I'm like, "I did. I call them everywhere I go. I take them everywhere I go. So [City] was a little annoyed that FBI had shown up, which is typical law enforcement.
Context_of_Work - Relationships	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	It's the special operations chief. We formalized it as that-- there's four of us on shift work, and each one of us is on a first-name basis with Agent [Name]. He's developed these relationships and cultivated them.
Context_of_Work - Relationships	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Q: Fantastic. That's good. I had always wondered. It seems like you guys are responsible for so much stuff that you would need help. So it's nice to hear that you do have that. Do you work with the same aide every day or--? SME: Yep. It's [Name], who I went to rookie school with.
Context_of_Work - Relationships	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Yeah. We have some very easy communication back and forth. There's no ambiguity. We're always on the same page.
Context_of_Work - Relationships	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	So we have an official tactical worksheet which is create [crosstalk]-- no, so, engines are usually red. Trucks are green. Just their patches are usually that color, and squads are blue, and so then, it's green because it's usually a truck company. Why there is a red I'm not really sure. The guy that developed this is now retired. He developed it and I helped him

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								edit it. We changed some things together. This is not the official tactical worksheet. I don't even know if I even have the official tactical worksheet on here because I don't use it because I like this one better... Well, I got into a big argument with the big boss years ago about that [laughter]... He claims that we're going to be in court one day and they're going to ask him if they recognize his worksheet, he's going to say no and anyway, it was stupid. Yeah, like that, I'll do that. I'll take notes over here and record and I like it a lot.
Context_of_Work - Relationships	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	So it's an interesting dynamic because I had-- I had always been in a company in a firehouse as a member of the crew, so to speak. Well, the incident safety officer works alone. So you have an office inside a firehouse, you are on shift work, you eat meals with the firehouse but you're not really part of the company, so there is that-- there's a dynamic when you're there, you're involved , you can go downstairs and have coffee with the crews but then you're also having-- you're in an office, so it's a really weird setting. It took a lot of time to get used to it because you lose that teamwork component of, "Hey, we're here every day, we're here together, I know your strengths and weaknesses, you know mine." You're just kind of there as a guest, I guess, is the easiest way to explain it.
Context_of_Work - Relationships	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	Because the company officer here is-- this sounds really-- and it's probably not the best terminology, but you're almost like a caretaker. I like to say babysitter sometimes [laughter]. So you have people that rely on you and you rely on them, and then when you lose that dynamic, it's just-- it takes getting used to. Yeah. Especially a field that's so built on teamwork, yeah.
Context_of_Work - Relationships	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	--and things like that, so. Yeah, that would be definitely a transition. So talk to me a little bit about the community that you serve here.
Context_of_Work - Relationships	FF	U	Other Public	26-35	11-20	Male	FF-U-045	I think it varies. I think it varies a lot by neighborhood. I feel like when you're downtown and there's more of a transient population, and people

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			Safety Personnel					aren't from the city or don't live in the city, you're just kind of just an anybody, so to speak. I don't say that to be a bad term, but just-- you're just-- everybody's here to go to work and that's it. But when you-- say if you were to go get coffee at a neighborhood coffeehouse at a place where people live and work, you're more a part of the community. People will engage you, ask, "Hey, what happened yesterday?" or "How's it going today?" something like that. So I used to always try to tell my people as a company officer, you're always on duty, whether you realize it or not. So even if you're not on a call but you go to get pizza or something, you're-- people are going to come up to you. They're going to ask you questions. They're going to expect you to somehow represent the agency, so--
Context_of_Work - Relationships	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	I definitely think so. Yeah, definitely with that. I can always speak for my position in the safety office, but we have the COG healthy and safety subcommittee. And we meet monthly and discuss whatever issue is going on either nationally in your own jurisdiction, regionally. It's an amazing amount of data sharing. Everybody kind of comes into it at the same level, whether you're deputy chief of risk management in [County], or you're a captain in the safety ops in [City], or in the [County], wherever. Everybody meets at the same table.
Context_of_Work - Relationships	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...I take a little bit more of a management perspective around here sometimes. So I try to make sure that other people are checking out their units. And at 7 o'clock, I've already done the work I need to do. So then I make sure that other people who might have not showed up earlier doing what they need to do. Checking out the ambulances, make sure that they're all ready to go.
Context_of_Work - Relationships	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	If we have an observer, I'll orient them. Make sure that they know where they're riding, what they need to do. Any inexperienced people, try to walk them through any processes that they need to do in the first half hour. Then that's about a half hour of housework and management things.
Context_of_Work -	FF	S	Field	18-25	5 or less	Male	FF-S-039	Then we usually do dinner around 7:30, either some night crews cook in

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Relationships			Responder					the station, some other ones say, "Just take the ambulance or the rescue squad downtown and grab some food at the [inaudible]," so that depends on if it's Monday or Tuesday, right [laughter]? So that's around 7:30 or 8:00 usually...
Context_of_Work - Relationships	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	I prefer in quarters. Cook it here, eat it here. More like a family around a dinner table type of thing. That's another half hour. Then once we get back from that-- and this is all if we don't get any calls.
Context_of_Work - Relationships	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So I'm here a lot. I'm here five or six nights a week. So probably close to 100 hours a week. And there's a small group of people that are here that frequently. We're called the live-ins or the permanent sleepers. We have beds upstairs and a little bit more space, and we live here. And so we spend a lot of time together, and that's a very tight-knit group of people. There are seven live-ins right now. And we're very close. So that's kind of the group where you don't need to communicate as much. You can kind of know what they're saying even if they're not a good communicator or even if they don't say anything at all, it's still like, "Okay, I know what you mean." ...
Context_of_Work - Relationships	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...Then the next tier of relationships, I'd say for me, is the people who ride the rescue squad a lot because I ride the rescue squad a lot. So even if they're not live-ins but they're very active, then it's the same type of thing. If they're only here one or two nights a week but every week and I'm always riding with them those one or two nights a week, you develop that ability to communicate better and to develop those strong relationships...
Context_of_Work - Relationships	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...I'd say the next tier is the people who don't come in as often. So people who ride the rescue squad but maybe once a month, or once every three months, or couple times a year, those relationships aren't as strong because you just don't have the experiences with them and you don't have the calls, and the in-houses, and the training, those three things that add up to make the relationships really powerful around here...
Context_of_Work -	FF	S	Field	18-25	5 or less	Male	FF-S-039	...And then the next group is newer people, people who ride the

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Relationships			Responder					ambulances who we don't interact with as often. But there are people who ride the ambulance five nights a week who I'm very close with. So it's not like it's divided in that regard, but for the most part, people who ride the ambulances don't ride them as often as people who ride the rescue squad, so. And I don't ride the ambulance as often so my relationships with them aren't usually as strong.
Context_of_Work - Relationships	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Not every night. Our requirement is 36 hours a week and 24 of those have to be overnight. So that would be three nights a week minimum. And then you have to get your other 12 hours through either weekdays, weekend days, or extra nights. So I'm an exception where I'm here six nights a week and then the whole weekend, right? But there are people who are here three nights a week and then they ride during the day once or twice a week too. But either way, you end up spending a good amount of time with these people.
Context_of_Work - Relationships	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...I find that there's more pressure on us to be more professional in our interactions with our community because we know that a lot of them are expecting that from us, which is interesting because if you go to different parts of the county or different cities around the country, you have different levels of professionalism and I think that's probably based on the community's expectations of you, or at least what you perceive of that...
Context_of_Work - Relationships	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...So we know that we have a lot of very wealthy people, a lot of people who are older, people who whether they know or don't know what the fire and EMS system is all about, they know what it means to be treated-- they treat us kind of like a service industry, and so they know what they expect from us and we know that they'll complain to us and all those things. And you adapt to that, so I know that it's a lot of, yes sir, no sir, yes ma'am. We try to be very over the top professional in those situations. But if we're cutting someone out of a car and they're unconscious, we don't have to worry about that, right, we have a mission at hand. But if it's on the ambulance and we're just taking somebody to the hospital, you totally have to learn how to interact with people



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								differently...
Context_of_Work - Relationships	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Yeah, I like to treat every interaction with anybody outside of the station, or inside of the station really, but anytime you interact with somebody, it's a PR opportunity, a development opportunity, a recruitment opportunity. So, any member of the public. Could be someone who donates to us. It could also be someone that we might take them to the hospital the next week and they might remember that interaction. Or it might be they might have a relative who works here. Or they might be interested in joining one day if they're a child or a youth, or even if they're older, and they say, "Hey, you know what? I'm about to retire, and I'll have some time. I want to be an EMT." ...
Context_of_Work - Relationships	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...So, every time I see a member of the public, and a lot of people feel this way too, they treat it like that. So, you try to be very professional. You try to sell the organization and sell yourself, but it's not like it's disingenuous. We're not lying or putting on face. That's genuinely who we are, which I think sets us apart from some other stations, where we all care so deeply about this organization and the mission of it, that when we see the community, we can't stop raving about it. So, it's not hard for people, I think, to really put on a good face and put a lot of energy into these interactions.
Context_of_Work - Relationships	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: comms with other disciplines] It can be challenging, especially since we don't train together all that much, especially people outside of this station. And we don't train together. We don't run as many calls with people outside of the station, and we don't cook together, hang out together either, so... Anybody that's EMS, fire, or police that's not in this station...
Context_of_Work - Relationships	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	I mean, when we're on a call with police, they're usually in a more of a supporting role, at least for the rescue squad, because if we're on a fire and police show up, it's because they need to block off the road. We don't need to talk with them all that much for that. We'll say, "Hey, can you block off the road?" Not really that bad, or if it's an accident, we're the ones cutting the car, and they're basically either blocking the road, or

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								they may have to check the ID of the person or do a sobriety test or whatever it might be. But our interactions with them are usually pretty straightforward. So, even though we might have bigger communications differences, I'd say we don't even have that many problems with it, because we don't do as much high-stakes interaction with the police.
Context_of_Work - Relationships	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...So I know that the federal departments have their own radios and that can be problematic. I know we ran a fire on the Walter Reed Base six months ago and they were operating on their own radio system, but we were responding to them and we don't have their radios. So when we got on scene, they actually handed us their own types of radios that we had to use. Even though, when they respond to us, they already have their own [County] radios, so... Not vice versa. So that was definitely a challenge, and they have one for our whole unit. So our officer got one, but the rest of us didn't have a radio that would work, so that was definitely something we were all like, "Woah. I did not know they still did that stuff. That's kind of weird." ...
Context_of_Work - Relationships	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Yeah, definitely. It definitely requires a mutual trust. And I think that a lot of times people do it because they've seen that they can't necessarily have that trust all the time. And a lot of times people would rather rely on the expectation that you can't trust the units because it's probably safer that way, right? So you can't blame them for that. For saying, "Hey, if I don't tell them to do this it might not get done." Versus, "If I tell them to do it there's a little more radio traffic but I know it's getting done." So they have to weigh that in their heads...
Context_of_Work - Relationships	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...that's a benefit that we have here because right now if we were in a fire, our chief of this department can run that with us. And if he's command, he knows that he doesn't need to tell us what to do. But the [County] Battalion Chief might not know us and might not know that he can trust us. We've never proven otherwise but maybe if a different rescue squad has, or a different engine company has. And then because he might not-he might have experienced that lack of trust, he might just rely on that.
Context_of_Work -	FF	U	Field	46-55	21-30	Male	FF-U-030	...So the routine includes maintenance issues, housecleaning, and

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Relationships			Responder					whatnot. There'll be training stuff. There will be inspections. So there's stuff that interfaces with the community: inspections, trainings, school visits, site visits, all that sort of stuff. There's stuff that pertains to us here in the station. So training, maintenance, health issues, health tracking, fitness, all of that.
Context_of_Work - Relationships	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...There's a lot of camaraderie at the station. We eat all our meals together. So in the fire service, unlike the law enforcement, the fire service you're spending a third or quarter of your life living with these people. And you sleep, eat, work, all of that, with the rest of your counterpart and stuff.
Context_of_Work - Relationships	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So within the respective stations, either it will work or it won't. And if it won't, usually people will on their own transfer to another station or another crew, or something like that. So there's a real cohesiveness and camaraderie that develops very quickly between people working at a given station, on a given shift.
Context_of_Work - Relationships	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So this particular station is bordered right on two different districts. We have our international district and that whole community, and then we have what they call the [Name] community. It's kind of the south end of the downtown core or the south end of the downtown business. I've worked downtown here for at least eight, nine years. And really, two really fun communities. Very different, but very fun communities to interface with, and work with, and stuff as far as identifying key members and just different celebrations in schools and all the fun stuff that goes with it.
Context_of_Work - Relationships	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: communication with LE] ...The challenge that we had starting shortly after is the people side of it. So just because you can talk, police chief to fire chief, the cultural limits, the busyness, who knows whatever reason, they still may, to this day, not talk to each other. In which case, I can give you all the technology in the world but I can't force you [laughter]. We like to describe it in the national level, with FirstNet and SAFECOM and whatever, that we manage the pipes, we don't manage, necessarily, what's going through the pipes. That's up to every fire chief,

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								police chief out there.
Context_of_Work - Relationships	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	We could do a lot better on training. Training is probably one of the single biggest costs that public safety has, just because the citizens pay us to be able to respond. And so they'll put companies out of service for mandatory training and whatnot, to all drive to central points to get a message, or whatever, or to drive to a central point to do some kind of manipulative stuff. If there's a lot more of that that could be done, either in an online environment, or some kind of interactive environment through technology, that would save lots of time and money on that regard. So those are probably the big areas where's there's some real cool stuff that could happen [laughter].
Context_of_Work - Relationships	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	...There are daily routine, daily duties to do around the station, maintenance around the station as well as business inspections, public interaction, public education. We may have to do presentations to schools, fire drills, home-owners associations, and then obviously, emergency responses or priority at any time of the day and night that we have to drop what we're doing and go on the run. And we provide emergency medical care, basic life support. If that's the case then we'll transport that person to the hospital as well.
Context_of_Work - Relationships	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	... Sometimes we take the shift and go out and interact with the public, go out for a coffee. That kind of thing but we're generally busy the majority of the time.
Context_of_Work - Relationships	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Yes. And that's used for primarily our wild land interface. Wild land firefighting. And we communicate with an alternative dispatch center through Department of Natural Resources, specifically for the wild land deployment.
Context_of_Work - Relationships	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	... And a lot of that has to do with trying to coordinate with law enforcement. They may be at the scene, and they may not be at the scene, and we just don't- we're not sure of that because the dispatch center can't give an estimated time of arrival.
Context_of_Work - Relationships	FF	S	Field	36-45	6-10	Male	FF-S-032	Sure. So as a firefighter, the daily routine is come into the station, chat

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Relationships			Responder					with the people that were on shift before, the 24-hour shift. We work 24-hour shifts. So in the morning, we would talk with the people that were on the apparatus before us, see how their day went, see if there was anything, any information for them to pass. At that point, we start in with talking about a plan for the day, any training or activities we have...And then towards the end of the day, we would have a meal and we stay at the station 24 hours. So if we're slow, we'll get some sleep. If not, we'll get ready for the calls that are going to come in at night.
Context_of_Work - Relationships	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Yeah, yeah. Yeah, absolutely. And then we have paramedic units that we would call or that would get dispatched if there's an ALS-- an advanced need, yeah.
Context_of_Work - Relationships	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Yeah, I mean, we spend 24 hours together and we're not always assigned with the same people every shift, but we have a number of people assigned and then to account for vacations and sick days and holidays and stuff, about 80% of that full assignment is on and we just rotate that throughout. So we have, say, eight people assigned, but five are on shift any given day. So you get to know the people that you work with very well. So, yeah. So we do the mundane things from cleaning the station together to the higher-risk things like going into a house that's on fire, or working on a patient that's in cardiac arrest, or something like that. So you end up forming tight-knit bonds with your co-workers. Maybe more so than you would in a normal 9:00 to 5:00, 40 hours-a-week kind of type [crosstalk]. It's just a little bit different relationship, probably, than you have in a typical job.
Context_of_Work - Relationships	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	... And then we do do some outreach to the community, community events, but our department's large enough that we have a division of our department that is kind of responsible for that public education outreach. So every once in a while, we will be requested from that division to go out and talk with some school kids or do an event, that sort of thing. But typically, that side of things is handled a little bit more from that division.
Context_of_Work -	FF	S	Other	36-45	11-20	Male	FF-S-033	...Other than that, I'm on various committees throughout the region

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Relationships			Public Safety Personnel					planning three-year training plans, putting together training manuals. And I'm on an officer development academy committee which oversees continuing education classes for fire officers to improve their skills
Context_of_Work - Relationships	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	We also do PR events. We go to preschools, and we show off the fire engine, and we do neighborhood block parties. We show up with the fire engine and we answer questions. And we have tourists come to the station. We answer questions there. We also go out and we do fire inspections. And so then we have to go out to individual businesses, and we have to make sure that they're compliant with fire code, and we have to write violations if they're not in compliance, and then follow-up to make sure that they fix the things that they need to take care of.
Context_of_Work - Relationships	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Well, it's like a second family because we spend 24 hours a day together and about a 100 days a year working together. So a lot of it depends on the size of the station and the crew dynamics. So we have some three-person stations. And so this much smaller station. And depending on the personalities that you have there, you might spend a lot of time together, or you might not spend much time together. Some people prefer to be by themselves and do their own thing, and some people like to be in a group. Kind of worked at a three-person station for six years and I really enjoyed it. My crew and I got very close. We're very good friends. After that, I went and I worked at an eight-person station.
Context_of_Work - Relationships	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	[RE: relationship with citizens] I feel we have a very good relationship for the most part. I can't think of any instances where we've had issues. But as I've said, it's a diverse population. And we do a lot of PR events where we go out to schools, or churches, or community centers, and we do presentations, and try to get the community involved, and get them to understand who we are and what we can do for them. All the fire stations have an open house every year in October. And we invite anybody to come through. And they get to look and ask us questions, and look at our rigs and our apparatus, and see-- some of the stations will have a live fire demonstration. And so we can actually answer questions. And I mean, that goes along to teaching and informing

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								people, too, about when is it a good time to call 911 versus maybe you should just call your personal doctor? What kinds of things can we do? What kinds of things should be directed to somebody else?
Context_of_Work - Relationships	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	One other thing that's unique for [City] is we have a program that's called CARES. And one thing that they do is if we have certain types of incidents that don't necessarily require an emergency response but the people feel overwhelmed because they don't know how to handle it, then we can refer them to be social workers. And then they can respond, and they can help the clients find different means of help that don't necessarily overburden the 911 system. It might get them some long term help. Maybe some different physician care, different mental health care, different, maybe, fall protection care, or maybe help relocate them to a place that would better suit their needs, so. I think we try to do a really good job of interacting with our community to help them and let them understand that we're here to help them. And here's what we can do. Here's what we can't do
Context_of_Work - Relationships	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	...Then we have lunch noon-ish, we all [clutch?] for dinner at 6:00. And then after that, it's kind of a little bit of a hit and miss usually after dinner. Again, do our own housework cleaning and all that stuff when everything is done. For the most part, me personally, I kind of let the guys and gals do whatever they're going to do. And then I usually try and catch up on paperwork, or work on projects or something like that through the evening. Rarely do we do training after dinner
Context_of_Work - Relationships	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	To a large part, I mean, we are like a big family, because it's not like you're coming and clocking from 9:00 to 5:00. I mean, we're here for 24 hours, which means that we're eating together and we're cleaning together. Everybody has individual bunks, but we all sleep here at night. We're allowed to go to bed after 10 o'clock, and then we get up at 7 o'clock to get relieved. Unless we have runs obviously, then you're up and down throughout the night [inaudible] and whether you have any incidents. But I would say there has been a little bit of a change, probably within the last 10 years. Before, at least some of it has to do

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								with station set-up. But there used to be a lot more, in my opinion, gathering where guys would hang out in the beanery, or hang out in the watch officer pool pen, and there used to be more communication. Now that, about 10 years ago or so, they started to really compartmentalize sleeping quarters. So instead of having the big bunk room where everybody was in the bunk room, now everybody has their individual units. So it kind of allows people the opportunity to go and shut the door, and do their reading or computer work or whatever. And so it gets a little more splintered than it used to. There's not as much gathering. But depending on the station and the makeup and the relationships with the people, there still can be. It's just not as much as there used to be.
Context_of_Work - Relationships	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Yeah. Yeah. I mean, obviously, there's all different types of personalities. And sometimes, some don't always mesh well with others. But for the most part, we are family. So not just because we're together 24 hours a day at a given time. But due to the job we have and the level of danger and risk associated with it, you kind of get to a point where there's a level of, "I've got to know you have my back," and vice versa. So I think that provides a different dynamic to the environment, where it's a little bit closer than just checking in, and coming in, and sitting at a desk and, "Hey, [Name]." You know, that--
Context_of_Work - Relationships	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Okay. It can be very rewarding. Absolutely. One of the difficulties that we probably have specific to our district is our clientele that we worked with, the majority, probably 90% of them are all of the homeless, the shelters. And so you end up in this-- society has changed to people-- before, it's like fire department showed up and they were real happy to see you. Now, the majority of our clientele, they're just like-- they're just as happy to tell you to go screw off. They just don't really care. So it's not like you're out going to the 80-year-old grandma that's most likely to bring you a plate of cookies the next shift, right, and really are happy to see you. Most of our people-- and you've got a huge mental health problem. So a lot of times, it's difficult trying to deal with the individuals that don't want help, but they need it. So it's a different dynamic,



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								<p>depending on where you are in the city. And each has their own, right? So there are times where it can be very rewarding, because our job is to help people ultimately. Sometimes it can be very frustrating, because you try and help people and they don't want it. And there are other situations that get very frustrating. So you have to learn to kind of deal with frustrations and anger, and be able to [inaudible], "Hey, it's my job and [inaudible] put you on a-- represent the fire department the best we can." So there's a lot of times where somebody's going off on your face, and you just kind of got to swallow it and just try and, "Yep. Yes, sir. No, sir," and, "We're here to help. You don't want our help? Okay." Fun? I would say, I would've said that a lot earlier in my career. Now that I'm getting older in it, it's getting tired. I mean, the run volume and everything takes its toll, the clientele takes its toll. It's still a great job. You can't beat our schedule, and especially the people that I get to work with are fabulous. And so it does create a level of camaraderie, and I would say coming to work and working with [inaudible] will make it fun. Some of our runs that we go on, aren't as fun anymore.</p>
Context_of_Work - Relationships	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	<p>... There are times that we do community events based on the area. Being downtown, we don't have as many because we're not really in much of a residential area. A lot more of those where they started-- they do their-- I can't figure what it's called, but they'll shut off streets and do that sort of thing. So a little bit probably more in your residential areas, we tend to look at more of that public interaction and just kind of showing up as the local fire department.</p>
Context_of_Work - Relationships	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	<p>What we do get a lot down here, partly because we're kind of located at headquarters, which is where we used to be stationed. We moved here about, going on nine years ago. They built this. We get a lot of tours. It's not so much that we, where we are, go out. But because we're such a big station, a lot of people come in. So we're constantly doing tours and/or things like this, where people come in from different businesses and/or being HAZMAT, we have a lot of technology that we use for monitoring. So sometimes, we have a lot of people that want us to beta test their</p>

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								equipment and stuff like that. So there's that kind of interaction on a-- and then sometimes, it's getting out, going to shop because we buy our own food, cook our own meals, as well as just kind of taking care of the guys and going to grab a cup of coffee at the local Starbucks or something.
Context_of_Work - Relationships	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] Responding to the citizens of [City] in their times of need, when they need help outside of their own capabilities.
Context_of_Work - Relationships	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S5] I know there is, definitely on their standpoint. But sitting here, I try to keep and kind of do my own thing, in the sense of I make a lot of contacts within the community daily, whether it's in our car seat checks, whether it's dealing with people within the city, within the school district, within parent groups, within a big variety. And then on top of that, with their emergencies, it's communicating with the media regularly. So even if I'm not aware of something going on, necessarily here, the media will call, and then I would go online in the middle of the night and check and see what the emergency is to be able to communicate with the crew that's on the emergency before I go back to the media, and to make sure that I'm putting out the right information.
Context_of_Work - Relationships	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] Second home away from home. It's challenging, exciting, and fun, kind of all at the same time. And if you have a bad day with someone there's six other people there to kind of go to. I mean, anything kind of goes, but it's-- everybody knows it's all business but you try to lighten the load by having a good time at the same time. You have the comforts at home in the workplace. You have a fully-loaded kitchen, you have a place to relax and do your thing, and then you have a place to study that's private/personal if you're working on your project and your career advancement. You can go to pretty much anybody else for help and using group effort to kind of do the same thing.
Context_of_Work - Relationships	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S5] ... So at night, when it does slow down a little bit, when you get to do group dinners and do things like that, that just continues to create that bonded relationship. So when you're on calls, you know the person, you know their mannerisms, you know their good and bads. It just helps to

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								make things work a lot smoother, the trust factor, everything else. So it's nice.
Context_of_Work - Relationships	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] They call us when they don't know what to do no matter what it is. I mean, all the way from changing a battery in a smoke detector to major, widespread catastrophic disaster or a traumatic family event. And their capability is that they are trained and able to not only respond to that, but they can do something and make that situation better. So they have incredible capabilities and that network of that team with lots of experience. You have people from 30 plus years of experience all the way down to 1 year of experience. So there's a lot of information sharing that goes around.
Context_of_Work - Relationships	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] I think part of what goes into it too is that, as we've talked about already, our individual stations of the department as a whole, as cliched as it is to say is a big family. Right? So part of that requirement, I'm sure is finding individuals that are going to fit this family for the next, potentially, 25 years, right? You're hiring a roommate as well as a firefighter EMT, so.
Context_of_Work - Relationships	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] And I mean, we have a wide range of community members, of course, just like everybody else. We're pretty urban. But we're very well supported by our community. So of course we support that back in every fashion that we're capable of and we get that reciprocated back. And an astounding percentage-wise. I mean, whatever we went out for we've got back at a high margin. But we have a great community here. I think that's why most people that get hired here don't leave to go to another department. And the ones that have, have come back. So we've had a couple of guys leave this department, go to other departments, like they say the grass is greener somewhere else only to find out it's not and then they'll come back.
Context_of_Work - Relationships	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] It's pretty economically vast too. From one side to the other of [City] you've got people that are very, very well off and people that may not be as well off, which is-- it's great for us because we get to respond to those different areas and see either side of what [City] has to offer. I

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								think that as he stated here, the people of [City] really have a lot of support for our department. And we owe it to them to continue to provide excellent service and that's what we aim to do every time we are out there.
Context_of_Work - Relationships	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] Kind of one thing she was talking about with doing different community events, it was something that in the interview process was really appealing to me, this being a bit of a smaller department where we have three stations as opposed to [City], which is pretty vast. And just being able to actually be seen and involved with the public of the city of [City]. So going to those different community events, you get to talk to people in a non-emergency setting. It seems like everyone's usually really receptive and really likes that, kind of gets to know us on sort of more of a personal setting as well and kind of see us as--
Context_of_Work - Relationships	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] In some ways. To get [inaudible] they pool together because they're comfortable together, right? So you can kind of know when you go on a call, what you might expect given an address or a certain area. We have some of those same people who speak that language. They make themselves available by phone if you don't speak the language when you go to a particular apartment complex that you know is going to be one complete ethnic group. If somebody there doesn't speak English and we can't get through a language line that's provided to us by the county, we can call one of our off duty firefighters and hope he's always on duty. But it's not fashionable.
Context_of_Work - Relationships	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] They'll make themselves available 24 7 by phone. You just got to hand it to a patient and then you get it back and you get the information. And so that's pretty helpful. It's actually invaluable.
Context_of_Work - Relationships	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] Some people's cultural backgrounds, they prefer that, if it's a female being assessed, that they have a female EMT, and that's an opportunity for us to learn that, respect that, and use the tools that we have or use the individuals that we have on shift to abide by what their wishes are. So that's how it is.

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Context_of_Work - Relationships	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] You're absolutely right and I think one of the-- you can go from this department to our neighboring department to [City] or to different departments that there's different cultures within those organizations. And there's a global fire service culture, emergency responder culture, but there's different cultural flavors within those organizations. I would say for the most part, my observation is that we are-- there's a lot of risks. There's humility in our organization, and a lot of respect for that respect that we get. I try to live by-- try to be worthy of the respect that I get from the people - that's my goal - and not take that for granted. And I think that is something throughout our organization is pretty much out there that we go out there, we appreciate it. We appreciate the support we get from the community. We try to pay that back, pay that respect back. With kids, it's pretty normal that the guys will be out shopping and there will be kids that will wave. They'll show them the fire truck and things like that, and the guys and gals are really good about that. Really good.
Context_of_Work - Relationships	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] There is a very broad fire service culture and then a more specific West Coast/East Coast fire service, volunteer-paid fire service culture, and then there's a lot of subcultures within each organization. But we could walk into any fire station across the country and still fit into that fire service culture [inaudible]. That is consistent.
Context_of_Work - Relationships	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] EMS in this region is incredibly integrated with the healthcare system. We're basically a part of the hospital system, particularly in the areas of myocardial, and partial, and stroke. They basically track our time. We all work on the same timeline of care so that whether it's getting a 12 lead and then getting them into a cath lab, or stroke care, we're all integrated very closely. Technology is one of the big tools that makes that possible.
Context_of_Work - Relationships	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] She communicates with the public through Facebook and Twitter. As she mentioned before, either educational opportunities, community events going on, incidents that are going to have some effect on the public whether it's because of traffic, or whatever it may be. Just

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								keeping the public in the loop as to what's going on with the department. As well as, she mentioned earlier, showing the department that we're consistently-- or, sorry, showing the public that we're consistently training as well. So if we're out there doing drills, we are pretty much daily, she'll come out and do a snapshot. "Hey, [City] fire department is working on this," and that's pretty much the overall scope of what she does as far as social media.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] We are typically, the good guy. We get cookies and cake brought to our stations weekly by people saying thank you, which probably the station at the police department don't usually get.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] Yeah, to answer the basics is to have leadership meeting once a week, on Tuesdays. He'll bring in his staff; people like me, the EMS, deputy chiefs, fire marshalls, gives us the broad message. We deliver it down to our people. I have monthly operations meetings where I bring in all of the battalion chiefs and, for three to four hours kind of give them briefings for them to take out into the streets. And then, yeah, we try to stop by and see the crews and let them-- they enjoy it actually, to actually see some of us out on the scenes. So we try, but when I first came in here, again I've only been off the streets for two years. So yeah, I was going to come in, and I was going to be that great communicator and I'm going to be out talking with the crews. You just can't do it.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] I'd say it's kind of like living with family. I mean, they're there for 24 hours, so the day to day-- it also depends on where you're at. If you're working across the street here, your day is much more on plan because this is our busiest station across the street over here. So they're going to run 15 to 20 calls today. So they're in response constantly. The very little time that they get is spent in training and preparing themselves for the next call. Or we have some stations that only run 400 to 600 calls
Context_of_Work - Relationships	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] . So it really varies. Other than, I mean, I guess, what's life like? It's just like a family. Some have great relationships. Some crews are tight. A lot of crews, I would say 80% of the crews eat as one. Eat their lunch together, eat dinner together. They shop together. They prepare their

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								meals together, sit down together. Most do that. Some crews eat in their own little separate spots. Same where, I guess, as a-- you see different families. Some are tighter than others. Occasionally, we have people that float in that they're not-- so it's not always the same crew. So it's dynamic, I guess. I don't know how to say it other than that. Very dependant on where you work, who you work with.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	23:02 One of the biggest problems we have up here, too, is we're pretty much a medical provider to a lot of people. A lot of homeless and heroin overdoses and fentanyl overdoses. They go multiple calls a day now, homeless here, too. And that kind of wears on them. And 99% of those calls are somebody sleeping drunk. And we wake them up, and we leave. There can be call after call like that, so. That's probably more of an issue than the diversity and minorities, and other stuff is dealing with the homeless and the opiate issues.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] Yeah, we have a public education department here that is very active, so our crews are either setting up tours in schools. We're at Every home football game across the way there our crews are at the home football game standing by. We do all the fairs, all the parades.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] In any event, our contracts cities these have. And one of the big things we do, too, anytime we have a larger fire, even if it's a house fire, and there's a lot of people there, our public information officer will set an after the fire meeting. So we'll find a hall or fire station or a school or something. And we'll have the crews go out and leave flyers at all the homes around there to say, "We're going to have an informational meeting about the fire." And we meet with the neighborhood and tell them-- a lot of it's we take and do public education and fire safety, but we also tell them why we did what we did. So they understand. Why we cut that hole in the roof? Why did we not go in right away, or whatever it is we can explain what tactics we use and how we do what we do, and it answers a lot of questions.
Context_of_Work - Relationships	FF	S	Supervising Field	Not specified	Not specified	Male	FF-S-036	[S2] Yeah. And a lot of that is public education, but we also know as a fire district we go out to our voters for money issues. And the more

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			Responder					positive and the more communication we can have with our citizens, the better off at election time obviously we're going to have, too.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] So that's the little stuff. What do they do on their time? They chose to do. They chose, to go and they drove to three different parks, parked, let the kid gave free each, that was all on the crew.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] They weren't doing it, but that's just a little, "What do we do when we are out?" That. We tell them when we-- sometimes you catch slack when they see an engine at a grocery store buying. Some people "I'm not paying." But we try to tell everybody use them, one as a learning opportunity at all times when they're out there. If fire crews see somebody that has a flat tire they can stop and help the person. So it's trying to build that positive image when they're out there, whatever they're doing.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	I would say it's all very important. Sometimes we're supporting the role of the other divisions in the organization, and we're also the community aspect of the fire department. We're the ones that are always out there interacting with the public.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	So I communicate with the folks within the organization. I communicate with folks in the community. I mean, I do a lot of that through phone calling, emailing. It just depends on the situation how I would do that.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	I think we have a great relationship with our community. We are able to kind of prove that support every four years when we do our levy. That's a third of our funding that is voted on by our voters every-- now it's every four years. It used to be every two. And we pass at-- over 60% is what's required, and we typically pass those. So that shows that there's a lot of community support for what we do in our organization.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	I think it's our interaction with the community. Very rarely do we say no to a request that the community makes for some kind of public appearance. If they have an event at the school, we're going to be there. If there's an event at the park, they're going to call us and ask if we can attend, and we're always there. So we're very visible in the community.



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								We're not just sitting, waiting for a call to happen. They do have a lot of calls too, but we're also very visible, which is, I think, one of the reasons why we have so much support. It's because they know that we're there for them even if it's not an emergency.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	We have some really cool public education programs. We do smoke alarm installations, and that's-- we go into people's homes and install smoke alarms and do assessments of their home to-- "hey, this is something you could do to make your home a little bit more fire safe. And this is how you can prevent a fall in your home," because a lot of the people who call us for that service are seniors. So there's multiple issues why we would be going there not just fire. So we use those opportunities to communicate all the different safety messages. And then we're in every school, every classroom in every school, which most departments aren't in the schools to that level. We teach CPR in all the high schools. So, I mean, we're very visible. We do a lot of things for the community, so I think that's why our community supports us the way it does.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	In my job, I do quite a bit. Whether it be local entities that are surrounding us or other agencies nationally. I went through the executive fire officer program with the National Fire Academy, so I was able to really build a broad network of folks. So if we're not doing something and I have a question, there's always somebody I can call and ask. Whether it be somebody that's local or somebody that's maybe across the country, so it's kind of cool to have that kind of a broad network.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	So there is, but it might be every six months. And if you don't use it [inaudible], then-- I don't remember how it works. So luckily, we do have people who are kind of experts in those things, and I would hope that in a major incident they would be able to help us. Because I think once you use it a couple of times or the first time you
Context_of_Work - Relationships	FF	S	Supervising Field	46-55	31-40	Male	FF-S-038	Descriptors of the work in the field? It's a good question. It's a good way to put it I guess. Well, public servants. I mean, we are the public

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			Responder					employees who are here to work for the citizens of the communities we serve. So we're going to react to any request that gets put upon us and we're going to deal with it in the way we see fit with resources, deployment of resource, what we send, those type of things. I'm not thinking of any great adjectives that come to mind at the moment.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	... So typically, when I leave the house, if I don't have a meeting that I need to attend in the morning, I will typically get out to one of the outlying stations. We have six stations. So I typically like to hit a station at shift change which our shift change is 8:00 o'clock. So I'll try to get to the station before 8:00, converse with the crew going off duty, and then converse with the crew going on duty. And not so much that I have an agenda, but I like to get out and just sit around and have coffee and interact with the crews, see what's going on, see if there's any issues with the station, with the vehicles, if anybody just wants to talk about anything. So more often than not, it's just sitting around talking about calls and those type of things.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	...I have a good understanding of the benefits of face-to-face versus just the emails and the texting. I understand the benefit that it's easier for me to communicate with you face-to-face than a short little blurb on an email. You know what I mean? So that's been helpful in my position because for one, it gets folks out in the field comfortable with me and I get comfortable with them that I can, as an administrator, not all administrators feel this way, I could walk into any fire station at any time with any crew and feel comfortable and they're comfortable with me being there. They're not saying, "Oh wait a minute. What's the guy in the white shirt doing here this morning?" because they've come to expect that, "Hey, [Name]'s going to stop by and maybe have a cup." And it's just by generation. I mean, I wasn't brought up on this. I'm just learning it as I go in this position and in life. I'm learning how to deal with this. I call my daughter a lot and she helps me because she understands it, so.
Context_of_Work - Relationships	FF	S	Supervising Field	46-55	31-40	Male	FF-S-038	... They'll usually have a little interaction with the off-going shift around the coffee table just to kind of talk about how their day went, anything

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			Responder					that the shift needs to pass on, that they need to consider for their shift coming on, and just time for them to catch up with each other.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	What is it like in a station? Well, having spent many years in the station-- I was 25 years on the line. So that was from a firefighter to a company officer to battalion chief, so I got to experience it on all levels. And it is very close-knit groups that work on the shifts. I will say we're very fortunate here. I hear a lot of different stories in other departments, but knock on wood, we're fortunate here that we got groups that really get along and enjoy working with each other, and I think that's just part of the culture that we've created through the years of how we do business. But you've heard this, I'm sure. They're like a family. They come in together, they have breakfast together, they work out together, they eat dinner together, and they talk about each other's personal lives with each other. A lot of them are friends off duty, and they go camping, and vacationing, and-- so yeah. It's a pretty good atmosphere.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	...So we're very involved with the community, and everybody has kind of grasped onto that. I mean, that's kind of part of our culture that we're going to get out, and we're going to go stand by at the football games at Friday nights for the high schools. And most everyone enjoys doing that, because they know that we're getting out in the public, they're seeing that we're there for them. Grocery shopping, they go get their dinner goods if they didn't bring them in, coffee break, Starbucks. So they get around and they do what needs to get done, and they also allow time for those types of things to happen as well. So yeah. I mean, I don't know if [Name] mentioned. That's our model up there, and that is pretty much-- that's what we go by. And that's been in place for quite some time, but the last piece is the one that I like to focus on is to be nice. I mean, that is something that everybody knows that we're going to nice. We're going to be nice to you coming in and doing this interview. We're going to be nice to the citizen that we see on a call. We're going to be nice. I mean, that's just what the expectations are, and coming into this organization, you accept that, and that's the way business is.

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Context_of_Work - Relationships	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Yes I would. And we are a-- as far as how our department's funded, we get our regular taxes, but we also have an excess levy that we go out for every four years, and that's a vote of the citizens. And we have to get 60% plus one vote to get that to pass. So we put a lot of emphasis into that because we know that when it comes time for the citizens to-- basically, they're grading us. When they get that ballot, they're going to see [City], "Yep. We're going to vote for them," and then we're going to continue on with our operation and get the funding that we need, so.
Context_of_Work - Relationships	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: sending EKG strip] ...So there's still a lot of steps that need to be taken to make the thing work. But I think it's just-- there hasn't been the big push to get EMS, and hospitals, and everybody working together... the thing is, one's government. One's the hospital. The hospitals are a business, I guess... They're out to make money. And so they want people into their system. And so now they're building these outlying EMS places. And I don't know if that's a big thing where you're coming from, but.
Context_of_Work - Relationships	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: stand-alone ERs] You save that money. You save that ambulance transport... Puts us back in service quicker for the next patient. There's still a lot of kinks that need to be worked out. A lot of it's insurance and what they're paying for, and what they're not paying for. So I don't know how it's going in [City], but we've had it here through a private agency. It's called a CCT unit... Critical Care Transport. So that unit would show up and then, like I said, based on what it is, they [would either?] take care of you right there and send you a bill or transport you. So I really think that's the wave of the future for multiple reasons, and I think it's a great idea. You're going to have those people where you absolutely have to transport them... But from the hospital's perspective, they don't want you to do that. They would rather see you in their building...
Context_of_Work - Relationships	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: cause of communication issues] ...But in terms of when we get with multi-agencies, that's when it's kind of a measuring contest. We should all work together, but it doesn't always work that way. Like I said, we are on a north area team that we do a trench rescue on. And we've had a

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								couple calls. [Yeah?], it gone smoothly. It got the job done, and outcome probably came out the same. But it's just too many people. Everybody wants to be a chief. Too many chiefs, not enough Indians [laughter]. So [inaudible] [that is?], but how do you fix that? We train on it. But I just think, again, you have your certain guys that you work with, and all of a sudden you're off on vacation, and I'm not working with you. So were not on the same page. And I'm working with some guy from A shift, and he does it totally different than the guy I used to work with.
Context_of_Work - Relationships	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: medical supplies] Yeah, it's all about the money, I think. So anyway, so we're trying to reduce the waste that way, by using data again, to analyze how much they need: what they really need at the station, what's expiring, and maybe move stuff that's not expiring, or expiring to a more busy station so it can be used up. Yeah. Exploring things like how do we, maybe, partner with a hospital to get the stuff that they're going to use in a heartbeat, and just do a swap with them so that it doesn't expire, because that's just a waste of money.
Context_of_Work - Relationships	FF	S	Manager	46-55	21-30	Male	FF-S-023	Yeah, and then so I think that's everything. Oh no, maintenance. So I also have maintenance as well. Can't forget those goofballs [laughter]. So it's a little maintenance division, I've got a maintenance manager who's also-- does a lot of our building and facilities. He's got a part-time assistant. We have an assistant for that whole group that does a lot of paperwork and data entry and stuff like that. And then we have three vehicle mechanics that do all of the vehicles.
Context_of_Work - Relationships	FF	S	Manager	46-55	21-30	Male	FF-S-023	So there's an area radio meeting, where we have technical people talking about technical issues, one of our IT people, or actually our business information manager takes care of that for us. They try to work out all of the technical pieces, like how many banks do we have, how many frequencies, or how many talk groups do we have on any bank, and all that stuff...
Context_of_Work - Relationships	FF	S	Manager	46-55	21-30	Male	FF-S-023	...Then we have operations chiefs that meet and talk about what they want to accomplish: they want to be able to have several different EMS groups, they want to have several different fire groups, regionally PD

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								wants their groups, too. They don't always mesh as far as boundaries go...
Context_of_Work - Relationships	FF	S	Manager	46-55	21-30	Male	FF-S-023	...then you've got your technicians over here. God love them, technicians are wonderful, but they often can't talk down enough so our fire chiefs can understand. So often that's a miscommunication. We want to do this and they're like, "Well you can't do that. There's no way in hell you can do that," and then there's friction there until that gets ironed out. And then that gets fixed. And then those technical people take it back to their areas. They set up programming, and then we have to go through and touch every radio with a programming. We have to touch each console with programming. So it's a pretty heady and very time-consuming process. So we don't usually do like, if one person wants to change or if one little thing wants to change we don't do much. We wait, get a big change together, and go out.
Context_of_Work - Relationships	FF	S	Manager	46-55	21-30	Male	FF-S-023	...PD has their own little gig, which is they want to encrypt all of their transmissions, which is fine, but that adds one more layer of complexity. Do they give us permission? Can we read it? Can we hear it? Can we get their security keys? So all of these different systems we have to actually get physical permission to use each system. There's agreements that we have to iron out, and most of those are done, but we have to do that, but you have to review that periodically and look at those agreements. Make sure that they are all still good.
Context_of_Work - Relationships	FF	S	Manager	46-55	21-30	Male	FF-S-023	...And then there's the training side of that. So we are on one system here. All of our repeaters work this one system. If I move away from this system and these repeaters here, I can go to a different bank. I can go to a different system, but I have to physically change my radio to go to that different system to pick up those repeaters. So our firefighters don't often remember that or know which system they're in, so as they're going on a mutual aid, especially our hazmat team goes out a lot and they'll go way east. As they get out there, all of a sudden they can't talk. Well, that's because there's not enough power to get to our system. If they would change their system, they could still talk and it would be fine.

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								So a lot of training with that and a lot of our firefighters are firefighters and problem solvers and they do this stuff. They don't necessarily want to know, "That I've got to do all this changing on my radio and programming and stuff," so would be kind of cool if it would automatically switch, but.
Context_of_Work - Relationships	FF	S	Manager	46-55	21-30	Male	FF-S-023	...I will tell you that I always thought computer programmers were kind of nerds and stuff and I can say that because I have done that in my previous life before I got hired. Radio guys? Much more nerdy. Oh my gosh... They are so technical, and there are so many little pieces to this, it's amazing... And I can't understand about half the things they say. Of course, they all talk in acronyms as well so... What is a BG and BFM? I don't know-- and so, anyway. But they're very smart people and very technical. They're almost all engineers anymore, so.
Context_of_Work - Relationships	FF	S	Manager	46-55	21-30	Male	FF-S-023	So there's several different facets to that I think. I've been trying to look into the future, my IT administrator is futurist. So we talk a lot. There is technology that's coming, that's going to make us safer. Robots, drones, that kind of stuff actually doing some of the hazardous work. So there's that kind of technology that's coming. And it makes sense, you've got building on fire, it's just like a bomb. We sent robots to go defuse bombs, why not send a robot into a burning building? If it's not something we have to actively go search for somebody. That way if it collapses, what do we lose? ... A million dollar robot, who cares? It doesn't have a family, so there you go.
Context_of_Work - Relationships	FF	S	Manager	46-55	21-30	Male	FF-S-023	I think the hardest thing that I'm seeing throughout this industry is, industry adopting stuff without ego. Bigger departments feel like the littler departments don't have the right to have a say. Littler departments think bigger departments are clunky and old and don't know what they're doing. Volunteer departments feel one way. Career departments feel another way. All of it's bad. So I started off with bigger departments picking on littler departments and we're a littler department. I'm not saying that I don't have my faults [laughter]. Ego has to get out of this system...

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Context_of_Work - Relationships	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	A neighboring agency's having a line-of-duty death funeral tomorrow, so making sure we have a firetruck, making sure we have a certified engineer, and an officer, and [inaudible] off-duty people and honor guard people and getting their time off coordinated, making sure we have proper staffing tomorrow, working with our neighboring agencies to make sure we're all covering for this fire district who's going to have a tremendous amount of resources at the funeral...
Context_of_Work - Relationships	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So we work on projects like that. Those are kind of more of the significant ones. The operational ones. A little R and D, a little planning for it, so we're building incredibly large hotel out by the airport. And it is very distant from most of our core resources. Not only for us but PD, and streets, and parks, and water, and everybody. And we're trying to work together to figure out, okay, how are we going to provide services? Well, it's so far out, that now it's building relationships with north side fire departments that we've never worked with. But they're actually our closest backup. But it's so distant from the core of the city and we've never had any development out in that area that all of sudden now we've got almost a three million square foot hotel, convention center complex going in. And there's going to be one fire truck, for now, assigned out there when it first opens. We'll add resources as it grows, but figuring out, okay, if we have an incident, how do we cover that, and then building out the relationships with our neighbors to the north, and introduce ourselves, and do some tours, and some joint training, and kind of get that. So those are some of the projects that I have the opportunity to work on.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	I think really good. We work very closely with a similar size or smaller departments. We have a good working relationship with [City] Fire, but they're big city fire department, with a lot of big city calls, a lot of issues going on. We have some border calls that we work together. We don't do a lot of aid back and forth to each other. But I would say, otherwise, and especially now that we've improved the radio systems, that's made it even better. I think as our technology opportunities change, if we get to



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								a point where our CADs are talking to each other, we could look at some-- we have some areas where dual responses, coordinated responses would work out really well for us. But it takes some time for us to have the comm center, notify a comm center, and then they process it. A call gets shipped out, and there seems to be some delay. Whether it's a training issue or a technology issue, not super sure yet because we haven't pushed that far into saying, "Yes, we're going to run dual responses together." But I think there's some opportunities in the future as money gets tighter, and that you just can't build fire houses wherever you want anymore. You have to figure out how can we work together to cover areas on the fringes of your protection area. So I think there's some opportunities in the future. It's just, okay, how do we work through that?
Context_of_Work - Relationships	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So normally I'll go out. There's two reasons I go to the street. One is to work with the battalion chiefs. So I'll either have group meetings. So we'll sit down. We'll do a little training. We'll have conversation about what's gone on at headquarters for the day or any issues that they have in their battalions that we can work through, the four of us. Sometimes I'll have one-on-one meetings. So like this morning I went out and had one-on-one meetings with the battalion one chiefs. I caught them at shift change, so I caught one before the other one came in, had a meeting. Then he changed and left. I sat down with the other one. And then yesterday I went out because all three chiefs were on calls, so that I went in service as the fourth chief. And then it's also my responsibility as that fourth chief to maneuver our resources around.
Context_of_Work - Relationships	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...a lot of times our chiefs only look at the internal resources and I'm lucky, after I left Arson, I went to training. I built a lot of relationships with the neighbors. I know what resources they have so I know how to use those chess pieces too. Some of the chiefs have that awareness and some are just-- all of them are very well aware of what's going on in our city, it's just what else can you do? The move up module is going to be huge for us, so.

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Context_of_Work - Relationships	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Very good comm center, but the comm center, I believe, and it's easy for me to say because I'm sitting out here, really works up...
Context_of_Work - Relationships	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Yeah, like I said, the timing couldn't have been better. We had just finished a meeting. We'd just opened our brand new department operations center. They had a beautiful white wall for us. There's a map in there. One of our firefighter's kids is a dispatcher at a neighboring department where our fire calls roll to when the system goes down. So they go to [County] County and they roll them to [City] Metro Fire MatCom. And he called one of my chiefs on his cell phone and went, "What is going on? We're getting your calls. What do you want us to do with them?" So we went into the department operations center and set up a makeshift comm center until they could get everything up and running again.
Context_of_Work - Relationships	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	There's community risk-production events where we do public education and anything like that. You can see how the calendar dictates our main points of the day. I mean, we have this. What else do we have?
Context_of_Work - Relationships	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	We have an ambulance company with us, as well. So they're in and out. They try to do as much as they can with us, and we try to integrate them into what we're doing training-wise, and working out, and eating, and things like that. They're typically busier than we are, so they're in and out of the station quite a bit more than we are.
Context_of_Work - Relationships	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	I mean, we do a lot of training with surrounding departments. For us and our station five, we're part of what's called [City] Technical Rescue, so that's eight departments. They're all kind of north and next to us. There's a really good relationship there. The department to our southwest, Metro, good relationship there, really, from the top down...
Context_of_Work - Relationships	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	And we attend a lot of their specialized trainings, technical rescue and stuff like that. And we offer a vehicle extrication class, and they come to that, too. Along with the [City] TRT, we also have the [County] HAZMAT Authority, which is three counties wide. And it's a bunch of departments

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								together. So we go to quarterly trainings for both of those teams. And on our level, it's great. It's just like working with any other firefighters.
Context_of_Work - Relationships	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	...There's been times in the past because our PD, even though we work really closely with them, they have their own dispatch center too...
Context_of_Work - Relationships	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: dispatch] For the most part, I think they do a pretty good job giving us pertinent information.
Context_of_Work - Relationships	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Well, we would say we're a big family. So we're a big family taking care of other families.
Context_of_Work - Relationships	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Absolutely. That's my job, is to help those guys be successful. Sometimes I succeed, sometimes I don't. But I know at the end of the day, it's your driver's license, and you have to drive to the DMV to renew it.
Context_of_Work - Relationships	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Back in the day, when I started, it was more of the community. You are a part of your community. It was a way to give then your community, and so it was that volunteer community fire department. Nowadays, because of all the challenges that we've discussed there, and that change in the society, the only volunteers we're getting are the young college-age level kids that want a fire job, and so they're using this as a gateway to get experience and get in. And then as soon as they have the opportunity, they're gone. So our average is about three to five years
Context_of_Work - Relationships	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Networking, I would say, is probably the biggest thing, and partnering with [School], the local community college. I think that has been, because the demographic that we're pulling from is those college-aged kids looking for-- so if you can get in there, they're going through to get the education to become a firefighter. So if we can kind of partner with them to get them experience, that's so far been, I think, our biggest pull lately.
Context_of_Work - Relationships	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	In [County], I think that's something that we've been proud of for a long time, is that we work well together here. We don't have a lot of the rivalries that exist in other places in the country. For whatever reason, we've always worked well together. We are on the same radio system.

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								We can flip over on our channel and talk to them any time we want. So I feel like, in [County], that we do okay there. It's always a surprise when we go elsewhere, at least, when I sit there and go, "These people don't--" they just have these rivalries, and since we're kind of homegrown here we don't necessarily see that...
Context_of_Work - Relationships	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[County] works because we've always gone into everything as a county, and we continue everything we do, technology-wise. I sit in the same-- the reason I know [Name] here, we all have that tech ops group, and I happen to be the chair of the group. So we make sure that we include everybody in the county, and so we're as a whole. And then that ties into the state. So our state has gotten better. The state spent a lot of money in investment into a state digital trunk system, and it helps...
Context_of_Work - Relationships	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...I mean, it's funny if you look at personality and look at how people behave, when you analyze people communicating or working together, they tend to work together if they can talk to them. It's that simple fact that back in the day, when it was up valley, down valley, they had different radio systems, and so then there was rivalries and stuff because you don't really know what's going on. You can't really interface. But as soon as you make it so they can just casually talk to each other, then the relationships grow. And it's not even an intentional thing but it just-- because that foundation is there, they talk, and then they work together more. And I think that's important. That's a subconscious thing that actually happens when you look at interpersonal dynamics.
Context_of_Work - Relationships	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We work with the state, with the [Organization]. We're one of the few fire departments that have a fantastic relationship with [Agency] when we're out on the road. And I think it's because back in the day, we made sure we had their radio channels. We communicate with them. Every time we went out in the interstate, we don't need them or anything, but hey, we'd call up, and, "Hey, we're going to the interstate for this call." And just them knowing what's going on builds a camaraderie, and now we train with them all the time. We do all this other stuff, so that is key.
Context_of_Work -	FF	R	Not	36-45	Not	Male	FF-R-019	[RE: DOT] Yeah, we run to the calls. We provide the emergency services,

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Relationships			specified		specified			but they're key for keeping us safe. I mean, getting traffic slowed down, putting out boards so that people know that there's an accident ahead. And they're actually responsible because of the way the [Name] tunnel works. It's very unique to this state. They actually have the responsibility for fire protection in a small section of the state.
Context_of_Work - Relationships	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We had a town event, our annual [City] [Event] celebration here, and I probably spent four hours helping the town people get on the right channel or helping this organization get on the right channel or this group do this thing with their radio. So most of my time was doing what [Name] should have been doing - well, he was on vacation - which is interfacing with the public to make sure that they were where they needed to be on that confusing template. And I get it. At first glance, that's not easy to interpret.
Context_of_Work - Relationships	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	That's our radio template. This exists for every single radio in [County] County. All 1,200 radios have the exact same template. It doesn't matter if you're a public works person, trash collection, or the county manager. We all have the same template. That's something, again, as a group in [County] County, we've really embraced. And this has helped us really work well together, that we know how to find each other, and it's open. I mean, you're not going to get your hand slapped because you went over and called someone and talked to somebody.
Context_of_Work - Relationships	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	So it's all a group. There's a lot of duplication in here for tactile reasons. So there's not literally that many channels. It's just kind of some-- there's some duplication for the layout to make it easier for people. But they have input on it. We're actually just now going through another revision of our template. We have a subcommittee that sits down and works with us. It's sort of representative of all the agencies. And then it'll take about a year actually, from start to finish, to make sure everyone's good with it, happy, and gets what they need.
Context_of_Work - Relationships	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	So a lot of it's customer service. We also have a PowerPoint. And I think he said-- so we created a PowerPoint, and we do it here in our department. You're supposed to do it in every department. There's that

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								group, tech ops, built the PowerPoint. All the agencies are supposed to do it but they don't. But here, we actually stick to it, and it's about an hour and a half training. Every volunteer that comes in, it's part of their task book. They sit with me for at least an hour and a half, and we talk radios...
Context_of_Work - Relationships	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...It's kind of a huge issue. Why didn't an officer come support the team? There's a lack of trust that develops out of that. There's a lack of trust against the officer, against the dispatch center. And it was nobody's fault, other than the two software's not talking to each other.
Context_of_Work - Relationships	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...Recently, the police department and the fire department and the sheriff's department took our radios and we made them all the same so that we can-- where police has their main channels and we have ours, fire can now access police channels and police can access fire. So incident commanders can actually-- we can actually talk significantly easier now because of the way our radio channels and our trunk [inaudible] is set up.
Context_of_Work - Relationships	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So when we set something up that is a large event we will have-- in the coordination piece of it we'll have an EMS branch, which would usually comprise of someone from [City] Health and Hospitals. So that's kind of how that works. And if they needed additional resources, they could bring in their own staff and/or us to assist with that EMS piece. So we could serve two roles of a fire rescue part or the EMS piece, so.
Context_of_Work - Relationships	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...so being able to come in without my emotional argument and bring in a logical argument and say, "Here's how this \$1.8 million could benefit you," is what these data analytics people could do, right? They're the ones that could come in and say, "I'm going to take your emotional argument, and I will show you how you can collect data, whether it's through response times, through call volume increases, through number of citizens that you're serving every time, how many touch points do you have. We can come in and actually utilize that data to justify a fire truck or additional staffing." Chief [Name] is a master at that...

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Context_of_Work - Relationships	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Fire Chief] ...He is phenomenal. Best chief we've ever had. Bar none. Hands down. He's amazing because, number one, he's a techie guy, so he loves anything technology. So he's always like, "What's the latest and greatest? How can we use stuff?" But he also understands that there's people out there that are-- that's their job to do that, and so he utilizes them really well.
Context_of_Work - Relationships	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Situational 360 program] As we start working through that, the ultimate goal is to bring in these other municipalities in and around the area so that all the jurisdictions in and around the metro area are operating on the same sheet of music. So that we can actually all see exactly what's going on. That's the ultimate goal, that we're not operating in our own silo. That we're actually really sharing as much of that information as possible. So that is the ultimate goal.
Context_of_Work - Relationships	FF	U	Manager	46-55	11-20	Male	FF-U-021	Basically, under the umbrella of administration all of the administrator components of budgetary, HR, all of the department directives and guidelines fall under administration. We also oversee all of the recruitment efforts, all of the PIO efforts of the department, also internal investigations, external investigations, anything to do with on-duty or off-duty behavior. We deal with City of Attorneys Office on litigations and lawsuits come this way. Claims against the city from accidents so on and so forth. We get all the citizens complaints, and then also around arson. Some of the arson investigations everything from fires falls under the administration as well.
Context_of_Work - Relationships	FF	U	Manager	46-55	11-20	Male	FF-U-021	Recruitment, there's never a problem with recruitment. It's more really just trying to mirror the city and the citizens that we served. So obviously, just like most other major metropolitan departments, we have difficulty recruiting people of color and women. As far as being staffed, we just added another full-time recruiter last year, so we have two full-time recruiters. We are very fortunate in that aspect. And we got a chief who's very supportive of all the things that we're trying to accomplished. So we kind of looked at the past of what has worked and mostly what has not, and we've kind of blown it up and we've shifted the paradigm...

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Context_of_Work - Relationships	FF	U	Manager	46-55	11-20	Male	FF-U-021	...We've got good relationships now with athletic directors at all major universities in [State], so we recruit all of the sports teams through those. And obviously, your college isn't so on and so forth, the typical stuff, but we really try to branch out more. We work with [Name] a lot. We go to churches. We speak at churches, community events. We really try to be out in the community. We try to turn people into recruiters for us. So when we realize we don't have two recruiters, we try to get by from people not only in our job but also in the community and say, "Help us to help you to represent our city," and we try to brand it that way. So it's definitely been more successful than in the past....
Context_of_Work - Relationships	FF	U	Manager	46-55	11-20	Male	FF-U-021	[City]'s awesome. [City]'s a very, very, very diverse community so it's a big melting pot. Nowhere near, I'm sure, you said you're in San Francisco or New York, no word to that level but it's definitely a mixture of people that are very friendly, they're appreciative of our services and we really get a lot of good support from the citizens that we service. And then from the mayor and most of the city government, so we're very fortunate in that aspect....
Context_of_Work - Relationships	FF	U	Manager	46-55	11-20	Male	FF-U-021	It's all fun enough here. It's just that it's a team environment, so you're working with not only friends, but your family and you spend 9-24 hour days to 10-24 hour days with the men and women so you really get close with them.
Context_of_Work - Relationships	FF	U	Manager	46-55	11-20	Male	FF-U-021	We work 24-hour shifts and the general starts at 7:30 like today and we'll get off tomorrow at 7:30. So you're off two days and you do it all over again, so you get very, very close with the people you work with...
Context_of_Work - Relationships	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Anyway, we get thousands of followers. We get good really feedback through Facebook. So anyway, decisions are made, PIOs are notified. They put together a little press release. They send them out. Up here, people are really good about listening to and abiding by the restrictions, even the visitors. The people who live up here understand what happens if you don't, so.
Context_of_Work -	FF	R	Supervising	36-45	21-30	Male	FF-R-024	[RE: EMS] They transport, and we don't transport to the hospital. Every



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Relationships			Field Responder					agency is trained up to EMT basic... And then the paramedic system-- they're all paramedics, very highly trained. They're CAS certified. Yeah, and we work pretty well together.
Context_of_Work - Relationships	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	I don't know. I think nowadays departments communicate with each other much more freely than the '80s and '90s, when there was a big territory thing. Consolidations are happening. Now, we haven't gotten that far up here in [County] yet. There used to be two EMS agencies, and they consolidated. They figured out that it was better, but the fire agencies just-- we just can't come to that, but at our level, the responder level, pretty good relationships. Yeah, people, they do things off-duty together, that kind of thing, and even the chief level, it's gotten much, much better, so. Unique? Probably not. Getting better all over. Probably back east, very territorial where you're from. Very territorial. You look at [County] which is 1,500, 2,000 firefighters, and half of them are volunteer and half of those volunteers operate in stand-alone-- I don't even know how it works, and then they have fist fights in the front yard. That's been on the news, by the way. It's probably different back east than out west.
Context_of_Work - Relationships	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah, we do that stuff. We go to schools sometimes. Sometimes if the neighborhood's having a block party or something, they'll ask us to show up and we'll go and show the kids a fire engine and stuff like that. When we're out driving around, usually the boss is always pointing stuff out like, "Look at this roof, or that roof." And aside from that, it's the normal banter in the fire engine, which is always fun. So.
Context_of_Work - Relationships	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	But generally, there's three other people and if you don't know where it is --[talking about other people helping you out]
Context_of_Work - Relationships	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Well, if you are a fantastic cook, yeah of course. And some guys aren't the greatest cooks so everyone helps out.
Context_of_Work - Relationships	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Yeah. So say, people are commuting to their jobs and so you throw a fire in there, and people are so upset. So we get little name calling here and there. Whereas, I think before, people understood more so what we did, we were more involved with the community. But now everyone doesn't

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								live here, people are--
Context_of_Work - Relationships	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	It's a safety. Yeah. We're not allowed to be-- you always have to have a buddy.
Context_of_Work - Relationships	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Sometimes it's good. Sometimes it's not so good. Sometimes they like to hear what I have to say in terms of what we're doing with communications. They don't like to really be told to take care of their equipment for some reason. It's a challenge for them to understand it needs to be treated just like their breathing SCBA or their breathing masks, or their life support system when they're in a fire. That is their tool to be able to call for help. So they need to understand they have to take care of that. And that's a challenge sometimes. They feel that if I break it, I can always go and get another piece. So it's understanding the validity of the equipment. Other than that, on major fires, they enjoy having us there to support them.
Context_of_Work - Relationships	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	What I find after doing it for 15 years now is the relationships, and who your point of contacts are, and how you maintain those relationships. Because you don't always have a lot of time to start trying to figure out who's who in the sandbox when you need to make decisions and get mission-critical communications backup. And it could be a line of sight communications. It could be regional communication. But you need to have some plans and some contacts so when stuff goes south, you can reach out and have those conversations. I've been fortunate enough to have contacts from the [City] and just work my way out throughout the state just because of what I do as a [comulator?]. That's what I bring back to here. When I go out to the big fires, that's what I bring back is trying to educate my leadership on what it takes to really pay attention and have contingency plans in your back pocket to be able to say, "Hey, this technology isn't working. Let's shift to this technology.
Context_of_Work - Relationships	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	And EMS. We're all striving for the same thing, but we have different ways to get there because of our background in our lane in which we do most of our business. Our day-to-day stuff is different in all three lanes of those disciplines. But we're getting better at bringing those together

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								and going, "Okay. Let's meet up here." Now we need to make decisions in a unified command perspective. So I think it's coming. It's just slow type, and it's coming.
Context_of_Work - Relationships	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	It's not really access. It's awareness. It's understanding. Because we all have the same access to it, but some agencies don't understand it, and they rely on other agencies to help them through that process. And it's kind of like that leading them to where you want them to be. And that's part of my fire scope kind of arena is we meet quarterly to try to guide these agencies. We all have representation of part of the state of local government, county, city, urban area. It's broken out into 12 different areas that we represent.
Context_of_Work - Relationships	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	It's either the sports, or adrenaline, or whatever the case you want to call it. But it's the challenge. It's a challenge. And I guess you would say through a public's eye that it's not normal to actually want to go into fires. But once you get educated and have some of those fears reduced through education, it then becomes understandable of how you can actually do that because there is a process. There is a tactical process. There's a way to do it. So what may seem to be an insane activity to laypeople? or others is kind of normal for us because you kind of learn the parameters of your dangers and what you can and can't do. You learn your limitations. And so knowing all those things and putting them together and being able to size up the situation and look at and minimize your tactics, or what they do is they look at things, and you're able to size up a building and measure, through education, some of your dangers...
Context_of_Work - Relationships	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	I'm in charge of a fire company. I have four men under me. I'm in charge of implementing whatever tactics when used in different responses, be it fire, rescue, or EMS. My main job is my men's safety and making sure everybody comes home.
Context_of_Work - Relationships	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: job description] A lot of it is exposure to watching [City] Fire. I get that one all the time. Is it like that or not? I think some laymen do know what kind of what we do in a way, but from giving it perspective is this,

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								what does a fireman do? We put out fires and help people in medical emergencies. We respond there. And then you could obviously advance further into an explanation, but that would be it. We fight fires.
Context_of_Work - Relationships	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...Advances in just information in itself for many of us, perspective of CPR, the enhancements of CPR, involves in getting that word out to the schools and into public agencies and also the private sector to actually go and do-- have the skill, and again that's done through technologies. If we think of it, it's better coming out of that through YouTube videos. YouTube is very big speaking of technology with that. But just getting it out in the masses to the people for them to learn, which I think kudos for them. More lives are being saved today from cardiac arrest just for bystander CPR. Getting that word out. How did it happen? Technology.
Context_of_Work - Relationships	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Yeah. I mean, that was always my step-off. And so it seems to blossom with people that have a good sense of humor, and others sometimes don't understand [laughter].
Context_of_Work - Relationships	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	... The sense of not knowing if you're going to step into a hole and fall. So you've got all that going on. And that's where the more seasoned firefighters take the younger people under their wing, "Just go where I go and everything will be fine [laughter]. Don't go anywhere on your own, stay together," and all that. So there's a lot of that. Am I answering [laughter]?
Context_of_Work - Relationships	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Right. Or it's something that winds up being bad public relations, or a news crew may be filming a 20-second spot for the news at the scene of a multiple shooting, let's say. And then in the background, you have two or three firemen on their cell phones. And they may be laughing and joking at whatever's being discussed on the phone, which is irrelevant to the scene, but how is it perceived on the news?
Context_of_Work - Relationships	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	All right. It's a good place. I mean it's--any time you work around a group of people that are willing to do what we do, I mean it's camaraderie, you know there's, excuse my language, there's always some kind of BS to go

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								along with them 'cause I tell people that if you really want to see something interesting you put, you know, a bunch of grown me with a bunch of time on their hands... they can find the best practical jokes to do and nonsense stuff to amuse themselves so.
Context_of_Work - Relationships	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Other than that. We train. We get along. Every once in a while they squabble. When they squabble I wind up having to fix that. So.
Context_of_Work - Relationships	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	The people making the calls out on the road, get along without a problem. Yeah, you know there's always--there could be a hiccup here or there. Anytime you put personalities involved. But for the most part we have no issue. And when we do we work those out. We have some excellent dispatchers. We have some that just like anybody else, you can have a personality issue here and there. But from where we were... let's say 15 years ago, today is night and day. This building has a little bit to do with that. But they train. The person who had [Name]'s job before [Name] got it came from a whole bigger organization, brought a whole bunch of different ways of doing things and was better in terms of who he hired.
Context_of_Work - Relationships	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Oh, we're--we get plenty of support from the, you know, from the general public. We... nobody around here hate--well, the--you know you go to the city and you'll see people, you know, they don't like the police.
Context_of_Work - Relationships	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Around here they know the police because they either grew up with them or went to school with them, they know--or their mom and dad did. Same thing with the fire department. Most of our--a lot of our EMS people live other places and come here to work. But you know with a volunteer department your neighbor is usually the person that's--we don't--volunteerism has dropped. One of the things about our demographics is it's not the money, it's the age. The property values here are high so we don't have as many younger people living here. So that 18 to 30 demographic that you want to, you know, fight fire, we have few of those. You know I mean I had a birthday Monday, turned 49, so it's, you know, I still do it but, you know, I'd rather--[Laughing] I'd want those 20-

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								something's to do it, you know?
Context_of_Work - Relationships	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	We only have... we had 4, we're down to--well we're fixing to be down to 2 career people because the fire chief is retiring to take a private sector job. We lost our deputy chief. We will figure out end of the year what we do about replacing the chief, replacing the deputy chief or what position gets filled after that. We staff 3 people 24/7 right now as part-time people. We're discussing going out--we've made the steps to go out for a tax, to see if the voters will give us some money to put some more career staff on. And after that we have 60-something-ish volunteers.
Context_of_Work - Relationships	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	And if the system says, hey, I'm sending you to my house, okay? If the system has the data it ought to be bam. It's touch of a button there's a map, there's the this there's--and so, hey, there's the map. Okay I know where I'm going, I don't need the map. What's the floor plan of it look like? I can, you know, the guys on the truck that are fixing to fight the fire or whatever and say, hey, oh, wait this guy has a sprinkler system in his house or this guy has--this is where his electrical disconnect is and this is where--all that stuff is available and can be added to like I tell people every time when you go in somebody's house to a first aid call, the question you ask before you leave is did you check your smoke detectors lately.
Context_of_Work - Relationships	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	I think for the most part everybody that works up here get along well with each other. Of course no matter where you go there's going to be one or two people that get under your skin or, you know, that... there's just a personality trait that you may disagree with or not care so much for but... especially in our line of business at the end of the day I'm my brother's keeper whether I want to sit down and have a meal with you, might be one thing, but when it comes to your life or my life I will be there regardless of my personal feelings.
Context_of_Work - Relationships	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	Until just within the last probably month or so, I had only been over here one other time and that was to do an inspection with the fire department where we come in and check for life and safety code type stuff. Since then I've been over here several other times. But I don't... don't really

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								know the dispatchers or the people that work over here outside of them calling me on the radio and telling me where I need to go or whatever. But I'm starting to get to know some of them personally. And you know we spend a little bit of time together. And there's one guy that works here that I think he's also a volunteer with us just recently became a volunteer but he comes over and hangs out in the evenings.
Context_of_Work - Relationships	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	-just, you know, things like that. Try to make it family oriented, I guess.
Context_of_Work - Relationships	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	I think it is very helpful. For one if I have a problem I could call him up and say, hey, you know this happened or this didn't happen, you know, is it something on our end, is it something--I've had to call Miss [Name] several times. Speaking of technology when the CAD dumps the information in the system or whatever we have what we call Firehouse software, it's just our software reporting system, software that we use, but it also is integrated with something to do with the CAD or whatever and so we get our calls, I don't have to call over here when I get back and say, okay, what address was that and what were my times and for all the different trucks 'cause, shoot, there's 9 different substations in this [County] and we're all one.
Context_of_Work - Relationships	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	I don't really know what would be a good way to describe it. I mean I just I personally like to be out in the public and talk to people and just do things like that.
Context_of_Work - Relationships	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	They seem to be supportive... of what we do. Of course... everybody appreciate us when it's their time of need.
Context_of_Work - Relationships	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: And personalities can be a problem, it is a challenge sometimes. Some stations we have a bidding process every couple of years where we can actually pick a station where we want to work and normally guys who fought together will stay together so to speak, so we have our own little cliques in the fire department and like at this station we have got a good crew on all three shifts, we work pretty well together.
Context_of_Work -	FF	R	Field	Not	Not	Male	FF-R-053	S4: So you have some challenges with certain clientele, I dont want to

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Relationships			Responder	specified	specified			stereotype anyone, and the community is great, they all seem really to look after each other, you know not necessarily a neighborhood watch but they do call the neighbors, hey do you see so and so or did you see this happen or any other, they are a pretty close community. Everybody helps everybody so to speak, there is a lot of history in this community with certain names, so it is a unique community in my book.
Context_of_Work - Relationships	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: Well you know you gotta - we try to educate people how to look at it. If you live in the [city], you pay city taxes; the city taxes cover your police and your fire and your trash pickup or whatever. If you live in a volunteer service, I have seen more cars or some of the volunteer, you get a lot of door to door sometimes you know. Per year the fire department asks for some help and then people usually donate a little bit of money because it keeps them there, keeps being able to respond if you do have an emergency. We look at it the same, way but how it is worded as subscription based, people look at it oh my god it's a magazine subscription, it is terrible.
Context_of_Work - Relationships	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: It's probably the best job in the world, where can you go get paid to go out and meet people and we do our pre-plan project, running our calls and being able to meet people and being outside and not stuck in my cubicle or bound to a certain facility for eight hours and go home you know.
Context_of_Work - Relationships	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: So it is nice we go out to eat sometimes, sometimes we cook in you know; it's kind of a unique job. I love it.
Context_of_Work - Relationships	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S2: You do? Okay, and they fight, they would traditionally fight that fire?
Context_of_Work - Relationships	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S1: And they have got crews that come in and do what they are supposed to do and we just support them.
Context_of_Work - Relationships	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S1: They had more than what they can handle to being with. They even turned people away you know, you guys gotta go home, we can't, you dont have to work, we dont have anything to do for you because right now we are just doing this, and that's all that they could do. So it could



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								be a hindrance more than it can be of help.
Context_of_Work - Relationships	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S4: It is very good, everyone communicates good.
Context_of_Work - Relationships	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S4: Everybody is like family.
Context_of_Work - Relationships	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S1: Good, good. How about the communities or what's the community like? S3: They are real nice S1: Are they supportive? S3: Yeah they're supportive.
Context_of_Work - Relationships	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: If you wear your shirt in like public, someone will come to you and be like thank you for your service.
Context_of_Work - Relationships	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Oh Lord. We help the people that need the help on their worst days of their lives. So, usually we see people when they are at their lowest. House burned down. Child dying. Car wreck. You get a parent that runs up and screaming at you, let my kid go and you can't, you've got to restraint that parent, and sometimes you get parents that their kids are pregnant and you got to sit and hold that girl down because she is trying to run to her mom and dad, I mean, it's --
Context_of_Work - Relationships	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	S2: I think mentally, if you are strong mentally, not necessary the physical. Physical is part of the job but if you've got a strong mindset on what's going on, not so much put it in the back of your mind; you have to talk about it, but if you have a heart and a mind, that kind of think the same on that person is having a bad day or that person is hurt or you've got to find in yourself, in your inner self to how to take care of it, how to approach that person on a different level.
Context_of_Work - Relationships	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	The fundraiser, yeah. We do a lot of fundraisers because of the community and we're the biggest fire department in this county as far as - we got 96 square miles. I think it is more now because we cover more over towards [county]. So, we have got all of [cities], but we also go all the way up to the [cities] and what they call mutual aid, we help [cities] and when they call us we go over to [cities]. So, we're all mutual aid, real metro.

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Context_of_Work - Relationships	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	You are like [laughs] Oh, err. Especially if it is somebody you know, because in this area, a lot of people grew up together, lived here for years. Like my wife has been here since she was born but sometimes it's -- it was so and so. And you are like, oh my God -- are you serious? And they are like, Yeah. Yeah, they passed. And she is like -- oh crap. That's like got off the road here, [Event]. Well like, it felt like 30 minutes. It was probably 10 minutes. But they got there and [Event] and I'm like oh crap -- and he knew who I was and I was like, ugh -- I'm sorry. He was like -- no, no. You did what you could. You did what you could. And I am like --.
Context_of_Work - Relationships	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Yeah, it was through mutual aid and I was at the station with two other guys and they created a task force. Each county has usually a task force that will go from that county and a certain amount of fire fighters, so many trucks, like we have brush trucks and they will like send 6 or 7 fire fighters, you know, to man those trucks and when you get to the Incident Command scene, they will dispatch you to different parts where they need. They will see where the fire is going down one side, they will send a team over here and a team up there.
Context_of_Work - Relationships	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	And then get ready for work, come to work, meet with my [Job title] and then come to the office and find out how the day is going to go from everybody that I interact with in the city and then usually work till about 5 and then if I can I try to get out of here by 5 but very seldom does that work.
Context_of_Work - Relationships	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	I'm supposed to be in this office at 8:30 but I was downstairs meeting with my delegating some work so I got it off my plate.
Context_of_Work - Relationships	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Yeah and then with [Name] we as long as I've been here we've been trying to work together we have auto eight agreements so we cover each other on fires. We have a joint back country medical rescue team for hunt angle rescue and any kind of technical rescue services so we have some motorized equipment that they house at their [Name] station and we have all the high angle road stuff here at this station and yeah we do avalanche rescue and because we have red avalanche zones

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								actually in the city with houses in them.
Context_of_Work - Relationships	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	So yeah the [City] well is a contractor I don't know basically [Name] provides the ambulance and we provide first responders so we'll go and assist the scene and we actually we work really closely with [Name]with our EMS support and we do all of our joint training together for EMS and basically respond with our auto aide and mutual aid agreement and [Organization]'s we kind of definitely proud of how well the both organizations work with the side of things.
Context_of_Work - Relationships	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	It's not uncommon for having a 10,000 square foot home that we go to and yeah it's definitely has its challenges and I mean it's a great community and they're very supportive of emergency services but it is a battle trying to keep up with staffing and equipment and all of that just due to the type of community that we have.
Context_of_Work - Relationships	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	And also it effects the volunteers that come back into because it's holiday period so they're going to drive up with their families as well so it kind of produces on response for them and so we definitely rely on all of our neighbors I mean to work closely especially during those times. Because during those times too we have back country rescues which are personal idensive so we got to be staffing those while we've got other incidents going on and so---
Context_of_Work - Relationships	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Yeah it's non-infrequent so there's no aid areas at the bottom of the mountains so if the people don't have a ride which a lot of people you know they fly in get a ride in at the airport, they don't have cars, they're using buses and so they rely on the ambulances to take the people to the hospital so it's not uncommon for us to have like ten ski runs in a day and sometimes there's three at once and we only have three ambulances in [County] so then [County] has to send an ambulance up to back us up.
Context_of_Work - Relationships	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	It's just my deal is is getting I guess when I became chief I was pretty young. I still had a lot of older folks on, most of them were okay but I got the feeling of you know being there was an age difference they didn't

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								want to listen to a younger guy but most of them had left and I mean everybody knows everybody here but it's a struggle to keep the training up and get people to training let alone meetings when they have children and basketball games, stock shows and you know regular lives, jobs and you really got to have a heart to volunteer and want you know to strive to make the meetings and make calls.
Context_of_Work - Relationships	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	No the app is free to download but I think and I haven't been we just had it for maybe a month now our department but I think see there's seven departments in [name] and we all have a chief's meeting once a month at a location and it started out just for task force reasons but it ended up being more of a chief's meeting but I think they pay out of our tax money that we just recently got for this system.
Context_of_Work - Relationships	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	It's a great community. Very small, very tight but they have really, really supported this fire department.
Context_of_Work - Relationships	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Not all of them but for the most part I mean we're good working together. [County] has a task force now so we try to send at least one truck from every department and we go about the only place we do go is [name] or [name] that's about where there's always fires at but we may spend 2 or 3 days out there on those big fires. We've been to [names X 4] around in there.
Context_of_Work - Relationships	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Well it used to be out of [name] is where we would get our ambulances from in the past. But [name] became I guess you could say an agency and they have an ambulance so if they're not busy they're the ones that we get and they're here within 5 minutes to where [name] it may have been 20 or 30 minutes before they'd get here so I mean that's really helped us out a lot you know especially emergency, emergency deals of them getting here so quickly.
Context_of_Work - Relationships	FF	R	Other Public Safety	26-35	6-10	Male	FF-R-048	This is a community that they stand behind us. They support us very, very well here in [town]. They're very thankful of what we have and I mean everybody seems to get along you know most everybody is either

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			Personnel					farms or is in oil field around here.
Context_of_Work - Relationships	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Yeah I mean obviously you know our trucks are getting outdated. I mean but you know we're working on a tanker right now to replace the one we've got and it's going to cost over a hundred thousand dollars just for the tank part and the bed and that's not including the cab and chassis on the truck which was donated thankfully and like our jaws you know ours are hand me down, hand me downs and I mean you're looking at ten to twenty thousand dollars for a set of those you know stuff like that you know there's always things like gear.
Context_of_Work - Relationships	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Yeah we've showed up where our pumps we couldn't get our pumps to fire up on the trucks or on one truck I know. I was trying to get the truck I've been on seen where the pump was running and the pump quick. We just had to park the truck and get on with another truck and go.
Context_of_Work - Relationships	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Yeah well we had a [Event] just west of town here and I was first on the scene in my personal pickup because it was between my house and the station. I knew we had guys in route I didn't know how long. I had a guy I'm not trying to be graphic here but he was basically it chopped the cab off the semi-truck. We're talking an oil field tanker truck and the truck was on its side and his legs were pinned underneath the dash and he was literally dangling, screaming. I'm there helping there was 2 bystanders that had called it in and that's a helpless feeling.
Context_of_Work - Relationships	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	You got a helpless feeling that you can't help you can't do anything. I mean yeah we can support and kind of you know our EMR's can you know get the guy stabilized. Yes the guy survived I mean we may have flighted him out and he did survive but I mean that's seconds, seconds matter you know and what makes it harder in this area I didn't know him personally but when you're on a scene and it's involving your friends who people that you know and treat like family it makes it harder and everybody knows everybody you know kind of a deal in these small towns so we want our stuff to work.
Context_of_Work -	FF	R	Field	36-45	21-30	Male	FF-R-049	It would be we're public servants so that I guess that could be the basis

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Relationships			Responder					of the question but under that umbrella falls into a lot of categories. Educators, advocates which there's a line there you know you have to educate the public a lot of times on what you do because we are public service, we're funded by the public. Being an advocate that means let's just say you're in an area where you work you know you have different demographics pay scales on what people make.
Context_of_Work - Relationships	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	You have to be an advocate for people that are less fortunate, people that are renting homes is a good example. You have to educate them on being update on their fire safety and things of that nature and if that means installing smoke alarm for them or giving them directions on where to find a good smoke alarm or just letting them know that you know as a renter your landlord is responsible for this, that and the other and we run into a lot of people that have not so nice landlords and we have to actually become an advocate for those people that live there. We're not really law enforcement but we can be code enforcement and that's where our not patient advocate but being advocates for our citizens our customers.
Context_of_Work - Relationships	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	They pay us but we provide a service for them so as you know public safety is tax based and you know customer service is number one that's something that can fall short sometimes as new generations come about but the core and tradition of the fire service is the customer is number one so that's why when it comes time to risk our lives and put other people number one you know that's where the customer service really comes in on that level.
Context_of_Work - Relationships	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	We come into work, we do a pass along from our outgoing shift find out if there's anything wrong with the truck, if there's anything that needs to be taken care of that day and then we talk a little bit of junk to each other, pick at each other a little bit, talk about the fire that they got the shift before that we're probably not going to get that shift or whatever and we start with our daily duties which will consist of a truck check to begin with, we check our apparatus, we make sure it's in good working order all the equipment on it is in good working order that includes you

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								know make sure it starts, it's able to pump water, lights, communications and then from there pretty much we have set dates throughout the week to where we take care of what we call our station duties. We have yard day, we run it essentially like a household and then on top of those duties different types of the year we handle details such as hydrant maintenance, we handle what we call pre-plan and building familiarizations. We go out and we check local businesses. It's not really an inspection it's more of an investigation for us to see what types of dangers we may encounter in responding to these certain types of businesses. While we're there though that's where we do fall into education role and an advocate role.
Context_of_Work - Relationships	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	If we see some stuff that you know if the [Job title] were to come in right behind us they may put these people in a little bit of a pickle we try to point that out and say hey you know let's get that knocked out. We have a duty to make note of it but we don't really necessarily have a duty to report it immediately unless it's a life safety violation so we have some days where we're assigned a fire safety education which means anything from going out to a school to talk to kids, going to community centers to talk to community groups, going to retirement centers to talk to elderly people so we have routines but it just depends on what day you work per say and what comes down the pipe.
Context_of_Work - Relationships	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	It's the general picking on each other, complaining about this, that and the other and the topic is talking about how to keep it running out here. What our next fundraiser is going to be, how bad is the county going to short us this year with money you know...Whether you're a volunteer or you're a professional when you're on a call the same level of accountability is necessary and I think that's what they're going towards making sure people are trained, training records are kept.
Context_of_Work - Relationships	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	...There can be same type of confrontation between those entities and a volunteer setting as there is a professional setting. I'd say 80% of the time things go great. We all get along, we get it right and it does great but that other percentage left over when we get it wrong we get it wrong

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								big and you know we have to mend some fences and the thing about out here is the mending fences happens and it has to happen because we all know each other. It's a rural community we all know each other. As big as it is it's pretty small as far as who knows who so you know you have to you hurt feelings you got to get over it and that's on a personal level and a professional level out here.
Context_of_Work - Relationships	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	...Our I think that goes back to working together because you have to have communication but it's a good relationship. I know when I've worked here and EMS, SO, Sheriff's office comes by and chit chat a little bit. Public safety is a brotherhood volunteer or paid. Ya'll experience such tragic and wonderful things you have to know each other and it helps to know each other especially when you're working. It's a good feeling of comradery and also you know it's good to know that people know you and have your back.
Context_of_Work - Relationships	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	I'd say those guys probably buy some barbeque tickets and stuff like that. You know the paid entities out here they know how hard the volunteer works. As far as our EMS goes we have our EMR which are volunteer responders that help with medical issues. Those I'm not involved with that at this time but those personnel have really do make an impact you know. You get on scene of a cardiac arrest one thing that will save a life in that case is good CPR and we have some good, good chest pushers around here.
Context_of_Work - Relationships	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	... I try to stay quiet and lay low out here because as a professional I can get looked at as the paid guy who thinks he knows everything but and it's not that I do it's that I do know a lot and fire burns the same here outside of the [name] area as it does up where I work professionally and you know I hear people tell me all the time well you're used to doing this and I'm like it can do this here too.
Context_of_Work - Relationships	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Kind of everybody kind of welcomes us over there. Very diverse all races, types of life, you kind of get welcomed with open arms around here being a firefighter.



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Context_of_Work - Relationships	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] And territories are diverse. It can be residential to business district to industrial district and then it can be very suburban so your residential areas those particular stations there's a lot of outreach within the community. You may be going to a homeowner association meeting or community meetings associated with the city, you may be going to schools to talk to the children, the downtown areas or more or less dealing with the businesses you know getting out stay at a hotel district here in this area where we are now.
Context_of_Work - Relationships	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] The same way we have their code blue so where we can turn up their frequencies if need be because certain stations we're kind of right on that borderline where we will share our territory a little bit.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	...Sometimes, I'm obligated to cover a shift and work still on the patrol side because somebody's out or something like that.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	...During the school year, in the mornings at 7 o'clock to 8 o'clock, we patrol the school zones heavier. We stay around the school zone areas and stuff like that, make sure people are slowing down. And then throughout the day, this kind varies on call volume, and what's happening throughout the day.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	No. We're a small town, so every bit of the town is theirs. There's not a sector, or a region, or anything that they only patrol this area. The whole town is theirs.
Context_of_Work - Relationships	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	Your presence as a police officer in the neighborhood or at businesses at night, can deflect a criminal from coming in and committing a crime.
Context_of_Work - Relationships	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	Yes, because we're assigned to the city but it's generally every officer's goal to hit every part of the city in their shift. Every street, every corner, those [inaudible].
Context_of_Work - Relationships	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	Well, my partner, I worked with him long enough where I kind of knew where he liked to hang out and where he liked to go check, and I'm sure that he learned my behaviors too. So you really just- it's quite random.

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Context_of_Work - Relationships	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	You adapt and you pull your radio out of the holster and try to find a signal, or you ask your partner to try to call or different situations.
Context_of_Work - Relationships	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	I come from the individuals that like to do a lot of things on their own. I don't like to bother dispatch. They're busy enough, and I know that because I've been in that position.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	So I am a full-time recruiter that wears a police uniform. So I go to colleges, military bases, career fairs all over the country promoting the [City] Police Department and trying to get applicants to apply with us. There's a lot of travels involved, a lot of communicating with potential applicants trying to get them to take their final steps and to apply in with the department.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Sort of. They're by region. However, if it's like an officer needs assistance, like an officer's in trouble, or if it's something big like shots fired, or a school shooting, or bank robbery, then it's just an all-out everybody respond.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	So in the area that I worked, it was right by a high school that, at the time I was working there, it was kind of a problem high school. Now I think it's kind of cleaned up a little bit. But there was a-- we had a big problem with some of the students sneaking off campus during lunch, and then going around and burglarizing cars in the neighborhood, or they would go on-- the train tracks are by the school, so they'd go underneath the train bridge, and smoke dope or whatever. And so when I wasn't on a call, typically, I'd just kind of float around the neighborhood, or park my car and kind of walk on foot so no one would see me coming and try to stop crime before it happened [laughter].
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	...But on a patrol level, at least here in [City], it's-- yeah, we don't work together. We don't take calls together, nothing like that. I mean, occasionally, if I see a deputy making a traffic stop, I'll pull in behind him, and walk up, and ask, but there's no communication on the radio, nothing like that. It's just more of in-person communication.
Context_of_Work -	LE	U	Field	36-45	11-20	Male	LE-U-003	...So I would show that to other officers, "Look, man. All you got to do is

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Relationships			Responder					just edit it, and it would jump free--" it would jump zones, and channels, and this, and that as opposed to having to flip switch A and B and then tune it in.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	...If you were going to a call, to be able to look to see what your partner is currently seeing would be very helpful. So you can have an idea of maybe where I should come in from or if he's in trouble, what's going on or I look at the suspect before you even get there in case he bolts and just starts run.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	Working nights, there's very little foot traffic. So anyone on the streets at three in the morning, if they give us a reason to stop, we go stop and talk to them, and go from there. Take people to jail. Help people. I was a mental health officer so I would work with that community and get them help in the ways that they needed help.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	... We'll do demos with different companies trying to come in and show us their product. We have weekly meetings with maintenance for all the projects that we have with the-- I work on different video stuff, so the videos that are in our cars, we have body cameras coming out, that kind of thing.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	...And then a directed patrol will be set up to where an officer is assigned, or decides to assign to it, and just watches that neighborhood for an hour or two. And pulls people over for speeding or just sits there and that usually deters speeding in itself. Same thing with graffiti and you can kind of get the idea. If there's a homeless problem behind a business, and they want us to go check that out, we go do that kind of thing.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	...It's helpful if your buddy's writing a report on a suspect, and they want you to send them over some information, like a supplement. So we go to a call together, and it's a somewhat involved call.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	...If dispatch is busy for whatever reason, or if we don't want to tie up the radio, sometimes if we're going to a call that we know a suspect, or if shift mate's going to a call that we know the suspect, I'll run his warrant

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								checks and then I'll send him the warrant checks.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	...The longer you're there, you just get a better idea of how to ask something to get across your point, or something along those lines. And then, the longer you get to stay on a shift, you actually recognize someone's voice. So if they're talking in a calm way, everything is good. But if you hear them talk on the radio, and maybe their voice is a little higher, or they're speaking a little faster than they normally do, you might want to kind of head over there and see what's going on, that kind of thing.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	...I think, yeah, specifically the body cameras, I think it's going to be great. One more thing to help us be accountable, and to help citizens be accountable, and--
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	No, but there is kind of a social requirement because if your buddy goes out to a call and the other shift's already gone and now your buddy's dealing with a serious call by himself, so there is a time constraint of getting out to making sure you're not leaving your partner hanging.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	...We get bombarded when we go to a very difficult call with family members, suspects screaming at us, victims screaming at us. The crime scene we've got to maintain, blood gore, dispatch yelling at us, supervisors potentially yelling at us, other troops trying to get an idea of where I need to be, what I need to do
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	We currently have a roughly 60,000 deaf people in [City]. We have a huge deaf community here because we've got some of the only state schools for the deaf. And we have no means of-- we have very few sign language interpreters, maybe one citywide that's certified to be an ASL.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	So specifically, [City] and [County], us, [City], and [City], we all share the same CAD measure. So we do like our own user groups. So we do get together. We try to get together. We say once a quarter, but it's more like twice a year. And we talk about, again, some of our struggles.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	...Certainly the older officers will rely on some of the younger officers. And it's not just age. But the more tech-savvy officer, they'll, "Hey. You're

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								that guy. Can you do this? Can you look this up for me?" And even within a shift, there's always going to be a dynamic. Even if it's not technology-related. It could just be tactics related. There's going to be the folks you work with on a daily basis, you know are strong in an area, and you'll use them to help you out.
Context_of_Work - Relationships	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	Well, I work specifically in the public information office. So our primary goal in that office is to get out information to the public and the community as accurately and as efficiently as possible.
Context_of_Work - Relationships	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	...What we do is we basically get the information from the investigating detectives or the officers on scene and then we provide media with the briefing. So whatever it is that's going on. Because our goal in this department is to be very transparent and very open. So before we are able to release the information and doesn't jeopardize the integrity of the case, that's what we want to do. Because we do realize that the public and the community, they're a great resource to utilize.
Context_of_Work - Relationships	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	And we have stuff just pop up last minute because the media they want it now. Everything is now. Which is different for a governmental agency that's like, "Oh, give us a week." It doesn't work like that in my office. They've got to make the five o'clock news. So we have to help them package the story. And we try to build that relationship and vice versa. Because we both need each other.
Context_of_Work - Relationships	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	He'll [the watch commander] call us and let us know. Make the notification. And they also send the emails overnight. Those significant notification notices to let us know, maybe what we've missed and what we might be getting called on during the day. So we're kind of prepared. We have case numbers. And we have at least a summary. And then if we need more we can try to reach out to the responding officers.
Context_of_Work - Relationships	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	...So if a supervisor gets on, soon as media starts showing up, most officers don't want to deal with media or cameras. They're like, "Aah. Where's PIO?" It's kind of funny [laughter]. They get more worried about them than like a suspect or something like "Media's here. They have a

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								camera." It's okay. So we'll show up. And they'll say "Is PIO en route?" And they can just look at the screen and they'll be like, "Yes. PIO [Name]. She's en route. And she's going to go in." And then we just kind of corral the media into one space. Most of them are pretty good about staying where they are supposed to. I mean it's public too
Context_of_Work - Relationships	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Yeah. And I think there is still, no matter what department you work at, you're always going to have folks that enjoy other folks more than not. But there is somewhat, more than not, of a camaraderie where, I mean, we're typically meeting up every night for coffee. We're meeting up for dinner, so I mean, it is definitely-- you're not out here all by yourself. Technically, you're riding alone by yourself. But we don't run calls-- very rarely do run calls by ourselves. Officers will respond and go to the same calls--
Context_of_Work - Relationships	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	...I think [City] and [County] is a unique area because I think there is a lot of police support. But I also think there are plenty of folks that are interested in joining and just jumping on the bandwagon, and they have no facts and/or reasons to do so in our specific demographic in which we-- where we serve. So in general, I think law enforcement, because of the lack of community support, because of the lack of political-- because of the lack of support as it relates to our administrators and our politicians and elected officials because they are more consumed with the pressure from the public, it is making our job very difficult because the average patrol officer does not feel like the administration has their back, which is why I think, quite candidly, you see violent crime on the rise and you see crime nationwide going through the roof. Officers are not patrolling the way that they used to patrol and as a result, you take [City], for example, which is a war zone with over 750 homicides last year and 100 shootings this past weekend.
Context_of_Work - Relationships	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	We have a very good relationship with [County], so my agency communicates directly with them on their radio channel. We supplement them. They supplement us. We all run calls together, so for us, it's very fluid. So from my jurisdiction specifically, no, it is very fluid. I live in [City]

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								and that is not the case in [City]. They operate on two completely different radio channels, although they're working right next door to each other.
Context_of_Work - Relationships	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	I mean, it's all professional. I mean, when I'm at the station, we're usually talking about something that happened at work. And I mean I--
Context_of_Work - Relationships	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	So typically, you try to stay in that geographical boundary. You don't have to, but typically, you try to because that's the area that you're going to be responsible for. And then, you can hear all the calls being dispatched. So unless they specifically ask for you, you can make a determination whether or not to go on that call or not if you're in the area. So if I'm driving by NIST and they say, "Hey, there's an accident at the NIST parking."
Context_of_Work - Relationships	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	I'm right here. I'll just come over to you and help out.
Context_of_Work - Relationships	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	So if there's anything that goes up into the neighborhoods and there's business community cameras, so they share a video with us as well. Now we don't view those here, but if something was to happen, we know where those cameras are. We can send the detective out to ask for that video as well.
Context_of_Work - Relationships	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	But we can support each other. If something goes down, we all know to do it. So I could VPN in, if my guy-- I'm the primary, but if another guy couldn't do it, he's having a problem, I would log in and VPN to see if I could see what the problem is and help assist him, so.
Context_of_Work - Relationships	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	In the event that they might need-- I mean that we're taking the lead in-- we're the lead agency, but we're utilizing a partnership system, camera system that we have access to that we're utilizing their system, which we were using each and every event. But because we're the lead, we will have one of their representatives on site in the command center with us, so that if we tell you to move a camera in a certain direction, they'll do it immediately.
Context_of_Work -	LE	U	IT	46-55	11-20	Male	LE-U-035	Yes, so they're in here as well. They have a station. Whenever we go live

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Relationships			Specialist					from a planned event, they have a station where they send fire and EMS. Both come. Now, on the command bus, they're not on that, but generally where our command-- they have a bus as well. So, generally, where they park, we're close to them. Yeah. We're close to them. So we can convey information whether we go over the radio or we physically walk to them.
Context_of_Work - Relationships	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	Yeah. Juggling the problems that we're having is not necessarily with fire because [City] Fire, we have no problems with that. It's the surrounding jurisdictions, they as [County] is a little different. So well actually [County], we can now get that over-- I bet they've upgraded to 800 megahertz I believe. But there a couple of them that are not on the same frequency, so we got to-- so that makes it a little challenging when they're involved in it. If they're not involved, then there's no challenge. There's no problem at all. But you never know when especially anything that happens right here in [City], you automatically, like about 911 type of event, you automatically have [State], onto [City], [City] You have [County]. You have [County]. Those are five just outside of [City] not to mention what we have on the inside, which is Park Police, Secret Service, Housing Police. You have all these different agencies that's running into support of what you're doing as well. So they're right there with you as well, so.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	--or assisting with making meetings and going to meetings with him, and helping him with whatever tasks he needs, and reviewing things that come from the lower or the units that are under us. That's more of the administrative side. Then I was a patrol officer before up until last August. And that just incorporates responding to 911 calls and conducting proactive enforcement such as traffic enforcement, and parking violations, and helping citizens with whatever they need, so.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yes. So we would come in, go to the locker room, get changed, put your vest on, put the belt on, and then we'd go to roll call, which the beginning of every shift, all the members of your shift are in a room. And then your supervisor is at the front of the room, and he gives you assignments such as Officer X is assigned to area Chinatown, and Officer Y is



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								assigned to Union Station area, and this is the vehicle you have, and this is the equipment you're issued. And so basically, the roll call is essentially time where everyone is together, and they give you out assignments and what roles everyone's taking that shift.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	It's a good atmosphere. In general, when we're at the station, it's a little less stressful because you're with your colleagues, and you can blow off some steam. And there's a lot of joking that goes around a police department just because it can't be all doom and gloom all the time because no one would be happy. So the stations where you can kind of relax a little bit, and do your report, or do whatever you have to do at the station before you go back out on the street. But unless something terrible happened, and people are all in a bad mood or whatever, I mean in general, it's a pretty decent environment... It also depends on who's supervising your shift on how the environment is in the station too, because other supervisors are different than others, and so it's a dynamic too that they kind of play on there.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Oh, I haven't gone to any community meetings or whatever. So last time I was on the street, I went to a community meeting at the police station. And they have citizens come in, and they actually brought juveniles in from the city, and they had a facilitated conversation between the officers and juveniles like what the juveniles-- questions they wanted to ask us and questions we can answer for them in reference to why I would stop that time, or what do you guys think would help the trust of the police from the juveniles? So that was the only one that I've been to. But I know a lot of the commanders of the districts go to community meetings at least once a month and address concerns they have. And every district also has an email LISTSERV. And so whenever something significant happens, the commanders email out to the community what's going on and the updates on different things, so.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	It varied. Some people didn't want to talk to you. Others were very friendly. And it could vary by block. It's not even neighborhood by neighborhood. It's literally one side of the street's friendly. The other side

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								isn't. And even within one building or even within one family, one person's cooperative, one person isn't. So it's very varying, but also, I think it depends on their past experience with law enforcement. So if they had a bad experience in the past, they're a little more negative, whether they met me before or not. And if they've had a good experience recently with law enforcement, then they're a little more friendlier. So I think it's a lot to do with their past experiences. But then also, it's important not to judge them. Be like, "Oh--" Because you also can't take things personal on this job. They don't hate me personally. As a 26-year-old kid from Chicago area. They don't hate me. They hate the uniform, and what it represents, and stuff like that. So I mean, you can't take things personal.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	So we have a horse-mounted unit, and they do a lot of community events. And they also come out for large demonstrations. But the heaviest mounted presence is probably park police.
Context_of_Work - Relationships	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Correct. When we come on, sometimes, they are already looking for dogs or the evening dogs-- I work midnights, so there's at least two evening dogs working before I come in, and they stay on-- they work until 2:00 AM. I come in at 8:00 PM. So if they're running calls and they need help, I go help. If it's not, then I'll either go to our central K9 office and deal with any paperwork, administrative duties I may need, or I'll go to a structured roll call.
Context_of_Work - Relationships	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Some people that have single-purpose dogs are the firearms detection dogs and the bloodhounds. So that's a second animal. So if you have a narcotics dog and they ask-- so when they ask for a dog, they just say, "Hey, is there a drug dog close?" And then, one of us that has a drug dog, we pretty much self-police, meaning if I don't have a narcotics dog, somebody working in the neighboring district does, I'll either hit them up on the computer or call them and say, "Hey, they're looking for a drug dog." And then, they'll come over.
Context_of_Work - Relationships	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	I mean it's a small unit, so it's very cordial. We all get along. We all know each other fairly well.

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Context_of_Work - Relationships	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	We as K9, a lot of times, will get on the air, the police radio, and ask them to set up a perimeter or do something to help us when we get on scene. That's usually our biggest request. Sometimes, they're already on it and we don't say anything, and sometimes they forget about it and we have to say, "If we're going to be doing a track, we need to help and try to contain this as best we can."
Context_of_Work - Relationships	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Case in point is a lot of times the fire rescue system will stage to make sure the scene is safe. So we have to go in first, make sure it's safe, and then they can come in. So if you're on a scene of a major incident, a shooting, say, we've got to make sure it's safe for them. It makes total sense. But if they're bleeding heavily, there's only so much we can treat, and so they're staging where they should be. But then, we go, "Okay, fire rescue can come in and help us take care of this person." But that goes from police officer, police dispatcher, police dispatcher, fire dispatcher, fire dispatcher, to fire engine. So that's a long chain to get an ambulance and a fire truck to come in and help us take care of a bleeding person [laughter].
Context_of_Work - Relationships	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	With the SWAT team, very, very rarely. Like I said, there is a couple dogs that work predominantly with them, and most of those dogs, their handlers are on the SWAT team as well. Sometimes, we kind of get thrown in a perimeter location with them sometimes on a SWAT call, but that's not very often.
Context_of_Work - Relationships	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Q: Oh, okay. That's interesting. Okay. So how is the relationship with the state police in general, or is it just that--? SME: It's very good in our county, both with the road troopers and the pilots. And the nice thing is is they have all of our channels. So predominantly, when we're working something with them, they come over to our radio channel and it's seamless.
Context_of_Work - Relationships	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	I guess, it's a work-- I guess a work environment-- I don't really know how to answer that. But everybody going back and forth to their assignments, whether going to do security in a courtroom. There's maybe an issue in a courtroom then you respond to. People are hanging

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								out waiting for assignments. People are being sent out to do different things, like fugitive guys they're gearing up to go out and lock people up. I mean it's good. It's a good environment, where basically everybody comes together to one location to be sent out to do a job, and help each other, I guess. I don't know if it really answers that question.
Context_of_Work - Relationships	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	I have good working relationship, and a good, I guess, personal relationship. We all pretty much get along. We all get along because we-- I don't know, we all get along, but everybody comes together for the same goal. So if there's a call for one K9, and if another K9 handler comes out there, they know what they're doing, why they're doing it, and we're there to help support them. If I'm running a call and another handler shows up, they're there to help me, and then afterwards it's-- or outside of work same thing. Everybody has a good, for the most part, personal relationship. Yeah, so everybody pretty much gets along.
Context_of_Work - Relationships	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	It's a good relationship, it's-- they're there to help us just as much as we're there to help them. They're there to help the community just as much as we're here to help the community. And so it's a good brotherly relationship. We all support each other in the job we're doing. We have different jobs, different assignments, but at the end of the day it's-- we're all here to serve the community, and we all, in my opinion, do a good job at it within the county.
Context_of_Work - Relationships	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	No, we have a good working relationship. The only issue wise would be the communication because I don't know-- outside of [County], like [City] police, [City], whoever else, I know what channels to find those. So outside of this county, it's hard because I don't know what channel [City] uses, [County], [County], but within the county it's not as hard as long as you know-- it's hard as long as you know what channel they're on. And you can flip through your radio and find it and communicate with them.
Context_of_Work - Relationships	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	And we also get information. So we have anonymous text tips that come in. So citizens can text tip - it's 5041 - any kind of information or pictures anonymously to us. So if they have a tip about something going on in the neighborhood or they see something, they can take a picture. And

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								then we'll dispatch officers out there. If it's something that's going on immediately or if it's something like a long-term investigation, maybe a drug complaint or something like that, then we'll send it over to the appropriate unit. And they'll come back and do a follow-up investigation and see, is there really something to it or is it not.
Context_of_Work - Relationships	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	folks who are inside our command information center, they're pushing out information. So they're using social media. They're using your Twitters and your Facebooks. They're pushing out traffic information. So if we know there's a street closure because of the traffic accident, we have a separate Twitter account for that. They can push out Twitter information like that. And they're also pushing out to the news media. So there's local traffic folks that push out others an accident here or there. When we get it, we push it out to them as well. So that way they're aware. They can put it through the radio and the TV so folks can avoid those areas in their commute and know to stay away from that. So we're pushing things out that way. We have LISTSERV on the department. So prime things, if there's something in the patrol district. So maybe, say, we're going to have a community bike ride one day. On the LISTSERV, we'll push out that information. If there's a shooting in the neighborhood, the district commander will go on there and say, "We've had a shooting in the 1200 block of [street]. Anyone who has any information, please contact us at XYZ phone number so that we can get information back." And we're telling the public what's going on. In the same token, they're providing the information they may have to us.
Context_of_Work - Relationships	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	...So everything now is kind of connected. It's no different in law enforcement than it is in the rest of the world. You have to stay up with the times. So as social media becomes more popular, we have to adopt that, and embrace that, and move forward because if not, we're behind the times. And a large majority of people-- 20 years ago, you had your major news networks, and CNN pops up, and Fox News. Now, people get their information from a variety of sources. And if you don't embrace that, then people are missing your message. So if you're not pushing out

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								<p>your own message, then yeah, it's kind of lost. You have to be your own best advocate. So when we're doing good things, we have to make sure we broadcast that as well. If there's issues or concerns that we're addressing, we want to make that [inaudible] as transparent as possible. So by being able to push out your own message to social media-- there's a lot of good things that happen in law enforcement that, in the past, unless the newspaper or the local media kind of want to pick up and do one of those feel-good stories, it kind of got lost in translation. Now we can push that out ourselves. "Hey, our officers just rescued these folks from this burning building last week." Maybe the media would have got it. Maybe they wouldn't have. But if something bad had happened, it's always out there. So being able to push out forward things out there-- and then a lot of times the media will grasp on, "Hey, this is a really good story," and then they kind of re-tweet it. They push it out. Maybe they'll make their own story that goes to a larger audience-- or more traditional audience, I guess, is kind of what you say. But young people today, they embrace it. And as those young people get older more and more of the population is using social media, using these electronic platforms and less so much of newspapers and things like that, so.</p>
Context_of_Work - Relationships	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	<p>... Last night we had a fatal traffic accident. This is the 22nd traffic fatality for this year. What are we doing to reduce traffic fatalities, working with patrol districts because the majority of our traffic enforcement happens in the patrol level. So what are the patrol districts doing towards a city-wide goal of reducing traffic fatalities to zero? So where the special operations division is working on a city-wide plan, they're bringing in all the districts to say, "Okay, what are you doing? These are the locations within your district that have the most instance of traffic accidents. And we've noticed there's been an increase in this corridor of traffic fatalities over the year." So that way the district can develop a focused plan of how they're going to let patrol assets work on that, where we within the bureau, we put that all into one big plan. But then there's target enforcement. Stuff like your hotspot policing, you may call it. Okay, we know there's been five traffic fatalities in this</p>

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								stretch of railway, so even the districts doing their routine daily enforcement, we're going to put some focused overtime enforcement here or maybe one of our upcoming programs, Smooth Operator, Ticket It or Click It, things like that. We're going to do enhanced enforcement in this area, because we've seen there's been five traffic fatalities, and they've all happened on Thursday, Friday, or Saturday between 10:00 pm and 3:00 am.
Context_of_Work - Relationships	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	...Maybe it's something you work with the ABRA or the Alcohol Beverage Regulatory Commission. Maybe you have a lot of folks doing a lot of drunk driving, so maybe educational programs. We need something like that where maybe we do a sobriety checkpoint and hotspot enforcement. [inaudible] a lot of bars, but maybe they're pushing out educational information for patrons. In the bathroom stalls, you sometimes see different fliers and things like that, or maybe they have things around the bar, reinforcing, don't drink and drive. There's been 10 traffic deaths related to alcohol use this year in the city. Things like that to make people more aware and remind them of their behaviors when they're out there. So kind of working with other agencies, that's something that falls underneath us. So it's another form of communication.
Context_of_Work - Relationships	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	.... The special events side, there's a biweekly task group that meets. And it's the police, the fire, the DCR, the district stuff, the Department of Regulatory Consumer Affairs, Department of Transportation, Department of Public Works, they sit there and, "I want to come, and I want to have a festival here on the street." I have to go in front of these individuals and say, "Hey, we're planning to have a festival here on [Street] from 5:00 am until 5:00 pm on Saturday, December 15." And they go through things you have to do by law to make sure it's safe. Now you have to have-- the roads have to be blocked off. You have to have people clean the roads afterwards. You have to have tow trucks because if you come and have your events-- so they help work people through how to have a successful event to ensure it's safe, compliant with the law, and

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								everything they need to do to have a good event. So things like that. And there's lots of events. Just about every weekend, there's always something going on here in the city. Summertime is a little different, because it's so hot, it's hard to deal with. Especially in the fall, marathons, and 5K's, and food festivals, art festivals. Then you have just your regular baseball games and things like that. So there's always lots of task groups, and groups convening communicate on a more routine basis about what's going on, sharing information back and forth.
Context_of_Work - Relationships	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	Depends on the event. So anything that's a special event that requires a street closure, it's the same group of individuals that go and attend those, and help them and walk them through it. Things like the baseball stadium, for transportation there's a work group that the individuals from the ballpark, the Department of Transportation, the police department, we all come together. The Department of the Vehicles for Hire, Taxicabs, Ubers, that kind of stuff, we all work together to say, "Okay, baseball season is starting. We did this last year. Here's some areas for improvement. We had issues with Ubers and Lyfts, backing up this roadway. Is there something we can do differently? Maybe we can work with them to geofence this area, keep them away, and have them go to this location, that would be better. It's safer for the folks who are leaving the ballpark to go there. It's less of a hazard for them. It won't interfere with us getting traffic out of the ballpark, and we won't have 30 cars waiting, that could be a potential threat to the ballpark right outside." Working through those issues together. It's a different group, but the key is, communicating what's going on. The people who are there, the key stakeholders are there sharing information, trying to work through solutions.
Context_of_Work - Relationships	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	So believe it or not, we actually work very well with the federal law enforcement agencies here in the city, and it's because we have everything that we do - I don't want to say everything - but a lot of things we do, we do together. So we have a demonstration at the White House. Well, the street is our jurisdiction. The sidewalk and the park are actually



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								<p>US Park Police jurisdiction. And the Secret Service Uniform Division stand on the sidewalk. So it's not like, "Well, let's--" so we know there's a large demonstration. We actually host the bi-weekly meeting with all the law enforcement partners here, FBI, Uniform Division, everyone. They come, so we kind of all talk about, "Hey, this is coming up. This is on our radar." So everyone's kind of aware what everyone else is doing. And we all know each other, so if there's an issue, I can go to the phone. I can call the assistant chief of the park police and say, "Hey, we know this is going on. What are you guys doing?" "Oh, yeah, we got this going on." Or, "There's a large demonstration that's planned for the mall we see here." Just because it's happening on the mall and that's their jurisdiction, people have to get there. So they got to ride on the metro, most likely, or park their car. Well, the metro, they have their own police too. So we got to make sure that we're talking to them. But when they get out of the metro, they got to get from the metro to wherever, and they're going to walk on our jurisdiction. And we have jurisdiction everywhere. So we have jurisdiction in the mall. We have jurisdiction in the metro. So they kind of have their focused areas. But, at the end of the day, we'd be like the state police for the city. So everything kind of-- we're responsible for making sure things are covered. So making sure that we're communicating. So we do a really good job with that, and it all comes back down to personal relationships, talking about what's going on. And the same tools, I mean, email, in-person meetings, phone calls, just picking up and, "Hey, what do you guys seeing on this?" I mean, information sharing is key because, as we talked about, things rapidly evolve. So making sure everyone knows what's going on. And you want to make sure that if you do have some information about, "Hey, we heard there's a threat towards the monument. Did you get that?" Pick up the phone and calling the right people, making sure they're aware.</p>
Context_of_Work - Relationships	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	<p>We do a lot of interagency collaboration and coordination, and then all the NSSCs, so the State of the Union, the Inaugurations, a lot of these Summits, Nuclear Summit, African Leader Summit. Those are all NSSCs, so Secret Service takes the lead planning role, which means they're</p>

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								<p>responsible for making sure it's planned out. But that's not to be confused with who's in control. We work as a unified community structure here. So it's a federal city. There's lots of people. Everyone wants to know what's going on. Everyone's kind of got an vested interest so there's kind of two ways you can go with that. You can try to fight over who's the lead person, or you can all come together with a team of individuals and make the decisions that go on. And then if it's something that really is park police centric, that's something that they'll do. And be like, "This is what we're doing." Because what they do is going to affect everybody else. So we have to all make sure-- not making decisions in a vacuum. We have the appropriate resources because a lot of times, when it comes to an incident, especially an impromptu incident, maybe a terrorist attack or a train derailment, or whatever, it comes down to resources. Who has the most resources? So the FBI may be in charge and maybe in 15 hours they will be in charge, but initially, they're probably going to have maybe 10 people. Whoever they have here right in this area to respond out. Where we're going to have 3,800 people. So, I mean, whoever kind of controls the resources, but at the same token, you know at some point the FBI's going to be taking it over, so making sure that we're all working together. Making sure that they knew what's going on, and there's resources that they can start pulling in, and the appropriate resources to help out, because, yeah, maybe we can put a rush of resources in there, but you know what? We still have to make sure the city's safe. We can't shut down patrol operations and you have people, okay, calling 911, someone's still got to answer those calls. So we have to make sure that we're not depleting all of our resources out in the districts to handle an incident. And that's why things like special events, planned things, we bring in additional resources because, yeah, we have a lot of people and we can probably handle it, but you have to make sure that you maintain or surpass the patrol operations on a routine basis. Because when you're having people-- an influx in the downtown area, which is where most people come, it's going to have an effect. You're going to have more traffic coming into the city. So all those</p>

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								things play out, and you have to maintain that in the city. So it's really important you're not lowering your level of service response time to handle a special event. You have to make sure it's planned out appropriately.
Context_of_Work - Relationships	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	Sure. So, yeah, fire and EMS. So whenever we get special events and things like that, they're all involved in the planning. So one of the key things is making sure there's adequate EMS and fire resources. So even when you think that something that's maybe more security centric, you think the inauguration. "Oh, we got to make sure it's secure and all kinds of security measures." You have to make sure the security measures are such that the fire department can get in, that they have the appropriate resources staged within. They have to be intimately aware of what's going on. So, I mean, there's going to be-- there's folks on the fire department, they have security clearances, so they're fully aware of what's going on on the law enforcement sides so they can make sure that they have the adequate resources there to make sure you have folks there. Because if you have things like the Inauguration, you have a secure perimeter. You can't drive in or out.
Context_of_Work - Relationships	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	And then on game day we use the ICS structure so for large events we activate, what we call the Joint Operations Command Center here. There's a fire comm that the fire department stands up and we have liaisons in all the locations. So if we're having a marathon, we have our command bus up, we'll have someone from the fire department on there...So being together in unified command we can easily do that. Everyone knows what's going on. Keeping all the partners briefed. Sharing that information and then that way they can control their assets, we can control ours and then you don't have that cross talk when you don't really need it. If you need the crosstalk you can directly communicate, but a lot of times it causes confusion
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	Administrative side, first thing in the door is to review all of the correspondence that's come in overnight. Then it is reviewing the chief's correspondence to see what important documents we load through the

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								cloud to his iPad, so he has them handy. New daily briefs, any pertinent crime trends or anything that's come in overnight, or something that's pertinent to our bureau. Like we have major crash, so any crash fatality reports, anything like that. Then I go through any and all of the correspondence and scrub the correspondence, which means review, typos, anything like that. Got it to where it needs to be. Address any correspondence that's coming from our chief's office. We have what's called an IQ system, where it's from citizens, or questions, or anything that we can direct to our many bureaus. Since we are a Special Operations, we have a lot of public issues to address, marches, parades, demonstrations, harbor patrol. So people want to know where they can park their boats, things like that. So it's a very diverse area. And then it's down to the daily operations, receiving, doing what the chief needs to be done, scheduling his calendars, scheduling appointments, reviewing command manuals for events, things like that. The patrol side, it is respond to my assigned patrol district, and participate in roll call, whether on the roll call of official, scheduling the members to take their beats, give out assignments, get out pertinent daily information. And then, from that point, once we're dismissed from roll call, it's supervising the officers on their beats, not just the officers assigned to my group-- it's called the redeployment, where everybody that is not assigned to a-- specifically to a patrol district, is put out in groups. So I'll be assigned with most of the people from Special Operations and that's our core group. And we assist the regular district personnel. So, I could be assisting on a scene with district personnel or my personnel, or a combination of both. And so it's just a matter of-- I'm extra manpower for them. So, I might be acting in a sergeant capacity, or I might be acting in a role of an officer, just responding to a call, going to a call for service, helping blocked traffic on a traffic crash, something like that.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	It depends on what job function that I have. Myself and one of the officers that I work with are actually on an inaugural committee. So, we were walking the parade route, up and down [Street] on the day of the Inaugural Parade. As a member of Special Operations, you can be called

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								out-- well, Homeland Security Bureau, Special Operations has been pretty much my career for 13 years so far, for that [risk?] patrol. But Homeland Security, you have to go to respond to marches, demonstrations, specific events, things on the National Mall, July 4th celebration, any and all marches that are large-capacity or high-publicity events. Things that happen on the National Mall, even in they're National Park Service, we could have to respond to help with traffic along the theater streets and things like that. Also called to demonstrations or events throughout the city where we could be of use.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	So events there, events at Nationals Park, whenever anybody climbs a crane to hang a sign in protest, we're there [laughter]. In patrol, I'm mainly assigned to the Seventh District, which is on the other side of the Anacostia River. That mainly consists of responding to calls for service traffic, crashes, assaults, domestic violence. Those are the more-- here, it's more businesses. It's more high-publicity. Getting the [State] Monument in the background. Over there, it is your family living. It is neighborhood crimes. It is neighborhood issues. It's the neighborhood folks coming out to support us and help us. And then there's the criminal element that can be found in regular cityscape.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	It's doesn't. It's doesn't. We have very good relationships with the law enforcement agencies. I think there's something like 29 other law enforcement agencies in the city. We are the primary law enforcement agency. When you dial 911, we pick up and nobody else. Also, if there's any type of homicide, we handle it, no matter what. So it's a lot of coordinating effort.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	Actually, we're working with Fire Department and EMS. And I'm not as good--[Name], who's in the other room, he's our tech guy. So he'll be able to tell. But we are trying to get to a comprehensive system where we could share radio communications if we need to. And we are working with our Fire Department and EMS to do so. Some certain are encrypted different ways just based on their security function
Context_of_Work -	LE	U	Field	46-55	21-30	Female	LE-U-040	...And it makes it a lot easier nowadays than having to get on the radio

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Relationships			Responder					and ask a question. These people, you will be on, when you're on details, even when you're on regular patrol, people will ask you a question. I'm like, "I don't know, but let me find out."
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	...Because you get random things that you're like, "I don't know." And so you hopefully find somebody and you work it out together because somebody may know because they've experienced it.
Context_of_Work - Relationships	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	My job title is Community Resource Officer. So I'm a police officer, but I'm the liaison between the community and the police department.
Context_of_Work - Relationships	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Yeah. I think on the normal-- so I usually look at calls in the morning when I show-- so I show up to work. I work a little different schedule because I have a lot of later meetings. I do HOA presentations and community meetings.
Context_of_Work - Relationships	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Yup. Yup. Check calls and then, depending on my schedule, like today, I don't have a lot on my schedule. So another part of my job is Salmon Days. It's a big festival that we do in October. Every city has a big parade and stuff. We do ours in October, first weekend of October. I'm in charge of that.
Context_of_Work - Relationships	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	So for me, I mean, it's great but I'm pretty personable. I get along with everyone. I don't have a problem with anyone, so I enjoy it because my desk is right over here. Records department is on the other side of my wall. So I go in there. I just brought them coffee, actually, so that's a big part of my morning too [right now?]. But just interacting and getting to know people, it's extremely important because we don't all hang out outside of work. Some of us do, but a lot of us don't. We just hang out inside work.
Context_of_Work - Relationships	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	I figured it didn't matter. But yes. So it's a nice environment. It's a very open environment. We're not a big city so we do talk to the chief. We do wave at the chief. We do talk to him. In some big departments, you don't ever see the chief.

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Context_of_Work - Relationships	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Yeah. It's all with them. It's not even us. So they sign up, and they have to confirm they live in that neighborhood. And then they can send out any information. They can send pictures there, and it goes to only their big group, which is in their neighborhood. And so we now, as a police department, I'm on Nextdoor. I cannot see their activity, but what I can do is I can post to the whole directory, everyone out there. I can post things. So crime prevention tips like, "Hey, watch out for-- there's been some prowls in this neighborhood." I can put notice, pictures. I can do all that, and I can direct it to everyone that's on Nextdoor in the city. So it's kind of cool. So I've seen a huge amount of change when it comes to using all the technology, but using the new social media and all those things. That has been the biggest change over the years, how we use it. Because our city, we use Facebook. We use Instagram, Twitter. I mean, almost every department is using them now. So it's definitely a big change.
Context_of_Work - Relationships	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	People can use drones, yes. Yeah. We don't have drones as a police department, but yes, they can use them. So people still get freaked out, and they call about them [laughter]. But technically, they can use them... There's this sensitivity of it... But having infrared or something on a drone, that's one way above the house. That's one way of getting a location too without having a surveillance, so we don't have that. And I think there is-- I mean, helicopters, we have our-- [county] has a Guardian One, which is-- if we need them, that's our mutual aid. That's our service that we call them. If we need them to come out to look for night time, look at infrared, night vision looking for suspects that ran off into the woods. But they can--
Context_of_Work - Relationships	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	I don't think it would be much different. So with everyone in here, it's just-- I mean, more [as?] person when you're walking by or it's email. I don't know. That's the main thing. And the guys that I know or I'm more friends with, we text on our personal phones outside, and sometimes we text at work, the same thing when it's not necessarily work-related, or it's just hey-can-you-come-over-here-and-see-me type of thing.

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Context_of_Work - Relationships	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Well, I mean, I think just law enforcement in general, as the world is the way it is right now, our name is-- as a police officer, a lot of people look-- some people look down on us and what we do. So that is a huge challenge, and a lot of it comes from well, social media. It's good and bad.
Context_of_Work - Relationships	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Yup. Yeah. Yeah. And like anybody, I would say 95% of probably police officers are all good, and moral, and make the right decisions. And 5% are knuckleheads, and they do the wrong thing, just like any other group or person. So that is always going to be a challenge. Luckily, here in [inaudible], we have a little different. We're not in a big city. But we still deal with the same type of stuff.
Context_of_Work - Relationships	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	I mean, there's a lot of interaction that goes on. We prefer the patrol staff doesn't spend a lot of time in the office because that's then less time that they're out on the street. But we have our own dispatch center, our own jail, and our own records division. So patrol officers, as well as all the supervisors, interact with all those people. It becomes family-like at times. We're a really small agency but we're a small agency so we all know each other and we all get along. I can go and sit in the chief's office for half hour, just chatting about whatever, as well as I can go and sit in our dispatch center or whatnot. As a patrol sergeant especially, although you don't get to do it every day, especially during the night shifts, you try and spend time down in the jail and down in dispatch.
Context_of_Work - Relationships	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Well, they work in isolated areas, so we try and ensure that you go and spend a little time and chat with them a little bit, just because it's very difficult to get-- we, as patrol officers, get to go out in the city and drive around all night long, whereas the individuals here who have to work in more secure areas don't get that for the most part. But as far as life goes in here, I mean, people come in and out. I mean, this is kind of the central hub for the police department, so officers will be in and out during the day, and if they have any questions about an investigation, I'll get people at my desk saying, "Hey, what do I do about this," or, "What is your division? Do you guys want to take this?" That type of thing. So it's



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								not like, after briefing, everybody just leaves and you never see them again. So there is a lot of movement inside the office during the day.
Context_of_Work - Relationships	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Yeah. We have a lot of programs that we work with the community on, and again we have a really good relationship with the community. We've formed a strong bond as a small town and that bond's existed-- even throughout the city, throughout city government there's a pretty strong bond between the community and the city. So we do have a lot of outreach programs. Like you, I've had a chance to talk-- Officer [Name] can talk at much greater length than I can about that because that's his job, so.
Context_of_Work - Relationships	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	But I feel like we do a really good job connecting with the community. We use social media pretty-- the city itself has been on cutting edge for social media and does a lot of work in that realm. We as a department-- they've kind of held that pretty tight, so we don't have our own social media stuff. But we're able to work with the city to put stuff out through social media. So I'd say we have a fairly strong, if not above average strength, bond with the community.
Context_of_Work - Relationships	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Relationship? I mean, as a rule, we'll meet as a command staff. We'll meet every Monday to discuss things. Other than that, I mean, I'll get phone calls from my immediate boss who's Deputy Chief [Name]. So she and I talk fairly frequently, usually by phone. Generally speaking, I don't have a lot of meetings with my bosses. It's more phone conversations about specific topics. And again, I try to get after the precincts. It's fairly infrequent though that I can get out to the precincts. For me at least, most of my communication going from me down to the precinct matters to the officers, and unfortunately, mostly email right now.
Context_of_Work - Relationships	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	...So very, very strong ethnic neighborhoods. And again, we have the neighborhood councils, but we also have community councils that are based on ethnicities. So, East African community, Filipino community. A number of these communities also have advisory councils for the department as well so we can address things that they are concerned about.

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Context_of_Work - Relationships	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Yeah, they meet with the department. Usually, they'll have the department representation, too. So they'll have somebody that that's the department representative to the gay and lesbian community or to the Filipino community or to the East African community. So we have kind of-- they have a conduit, they an officer that they can reach out and talk to.
Context_of_Work - Relationships	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	[RE: relationship with community] It goes up and down. What unfortunately happens sometimes, and the reason we have the liaisons that communicates with these folks is there will be a new story about something, about a contact between an officer and someone in the African-American community and it'll turn into a news story and emotions will flare, but then the goal is to have this liaison that they can reach out to and go, "What happened?" And we can try to provide information to the degree that we can. So I think it's pretty successful. It's important that we continue to do that. But again, it turns on what happens if there's a bad news story then we usually have some damage that we might have to repair.
Context_of_Work - Relationships	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Yeah, I work Monday to Friday, roughly 9:00 to 5:00. I mean kind of just regular business hours. But oftentimes, there's a reason for me to come in early because something's going on or because the Community Police Team does a lot of community hour each work, and the captain is very engaged with the community. There are oftentimes meetings or other obligations that extend beyond that 9:00 to 5:00 range,
Context_of_Work - Relationships	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	They're all patrol. Yeah. Well, except for the four officers that are assigned to the Community Police Team. And there's a sergeant and six officers assigned to the Anti-Crime Team, which is it's a uniformed assignment, but they're usually tasked with specific crime-related projects. They're often engaged in doing anti-narcotics type of work. They will do search warrants. They'll do narcotics operations. So they're kind of halfway between a regular patrol squad and a SWAT Team. It's their function.
Context_of_Work -	LE	U	Field	56-65	31-40	Male	LE-U-030	Yeah. I mean my personal style is to get to know people on an individual

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Relationships			Responder					basis. I like interacting with them. Before I became the operations lieutenant, I was a watch commander in the precinct, and so I had direct supervision over the sergeants and squads on one of the watches,
Context_of_Work - Relationships	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Obviously, there are people with all ranges of experience in the department, so there are some people that I've known for as long as I've been on the department. Most often in patrol, you have the younger officers, and so the bulk of the officers in the precinct came on well after I did, but when I was their watch commander, I tried to get to know as many of them as I possibly could. And now because my responsibilities are precinct-wide, I try to get to know as many of the officers on the first watch, which is the early morning watch and the third watch, which is the night time watch. And so I hope that I know everybody in the precinct at least by sight if not by name, but it's a lot of people and we all work different hours as well.
Context_of_Work - Relationships	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	It's quite a bit of extremes, and so socioeconomically, it's very diverse. Racially, ethnically, it's very diverse. [City] is not particularly diverse when it comes to political views, so in the East Precinct, there's not so much of a recognizable right and a recognizable left. But we have a lot of residential areas. We have some very dense population areas in the sense of multistory, condos, or apartment buildings. There are quite a few businesses. The [Street] Corridor is a mix of business and residential. There's not a lot of industry in the precinct, but there are some little pockets of more or less industrial-type neighborhood, not heavy industry, but-- so it's a very, very diverse community. It's both fascinating and challenging to provide police services because not only do individuals expect different things from the department but specific neighborhoods expect different things. And so it's a bit of a challenge to deliver the services that those neighborhoods asked for in a consistent manner.
Context_of_Work - Relationships	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	I think that the vast majority of the residents are supportive and appreciative of the police department. I think that there are smaller but measurable number of individuals, and neighborhoods, and

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								neighborhood groups that are less satisfied with the police department. But my opinion after being on this job for this long is you're never going to make everybody happy, but as long as you do your best, to remain professional and responsive. And when you do interact with people, you treat them with courtesy and respect and do the very best job that you can. And that's really the best you can hope for. There will always be our detractors, our critics. And police work is a very public thing, and so it does not strike me as unusual or unacceptable that we do fall under scrutiny and criticism. I think that's just part and parcel of the job, and the critics, the detractors, I think, get more attention drawn to themselves or paid to them than the supporters because the supporters are usually, I think, quieter, less vocal, less public about their praise and appreciation. And so the media is drawn to the attention from the negative aspects.
Context_of_Work - Relationships	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Right, and not to dismiss their concerns, because we do address their concerns. But sometimes, their concerns are and their demands are unaddressable or unanswerable because they're just beyond what is reasonable or possible.
Context_of_Work - Relationships	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Well, I don't think-- I cannot recall a single incident in my career where I spoke to a firefighter or another first responder on the radio system. So if we're at a scene where both police and fire are present, it's very easy to talk to them. I think the police department and the fire department has an excellent working relationship. And from that perspective on a one-to-one basis at a particular call, it's very easy to communicate with them. There has been some difficulty at times. If we're trying to get information from the fire department over our radios. So our dispatcher has to ask their dispatcher, and so it becomes a four or five step process. So that's a little cumbersome, but it's understandable because if we all shared the same radio air. Their free time on the air, right? I mean, it makes sense to keep them on different radio systems. I can see and I believe that our radios have the capability of fire could go to the same radio that weekend, and we can talk-- I think it's technically

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								possible to do that. I've just never seen an operation made to do that.
Context_of_Work - Relationships	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Well, as an operations lieutenant, not really, because I don't have any operational obligation to it. But for example, say, the watch commander for that particular shift isn't available, isn't working, and if the sergeants--there's some things that need lieutenant's approval to do. And so I make myself available that if they need a lieutenant at a scene and the watch commander is not available. In principle, if someone from the East Precinct needs a lieutenant at the scene and the East Precinct is lieutenant is not available, then a lieutenant from another precinct could respond. But if I'm working and if I can be of assistance, if I can contribute to whatever they're trying to accomplish, then I'll make myself available.
Context_of_Work - Relationships	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	... So much of police work is just being able to talk to people, and I think that those among us who rely too much on the technology lose those interpersonal skills or never develop those interpersonal skills. And so I mean, it always kind of makes me chuckle a little bit when I see police officers driving around. And if they're in a two-officer car, the driver officer is doing what they're doing. They're driving, and the passenger officer is over there on their cell phone doing whatever.
Context_of_Work - Relationships	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	We listen, and we use it and all that kind of stuff, of course. And so we provide high visibility patrols in high crime areas, try to make the community feel safe, try to interdict crimes and make arrests, and that's kind of it.
Context_of_Work - Relationships	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	There's a City of [City] app called Find It, Fix It which is-- actually it's designed for citizens or community members. If they see a street light out or illegal garbage, they can go to the Find It, Fix It app that finds your longitude and latitude. So it gives you a location, you snap a picture and you send it to the city for an illegal dumping.
Context_of_Work - Relationships	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	... It would be nice if we worked better with [State] Patrol because sometimes we interface because the freeways go through our precinct, and usually that gets transmitted through 911 and there's a delay and--

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Context_of_Work - Relationships	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Okay. If I was to describe my work to a complete stranger-- I attempt to be a bridge between public safety operations and information technology, and I try to speak both those languages.
Context_of_Work - Relationships	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Yeah. Yeah. We put out a lot of fires metaphorically, and then the first responders that do it literally. We have a lot of that. And it comes from that high demand, I think. When things do change rapidly and dynamically, they look to people like [Name] and I for that immediate responsiveness and being able to provide the answers or be able to look in the right place for the right answers.
Context_of_Work - Relationships	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] Yeah, I don't know what the relationship is right now because I haven't been on the dispatching console for years. I would say that it isn't as good as it could be. I would say that you still have-- one end of the spectrum is it's them versus us. You've got that attitude. You've got the [sworn?] versus the civilian. And then on the other end of the spectrum you have real good working relationships. Just depends.
Context_of_Work - Relationships	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] I'd say overall it's professional above everything else because officers or first responders aren't mingling in dispatch center. I don't even think our call takers or dispatchers know half of the people, at least personally, face to face that they're talking to and because the department is so large. I think that could be a cause for no relationship in general except a working relationship. Then you have others who do have relationships at work, outside of work.
Context_of_Work - Relationships	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Just today I scheduled a meeting between police and fire because, again, both centers deal with each other all day long with the transfers, and sometimes maybe we've changed a policy that the fire department doesn't know about, and they're not understanding each other or what a word might mean, a fast backup versus a healthy officer or those little things. So I did get a group started just like you're talking about between police and fire and 911 users. So think of supervisors, duty officers, the people operationally dealing with these things, and we're going to try to meet, for now, once a month and see where it goes.

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Context_of_Work - Relationships	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] But I think we really need to do it even more so between our own people and the police department.
Context_of_Work - Relationships	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] I'd say good, I think, overall. I think communication's good and how it's achieved is by all the same means we've talked about before. I haven't had any issues off the street business-wise with the fire department in communication. I think both entities are open and receptive to it and understand that we work in a lot of overlapping areas and want to increase efficiencies and all of that. So I think they've been eager, the fire department has, and I would say historically and traditionally, and correct me if I'm wrong, [Name], but the police has led the effort on a lot of just things in general when it comes to emergency response and especially from the 911 center, us being the primary piece [up?] and them and always being sort of the secondary or backup to us. They usually follow our lead on those things.
Context_of_Work - Relationships	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] From the 911 center I'd say that's true. Traditionally, with the police department and the fire department as a whole, we've had some very rocky times, but it all depends on who's in command and who's leading the efforts to bring people together. So I'm not going to get into some of the things, but yeah, it hasn't always been the best. But for the comm centers, it it has. We've always had a very good relationship with the fire department. And because the E911 office for the [County], the directors and a lot of the back-line people routinely get together, it was always a good working relationship.
Context_of_Work - Relationships	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] Yeah. And the same on the police side, I mean, as far as the other police departments on the 911 side always had good communication. However, we all do business differently. And I was leading an effort through the county 911 office to maybe look into having CADs that talk to each other or eventually having one CAD system, etc., etc. It was painful. It was painful, because everybody does their business differently. Everybody wants it their way. Nobody really wants to change.
Context_of_Work - Relationships	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] What has been probably the best, most cooperative group is the voice radio. The group has been together for many, many years and has

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								managed to put together a tactical interoperability plan for the region and all had to come up with policies and procedures that govern it all the way to terminology which did take us a long time. But yeah, I would say that of all the groups that I've been involved with, they're the ones that have the best communication regionally.
Context_of_Work - Relationships	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Relationship-wise, I just haven't been out there long enough to observe that. I think it's always cats and dogs with police and fire, right? Traditionally?
Context_of_Work - Relationships	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] I think that for the most part - and I could be wrong. I'm not speaking for the police officers, just observation - that boots on the ground people usually do pretty well with each other. It's at that middle management, upper management level that there can be butting heads and things like that. But like I said, the comm center has always worked very well with fire. I think that most of the police officer's and firefighter's line people work well together, right?
Context_of_Work - Relationships	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] It's its own petri dish of life [laughter].
Context_of_Work - Relationships	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] ... My point for that though is that when things were tough, when staff is short, which is almost always, and people are being called in on their days off to come in to work overtime or to fill gaps, they get the job done. That always happens. We've had bad leadership, lack of leadership, no leadership over the course of years, and they still every single day get the job done. Not to say that doesn't cause all sorts of boiling up tensions inside the comm center. So you're going to have people that need to get separated I think at certain points in time, not maybe physically because they're fighting but just I don't want to sit next to that person right now or you're always going to have that in dispatch centers.
Context_of_Work - Relationships	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] You're plugged into a console, and that is your world. It's your world in a bubble. And you're going to have disparity between shifts, right? Between roles, right? Call-takers and the dispatchers, chief dispatchers.



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								You're going to have cliques. You're going to have-- I don't want to use the word petty; I hate that. But comm centers, the people on the operations floor have different stressors than maybe somebody outside of in an office or an officer on the street. Things are mountains that might just be molehills. Does that [crosstalk] [laughter].
Context_of_Work - Relationships	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] That made me think of something too. I might be interfacing for example with somebody in the dispatch center, and they could have just had a horrible experience with whatever they were just dealing with, and I asked them something simple and they snapped back at me. I've just been in that job long enough and worked also as a dispatcher to know I don't snap back at them, I just give them their space and then we'll talk about it later on, and usually everything's okay after that. So it's the stressors is what you said that cued me into that.
Context_of_Work - Relationships	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] ... So that's difficult to communicate with callers. We have language barriers, but we do utilize a pretty great language service so we can get translators online fairly quickly. Other issues would just be, I think, callers maybe not understanding that. "Hey, I'm going to get interrogated." And either they don't understand sometimes how the call taker is getting information and maybe are upset because they're not hearing the right things or that help's on the way, which we'll tell them eventually. But it's hard sometimes to corral and control the caller, depending on what's going on. Among the communication employees, communication-wise, difficulties--
Context_of_Work - Relationships	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Yeah. We're on the same page with a lot of stuff, and I will just say, just like earlier, sometimes you're on the toughest days but you've just got to get the job done. And everybody in this job more or less does that. And it's one of those we're all in this crack together sort of situations where we just make it work. I don't think we-- there's personalities on the job and everything else but coming from public safety, I think [Name] and I always try to do what's right for the public and for the city of [City]. That could lead to fights. That could lead to not even amongst us but I think healthy arguments good and some of the butting of heads is good.

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								Good things come out of that. So overall I think that happens here.
Context_of_Work - Relationships	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] ...I'm also in charge of enforcing the rules and regulations and ensure that our supervisors are doing the same, as well as keeping a very close eye on the customer service aspect of call taking and dispatching, and make sure we're running efficiently.
Context_of_Work - Relationships	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] Sure. Sure. Voices, sometimes. Not as often as I'd like to see it but sometimes cops will even come by with a cup of coffee or something and thank a dispatcher. When they come for the tours we have police officers come here. We have newly assigned sergeants, lieutenants, and they'll say, "Oh, I want to meet the dispatcher in citywide."
Context_of_Work - Relationships	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...And we conduct daily roll-calls twice a day, and make sure that all lines of communication are open between federal and city, and really stay in authority because the MTA police is on there, [State] Police. And so everybody is-- all lines of communication are open. Hold on one second, please.
Context_of_Work - Relationships	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] ...It's pretty good. We're always trying to make the relationship better. There is a slight separation. The officers in the field are uniformed members, police officers. And the civilians are dispatchers. We're always encouraging the uniformed officers to come here. Well, we even mandate it when the new academies come through. So we do it for several months. They all come in while they're still in grey shirts, which means they're still not police officers yet. And they sit down with the dispatchers and they sit down with the call takers.
Context_of_Work - Relationships	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] We have them, meaning our citywide dispatchers, go to ESU, as well, at Floyd Bennett field to see all the helicopters, the trucks. So we want the dispatchers to know why certain things are done the way they are, to give them a better understanding so they buy in and they accept it. We're trying to make the relationship better and better, but I believe it's a very good relationship.
Context_of_Work - Relationships	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] Everybody. And we do that for-- it goes on for a couple of months to get the whole police academy, depending on-- say there's 1,000 police

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								officers. We bring every new police officer while they're still in the academy. They actually come in this room, and they sit at this-- all these chairs. And we bring in-- I'll speak with them, the captains will speak with them. Then we give them a tour, and we have them sit down. And sometimes, we bring them down after so we can answer their questions, but we feel that that's made a big difference because I don't think it-- and I'm not saying it because I'm the commanding officer of the 911 center, but I don't think any police officer doesn't have a newfound appreciation of what the dispatchers do, because you'll see-- especially a busy day.
Context_of_Work - Relationships	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] Well, in the [City] area we have an interagency communications committee. And it's actually been established since 9/11, and it's a strong body of operational and technical personnel across multiple jurisdictions - city, federal, state. And it's chaired by [City] OEM, EM, Emergency Management, actually, [City] EM - they changed their name recently - and we participate in that. So I was one of the founding members.
Context_of_Work - Relationships	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ... So fourth of July is a good example where the fireworks are on the Hudson River. We have to communicate with [State]. We have a pre-planned sort of patching scheme that we deploy where [State] may patch certain channels that are then patched to our channels.
Context_of_Work - Relationships	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] I like to call transit radio my baby. I mean, we pay a lot of attention to it. We have service level agreements with our partner Transit Authority, who maintains a lot of the system. We maintain the above-ground, they maintain below-ground. And we have a lot of-- we built up that partnership over the past couple of years and we think it's strong now.
Context_of_Work - Relationships	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] I think having the right engineers, the right-- and the right people, and the right decision makers is key. And also bringing the unions in, explaining to them the process of transition, what we're trying to do. And really getting out-- before we're going live, ensuring that all the notifications are in place. We really had to really white-glove it in a lot of ways, and there was a lot planning and a lot of process involved. So that

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								was big, big challenges.
Context_of_Work - Relationships	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] ...If they're calling from [County], they may hit a cell tower in [State]. So we just have to work with the surrounding 911 centers where basically-- but there'll always be confusion because the person calling doesn't realize that they hit a call center in another jurisdiction. So they're giving a location that will not come up in our system. So they're giving a street name and an address. And what's going to happen is the call taker is going to say, "Well, that's not working. What are the cross streets?"
Context_of_Work - Relationships	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...So Chief [Name] and I, we met and we're going to be working with him on making some adjustments to, like I said, tweaking some capabilities that we have. So giving EMS access to communicate with us in the subway, for example. There are ways to putting this tactical interoperability channel in all our radios, all their radios. So there are some things that we've done to optimize our interoperability. So ESU, our Emergency Services Unit never had an iMac. Now they have an iMac. So you make changes along the way, and you make it better.
Context_of_Work - Relationships	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...But for our commissioner, she'll-- there's a lot of focus groups that our police commissioner sets up. And they do re-engineering and there's a lot of this kind of stuff that is really talked about. I mean, and, really, outside commands are the ones that would bring the requirements in to be the-- a lot of the best wishers of what they would like, and all that. I don't know that we can answer that, but, again, it's pretty overwhelming when you think about all the things that we're doing now. That's a pretty broad question and it's difficult to answer.
Context_of_Work - Relationships	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] I have a stats unit that I work with almost every day, and it can be broken down by the number of calls, by their codes. So what we can see is there's a lot of, say, emotionally disturbed persons in a certain area, or there are a lot of overdoses. And so we do have pretty good analytics just on that. And, as he said, they have the mayor's office of data analytics as well.

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Context_of_Work - Relationships	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...Our population of tourists turns over every weekend. Summers are just as busy as winters, not just the skiing. But they fly in on Thursdays, party like rock stars all weekend long. Eat too much. Drink too much. And they're probably good folk. But they left their brain at home, and they just do some stuff here they probably wouldn't do, whether alcohol, drugs, all the above, with marijuana being legal...
Context_of_Work - Relationships	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Both. But I try to use my desk phone more because I'm inside. And maybe it's because I'm in my 40s. So it's just as easy for me to pick up a desk phone. Plus I got the big foamy things so I can rest [inaudible].. Also hands-free. So I'm like this, and I can still type. But yeah, both desk and cell. And I've got a car that's got Bluetooth. So I've got my phones wired through that so I can talk as I'm driving down the road. And that happens quite often. I got police radios. I got one in my office. I got one in the car. And everybody, if I don't answer my work cell phone, they have my personal cell phone. So they'll call me in there. Thankfully, that tends to be more trash-talking. And that I thoroughly enjoy. I should cut down on my trash-talking. But at this point, I'm enjoying that.
Context_of_Work - Relationships	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] So I've got Facebook, Google, Voice, and Messenger. But they're all linked up to not my real Facebook. So they're all hooked up to UC accounts, undercover accounts. So I got Snapchat because dopers put all their shit online. So you can get Snapchat video. I got my Dunkin' Donuts app because I need to know where I can go to get a good cup of coffee [laughter]. Chive, like I said, for boring meetings so I can entertain myself and not be loud. Reddit. We're just starting to get into dark web and some stuff like that. And there's a lot of shenanigans of food on Reddit. So I have the app but don't really know much about it. I've got [State] Road Conditions. Being up here and being-- it can come in handy especially when your only connection to somewhat really outside is [Street]. It's your main one. And it closes down for hours at a time so-- and it's always when you need to go to Denver. Let's see. Pandora, Spotify. I've got one called Scannable. So when I get sent somewhere, we have to keep a copy of receipts. This takes pictures of them, and

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								then you can email it to yourself in a PDF form. WhatsApp, another one, you talk to the fine citizens that I deal with. Google Maps...
Context_of_Work - Relationships	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	So the front desk folks, if they need help, they have a question, they kick it back to us. And we get a lot of, "Hey, can you come here? I need you for five minutes." Well, five minutes, and five minutes, and five minutes, and five minutes. Then where our office is, it's kind of a-- so for you, it's an L-shaped corner. Our office, the detective office, is between the [Job title], [Job title], and the [Job title]. So everything filters into our-- and it's a corner office. So everything would filter into there, whether it's some command staff just coming in to BS, which is-- it's cool. "We're letting you know we're one of the boys." But they come in there. Or if they have a special project that needs done right away, they come in to us. "We need this done right away." And all you do is say, "Okay." Whatever I was working on, it wasn't the priority. Now, this is my priority. But what happens is they come back to you, "Why didn't you have that done for me?" "Well, it's because you told me to do these three other things." "That doesn't matter. Why isn't this done? I don't want to hear any excuses." So we're kind of a dumping ground of-- we get everything...
Context_of_Work - Relationships	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...the other detectives that are down there hate me because I'm off-site... It seems to be out of jealousy. Because they'll go in. And they've got a bunch of paperwork to do. And then they don't type it. And then we shut our door, and then we're told we're anti-social. I'm like... But I got to get this done... So station life is-- life at the office is you avoid it as much as you can... Just because you know you are going to get more work done some place else...
Context_of_Work - Relationships	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	You're called anti-social. I've been called way worse. But all the [Job title], we all have desk or laptops. So we have that ability, but it never feels-- you need to be by a printer, or there's always-- if you go somewhere else to work there's always the price to pay, wherever it is. So I mean, I hate to admit that I do this - and my wife gets pissed at me - but I just sit at home in the kitchen table sometimes because I'm one of these people that's blessed with not needing sleep. So I just will sit and

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								type because it's quiet. And the worst thing I got is a cat bothering me. So it's not that big a deal.
Context_of_Work - Relationships	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Oh, no. I talk. I'm not bashful. My mouth gets me in trouble more than anything. I love teasing firefighters. I mean, I call them American heroes and Band-Aid throwers [laughter]. I don't care. I love having fun with them. And there's a former [Job title] now - he's retired - he and I would just start going at it. And it was all out of fun. But if you didn't know that, and the way we were going at each other, you'd think we hated each other. But it's breaking balls. We're out here doing-- they're different jobs, but they're extremely dangerous, and they're extremely important to society. I've been through training, the narc stuff, where you have to wear the respirators and the air packs and go crawling through smoke-filled buildings and-- no. Shoot at me. I'll take that. I ain't going in no fire...
Context_of_Work - Relationships	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...So I've got a lot of respect for those guys, and gals, and what they do. But they're not above teasing. I mean, firefighters, I tease them all the time about working out for calendars and going saving kittens. Their trucks, like the [Job title] you've just in here, their truck looks like a boar's head truck. So every time I see a boar's head truck, I snap a picture and send it to the fire marshal because it's that type of we're all on the same page. I think that's like a brother. You can say some stuff to your brother, but if somebody across the street says something, well we're going to throw. And to me, that's the kind of relationship. But I'm not afraid, and I should be...
Context_of_Work - Relationships	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...I'm on a first name basis with most the chiefs... Police chiefs and fire chiefs. I got their numbers. And I can call them if I need something. I don't abuse that. And I respect the position and where they are. But at the same time-- one of the local police chiefs, he was the best man at our wedding. I've known him for 15 years. So I can say some stuff to him. And I do it in appropriate places... But it's just we're buddies. It's not adversarial or anything like that and the same with some of the fire chiefs. I'll give them hell. I will just give them hell, tease them. But there's a time and a place.

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Context_of_Work - Relationships	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Not so much right now in my current position. But yeah. You do. When I was handling general crimes and there's a fire, you go there and you check in with the IC, the command, and find out what's going on. And depending on who the [Italian?] chief is, is how much trash you can talk because they don't always know me, and I kind of just if it's here, it comes out. There's not much of a filter. So I'll start teasing them right off the back. "Hey, what time does lunch show up? We're hungry [laughter]." Just to let them know that you're not better than anybody else... I hurt a lot of feelings too...
Context_of_Work - Relationships	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...it's getting to the point of there's so much stuff in the car. You're like Emerson, Lake & Palmer trying to go to a call. There's a computer here. And it's giving you dispatch updates. You've got siren controls. You've got a radio. You may have two or three radios. And then, what burns my ass is when dispatch tells to switch a channel. And you're like, "I'm doing 100... and I'm driving, and I'm dodging man, and machine, and [critters?], and everything. And then I don't blame dispatchers for this or people on the other end of the radio. They don't know what you're going through in the moment as you're trying to hurry up and get to call or hopefully save somebody. But there's tons of technology in the car...
Context_of_Work - Relationships	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	And I get that. I'm not saying open the flood gates and start spending like a drunken sailor. But there's got to be a median, comfortable. And the decisions made by the command staff, usually with little or no impact on the people that it's going to affect the most. Someday I'll probably be in that command staff position. But one thing I always want to remind myself is how is this going to affect the boys.
Context_of_Work - Relationships	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...there's not that-- and I see that from talking to cops around the country. There's not that open lines of communication. It's decided up on a high, and it's dumped on, and you shall accept and make it work even if it doesn't work.
Context_of_Work - Relationships	LE	U	Manager	46-55	31-40	Male	LE-U-020	So that's the ability for us to-- and that's required of all of our centers. We have our busy radios with the multiple troopers, and everybody has to have their ability to work that radio. And we get kick-backed



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								sometimes and says, "No, we want our dispatch. We want this dispatcher." And I'm saying, "Yeah, but I've got to make sure this other dispatcher that may not be as fast, and may not be as fast, has functionality in you because your favorite dispatcher may not be here someday. And if the other one has never been there, it's going to be a lot worse."
Context_of_Work - Relationships	LE	U	Manager	46-55	31-40	Male	LE-U-020	...jurisdictional is just different areas. We have a lot of good relationships with agencies. They'll say, "We're here. We'll move them out the way," or "We'll handle it," or that type, but there are some where, oh, no that's state, call state. But they don't call us on the initial call if there's a question. They wait till they get there and then they decide, and then they call us. So that's a frustration piece, but working with 63 different counties and multiple local jurisdictions, you're going to find the good and the bad and the others.
Context_of_Work - Relationships	LE	U	Manager	46-55	31-40	Male	LE-U-020	...There are some counties in the state that will cover traffic accidents. They actually have a traffic division. And they do accidents on the county roads. And we still monitor main state highways and major thoroughfares. But they handle their county roads unless it's something big and type of thing. But that's fewer and far between because, on the other side, they're taxed on resources as well. So the first thing that they want to give up is traffic because, well, traffic's the state patrol's problem [laughter]. Yeah. So we're getting some of those back. But we do very well in working with other agencies. We have a very good working relationship with the sheriffs and the local PDs.
Context_of_Work - Relationships	LE	U	Manager	46-55	31-40	Male	LE-U-020	We have an interoperability with [State] and then it's generated through a radio system. In [State], when we go into [State], we have some of their talk groups into our radios. They have some of our talk groups into their radios. The only problem is if they go to somebody else, our dispatchers lose track of them, so now they're on their system. It's not the best, but at least they're able to talk to the officers in the particular area because we have time gone quite far into other states. But we try to set that up that way. [State] is very difficult. We're having very difficult time. They run

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								their radio system differently, and their legal department has indemnity issues type of things about sharing their resources with others. And so when you start getting into legal problems, I mean, it's, why are you involved?
Context_of_Work - Relationships	LE	U	Manager	46-55	31-40	Male	LE-U-020	I mean, we do that in eastern [State], which, a lot of times, our guys are their backup, I mean, because there's not a lot in eastern [State], [laughter] okay? So his backup may be coming from [City] or something because that's where the population-- The guys out of [City], so we know these type of places and we have very good relationships with those type of people. But sometimes, when we get politics involved, it kills processes.
Context_of_Work - Relationships	LE	U	Manager	46-55	31-40	Male	LE-U-020	Well, it's pockets of local influence. And what I mean there is that in the rural areas, rural [State]-type areas, and [City] extends into [inaudible] then [City], but they extend into Southeastern [State], which is extremely rural. All of those entities work very well together. They know that they have to count on the State Patrols for backup. They know that we handle all the Hazmat responses for their areas. So we work very good and very cooperative type of thing because, one, they don't have the resources, they have their own, and they need the state. And the state is very well-liked, very well-received in our smaller areas. Our [City], is in one of our communications centers, we only have one troop there, but we dispatch for 20-plus agencies and they're all local.
Context_of_Work - Relationships	LE	U	Manager	46-55	31-40	Male	LE-U-020	...So we're just one of-- it's a different dynamic. So we do have very good working relationships with some. Some we don't because they're self-sufficient and they want to have control over everything. And that's why we a multi-county thing that they bought their own digital trunk radio system, that is the exact same system as the state is on. But they don't have control over the state system, so they got their own in a tune of over a million dollars.
Context_of_Work - Relationships	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: CAD system] ...quite honestly, we were lied to by the company when they said they could do a lot of what they can't do. So that's what the primary issue is. It won't do a lot of what they told us it would do...

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Context_of_Work - Relationships	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: PIO use of social media] They'll put out information about things that are going on, mostly putting the police department in a good light when possible. They'll respond to questions from citizens on social media.
Context_of_Work - Relationships	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: PIO use of social media] They post [inaudible] that we may get from the citizens. This kid's missing, popular news things that we can get the community's help with.
Context_of_Work - Relationships	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	We're in the process of-- just kind of rambling on here, but we're going to a regional comm center... It's been a two or three-year process, and they've had to fire the director a couple of times. But when that comes about, it will be the entire team of [county], ongoing CAD system, which is between police and fire, there's like 26 agencies. Which in my mind, is a very big step backwards as to where we are now because our dispatchers now know us. They can hear differences in our voices. They can tell when something isn't right. They have an idea as to how our city is laid out, how it works. And I think we're going to lose that when you go to a comm center...
Context_of_Work - Relationships	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	We'll call through the radio to ask for the tow to respond, and our dispatch center will then call our contract tow company and send somebody out. Sometimes if they're really busy, and I can tell dispatch is busy, I will use my phone and call the tow company direct and say, "Hey, I need a tow out here." But that's pretty much it.
Context_of_Work - Relationships	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: relationship with dispatch] I think it's pretty good. I think we have-- again, we have people who think that dispatchers should be doing more than I think dispatchers should be doing. Where we have officers asking for so much stuff that I can do myself. And that's just me, I guess. If I can do it myself, I'm going to do it myself. I'm not going to use somebody else to do what I can do... And I think that's, again, a mindset that, if I can do it myself then I'm going to do it myself. If I'm in the building, I'm going to do it on the computers compared to keying up the radio. From the back of the holding cell, I'm not going to call dispatch on my radio to get them to run a query for me. If I can't do it myself, I might

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								call them on the phone, just the landline phone back there. But I'm not going to use the radio up to do that.
Context_of_Work - Relationships	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	... we'll have the officer who will spend all this time on the radio, okay, asking dispatch, "Okay, can you go and can you check this other database and see if you can find this person, find a phone number?" and all this stuff. He's got a computer in his car. He could do it himself. But now he's having the dispatchers do it, who are then also still answering phones and dispatching calls. And so then they get upset when I don't get my responses back real quick. It's like well, that's not their job, they're communications and dispatch. They are not to do your follow up for you...
Context_of_Work - Relationships	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: data storage for body worn cameras] So we decided, yeah, yeah, \$250,000 a year is better spent on dictation of our reports because we have good relationships with our community. We're not in trouble all the time. And for the most part, if we say that this is how it happened, then we're believed.
Context_of_Work - Relationships	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Our community is very supportive of us. We pretty much get every thing we ask for. Since I've been here we've past two different tax initiatives to pay just strictly for police, and equipment, and manpower, and stuff like that. So we get along really well with them, and they like us to be innovative and encourage us in that direction.
Context_of_Work - Relationships	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: drones] Policy's written, we just haven't made the purchase yet. In fact, two of us are going to [City] on Sunday to the training to get our pilot's license. Because we're the government, so you have to go through extra hoops [laughter]. Yeah, I could buy one on my own and fly it over my house today. But because I'm the government, I have to get a license and all kinds of other approval. So yeah, it's coming. Strictly for the purpose of [inaudible] crime scenes, search and rescue, tactical situations, and that type of stuff. It's not for the spying. So we've had to--everybody gets concerned, so we have to put all these special caveats in our policy that this is what it's for. Again, [Name] can do it, but we have to be careful.

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Context_of_Work - Relationships	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Fire has access to our encrypted channels because we share a radio system. But the channels that they use primarily are not encrypted. And we thought that that was going to be a big issue, and so our PRC, our Public Relations Coordinator was all freaking out because the news was going to be able to get our radios. It has not been an issue at all. It has actually improved because we used to stop cars, and they have the app up, and then we could hear ourselves key it up, and it's coming through their phone. And now that doesn't happen. So it's very good. We still let the news know what's going on. Tweet them or whatever [laughter].
Context_of_Work - Relationships	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	It's fun because we've got a small group, so we kind of all know each other. It's not like a huge agency where if I get a case, I don't have any idea who is writing it and what the circumstances are. So that helps to know everybody a little bit better and know what their strengths and weaknesses are to some extent. Especially with the newer people, when they're still learning and being able to guide them and stuff like that. And then, being able to work with the sergeants if there's issues or if there's disconnect somewhere like that because we've only got four patrol sergeants, I think, and four patrol teams. So it's pretty small.
Context_of_Work - Relationships	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: comms with FF and EMS] We don't have to do that a lot in my capacity as a [Job title]. When I was on patrol, we did it more, and fortunately, again, being a small town, we've got a pretty good relationship with the fire department, with the EMS. And my wife's father is actually-- he used to be the [Job title] of the fire department, so we would give each other a hard time a lot. But it helps having been in dispatch, I kind of know which radio channels they use, and that helps that I can kind of talk to them a little bit more directly than a lot of the patrol guys.
Context_of_Work - Relationships	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: jurisdictional agencies] we've got a pretty good relationship with all of them. I think the biggest issue is that State Patrol's on VHF or UHF, I can't remember... And we're on 800, and our dispatch center has the ability to patch our radio channels so that we can talk to each other. And then we've got certain mutual aid channels that we can all get on from

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								our individual radios and talk to each other, which is very helpful...
Context_of_Work - Relationships	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: recording via body worn cameras] If it's anything more than "Hi. How are you doing?", pretty much. We have a very-- we have a very good relationship with our public up here. And, for example, an open container of alcohol is against town ordinance. 9 times out of 10, if I'm on patrol, I can walk up to someone and say, "Hey, that's against the rules. Can you go throw that out please?" And they'll say, "Okay."
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	We don't have body-worn cameras yet... most of the agencies in a county do. So I usually talk with them about it, just kind of the pitfalls that they've gone through. And then read their policies and there's bigger discussions on the privacy issues. When to record, not record. So we sort of stood back and watched that from the edge. The current under sheriff and I used to joke about, "The day my word's not good enough in court and they will demand to see a video, it's time to get out of this line of work."
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: body-worn cameras] Certainly, there's a public expectation now that, "Well, where's the video? Where's the pictures?" That's so ubiquitous in this world that they expect to see it. And then it's going to get to the point of if your agency doesn't have that, you're now not up with standards. And certainly, there's an expense and a cost to all that.
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...the running joke we have from law enforcement is that we tell the fire guys, "Well, if you just stayed awake, you wouldn't need all these apps." And the fire guys joke back to us about, "Well, if you worked 240 hours every month, you'd probably take a nap too [laughter]." So it's kind of the running joke. They're different work environments. But I think we both recognize that because of that there's different apps, if you will, or technologies that come into play because of that type of environment.
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: LE paired up] So from a security standpoint, I could stare at the device and not worry because I know another guy was with me doing situational awareness if something were to happen. And so we recognize that in that environment. I think we also came out of that

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								environment recognizing that's a potential pitfall. You can't give people more stuff [crosstalk]-- on my radio, I can talk on my radio and watch and see everything that's going on. We all practice and train for that. Now, you give me something I have to hold and I have to data input. You can't maintain both of those. So that was one of the things that came out of is recognizing you're deploying more and more of these devices that give you the security and personnel. And if it's truly a tough environment, you need to pair people up just for that purpose. Kind of go back to have one person who's running all the devices in communications and someone else who's making sure you're safe.
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: in-vehicle boosters for cellphone coverage] And certainly that is necessitated by the public's demand that when they call and they have a question, they expect to be transferred immediately to someone. Nobody wants to wait anymore. This idea of where they're going to call you back, that's not what the public demands any more. They know communication should be instant...
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...Kind of a paradigm change from how it was before of, I'm going to show up at your house. People don't want us showing up at their house anymore. They only want to talk to you on the phone. If you suggest, "Well, I can come to your house and meet you," "Oh, no, don't do that. I just need to have a question." I don't know if that's a change in attitudes in general with society if we can deal on the phone and just resolve it then, I just wanted the information so it's done. I don't know. I haven't given that one that much thought... But it kind of relates back to the equipment that's in the car and why we have all that equipment in the car now... The boosters are the big one. They get the fringe areas...
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...We're fortunate that we've got the [military training site]. So they bring in helicopters, crews from all over the country, the world. I know we've had Israeli troops in here and they do the training. We benefit from that in our mountainous area with some of our search and rescue stuff. Back in the day, if you will, things were much looser and we could just call up the station and the commander would drive up there and say, "We've got

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								a lost party in this area. Can you guys launch a bird and go look for them?" or "We need some support." ...
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: helicopters from military training site] So there is a more formal process, the chain of command to make a request for a resource. And then they approve it, or don't approve it, and then it comes down to logo base to say, "Yes, you can use the resource," whether it was a budgetary standpoint. Fortunately, we didn't have a bad situation that necessitated this. No one got hurt and was told, "You weren't even approved to be up flying." So that's a good thing. But I think they wanted to tighten things up and know when the resources were being used and why they were being used...
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: decrease radio time by using computer] "And then when you get on query, you say--" and let them know you already did it on the computer. So it's MDT traffic stop. Then everyone who doesn't have a computer knows you built a traffic stop somewhere. So that was a process of working through. I'll say it was a little letting go of control from the dispatchers. They disagreed with a lot of this. I think, as a field user, we said, "We don't care. This isn't your decision. We love you guys. We appreciate what you do. The person most responsible for my safety is me. And so if I need to build it on the computer, don't try and give me a policy that says you shall not. It's not going to work. Highly discourage. Make it as strong a language as you want. It's going to happen."
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	So then, in response, a lot of agencies have gotten to encrypting their radio talk groups. And then the press is like, "Well, wait a minute. What are you hiding? Why can't we hear what's going on?" Kind of a whole nother discussion on privacy and just the way our system works. So we have been able to change our protocols on how vague can you be. You're on foot patrol and give the town. And if I want to know, I can go look on the computer and see exactly what business complex you're at. But we expect people are listening. A lot of our guys have the scanner app on their phone because they like when they go on vacation to listen sometimes. I don't know why.



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Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	And so we know how ubiquitous that is, and everyone's out there doing it. So rather than trying to hide all our radio traffic, let's take the steps to safeguard ourselves or our procedures to still get our job done but not let anyone think we're trying to trick them, or hide anything, or be the big, bad government that a lot of people suspect we are.
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I mean, if you sit there and listen to radio on probably anywhere, and you hear the calls that gets dispatched out, you would probably sit there and go, "Okay." If you wrote down every call type, and realized, "Well, what is it the police officer's been given all these calls has to know?" Pretty much everything. And I understand when the citizens call in and they don't know where else to go. Maybe we don't have enough 211 services, 611 services, but I listen to some of these calls going, "How are we supposed to know that?" But we're going to answer the phone and they're going to expect something, and we don't want to look like fools.
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I talk about when I used to deal with runaways, and people were telling me to counsel them and their kid. And I'm going, "I don't have kids. How is this my job? It was never a part of my training to bring all these things in." And so I don't mean it in a negative way when people talk to me about it. I said we need to understand what is being expected, and just because the law enforcement guys are there, and they're getting all these calls, it's a lot. And if you screw up any of them, then you're not doing your job and it's going to come back and impact you. Not that people don't screw up their jobs intentionally or in ways they should have known better. There just seems to be so much more coming in, and then the backlash within the country these days...
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I tell people I feel very fortunate in the area we work and the level and the qualities of the guys I worked with. The stuff I hear about the bad cops. One or two guys French guys, but for the most part, I'm very comfortable with all the guys we work with...
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	For some reason, having to dial 911 because we've trained everyone to dial 911. It was supposed to be for emergencies only, but we've done a good job of training them. So everyone dials 911 for everything. And I

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								hear stories in big cities of people getting yelled at, "This is not an emergency. You need to dial the administrative line." "Well, can you tell me that number?" Because we've trained everyone, dial 911...
Context_of_Work - Relationships	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: criminal database] we want to know associates. So that's one of the main reasons that we do this. So if a car runs from us, or if it's involved in a burglary or robbery or something, we want to know the players that are connected to it. So some people view it as Big Brother, that sort of a thing. But it's a means of you-- it's just like CCI, CNN, CIC, where you have to do it for a valid legal reason. You're not just searching for the fun of it.
Context_of_Work - Relationships	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... So anyone that has a [information sharing software] login, they can now view our photos from our crime scenes, from our booking photos, anything else, surveillance videos from bank robberies, anything like that. We don't have to now try to find an encrypted way of sending it, they can just log in and view it. We're the only agency that stores it like that so nobody else has that capability. But if you go to the desktop versions, you will now also be able to read any agency's reports from any of their systems. So while you don't get the media, you still get the reports, so it's all great sharing.
Context_of_Work - Relationships	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So I'm part of a CIR team, so it's a Critical Incident Response team. So anywhere in [county], if a shooting happens or an officer-involved incident of any sort, we can respond. So we get called out for that. So we won't just work in our agency, we work in other agencies. So now when we go over there, we kind of have to buddy up with another agency member and say, "Okay, you listen to your radio, I'll listen to mine, and I'll tell you what I hear and you tell me what you hear." That's the only way that we can communicate...
Context_of_Work - Relationships	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Yeah, so as a [Name] unit-- so we're all assigned our own identification, so I was [ID]. And that's what we refer to ourselves as. So if I call out on a traffic stop or something, it's [ID], and then they respond to me as [ID]... Yeah, so my sector partners would be a [ID] or [ID], and those are the people that I'm with in my sector that I'm trying to back up or just know

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								where they are at all times and make sure that I'm just aware of any situation that they might need help in or something.
Context_of_Work - Relationships	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	...He showed me this app that basically determines our jurisdiction. So if we have a car crash on [Street] and I don't know, let's say or [Street] or something where we kind of are butting up against other jurisdictions, [City] or CPS, or anything else like that, you can pull that app up, and it is a GPS locator with our jurisdiction and directly where you are, and it'll tell you whether or not you're in the boundaries of your own jurisdiction. Because we have to have them respond or take the reports or stuff if it's their jurisdiction. And that's why I kind of reference that with our vehicles. Our vehicles are kind of accurate as to where we're located, but we can't establish jurisdiction based on what our vehicle reports, we have to do it on that phone or with a map or something, a physical map... I like that app quite a bit. Saves a lot of aggravation with other departments.
Context_of_Work - Relationships	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	so our cheat sheets, if they're on our phones, it's because somebody took the time to scan theirs and then email it around. That's how I got mine, as well. Another officer took the binding off and actually sent it through the scanner... But our municipal code, you can search for stuff, which is pretty convenient. Because otherwise, [statutes], the revised statute, state law, we have to go through this gigantic book to find stuff, and it's not always the most convenient thing to-- or time efficient thing to just sit there and peruse... I mean, it's fairly user-friendly for the most part.
Context_of_Work - Relationships	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	I think, in general if there's ever information that's not provided to us prior to arrival, it falls upon the reporting party or their inability to communicate effectively through dispatch. People are in states of panic or whatever, so it's very hard to communicate. And so dispatch has to do the best that they can and provide us with the most succinct and direct response to what they're being provided. So yeah, a lot of the time we show up, and it could be a suspicious incident or something, and it's actually an active domestic. So you get on scene and it's, "Okay, well, I

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								wasn't provided this information," but it's not necessarily their responsibility to tell us everything that we need to accomplish our end goal...
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Just like every other city, it depends on what the needs of the city is. That also includes district. We're downtown. We have foot beat officers. Sergeant [Name] right here is in charge of the foot beats. We have officers that are walking up and down [Street]. People want to see cops walking around. We have officers on bikes, and they're riding around on the bikes. And then we have officers in cars, who are actually going from call to call to call to call. We also have officers that just deal with homelessness, and so they're getting all their resources for all the homelessness, which is not in the job description, but they're actually picking up mattresses for lice, garbage in the street, and putting it into a police pick-up truck because the Department of Public Health is short their staffing, too. So these cops are doing a little bit of everything. They're not going-- they're in uniform, but they're not out making arrests. They're going out, engaging with that homeless person. They're engaging with Department of Public Health trying to get the people to clean up the needles. They're also picking up-- they're kind of like the problem solvers for the captain for each district. And then we have a pickup truck with police lights on it, and they actually put garbage in the police-- because people leave stuff everywhere, and you just don't have time and wait around for people calling 911 going, "There's garbage on the sidewalk. The sidewalk's blocked, and I've called everybody else," so who are they going to call next? Call the police department. So we actually have cops that come out. And every once in a while, even at 2:00 at night we'll get cops to actually fill up the truck, and when the officers get here in the morning, they'll go dump it to the dump. So we do a little bit of everything.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	It's horrible. That's why it's great you have bikes. Get up and down with the bikes real quick. I go and handle calls for service, just like [inaudible] there's times, and I'm sure you guys work for people who they worked in

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								position, they kind of went up the chain, but they forget where they came from. I try really hard not to forget that. Just like these guys, I'm out there humping. If I'm out there humping as a sergeant, I expect them to do the same thing. I'm not going to do anything that I won't do and telling them to do it, so.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Or they used to do it-- because after it's all said and done, we get the complaints of, "So they used a key and they keyed my car during Critical Mass, and I wanted to file a police report." And then I wait with the person at the window going, "You guys aren't doing anything about it. I demand to speak to the supervisor." Here comes the supervisor's boss. I go out there, "Yeah, can I help you, sir? What happened?" "You guys are not doing anything about this. What's going on around here?" Or the person who called 911 and saying that there's a homeless person in my doorway. By the time the officer gets there, then I get some advocate from the Homeless Coalition saying, "That person is not doing anything, officer. Let me get your badge number and everything. Where is your supervisor? I demand to speak to your supervisor." So these are some of the things I have to go out to the scene by. The problem is he is in violation of a doorway. Well, this officer had no reason to wake him up that way. Or the officer had no reason to talk to him that way. He's homeless. There are dope dealers around the corner. You guys aren't doing anything about it.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah. We try to-- you do the ownership. By having it every day you know everybody on the street. "Oh that's [Name]. That's so-and-so." But the biggest thing is you get a hold of the business owners and you check in with the business owners. The footbeat officer, if he does it right, would know everybody on the street. All right? And a good footbeat officer will see someone and says, "I don't recognize him. I'm going to stop and make contact with him." I'm not saying the person did anything wrong. And I'll go, "Hey. I don't know you. What is your name?" "All right, [inaudible]. I don't have to tell you my name." "You don't. But I don't recognize you, and I'm going to keep on standing right by you and

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								standing right by you until I know who you are." "My name's so-and-so." "Okay. Where are you from?" "I'm from the United States." "All right. Okay. Where are you from?" "I'm from [City]." Okay. So these guys over here are from [City] and [City]. Well I know that some guys from [City] and [City] don't get along.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Sometimes the officer-- since we've been sitting here, I've got three phone calls from guys on the street. But then I have two other sergeants here that'll go, "Okay, he's talking right now." So they'll go, "Hey, Sarge, we just arrested this guy, this is a charge. We're going to go to the hospital with him because he has an altered mental status. But he has a warrant for his arrest." "Oh, yeah, no problem," because they need permission to go out there and do that, because now I have two cops going to be at the hospital with a prisoner, who was high on drugs, but he has a warrant for his arrest. For me, to book him at the county jail, those drugs have to be out of his system. So what do I do? I have to sit out there until those drugs come out. That could be up to 24 hours.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah. We also have people, concerned citizens, who have officers' phone numbers. I call them concerned citizens. Other versions of it: snitches or [inaudible] okay, so. Concerned citizens that call officers and say, "Hey, this guy has a gun." Call that officer, a head officer at home, "Hey, are you working right now?" "Yeah. I just got a phone call. There's a guy standing at the corner. He has a gun."
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah. We have husbands and wives working together.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	I mean everything can be just like every other company. You get along with some people and some you just don't. You get different personalities that just clash. That's with bosses sometimes. You may be my boss, but it's like, "If he says one thing to me, I'm out of here today." Right? And then bosses come and go, and you just deal with the next boss and you move on, and that's about it. For me, I try to-- I don't want to be that boss. IBM, Apple, it's what any other-- a police department you figure is a big corporation. And they have the top and things filter down

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								to below.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Oh yeah. Yeah. It's not like you hear those horror stories on TV. I watch those Blue Bloods, and all. It's not like that. That call for help-- it doesn't matter if you don't like the cop or not. They're going to show up.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Right? So what do I do when the ICE agent or the Feds call for backup? They're an officer. What do I do? Do I not respond? Or do I do respond? I have to ask those questions, "What do you need the backup for?" or, "What are you doing?" "Oh, we're doing immigration law." "Oh! Oh-ho-ho-ho-ho-ho-ho [laughter]!" Right? And I got to backup right away? Oh, no, no, no, no, no. Right? He's calling for help. What do I do? Right? So they stop people all the time. Just like anything else. Hey there's a guy over, have a knife then it kinda goes through their dispatcher, it goes through our dispatcher, and I come flying down there, you know, 'cause I'm thinking there's a cop in blue calling for help. Their politics are different from our politics.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	... And I'll go IP slash this, this, and I reconfigure it. I can do it over the phone. But only I can only do that. These cops are-- yeah. And then what they do is the make an image of the computer and say "Okay, everything is working fine, we'll keep this image for July and see what the next issue's going to be." But that's the shots fired, the biggest thing was actually trying to get the civilians on board. Because I had to go to people's houses and say "Hey." Or commercial buildings, "I need to talk to the resident manager." "Hey, we want to put this device on top of your roof. This shot spotter. It's volunteer only. I can't force you to do it." And pretty much everybody came on board on that.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Not necessarily. These cops, I know their voices on the radio so when you talking about how the cops get-- you start to know their voices so that macho guy with the deep voice if I hear him screaming on the radio [laughter], something's not good. Do we have a new female officer working today? No, no [inaudible].
Context_of_Work -	LE	U	Field	46-55	21-30	Male	LE-U-010	Yeah we have a little flavor in here. We make fun of each other because

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Relationships			Responder					that's how we get our release. But communications with each other, I mean, we have these inner-communications skills that we go to these classes and academy and stuff. Does it help? I don't think the classes, but being touchy-feely helps.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	No. "Oh, no we believe in timeout. No. We'll give him a timeout. [We'll give him a long nap.?] We do this together." We have a huge generation gap. I got these. We got the new cops from [City]. And worked at Starbucks all their life, and never-- I got an [ebop?] instructor here. I got people who never had their license until a week before the police department, the academy because they never had to because there's Uber.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	I think if the burnout comes from the lack-- from cops making that arrest and then the DA dropping the case, that's where you get a lot of burnout. Anything like, "My captain yelled at me and told me to go out there and zero tolerance on this block because the communities complain about dope dealers and stuff. I go to make the arrest, and then the DA drops it."
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	I work at the discrepancies between dispatchers, dispatch management, and the patrol officers. They are supporting on the field. I try to initiate training on both sides, so they're operating on the same page. I think my best role here in the building is to allow the dispatchers to vent [laughter], and that makes 95% of the problems go away.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	We are in the midst of a three-year \$72 million project to replace our whole radio system, portables, mobiles, desktops, tower infrastructure, transmitters, repeaters, everything. This contract was just signed about 9, 10 months ago, so we're just getting geared up, working on permits and other issues to try to get everything ready for the subcontract. Motorola won the contract. Now, we're working with Motorola and their contractors to make sure it's done on time.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	There is no routine, really. Nothing concrete. Come in, check in, say hello to everyone, try to finish what I didn't finish yesterday. The proverbial



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								emails, meetings, kind of-- I left my gotomeeting.com hat upstairs, and I've got one [laughter].
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah. And that creates the conflict between the dispatchers and the officers in the field. [talking about the number of runs pending on the board and on the CAD screen in the car – see 06:19]
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah, it's like the land God forgot. I mean, it is the definite-- and then it has a big immigrant population of Vietnamese, Laotian, and they're not necessarily very demanding of services or whatnot. They try to keep it low profile, and they shelter in place. They leave early and come home late, and they don't-- and then the rest of us-- I mean, so many people are so poor that you can't even go call them impoverished, and it's--
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Right now, there's very little faith between the lower levels and the upper levels.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	There is very little direct positive communication between the ranks, between the station level individuals and the management.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	For the majority or have been there for a while, I can only speak for Northern Station where you wouldn't-- family would be a strong word but loose-knit maybe cousins kind of thing but family. And not necessarily from-- and distant relatives from district to district, depending on how long you worked there or where you came from or past assignments.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	And you don't have to live in the city anymore, right? Yeah, my dad talks about-- my dad was a cop. My grandfather, all my uncles, everybody cops and firefighters. And my dad talked about that shift from when you were-- because when he was a cop, you had to live inside the city, and he talked about that meant that you went to everybody's christening for their kids, and you went to baptisms and you went to--
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Well, someone joked at a party recently. My son is 17. He's going to be a senior. "Are you going to be a cop?" And I go, "If things go towards civil service, it will be the fire department." And everyone kind of looked, and again, listen, this is not, this is not the time to be-- I mean, I imagine as things progress, there's going to be a big assault on our pay benefits and

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								to release if not roll them back somehow to freeze them until the next horrendous crisis, and then we'll be the flavor of the day again.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah. Well, if back in the day the general consensus was I don't want cops on my fires. I don't want cops talking to my radio and police. I don't want fireman talking on my radio.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah, it's like hey, what is that? We don't train it. We don't practice it. Fire lives and dies by it. So once again, when we talk about unified command- fires, we run in, guns blazing. We get it done. Fuck the fire department. Just do it. Jesus Christ, all they're doing is tying up the streets with their trucks and their hoses [laughter]. So I've been trying to develop a thought towards a formalized unified command training.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	People are dug in. I don't know how a handful of civilians can make the case that if they were to allow me to have their channels, it would interfere with the highway patrol officers doing their job, given the fact that the civilians at best work at a little lab playing with transistors, or they manage the people who play with the radios, or they manage the people who make sure that the transmitters and everything work, but they don't know shit about what's going on out in the field. I can have a CHP officer out in front in a life and death situation, and he will be calling his dispatcher to call our dispatcher to call a cop to come help him.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	It's happened to me. You go over the [City] Bridge. I was in an unmarked car, me and my partner, following what, at first thought, was just an auto-booster, but we didn't have enough for the stop. But as I worked, my private cell phone calling the car rental agency to find out who had rented the car, and then doing some follow-up computer work to realize this guy was a very bad guy that I knew of, who always had a gun with him. And so once we got over the [City] Bridge, got towards the [Name] tunnel. We started to lose comm, so I'm talking to dispatch on my phone. And I'm trying to get them to talk to [State]HP, to get [State]HP to come out because I'm in an old hooty car, and so it turns into a chase, goes up highway 24 to highway 680, and then all of a sudden, there is 16 outside agency, police cars chasing me. And I have the phone on

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								speaker on the dash, and my partner was driving. And I'm talking to the dispatcher, and I'm telling her, "Okay. Listen. I don't know what you told them, but you got this all fucked up."
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	I don't know where I go right now. There's 16 cars surrounding us with their long guns pointing at us. So before I get out of the car, I want you to make sure you get on the horn with CHP dispatch.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	--because they don't know-- they didn't grow up here. I would bet you that if you put that on the terminal-- and there's no reason why it's not. The map, they have map rigs upstairs. The dispatchers are looking at where the call is, the streets, everything. Oh, my God. When I asked why I can't see that same thing on the MDT in the car, it was like, "Well, you don't need that." Once again, you have civilians telling me, telling officers what they need.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	And then people who normally get stuck in the little user groups or focus groups or picking are people that can be spared from their day-to-day patrol duties. And they get sent down, and they are just so happy to be out from under the thumb of someone else. They sit there, and they have no presence to make a case one way or the other. They're just happy to be-- like the 10 people who were chosen to carry these test radios way back.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah. What do you do if all of the sudden, dispatch goes off the air? You're going to drive to dispatch to see if anyone is home. Right now, that's what your average cop would say. They drive over here and see what's going on.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	The who, what, why, the whole bit. And a good dispatcher will get you all of that before you come-- 97 come, present yourself at that location. You're going to have a mental picture of what you're facing.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	But you can, on your phone, pull up, but once again, it's not an easy-- so what a lot of people do, they call the station. They pull it up on the desktop, take a picture of it, send it to me.
Context_of_Work -	LE	U	Field	46-55	21-30	Male	LE-U-011	My Google Calendar, my Google Docs, everything is just as soon as-- I

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Relationships			Responder					have a shared email with a couple of people I work with downtown. They put something on Google Docs or Google Sheets, ding. Please look at this. Oh, no, that's just crazy.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	But we're trying to master this quagmire because a group of families came to us, came to the chief, a year and a half ago, and said, "How can we flag our homes so that the officers know?" Whether it's a deaf person, they're not going to hear the door. A blind person, how do we-- that's where technology is not being touched.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	...A good dispatcher will see some of these things if they run the address separate. But if I'm running up the stairs and someone dialed 911 and put the phone down, and it's check on their well being, and then they won't answer the door, and then I have to force the door, which creates anxiety for the autistic person or whatever, if I know right off the bat that I'm dealing with someone with a diminished sense of communication skills [laughter] or a different set of skills, I'm going to approach it differently.
Context_of_Work - Relationships	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	... One guy's driving; one guy's looking at the information prior to going to the scene itself. The only times that you would use, I would say, your phone is if you're doing the investigations, usually after the fact. The primary is when you arrive at the scene, depending on what you're responding to, you have to render the situation. Is it safe? So last thing you're going to be doing is taking out a cell phone. Talk to the victim. Talk to the reportee. What's happening. What you have here: the who, what, when, where, why. The standard procedure stuff that you have to go through.
Context_of_Work - Relationships	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	... Dispatch does a really good job of when they send the information out to the persons, for the addresses, anyway, for the officers. So they look out for the cops too. They're pretty much our eyes and ears because they get the information. They see it on the screen before they dispatch it out to the guys, so.
Context_of_Work -	LE	U	Field	56-65	31-40	Male	LE-U-012	Yeah. "Give me your description. Someone's calling." They get the call.

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Relationships			Responder					They get all that information. Yeah, so it's a really good teamwork. You have to have that.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	We're multi-faceted. We're teachers, doctors, nurses, medics, moms, dads, coaches, counselors is a big one, mental health specialists, which is what we get a lot of in [City]. We're jack of all trades. We do everything. Report takers, problem solvers, crime fighters. I mean, we do everything in [City]. It's a different city.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	So with our department, we have our line up in the morning. It's like roll call, I guess in other departments. They give us information. If we're looking for someone or if there's someone that's wanted, they'll show us a BOLO or a be on the look out for. Information that's passed down through the captain or command staff, if someone is ill or if there's a birthday in our station, we kind of relay information. So we have that in the morning, and then we have what's called secondary line up, which means a few of us will go grab coffee somewhere else and just catch up on the week, especially if it's our Monday.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	So a lot of cops that work that station are-- it's just basically work and home, because we work so much. There is camaraderie. There are officers still hang out with each other. But me, I've been in so long, I just want to go home. Not just me. I mean, I see groups of guys who still drink and hang out after work and stuff. But me, after work, I workout and I go home.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	..." I had a business meeting with the department. I sold it to the old chief, but with any government agency, there's a lot of red tape. So they got aced. They got canceled. My programmers and me don't talk anymore because there was a guaranteed amount of money from the department. I never got it, and basically got a "No, thank you. We're not interested," from our technology department. So it's kind of a touchy subject for me.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	You're talking to the person, and they're on their phone doing your receipt. They're using your credit card to purchase the item right on their

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								phone. And they're telling you, "Oh, man, this is a really good cell phone case cover. It does this. It will help with that, water-resistant." So they're building an interaction, and I saw this trend three years ago with us and the community.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	And now, our department is-- they want us to be more like this with the community, interactive with the community. And I was using technology to kind of build that bridge of helping us become more friendly with the community.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	It doesn't work anymore, but I have a whole presentation. I did it for Command Stop. Everyone loved it. And I wanted to make our job easier, so we're not in the field taking extra time looking up information. And I also was using the Apple experience, where they're talking to you [crosstalk]. They're using their phones to engage with the public. Community interactive technology, but I dissolved the company. I'm not pushing tech anymore. But just drones and just simple information. You have people in law enforcement. They want to build a legacy, and they're utilizing technology in the wrong way. They're making it harder for us because it looks good for them.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Do it. Do ride-alongs. I hate when people go-- they tell us how to do our job, and they've never done one day. The morning routine is a perfect example. Have you done ride-alongs with an officer?
Context_of_Work - Relationships	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Well, I think consistency is probably one of the most important out of those because if you know what you got going in, you're not going to be surprised by an answer. But if you're meeting somebody and then-- not even somebody in particular, but if you meet a particular unit-- it's like going to the DMV. You go to the DMV. You get somebody who is nice at the window. You get some news. like they've already checked out as soon as they checked in.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So in my current position, my current position is I'm on the captain's staff, so I deal with most of the events in the South Market areas, all the large events. So I'm dealing with different community groups, different

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								promoters, and these different protest groups. So on a daily is communicating with them trying to figure out what their agenda is for an event, getting parameters on that event, figuring out what the police response will be at those events, our concern for the public safety, for the event itself, coordinating with every other agency in the city as far as for Department of Health, and the parking and traffic, for our DPW, public works, to coordinate the other perimeter or infrastructure for these events and coordinating with the promoters. On top of that, my patrol responsibilities, as far as supervising the officers in my office, and then once it would fall under me on the street, so depending on what calls for service they're responding to. So it's got many hats, but my primary role is on the staff right now with the captain staff, which is dealing with all these communities and all these different events, so manage those, coordinate those, and facilitate those.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	The other events, depending on the size of the events, we coordinate with the city because they do a lot of street closures...So that's where we deal closely with all these other agencies and event promoters. And the event promoters, this is not usually their first rodeo, so it's a pretty good relationship and interaction between them. And then every year, you find out what went well and what didn't, and you try to tweak it and improve upon it for the next year.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Yeah, so that's a different animal. So that's contained in the AT&T. I mean, we've got the Giant's games that go on over there. We have the larger concerts that will come there, but they're contained. So we have a system in place within that venue, as far as how to respond, what the coordination is. And we have a pretty good relationship with the Giants as far as addressing security concerns, and then security plans for that, and that footprint
Context_of_Work - Relationships	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	And then the other enforcement, we have different units that work in different areas where we have a different concentration of crime or different calls for service density. So we have foot beat officers that we put in those areas, and they're part of the district, and they'll be up there.

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								And each district in downtown, I would say, has foot beats. When you get out towards the outlying districts, you don't have the same kind of calls for service. But the concentration downtown in the [County]. Southern, we do have foot beats that are assigned to the higher concentration call for service areas. It's more quality of life stuff and more face-to-face kind of contacts that are needed.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	.... So it's a big part of-- we coordinate communication with the event planners, the stage managers, often by their radios that they have there because we're not giving them ours. Because that just doesn't happen. So we try to have either a liaison from us with their staff, into a command post type situation, and then have that information pushed out
Context_of_Work - Relationships	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	The social concerns with the street population that we have whether it's homeless, whether it's mentally ill, whether it's lifestyle by choice, or alcohol and drug-dependent individuals, I mean, they all kind of get lumped into this homeless umbrella. But that's something that the PD is consistently working with the mayor's office and all these different agencies to address. But often, the community is concerned that this voice to us is that issue up front. So how we respond to them not to pacify them, but to at least include them in the conversation or let them know that they're not being ignored or not heard in their observations or complaints. So that's something that's universal all across the district. And it's interesting. And people throughout the district have their own perceptions of why things happen and what should be done, so trying and to find that happy medium to explain to them-- I often use the analogy of you're kind of looking at the duck. It looks like it's nice and relaxed, but underneath, it's going crazy. So the underneath going crazy is all the other city agencies that are involved.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	The fact that we utilize our plain-clothes units and other agencies within the department to respond to these different crimes in these different areas, the fact that we have our own officers that are assigned specifically to address the homeless issues and the encampments and



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								that kind of thing on a regular daily basis and work closely with the mayor's office and the homeless outreach teams from different city agencies and DPW giving that information to the public is huge because I think some have no idea how all that is happening.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...So if we're looking for them, we'll try to raise them on the radio, but unless we know they're assigned to something, then we won't find them. The sheriff's department, if we have a large event, will assign their units to us. They'll be on our own channels. They'll have their own call signs. We communicate with them. If we have a large demo or something like that, where all of a sudden we are going to have a lot of arrests, we'll call the jail and coordinate with them that way.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...So we communicate closely with our DEM folks, their emergency medical guys. Because we can kind of see what their plan is, where they're going to be situated but also try to work out a better plan for our communication between them and us and whatever else is going on at the event. So we do that.
Context_of_Work - Relationships	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	... We have a venue in the district, the [Location], which has a lot of huge events. We have a great working relationship with them. So they have Oracle. They have Salesforce that would come to those. So then, coordinating with those people and their security personnel, and then trying to work out the plan with them is better, I think, than some of the smaller event planners, not so much in the smaller events but the event planners because those larger companies bring so much more to bear with their technology. The personnel that they hire are pretty specific into their field of security and safety for their company and for their venue, so it's a little different dynamic. So we work with them and whatever they provide us, and then our different units. So if there's particular concerns at a venue, we'll coordinate with our special investigations units to query if there's any threats or concerns for a particular venue. Or if we hear something, we push it up to them and they do their own research and dig out a little bit more to figure out if there's something else.

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Context_of_Work - Relationships	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Like today, I thought I'd have a little bit slower of a day, pretty much right off the bat, we had a call that had me do a report. So right off the bat, I go to the call and I have to go type a report that puts me down for about 25 minutes. And it's after the interaction that we've had with the individual. So normally in the morning, especially since I am on days and that's our slow time in the day, that's when I go up and down the blocks and did somebody's car get hit overnight, is somebody passed out on the front lawn, that's my chance to look for stuff like that. And starting out early like today, it doesn't really give me the chance to go talk to the guy in the corner that's cleaning up his yard or something like that.
Context_of_Work - Relationships	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	If I do start to talk to somebody, I'll try to get out because I think it gets a better response, a little more personable to talk to somebody instead of yelling at them from the street inside of a car.
Context_of_Work - Relationships	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I'll just snack every so often or usually, I'll go to the firehouse if I need to use the washroom. There's a handful of other businesses that I would go to in the district. But other than that, I'm usually on the move just pretty much waiting for calls. Or there's a handful of spots I do prefer to run traffic at. And if I have that beat or that sector that day, then I'll use those spots that I like to sit at.
Context_of_Work - Relationships	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: comms with other LE jurisdictions] ...My old department, I had my own radio and then I had three more radios in the car. So it was something-- [city] was on one, our fire department was on the other. And the other one was whatever we chose we wanted to listen into that night. So it was always an option for us to listen to [city] to know what was coming our way if it was going to come our way. But I think it's interesting that we don't really work with state even though state functions here.
Context_of_Work - Relationships	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: 10 codes and plain language] I think it's a little bit of the radio like how we talked about radio discipline. I think it's a little bit of the problem. But it's not encouraged here. It's keep it short and sweet. Now I've noticed that I've gotten that way a little bit, too. Now that I'm working here, I will get on the soap box and maybe hold the air for too long where

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								it would have been totally inappropriate at the last department, and there's a 10 code for inappropriate use of radio. So if somebody was on the radio too long, somebody would come over and say 10-39, like you shouldn't have done that. So you got called out on it.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	We're all very busy. We're all very busy. I'm close to the people that are in my office, that I'm with. One of them used to be my-- well, he was, on occasion, my PPO when I was in FTO, so I knew him when he was brand new. Yeah. So there's that relationship... So at the desk, a lot of the officers know that I used to be a FTO or I was their FTO, so they come in there and ask me questions. So they come in my office quite frequently. I have a very good relationship with my lieutenants, so we talk very openly. Any questions they don't know the answer, they'll look it up.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	I know a lot of people in the community. I'm just a text message away from some of them... I was a patrolman and, yeah, that's how I met them. Some people would meet me in the back of an alley to give me keys to an apartment building so I could catch drug dealers. Some people will email me and tell me what's going on. They still call and text.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Well, I can go in a squad car and leave and go outside if I needed to. Like yesterday, I was outside for a little bit. I work overtime a few times a month. So I just go outside, and they'll see me. The bad guys will see me. Some of the bad guys I have known for a while. So they'll address me as [alias]. The bad guys will even say things like, "Oh, you're outside today." They're like, "Nobody cares about us anymore. Nobody tells us to get off the corner." And they'll snitch on their rival gang members, and I appreciate it.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: communication with FF and EMS] They're shot, how are they shot, that's pretty much the extent of-- and then they're leaving, and then I'm leaving.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Sometimes we have problems with dispatchers, and they're the ones who are relaying the information. For instance, somebody is chasing somebody outside and we can see it on the cameras. The dispatcher

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								doesn't always acknowledge the people in the room. She'll purposefully not listen to them. Or if ShotSpotter goes off and, "Hey, there's nine rounds here. Now there's seven rounds," you can clearly see people are shooting at each other with the way that it's going off, she'll purposely not answer. Just disregard, "I have other things to do. You need to wait." ... Almost like she is part of the technology. She's part of the communication with the technology.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	Yeah, I've been blessed because my partner's a great guy-- or my partner was. I don't have a partner anymore. I'm a sergeant now. But I had an awesome partner, and we didn't want to be off [laughter]. It was great.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	That is the number one tool. We cannot forget that. That's kind of what the most difficult part about this whole thing is. We're all human beings. I'm a human being. My victim's a human being. The offender's a human being. We're all human beings. That kind of gets lost in the day-to-day grind. When you start just going by the numbers, and start looking at stats, and this and that, it gets lost. And my partner and I never lost that, and we were able to come up with phenomenal results based on building trust relationships within the community. We were literally solving crimes at home on the phone. People would call us and tell us. The police can't be everywhere at all times, but the community is everywhere at all times. Can't forget that. And if they're willing participants, if they trust you-- and that comes with work. See, trust doesn't come from a community-police event. It's just an event. When the event's over, the trust is over or that engagement is over. It comes with building relationships over extended periods of time.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	Knowing your community, caring. Caring is so huge. Caring is everything [laughter].
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	I'm one of them. I'm Indian. I'm from India, and when I got on 10 years ago, I was one of the only Indian officers, one of the first few that got onto the department. So I was always a conduit between the police department and the Indian community just by default, even without trying. Many times because I was translating, many times because they

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								felt more comfortable speaking with me, especially coming from where they come from and their background being-- sometimes the police can't be trusted where they come from. So to overcome that stigma-- how did I deal with all this? My partner is Puerto Rican. He spoke Spanish. I spoke Hindi, and Urdu, and Spanish [inaudible] now [laughter], after all these years being with him. So we had it covered. Wherever we went, we pretty much had it covered [laughter].
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	Before my department phone, I was not giving my phone number out as much as I wanted to or needed to because I was like, "This guy looks kind of shady. I really don't want to give him my number, but he may be a good source of information, but I don't want him having my cell phone number." But my department phone, that eliminates that. So your ability to reach out to people and be more available to members of the community and to people that may reach out to you is enhanced when you have a department phone, for sure.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	... Go to work.. I'll see who's there, everybody says hey to each other and-- our work on the 10th District is pretty nice. Everybody in 10th gets along very well.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Yeah, I think so. Because even with your personal phone, and I'm not going to lie, every police officer uses their personal phones. But a lot of the times it's where you going to park and access this information. I would say that the station is more controlled and you're safe there, whereas being out on the streets-- you see, everybody sees the squad car. Okay. You can't see everybody looking at you. I think that's a big thing in every police officers mind is, "Who's looking at me?" Well, they're not, they're just, "Oh, this guy's on his phone all day." That's the prime example. You're here looking at them and they're all on their phone or they don't do nothing. Is that good for community relations, always looking down?
Context_of_Work - Relationships	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	... The dispatchers, I think they do a very good job of getting us the information that we need, and they kind of know what kind of situation we're going into. And I think they pay a little bit more attention to the

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								more important jobs. And I don't want to say important but more high-risk jobs. So, they're always-- our dispatchers, I think, are very good.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Okay, the little red dot. We call it the red eye. So when you see a red eye in my car, I am not going to come. But for me, depending on what kind of call it is also, if it's a domestic or something, or something that was violent in nature and there's maybe a chance of the offender coming back, I'll always stay on scene and complete the report. And I usually let the victim know, "I'm going to be in front writing my report. If you need me or anything, just call or come out, run out and get me or something." So that was the focus of putting that report on there, instead of the officers be in the streets more than coming in at the time, unless the OIC tell them to go at the station. By the time you drive to the station, that's 5, 10 minutes. You're going to be, "Hey, what's going on [Name]?" And I think that's the goal of headquarters, is that they try to keep you on the street more than having you come into the station. And I think police presence out there accounts for some type of deterrence in crime.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Oh, yeah. Everybody there is friendly. Everybody gets along. You hear that from a lot of police officers that the 10th is very friendly. And so I think any time there's openings in 10th, you get guys with a lot of seniority coming. I don't know if it's just getting closer to their home because a lot of them live by here. I mean, I'm sorry, Midway, or is it the guys and the bosses
Context_of_Work - Relationships	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Well, it's generally poor, very poor. I would classify it as poor. I could say I try to focus more on the north side of the district. A lot of broken families. A lot of fathers that aren't there. Multiple children. Aunts, uncles all living together in one residence a lot. And when you see kids that are never given a bed to sleep on, a food to eat and stuff. So it gets depressing, I would say. A lot of the time we focus on always the bad guys, bad guys, bad guys, but I think cops here, they say, "Oh, this neighborhood's shitty. I hate working here." But it's not all shitty. I think a lot of coppers lose that perspective where, yeah, you're dealing with the 3% of the population that are bad. That little kid walking on the street

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								nobody ever-- do you wave to him? Do you say hi to him? Most of the time they're going to wave back. I think they look up to the police. Even if they get a little wave from them, that makes their day. So I think that's kind of lost nowadays. The cops has become jaded for the communities that they serve.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	I think they get along real well with us. You'll always see the same ambulances almost all the time unless they're really down on something, then you get another ambulance from a different house that's kind of far away
Context_of_Work - Relationships	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...On the southern end of our county we have kind of high desert and on the very northern end north of [town] it's a mountainous national forest recreation area. I think we have a fairly large Hispanic population in the community. I've heard upwards of 30% which is different than probably the rest of the state but all in all I think from a law enforcement standpoint I think we have a lot of support in our community for law enforcement and first responders. I think we have a very good relationships with our citizen reign. I think people I think we've established ourselves as a competent law enforcement agency that provides very good service to our citizens.
Context_of_Work - Relationships	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I think it's hard to tell. I mean [State] is a fairly different state than others you know. I think generally in [State] I think the citizens support law enforcement. I think compared to you know I think you see across on the national news in certain states or certain parts of the country there's a lot of maybe where agencies they feel less of a support from their community so I think this area is not only unique you know it's probably not unique to [State] but it's unique to other parts of the country.
Context_of_Work - Relationships	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I think you know we have a pretty tight knit group. We have a lot of employees that have worked here for a long time and then we have a lot of employees that are fairly new. We do see some turnover just because this area is very expensive to live so I think often times we have people that move here and they think oh it's great. What a beautiful area. The ski resort and once they move here they go oh it's hard to buy a house

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								here because I think meeting the home prices are far above any other place in the state so that's a challenge...
Context_of_Work - Relationships	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...I think generally we have a good culture of you know we have I think most if not all of our employees you know work very hard day in and day out. Some of them have really tough jobs and it's all in all I think it's a very positive environment. I think people can come to work and feel free to express new ideas and embrace changes and so that part is definitely one of our strong suits.
Context_of_Work - Relationships	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: radio interoperability] ...And it's something that always seems to be somewhat of a struggle I think primarily for the fire departments because they're kind of the ones that do not get it on the grant and now I think they find themselves in a place where they're saying well how come we don't have any inoperability and I think on the law enforcement side sometimes it's like well you guys had your chance. You guys can come on board it is a good system. It works well for us but I think they have had or have some concerns on how it would work for them not having a full understanding of what their issues are with the functionality of that type of system for them. I probably couldn't speak to that...
Context_of_Work - Relationships	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I think all in all the communication is a good system for us here. We do have some geographical challenges. We have parts of our county where we have no radio coverage at all and it's been that way for many, many years. We have started trying to work towards installing a repeater in the north end of the county. We're actually just in the process of that right now. We've met with the forest service, we've met with the radio tower owner and I think our goal is in the spring once the snow melts and we can get up there is to have it all installed and up and running by early summer.
Context_of_Work - Relationships	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I was going to say after listening to [Name] talk about all the systems earlier it made me think like you know our computers and our technology work 99.99% of the time and that's a testament to [Name] and his team because there's from my perspective and probably most of



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								our employees here when they turn on their computer they expect it to work and like I said it normally the vast majority of the time does and our systems work and it's probably something I mean I'm sure our employees have no idea what you guys do to make things keep working and so that's a testament to [Name] and his team.
Context_of_Work - Relationships	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Certainly and in this valley originally there was a 19-2 modem system with a repeater just right up here on this mountaintop for county because we have such a wide or big geographic area. The cities we use 4.9 broadband modems and so we have several different technologies that we utilize in the vehicles to communicate back to the Sheriff's department and so now that they're all on 700's and cell based communications for the in mobiles I think it's a lot more reliable, the coverage is vastly better, the ability to interact not just with local agencies but across the state and federally has come a long ways to BHS, DHS the different organizations that have come in and helped make these more robust and so just the radio systems alone have vastly improved.
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	It has its moments. For the most part everybody here works well together. But again, just like any family, there will be--there will still be gripes. But what's unique is we don't see our dispatchers. We don't see them on a daily basis. This location is secured, because the layout, as you saw, you have to have our eyes scanned to get into this building and only certain people are allowed in. If you are not a shift lieutenant, you're not allowed inside this facility unless you're called here or given permission as far as this communication section. But we never, we never see our dispatchers. Your north deputies may never see their central deputies because it's just that long of a [County]. On a busy day, unless there's transporting a prisoner, because what happens if a south deputy makes an arrest, they bring them to the south substation. They're booked in, they're processed there. But if their bond is too high and they can't bond out, or it's a major crime, they have to be brought to [City], where they bring a prisoner to central unit. Central unit picks that person

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								up and brings them to the north unit. So it, that is normally the only time we interchange--our deputies interchange change out with... to see another deputy. They hear them on the radio, but they will never--on a day to day business their chance of them just going to hang out or see or talk to somebody up north there, it doesn't happen. Because of the way the [County] is split apart.
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	That's the uniqueness of our position at the sheriff's office. We do a wide variety of calls where most sheriffs' offices won't even answer those calls. Even our sister [County] is right next door us, like we still unlock vehicles. Any--we respond to any case or any call that comes into the radio room. If someone, like this morning for instance, a woman was mad because her grandmother posted a picture of her child on her Facebook account. So agencies, this to them would have been like, this is--we're not going out--we're not coming out for that. But here in the sheriff's office we respond to all--because at that moment, that is their emergency. So if that's what your emergency is at that moment, and there's--we have nothing else pending, there's not another emergency going on, we'll take the time of our life to answer that call and say, look, there's really nothing we can do about it, even though, but you educate them. You're also at the same time, you're answering their emergency. But the calls are unique for the deputies on the streets because we handle animal complaints also. We go onto domestics. We--your major call, it's homicides, suicides, so the deputy's from your day to day bin us, yeah, they all see our radio of complaints coming in.
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	The only challenge we have is, you have different thought processes, visions, the way things should be carried out. You have different leaders, policies, their policy, maybe like for instance in here in the City of [city name], just for instance, they don't do lock jobs. Their chief said, no, that's not our responsibility, we're not doing those. Where our sheriff is, we would do whatever it takes to serve the public. If they need their car unlocked, we'll go and unlock it for them. So we will actually come into their jurisdiction to do lock jobs for them, or for assistance. But that's

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								more like--your major thing is just do them. Operating business of one agency to the other. Because for instance, [City] Police Department, they have a Chief of Police, however, we dispatch for their agency. At nighttime, their Chief of Police is at home asleep, he has no chain of command other than the two deputy or two officers that are working that small area, so if they get in a high speed pursuit, our policy is our shift lieutenant controls all of this, but they don't work for our agency, so it's hard to control. Now we can give them our advice and normally they'll listen because most of them, we're close, we work close with them, we know them, so they'll stay--shift lieutenant say call it off, let's call it off. But I think we have a well working relationship with all of our agencies here. I don't think there is any type of internal beef.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Alright. Well our department, our fire department is set up to where every first Wednesday of the month we have a board meeting which everybody's always invited to attend. And then the second Wednesday is a departmental meeting where we actually cook a supper and the whole department meets as an organization and then every Thursday of the month, throughout the year, every Thursday is a training day where some days we'll do classroom activities. If the weather's nice we'll go out. We do have a real fine training facility here. We have a three story burn building, a seven story tower. We have a lot of things that we can do there, a big vehicle extrication pad, so depending on what's going on weather wise we'll determine what we do for training.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	I think it's, I mean they always say that first responders kind of like a paramilitary type organization whether it's the fire department, ambulance service or the police department you kind of have that bond and I guess you kind of understand what the next person goes through. Like a lot of times, a lot of times you go to a real horrific scene and you see the officers on the side and they're laughing and joking and it's really not good for the public to see that, but what they don't understand is that's the way that we deal with them problems. We laugh and joke about it because when you see that every day, it's not that you become

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								kind of demoralized by it but it's a way to relieve the stress. Because I mean look, just recently we had an incident where a guy shot his neighbor, and then he set her on fire in the front yard and I was on my way home, responded over there, we actually had to stomp the lady out. I mean she ended up dying, but I mean how do you try to deal with that? How do you--if you don't, if you don't somehow just get it off of your mind, and talk about it amongst your peers, people that understand, you've got to live with that. So once again I think it's a real, it's a tight bond, it's a tight bond among first responders and they kind of really, everybody has an understanding of what each other goes through each and every day.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Absolutely. And especially here, especially here, you see a lot of police officers that are volunteer firemen. They can relate to what's going on. They understand the need to serve the community and kind of work in that type of environment. So yes, the fire department I find, especially the volunteer fire department is more of like a brotherhood than I would say the police department is. We do a lot more family oriented things with the fire department than we do with the police department. We do dinners on a regular basis where you bring in your family. We do a banquet once a year where we come in and you bring your family. We do a family day where we set out big tents and do like crawfish boil or, so we do more things geared toward family with the fire department than we do with the police department. And it really, it creates a tight knit group of more like a family, brother oriented atmosphere.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Well I think it's a combination of both. I mean some areas the officers get out there and they do foot patrol, they walk through the shopping centers. Law enforcement in general, the police officers get caught up in that bubble where they're driving around in their police car, and I think as supervisors it's important for us to get them focused on being able to get out of them cars. To get out of them cars and be part of the community. Remembering that we are part of the community, we're not this isolated group that just here when bad things happen. We need to

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								be there in good times as well as bad. We need to be part of that community and focus, I mean even though, even though when things go bad, they look at the police and they look at the fire department to take care of the issues. But on the front side of that we need to be part of the community when things are going right. You know.
Context_of_Work - Relationships	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	They're good. Of course, you've got your different personalities, I sometimes refer to it as an adult day care, but--and again, policemen, when they get bored, they tend to get bored, so--
Context_of_Work - Relationships	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	It's good. We don't really have that much interface with our dispatchers. They're encouraged--the officers are encouraged to come by and kind of see what Dispatch does, and again, I think they've encouraged the dispatchers to ride with some of the officers, but we find that in the past, that if they hang out too much up here, that it kind of disrupts what they're doing a little bit, plus again, policemen getting a little bored, it kind of disrupts a little bit of what they should be doing, too.
Context_of_Work - Relationships	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	The technology is okay. We can talk to them when we need to. Sometimes, the--of course, you've got the different acronyms and lingo that goes with each of the different functions, and I think you've got the egos that go between the two functions, but for the most part, we work well together when it's time. Sometimes, it's like a dysfunctional family, that they have their mission, we have ours, and the understanding of the two sometimes don't really mesh real well.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	You know being on the campus setting, you're covering about 2 square miles and 250-some-odd buildings so we're not--we're big but we're not big enough that we have zones or districts of everybody kind of has the same--everybody patrols campus and we have a few areas that people like to target. We have a Kindergarten through 12th grade school here so we have officers who like to go walk through and do those sorts of things. We have guys that really--and we have officers that really love to get out and interact with the public so you'll see them in the quads so yeah. You're not always assigned to the same area but you did tend to have tendencies in what people liked to do.

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Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	We actually did a drill 5 years ago maybe in our library involving mass casualty, active shooter, and we had [City]PD, [City] Police, [City] Sheriff's Office assisting, State Police, they all participated. We dispatched them. We brought them in in as much real time as we could and I think we found a few bugs in the interoperability at that point. And I think they've been addressed since then. But I don't know that we've actually done a live test on it since then so.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Yeah, we're--you know we're probably in the neighborhood of a 70-officer department. So we're big but small. Everybody knows everybody. I think you have, I don't want to use the word cliques, but you have groups that like to hang out together outside of work and you kind of see that during work. They pal around and they're working with each other. I think each shift, each patrol shift kind of has their own...familyhood about it.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	And, yeah. Yeah, it's small enough that everybody knows everybody and friendships develop and you know I mean the chief knows every officer's name from the 2 new people who are still in training to the guy that's been here 30 years.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Yeah. They... I think they each realize the importance that each has on the other. And you know... I'll be the first to say it. I think probably our communications officers are underappreciated and undervalued for what they actually do. But we have a good group now who... they understand their role and they want to be that lifeline and so they take it personal and they give it 100%.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	So obviously we're university police so we're serving [University] which is I think our student population is just over 30,000 right now. And then you figure, I don't know, 5,000 to 10,000 in faculty and staff every day, you're looking at a small city here on campus. Staff... is not that big of a turnover I guess but when you look at the student piece, every 4 years, you know you've rotate a completely new set of people in theoretically. And so you know we see it in some of the safety campaigns that we've done. You'll see an improvement and then a rotation comes through and you've got to start back over because the group that you educated that

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								understood it has now moved on.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Ah...no, and I think we're unique in our environment because we do it so often with all of our large events. You know we have 7 home football games. We used to have a 3-day country music concert. The sheriff's office actually worked some of our events with us. So we're kind of used to that, that side of it. And we always laugh, you know when we have an incident we just go into football mode but it's--the relationships formed through working those events and all, you know it really tends to lead to a, I won't say seamless, but an easier transition into, you know, a multi-agency response.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	I think we're lucky here in that we have a great relationship with the [City] Police Department and the [State] State Police who operate a fusion center. And so we have... when we have events and we have known things, then we can use those to start pulling that information. The piece that we're missing is the day to day... maybe it's not surrounding a large event, what are we missing?
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	It is a college campus, it's mostly students. We--our community changes year by year as students leave and students come in. We've got staff and whatnot, we have a pretty good relationship with athletics persons, we do a lot of work with athletics. Some of the staff, maybe labs, whatnot, we've made RC [phonetic], just because they don't come out, and they don't--they've never had a reason to call us, so we don't--that interaction between us is less. We also have a pretty good relationship with the different halls, the residential community, the residential life and the people who manage the dorms, and manage the people who live in the dorms, work in the dorms.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	Certainly, some officers, we're small enough that everybody kind of knows each other, we certainly have events and whatnot. The schedule we work now, I find doesn't lend itself to hanging out with us, or may have spent time away from work, or even at work with the same group of people, because it'll be three different teams on one shift, and they'll all rotate their days off, while ours, the dispatchers work a different

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								<p>schedule, but each team, each shift tends to have a pretty good relationship with each other. There was a time when we all rotated all at the same time, so you knew your same dispatcher every time you came to work, you had the same dispatcher.</p> <p>It was a lot closer with everybody, I think, and some officers want their dispatchers calling to them in a certain way, may have not been great for the uniformity of the department, but most of the shift, because it was the same dispatcher every time, had a good idea of what they wanted, what they needed to ask, things like that, or at least the pace of which they were going to get something.</p>
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	<p>...And there are certain times that I could just hear my name over it and know that somebody needed me somewhere, right then and there. That was either an emergency, or it was a more dangerous situation, and they needed somebody, and they just could call, you could tell, because you've been around them so much, wow, he's worked up, ask someone to go back him up, or clearly, something doesn't feel right to this officer, let me head over there and see if they need help, just from hearing their voice and having built that communication with them, that we could get a lot of the nonverbal aspect of that.</p>
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	<p>Here, it can be pretty quiet. We have a lot of foot traffic, so you've got to drive a little slow. The--a lot of the buildings can't be accessed by vehicle, and you have to get out on foot and go to them. We encourage--or at least I encourage my guys to do it, and I enjoy it, as just get out and do foot patrols, and go out and communicate with people that way, that way you have a physical--someone is actually out there, a physical presence out there, as opposed to a car just driving by, because once you're in the car and you're going somewhere, you have almost--except for having to stop for people at crosswalks or the other traffic, you really don't have any real interaction with anybody. They're--all the buildings are set off, people inside those buildings, they're not out, walking around.</p>
Context_of_Work -	LE	U	Field	36-45	11-20	Male	LE-U-057	<p>Victims, I always prefer to meet face-to-face with them. We will email</p>



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Relationships			Responder					and try to set up appointments to talk to them and have them come in. We'll speak with them on the phone to have them come in. But I always want to meet with the victim, sit down with them, put that human aspect there and let them know who the detective is, who the person investigating it is, let them feel comfortable talking to us. And once they make that connection, I think maybe they feel more comfortable calling us with information. Or they have a concern, then they know there is a face to that voice and I can, that person is there to be my advocate, they can help me through things. So I think that's very important.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	Oh, I think it's very similar to anywhere else. A lot of times we are in plain clothes, so maybe people don't realize we're the police officers until we have identified ourselves. But I would imagine it's pretty much the same as everywhere. I mean some places we're received well; some places we're not received as well.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	Yeah, I mean I don't deal too much with EMS or fire department. I guess if there's a major scene or some type of investigation, we had a fire a few years ago where we did deal with the fire department. We were on scene just to make sure, we had cameras and crime scene resource where we could assist the fire inspector if he needed us. So we had an incident command set up. But other than that, not too, too much. We do communicate with other law enforcement in the area. We go to monthly briefings with them, and we deal with the fusion center that state police runs, which is a resource to all law enforcement in the state where you can, they can do information sharing and assist with investigations, different databases.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	I think we have challenges as being university police officers when we deal with these other agencies. I don't really foresee challenges that, I think there is, sometimes there is a view that university police aren't really dealing with the same thing, what they would say real police, metropolitan, the sheriff's departments are the same. We're actually, I think once they get to know us and they see what we do, we're a full-functioning police department we do exactly the same things they do.

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								We deal with the same things. We write the same warrants, same legal paperwork. It's the same reporting system. I think getting past those barriers is about it. But other than that, no.
Context_of_Work - Relationships	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	I think technology slows things down maybe sometimes with just all the redundancy and notifications and emails. And I understand the reasoning for it. But if you're just talking about solving case, get people in jail, let's get it cleaned up, sometimes it may slow things down. But I mean on the back end, there obviously are reasons that it's done, and it is for the public and to make everybody feel a little bit better and to notify them and keep them informed. But as far as solving crime, I think some of these things could slow down investigations a little bit.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	You know, for us being successful in accomplishing our mission and that being, being able to help somebody in need, you know, having proper resolutions to criminal cases where people were victims of, getting that satisfaction for those people, if you will. Satisfying is a good word to utilize to describe the position; it can be very, very satisfying, but then again, the flip side of that is sometimes it can be struggling, and like I say, sometimes very mundane, dealing with some of the personnel issues - it can be very, very difficult because it's like a family and you know as well as I do when you have to discipline somebody in your family, it's never an easy thing. So that is some of the things that I would describe as maybe tedious or, you know, certainly not desirable, those type of things, but you know, as far as day to day you know, it's a lot of paperwork and that is where maybe some of the mundane comes in.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Oh absolutely. You know, generally, and that is still something that I try to be involved with, you know, being in a smaller department I still, I feel it is necessary that I be in touch with our officers and understand what our officers are doing out there on a daily basis, so there may be a day that once I get that morning type stuff done, then I will jump in a patrol car and actually get back out there and see, but certainly there is a routine; I don't want to call it routine because nothing that we do is routine.

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Context_of_Work - Relationships	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Everybody carries personal phones but they have been, there are a lot of different issues with utilization of personal phones. Our folks are - we still have more of the sense of being for the community and allowing the department to have access to those phone numbers and utilize their personal phones for business activities. A lot of other agencies are not quite as receptive to that; again, we still have a little more of a working relationship between the officers and the actual department in regards to that.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Yeah, there is, and certainly that builds that camaraderie, you know, because a lot of times, it's almost like a debrief, if you will, when they go out on a situation and just - a domestic situation, for example. Clearly have to write or document the incident in some fashion so there may be times where they have the opportunity to both come back into the office after dealing with that situation where they can talk about, okay, this person said this or did you see this, or, you know, something along those lines where they tend to debrief before they document that information and certainly that can be a very, very beneficial thing - [coughs].
Context_of_Work - Relationships	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	You know, we tend to stay away from the conversations on the MDT and again, unless they are of critical nature or very - not critical nature but sensitive nature I guess is the best way to put that, we generally don't have those chats back and forth on the MDTs, again, unless it is something that is officer safety related, you know, maybe embarrassing to whatever the complainant may be, something along those lines, you know. We don't put that information out via the radio. Because we are such a tight community, people tend to know, okay, if I send an address, you know, in the [city], you know, ten people might recognize that address and who that address is associated with, so if there is something of sensitive nature or a potentially embarrassing nature, we tend not to, or we try not to put that information out there for public consumption.
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Well, I mean most people have an idea of what a fire-fighter and police officer does. The problem is, it's very limited, so yes; we take bad guys to

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								jail, alright? Or, we put out fires. But it's almost regardless of what I feel; I guess it's really transitioned into a lot more than what those traditional roles were. You know, for instance, you might get called; there might be a 911 call for just to go help an elderly lady put her batteries back in her phone. So it's become a little bit much more community service, nondenominational, if you will, level of service. Most people don't know what paramedics do, they know it is some sort of medical something or the other, but it entails quite a bit as far as, you know, understanding Cardiology and Pharmacology to the point where your interventions are pretty much mirrored to what they would do in the emergency room for those significant cardiac events; cardiac arrests, you know, heart attacks and so forth. Early detection as far as police work, all the traditional - take complaints, investigate crimes, make arrests, prepare for court, testify.
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Pretty good. Everybody here gets on pretty well and there are obviously personality issues with everybody, but for the most part we all work very well together.
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Oh, I think everybody has a culture. I don't know that I - how I would explain that. I mean, I don't know that we are - I mean, I guess when you look at normal police calls, there are a lot of times police officers are a little bit more tight knit and their work relationships will transcend the social area, it doesn't really - not so much here. Everybody kind of goes their own way.
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Probably for the most part that everybody has got other things besides police work that they do or they are involved in, so what I - when I became a cop, one of the first things is that you keep your non-law-enforcement friends just so you have an avenue of not dealing with work all the time, and I still have and I think most people here do, so..
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	I don't - I like it because I am more personable, so you know, I might get out and give a little kid a sticker [unintelligible] whatever.
Context_of_Work -	LE	R	Field	46-55	21-30	Male	LE-R-060	You know, I usually engage the population pretty good.

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Relationships			Responder					
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	I don't know that it really - I mean, that is really all I have ever known. I worked a couple of different places and there generally wasn't any but they expect a higher level of customer service than what some of the other areas might.
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	And a lot of it is because we have allowed that to happen, and I think it's a good thing but you know, our core value and you know, other duties don't really infringe on us to be able to give them that extra level of customer service like some busier areas. You know, we do lock-outs and get the bad out of the house and you know, a lot of places don't have that luxury.
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	In [City], its fine. In [City], it's fine. We work well with each other. I think part of it is - I see it a little bit different because I know most of them from the fire training as well; there is always a little animosity between the two. A lot of it is just done in jest, but any time you got two departments, it doesn't matter if it is Police or Fire vying for the same budget, you know, relationships can get strained, or it trickles down, but as far as you me not wanting to show up to help them, we don't have that.
Context_of_Work - Relationships	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	And pretty much in the county I dont see that. There is also a level of - you know, most of your career fire departments have a better working relationship with the career law enforcement than some of the volunteer departments and I think that boils down to professionalism and you know, the professional police, because we dont have volunteer police for the most part. You know, they look at the career fire fighter generally is more professional and more resourced and so the volunteer agencies dont exhibit the same level of professionalism because their standards are a little bit lower as far as accountability and so forth, so, and there is a little bit but you know, as far as not helping or - you won't find that kind of division. Not in a lot of way anyways.
Context_of_Work -	LE	S	Field	36-45	11-20	Male	LE-S-061	Well, the lieutenant is a supervisory position that you work up to through

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Relationships			Responder					the ranks. My job is - specifically I am in charge of patrol, any kind of supervision over the sergeants who handle patrol, and then I am assigned to the detective bureau as far investigative matters, and anything that we handle. We work as a team in the detective bureau, so I am one of two lieutenants in this department. And then I am assigned out to the Chief at the same time, and I am in charge of hiring and any kind of possible grant work and stuff that we need to work on, I assist him on that.
Context_of_Work - Relationships	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Retirement. You know, I have been - God - I will say it is still rewarding because I do enjoy making sure everything is done for the department to help the citizens out. Darn; adjectives for my job; I don't know, honestly.
Context_of_Work - Relationships	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Well, for the most part, they are good. You got, you know, you have got your problems; you know, you have got 24 Alpha-type personalities in a station with you see each other more than you probably see your family, so do they get on each others' nerves and pick at each other and complain? Oh yeah. So, but for the most part, they are very forgiving and they move on.
Context_of_Work - Relationships	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	For a couple of guys that are coming from inner city departments kind of [inaudible] stuff like that, I think it's substantially slower. I think that is a big adjustment. I actually think they like that it is slower. We are not busy enough. If you want to go out and do - get out and walk around and talk to people, you are got plenty of free time to do that stuff. Honestly, I don't think - oh, I know for a fact it's not done much because I think the whole perception with the whole police thing people are just -officers, they get blinders and they don't wanna deal with people unless they have to a lot of times; I really, really do see that; they just - you could go up on a just a normal meet and greet just to talk to people and it always, you knowing, the interest turns negative or they want to complain about something, you know, citizens have a habit of really complaining about every single thing that goes on in this city, whether it my neighbor is cutting their grass and it's on my sidewalk to they want to complain about the mayor. So, a lot of times, the officers, they have the

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
								opportunity to go out and talk to people but they don't want to because they don't want to hear it.
Context_of_Work - Relationships	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	It doesn't have to be and I think we have got - you know, we dont have much contact with like [unintelligible] and stuff like that. Actually, our biggest community contact, I would venture to say, would probably actually be the mosque.
Context_of_Work - Relationships	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Well, it's a total different scenario now. [city] took over our fire department, so they are [city] employees and it used to be - I would go over there for dinner and I knew all those guys like first name. I could walk over there right now and I couldn't tell you one single person that is in there. They have isolated themselves from us. There is kind of a - I get the impression that they don't want to be here and they really don't want to deal with us and that is the officers' impressions that they get. They are not the same buddy-buddy guys that we used to know all the time.
Context_of_Work - Relationships	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Right next door; yeah, the interaction between the two departments is very minimal.
Context_of_Work - Relationships	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Yeah. We can hit up like the state police and [unintelligible] switch over to radios and contact them, but again, we have very minimal contact with them.
Context_of_Work - Relationships	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	The problem with a small department is you see these people more than family and you know, guys get on each others' nerves and have disagreements and it is a small station, a small department, so you are always, no matter where you go there is one of the same people.
Context_of_Work - Relationships	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	[unintelligible] but if something happens on the street, then it's different. I mean, you know, here people squabble or make sarcastic comments or argue at times, but on the street, in front of the public, we don't do that, and in front of the public, if something needs to be done, everybody just teams up, work gets very very fluid and all these internal drama issues just disappear and we are a team out there.
Context_of_Work - Relationships	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	...I would say about 60% of the town is home owners, owning their own homes. Those are your generally more supportive, more involved

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								residents, people who take care of their stuff really well. We have had issues with renters. We have a large rental population here because a lot of people became more affluent, or retired or whatever, moved out to a bigger house or more land, and here things are close together and I think [inaudible] sounds very nice but, you know, if you go around the east side of town, the houses are very tiny, they are [unintelligible] because we needed houses for factory workers and you know, they don't age all that well necessarily and people dont take care of them, you know, if you are renting a house, you are not going to landscape it or put a lot of money into it because it's not yours. I would guess [town] has probably about 65 to 70% whites, a large Arabic population mostly from Yemen, a large Hispanic population or fairly large, and then a lot of our apartments are mostly black. And then the Asians and everything the whole spectrum is covered here.
Context_of_Work - Relationships	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	For the most part, pretty good. And we have got a lot of business owners here in town that are very supportive and when we got our last canine, we had to do fundraising - we didn't have money to get a canine and we went out to businesses. Businesses don't have a lot of money, I mean; they really come out for us. They are very supportive, you know.
Context_of_Work - Relationships	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	It's - I mean, it's a fairly friendly town, I would say. I drive around neighborhood streets, I mean; you wave at a lot of people, a lot of people wave at you. A lot of people come up to see how you are doing, lots of time I just stop and talk to people because they are regular people you see all the time, they have been here a long time and you know, they are very supportive of the police and make sure we are all there to patrol the neighborhoods and keep an eye on their stuff for them.
Context_of_Work - Relationships	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Me? All the time here. I am [unintelligible] all the time to it. I dont have a landline at home or anything but yeah, here I use it all the time. I do a lot of traffic detail anda lot of it involves like counterfeit insurance, fraudulent insurance, things of that nature, no insurance, and I place a lot of calls to insurance companies; and I would endeavor to say upwards of 50 times a month I call insurance companies to verify



Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
								paperwork. Local sector [unintelligible] not very often because they just put you on hold and it is just as bad as going in person. But I use it to call the guys for -and that most of it is work related but then you know, even if you are going to lunch, like hey, what are you doing for lunch, stuff like that.
Context_of_Work - Relationships	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	You know, I come here and I get ready and then I do a vehicle inspection and go out on the road and drive around for a little bit maybe and try to - especially during the daylight hours before it gets dark, just make our officer presence known so.
Context_of_Work - Relationships	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Generally I think people in the community feel safer if they see the officers coming down their street and looking in the yards and checking cars and things like that, so.
Context_of_Work - Relationships	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	It's - generally the people are accommodating. They are nice, and most are [unintelligible]; some are a little jaded but...
Context_of_Work - Relationships	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	In general, yeah. Most people don't invite us over for a coffee and donuts, so.
Context_of_Work - Relationships	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	I perform a lot of IT function here at the station so - I am in charge of the LEAN network and the contact person for our validations for LEAN for the state and the WireScan administrator and deal with troubleshooting the body cameras and things like that and processing videos to be put onto disks or flash drives for evidentiary purposes and stuff like that, so I would say I am generally here a little bit more than some of the other officers but I - we eat here and we, have our bathrooms and our locker rooms and stuff like that, so - spare equipment that we have in the armoury or in a locker that we don't generally use a lot, we can come back and get that or if we have a specific question like for a supervisor or something with either on-shift work or scheduling or you know, the peer-to-peer conflict or something we need resolved, then we get to come back here and take care of that, but generally they like us to be out in the side streets and make our presence known and
Context_of_Work -	LE	S	Field	36-45	11-20	Male	LE-S-064	Kind of usually people will flag you down if they have a question or if you

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Relationships			Responder					are visible. Ideally you just stop and go into stores and stuff like that and chat with people sometimes and it's always helpful to hear different things from different people, the issues going on and stuff like that.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	We have -- I have been here for a long time, almost 30 years. So, I've been here at a time when the Sheriff and the Police Chief would not speak to each other. I've seen when the county mayor and the city mayor could not communicate, didn't like each other. But today, what we live in today is totally different. We get along famously with our police chief. We work with other agencies, like the ATF, the FBI, the DEA, the Marshal Service, we have all right task force field and we work really well within our law enforcement community with all our partners. [city] Police Department, [county] Sheriff's Office train school security officers for the school system. We do a joint venture on that. So, you know, if you've been around [city] for a long time, you'd understand what I was speaking of when I said the police chief and the Sheriff didn't get along and we didn't know [inaudible] as officers working on the street or we didn't really know how it affected us because it was just the way it was -- right.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	I think in our agency with the resources we and our technology, I believe we are doing very well. How, we are reaching -- and for us, not just the way we communicate internally but how we communicate externally to our citizens -- I think we do a really good job with the -- we have a crime mapping initiative that's an online initiative that's on our website that you can go in and see what's happening in your neighborhood or you can set a radius up around your address to see what has happened and you can see and it is updated. If I come to your house to a burglary report, it is updated as soon as it is approved in record. So, you know, we update hourly on that thing, so we try to let people know what's happened in their community because we believe that those people are a great force equalizer, you know, you can't be successful in this job, in law enforcement unless your community trusts and supports you -- you can't. So, we have great trust within our community and great support. We really do. We are very fortunate to live and work what we do.

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Context_of_Work - Relationships	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Really reaching out to the community with these types of things that engage them in our day to day work. We had a shooting a few months back, you know, and you've this and I know you have talked to a lot of agencies, but there could be a shooting where 40 or 50 or 200 people are there and nobody saw them laughing. We had a shooting a few months back where an 18-year-old guy got shot over a bag of marijuana. People stood in line to talk to our detectives.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	That's the community support we receive. We asked -- our community started raising teddy bears to give to kids in traumatic situations in a wreck or dealing with mom and dad -- give them a -- you know, we got so much outpouring from our community. We can do it only do it every other year. We can't do this drive every year. And we give those things away to every county that touches us. Every agency within that county like [County] we'll have [inaudible], so everybody around us, I mean it is amazing when we asked our community for help, they come running. They really do. It really is.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	We do have MOUs signed but, you know, [city] and stuff, we have an aviation unit that supplies air support for them if they ever need it. We have [Organization] within the [state] Sheriffs Association. You know, if anybody around us in this region needs us, we are always there even if we don't have an MOU signed, you know, we are always there to help.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	...He is a Captain and works in our special investigative unit but we are working at developing some apps that we can use for our citizens to use and [name] is spearheading that. But he uses a lot of different apps. I mean, just Monday we were talking to a group at [Organization] in [city] about an app they can use to track bank robberies that are all across the country. So, that gives them a face and it gives them information on what's happened in other areas of bank robberies because many times if you have a prolific bank robber, he travels, you know [crosstalk].
Context_of_Work - Relationships	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yeah, we were kind of cutting edge around here on that. We were knocking on their door. They weren't knocking on ours. Or actually, let me reverse it. They were knocking on our door because after [city],

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
								everybody went to them. And in that interval we were already implementing our program. And we did that and I talked to our community a little bit, it wasn't because we had bad officers that we wanted to watch. It was, we really wanted our community to see what our officers were doing for them. What they were putting up with. The mentally ill that we had to deal with and the closing of [city] and what it means to us as a Sheriff's Office and Yeah, we were kind of cutting edge around here on that. We were knocking on their door. They weren't knocking on ours. Or actually, let me reverse it. They were knocking on our door because after [City], everybody went to them. And in that interval we were already implementing our program. And we did that and I talked to our community a little bit, it wasn't because we had bad officers that we wanted to watch. It was, we really wanted our community to see what our officers were doing for them. What they were putting up with. The mentally ill that we had to deal with and the closing of [city] and what it means to us as a Sheriff's Office and
Context_of_Work - Relationships	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	It has. It has, it's -- we've never had a rash of, you know, mistreating people or of officer --
Context_of_Work - Relationships	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	I mean, it's dropped that. Officer's assaults on citizens where we have to lay hands on people, it has dropped. So, you know, we are seeing those things pay dividends for us and that's good for our community because everywhere you go and if you are doing something, somebody is right there, you know? So, you might as well have one on you and this camera gives you that perspective from what the officer sees. Not that, you know, 10 feet away.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	And we've dropped our crime rate -- our crime rate has been cut 26% two years down there. In two years, our precinct with an Office of County Sheriff's Office on it, it's in [town]-- being able to have that presence, shrinking our zones and those officers moving around not there more and I'll tell you too -- we've got young guys.
Context_of_Work -	LE	R	Supervising	46-55	21-30	Male	LE-R-058	You know the last 8 or 9 years has been really tough on law enforcement

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Relationships			Field Responder					now, but, you know, I have mentioned community never bought into that false narrative of, you know, "Hands up, don't shoot." you know, and I'm not diminishing the fact that there are problems in law enforcement in inner cities and with, you know, African-American populations. Those things that have happened that you can't get by, you got to own it, right.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yeah, I mean, you think about it. Our community as a whole, I told you how well we interact with our public, you know, and by the message we put out and what we deal with, you know, it's -- you can see, you can see -- there's a group called [Name] [city]. If you are in law enforcement, there is not many reasons for you to get me there. They're almost radical a little bit, they are left-leaning inter [City] that thinks that we mistreat people. It's what you would think if you are not listening to them -- okay? That's what you would think, but you go and listen to those people, you know, I mean, I've had people scold me -- what are you doing about those people? What are you doing eh? They don't like law enforcement. You know? [Laughs] No -- it's just -- if you listen to them, they are worried about the way we are treating the mentally ill in our jail. You know, they are worried about things that we should be worried about, you know, they are worried about the [Organization], oh my and what are we gonna do. So instead of shutting them down because they are intercity left-leaning liberals, you know, listen to them. We will find common ground.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	I think down the road, may be not in the so far future, it will be like real-time dispatching. I mean, it won't go from a call -- the call processor from 911 -- the way it is now being, that crime mapping that we do. I mean, why couldn't they see where that officer is at or where the closest officer is or why couldn't the community touches that officer directly?
Context_of_Work - Relationships	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	The flip side of that is the bad guys will know where the officers are at, you know, so -- but I don't know what if that call went into a group and an officer had to grab that call instead of 911 --
Context_of_Work - Relationships	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Or the officer would know where the call is coming from so he would -- I mean, there is something there that will take the middle man out and increase our response time and effectiveness in dealing with the public

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
								-- I don't know but I think that is probably --
Context_of_Work - Relationships	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	<p>That they can order commissary, sick call, they can email, they can do visitation on them, and there is a cost associated with that, it is paid through their commissary accounts. But, that technology is bringing efficiencies to us so we don't have to lay hands on an inmate to bring them to a visitation booth, let their people visit, then take them back, you know. It cuts contrabands -- contraband from being brought into our facility and it cuts that office-inmate contact that drives confrontation. So, our inmates love it.</p> <p>Some people, there was 40 or 50 people that protested it because they were not getting face to face visits anymore and cost associated with it but you can go down to the jail and visit for free. It does not cost you anything. But if you want to set it at your house and visit, like a Skype -- you can do that.</p>
Context_of_Work - Relationships	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	<p>So the environment within this building is pretty good. Yeah it's pretty fun, jovial. I mean it's got its issues I guess you know like any other place but overall I think people are respectful and understanding of different personalities, different beliefs, different philosophies of life so we all get along and joke around. I have heard of any having any issues. Obviously there's you know I'm probably one of the people that people talk about behind my back yeah I don't know right? Like there's always that one person that everybody digs on and if you're not digging on anybody then you're like oh they're digging on me so right? So yeah no it's cool. I don't know it's pretty laid back, relaxed. You know people have their concerns and they talk about for the most part. Obviously as with anything else in life everybody has certain things they're not comfortable talking about, things fester and come to a head at some point or otherwise you go past them and off you move on so yeah.</p>
Context_of_Work - Relationships	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	<p>Well I'm doing it poorly so I probably won't give you the right answers and I know there's no right answers but anyways you know I'm talking mostly amongst the first responders here, the county commissioners and the [state] and so I'm more of a liaison between the [state] and the</p>

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								local responders as we go through this. My work with the local responders would be more the you know the emergency operation plan, the EOP they call it in developing that, developing your all hazard mitigation plan... I'm pretty in the middle type of person so it works out well. I don't kind of follow the one side so and that's good for this position because of the fact that you do have to work within all these jurisdictions and all these different entities and then to the state which and somewhat it's kind of weird like I'm supposed to work with the state, the state is supposed to work with the feds yet I have the feds working with me on certain things. It's kind of through the state but anyways they're kind of in there too. So yeah and as far as how we did you ask how we communicate too?
Context_of_Work - Relationships	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	They help us with our biggest event of the year here which is the [name] and [Event]. I don't know how much I mean it's basically 40 percent of the world's wealth comes here for a week in the second week of July and it's we have to mand it obviously with air medic ambulances and command post and there is a ridiculous amount of security both national security and their own security firm and then they are here Weapons of Mass Destruction for what they do which is CPR and they don't do explosives but they do monitoring and they're a major part of the conference.
Context_of_Work - Relationships	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	We've had a couple of exercises with them over the years and a big Hazmat scenario at the airport one year which what did we do for that one? When we did when they brought all their toys up so it was a plane crash with lots of patients and hazardous material issue and it was a massive exercise. I mean it was really impressive. They put on their suits and rode their little ATV's out and got samples and brought them back and tested them so but we interact with them every year for sure and then we can use them anytime we have an incident here that's not an explosive incident which seems to be mostly what we have here whatever those bombs that were going off for a while.
Context_of_Work -	LE	R	Field	26-35	6-10	Male	LE-R-044	Look at all the groups I have here so I have about a hundred contacts on

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Relationships			Responder					ESCHAT around the state and the government and then groups we were all at FDIC together in [name] so we had our own group and then there's a [county] Fire Chief's All Call there's a Gold 1 which is our primary, there's Yellow 1 which isn't setup right now and then I have two groups for [Name] fire and I have the Stanley one, I have [Name] All Call, I have the [Name] Ski and then I have a Unified Contact as well so definitely helps because when I was at FDIC you know I got the active 911 for call and I was able to turn it on and if I have to save something I can actually talk on it just like a radio that's what's nice.
Context_of_Work - Relationships	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	The south county agencies and it's one of those things that they like to poke fun at each other just as far as they're always listening to give each other a hard time and most of it's in good faith.
Context_of_Work - Relationships	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	We had one of our guys he was out for close to 60 days this summer as a [Job title] and doing various positions on fires and stuff but he went to [name] three times I think and he was all over the place. One appeal and a positive impact from being able to send resources out is the experience that people get and then bring it back to our community being where our communities have situated in the wild land of an interface.
Context_of_Work - Relationships	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Well the street crimes unit is a newly developed unit. There's only four of us in the department. What we do we're more directly involved with the community. We go off tips I'm sorry tips off tips basically anonymous tips, we work closely with [abbreviation] and other groups inside of [town] and if there's a specific problem they need dealt with they call us so we'll go out we'll do surveillance, we'll try and hit a certain neighborhood really in order to detour the crime from happening there.
Context_of_Work - Relationships	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] Stressful, demanding and I say that not necessarily because of what exactly we're asked to do it's you do your job but you also have to really take care of the people that you're working for and understand trying not to pick a side.
Context_of_Work -	LE	R	Field	Not	5 or less	Male	LE-R-045	I[S2] used to on in the patrol division. I would have my we have certain



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Relationships			Responder	specified				zones that we have to patrol so whenever you're given that certain assigned zone and a lot of officers like to be put in the same zone that way they establish a rapport with that particular part of the neighborhood. That way his presence is known they know okay he's on duty we kind of need to calm down and we developed on our own little routes that we like to take, there are certain houses that we like to make sure we pass, we also have to go based on our watch list and make sure that we go by those areas that people have requested additional patrols for certain reasons. Other than that like Officer (INAUDIBLE 00:08:34) no call is the same so it's really hard to get into a routine. The only routine you can get into is your traffic patterns while you're doing your self-initiated stuff.
Context_of_Work - Relationships	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] ... We work with the [Organization], we work with the [Organization], we work with [Organization], anything or anyone they need us to track down, we also work with community groups so anything that we're asked to do we put that in a priority as far as if it's a felony warrant for like \$500,000 bond for bad crimes such as homicide, rape stuff like that priority one then we'll go into drug activity, warrant services stuff like that and then go from there.
Context_of_Work - Relationships	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Each shift is different. You know I've been on night shift since I've been here 2 ½ years. He's been on night shift the entire time he's been here so our night shift group we've always been kind of a tight knit group of guys. We always go do things together you know we hang outside of work.
Context_of_Work - Relationships	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] We're going golfing after this.
Context_of_Work - Relationships	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] And even our Sergeant there are Sergeant's that we always hang out outside of work. We have our work relationships but then we also have outside. There's other shifts that don't get along as well. You know there are shifts that people throw each other from under the bus. There are shifts where people call for help and some people don't want to go help so they send someone else which is bad but me and [name] we've

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								worked together for it'll be 3 years in July for me so we've done everything from drug calls to traffic stops, DUI's to chasing down people who get in fights with people I mean we've done it all together you know whenever we work we work the same days all four days we work together, we take the same side of town, we build a rapport and you know who you can work with and it's a non-official partner. We wouldn't rent the same car but we would usually end up unless they let us.
Context_of_Work - Relationships	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Absolutely. We work for the community. They don't see it as that.
Context_of_Work - Relationships	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] You know we swore to uphold and do all that stuff with the [city] for the community for the citizens of [city] to help them and show them and needing our help. A lot of people like you said they don't see that whenever we're busting in a door or something like that because we're not just going in there for a reason we're going in there whether it's a drug related call, a domestic related call, child abuse whatever it maybe we have a good reason to be there. They may not think it at that time but we're actually helping them because if it's a drug related call who is to say that the next step they take might be it. They'll overdose and then we can't ever help them again. There's always that one chance that we help someone that they get the help they need to get out their (INAUDIBLE)
Context_of_Work - Relationships	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] And the unfortunate side to that because I mean [city] is a heavy drug area. I mean we have quite a bit of drug usage usually it's going to be more or less [state] going to be a prescription pill problem for the most part but we have a lot of meth here, we have a lot of marijuana here, more meth than anything but my main zero tolerance especially is when it comes to you have yeah you might have an addiction but you also have two kids. You don't want to think about them in that way I'm sorry I don't know how to help you. I'm going to help them. I'll get [Organization] involved and I'll do whatever I have to do to make sure they don't have to grow up in this and actually have three meals a day because you don't want to spend that \$20 on them. You'd rather put it in

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								your arm. I have no tolerance.
Context_of_Work - Relationships	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] For the most part I mean we still have people that hate us. We have people that get on Facebook and talk about us all the time but they only talk about the negative side. They don't talk about when we go around Christmastime and give all the bills that need them you know.
Context_of_Work - Relationships	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] They don't see when we go out like on a SWAT team when we have grades and stuff we go out let the kids play on our Harvard vehicle which we call ARV and they don't see that stuff but whenever we kick in their door because they're selling drugs to kids then we're the bad guys. So they don't see both sides of the story.
Context_of_Work - Relationships	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] It's with other law enforcement. It's other departments, [city], [county]. Over the phone we'll talk I've had to talk to [county] in [state] that's as far as I've had to talk to. It just depends but as far as other first responders like life and fire we do the same calls and life and fire code 3 or code one and our dispatch will take care of it.
Context_of_Work - Relationships	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] On the other hand the bad thing about that is I would rather trust him to take me somewhere and save my life than to wait an ambulance.
Context_of_Work - Relationships	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	Aside from NIMS we will always use ten codes. The only time is I mean we're in tornado alley so we've had specific NIMS training and stuff like that for catastrophic events and everything like that and five tears through more for the sixth time and you have people from not just counties states people coming up from Texas over through New Mexico everybody wants to help you. You have National Guard you have everything so we have our NIMS training to set up who is in charge and they branch out from there and that's when the ten codes go out the window and you just use common terminology because our ten codes are different from (INAUDIBLE 01:07:53).
Context_of_Work - Relationships	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	Well you know we serve the community. There are a lot of tiny towns all around here and we usually patrol in our cars. We're here to keep people safe. We're here to answer calls when something comes in.
Context_of_Work -	LE	R	Field	26-35	6-10	Female	LE-R-046	... I'd say it's rewarding in that people generally support us not everybody

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Relationships			Responder					we get our bad comments too but generally I think people support us and we've got a good rapport with the community and so yeah there's it's not real busy, it's not real we don't have a whole lot of crime here but we do need to try our best to keep people safe given everything they do.
Context_of_Work - Relationships	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	Sure. We start out the shift and we're talking to the folks who are coming off shift. We're seeing what was going on. We'll generally have at least a little bit of time in the department in the station there and go out we check our car, we check our equipment then we're out on the road and most of us we've got our kind of patterns where we go when we're out there but and then we're just patrolling until we get a call and if we get a call then we'll go someplace specific yeah and but otherwise we're just driving around trying to make sure people are feeling safe and feeling okay about what they're doing.
Context_of_Work - Relationships	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	We're we've got a lot of different communities but generally there are two of us out there at a time and you generally are just going around the whole kind of county all the communities in it. Most of us I would say when we're out there on patrol most of us are doing our best to cover as much of that territory as we can because that does make a difference you know when people see you, when people know you're out there they just feel better about stuff.
Context_of_Work - Relationships	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	Well like I said it's a lot of farmland. We do have some small towns but they're not real towns really. Some of them have a couple hundred people in them and it's mostly the folks outside of there that we're also serving so the sheriff's department we serve kind of all of these rural areas here out here and those areas that don't have their own police departments especially. None of the small towns in this county have their own law enforcement so we are really all that they've got as you know as folks who are going to respond in the case of you know when there's an accident, when there's a vehicle accident, when something's been stolen, when something's gone wrong that's what we're doing here. Sometimes they call fire, some of these small places they do have volunteer fire departments. I think it's a ballad that got to folks you know

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								it's not much so we're often responding too to those calls to help them see if they need help as well but the community it's pretty simple I would say.
Context_of_Work - Relationships	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	... We start the morning there we end the afternoon there. It's fine. If dispatch is there we usually come in. We're joking with them usually. We'll run over what happened during the day, we'll talk about maybe what didn't get done, if something didn't get done for some reason so the evening shift can look at that take that on you know but not much. If we've had something going on during the day we might have to be writing a report or finishing something up but that's really pretty rare really.
Context_of_Work - Relationships	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	Well we got a lot of like I said a lot of down time, a lot of time when we're alone out in our car so you got to like driving, you got to like driving for this job or it can be a little boring that's true, that's true but you know we're also stopping and in the different places that we are. We'll stop at the gas station, we'll have a little chat with folks. I usually check in at the post offices. When I see people out I'll just stop make sure everything's okay double check you know just have a little conversation with folks and they know then that we're out there for them and they appreciate that so that's a lot of it. Driving, talking again if we get a call and this season you got to know this season it's deer rutting season and we get a lot of accidents this time of year so this time of year it can be a little busy for us given the accidents that we see and lots of those are deer related absolutely so that's one of things we're doing a lot of right now but otherwise we're driving and being out there in the community.
Context_of_Work - Relationships	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	... They help each other out a lot and so sometimes it's not as easy as just calling fire because you don't know which fire is responding so a lot of times we'll just call we got their numbers we know who they are. They're our neighbors too right and so we'll just give me a quick call say where you at? What's going on? Do you need us there?
Context_of_Work -	LE	R	Field	26-35	6-10	Female	LE-R-046	... We have a job here. We try to do it as well as we can and we hope the

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Relationships			Responder					people here in our communities are happy with the job we're doing but I think they are in general in general I think they are.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	I'll go out and write tickets. This last weekend I wrote 29 tickets this weekend myself personally as [Job title] and all my guys work you know if you have a badge and a gun you ain't no better than anybody else everybody can work but the other thing is how you do it and we'll use (INAUDIBLE) patrols to really raise awareness and put something on Facebook saying hey you know we had one place it was next to an elderly community and people were having trouble getting out in the road because people were speeding. It was a 45 mile an hour zone and I went over and checked it out and people were doing between 60 and 70 miles an hour through that 45 in town so we went up there got a laser, we had 5 deputies go up there, one person ran the laser and the other four actually we stood out in the road we didn't even pull people over we just waved them in and we wrote 36 tickets in about 2 hours and I put that on Facebook and said hey, slow down in this area obviously it's an issue. Here's why we're doing it. I wrote 36 tickets in 2 hours here you know we're going to be here and in reality we're not going to be there because we don't have the people to maintain those resources but people don't know that. You know you create an omni presence by the way they see. First day of school this year someone hires us to risk groups as kids you know.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	The other thing is when you put something on Facebook saying hey we're doing road checks tonight you know and somebody goes and gets stopped at road check what can you really say? Really and truly I mean they're like we told you, you dummy and so actually strengthens our connection with the community because they see us as being fair you know not see us as running speed traps and stuff like that and you're always going to have some distractors and stuff you know.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	When we start looking at the areas where we have a lot of thefts we'll start pulling people on that area and just keep our eyes open and see who is moving around and a lot of times people won't bother to call and

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								telling you but when they get stopped for a traffic infraction they want to help you out and tell you who is doing what so we got a lot of great information off that but overall we have some really good people here, really good school systems. We have a lot of households where both parents are still in the household.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... Some of the biggest issues I've seen is law enforcement people trying to make this perfect deputy, this perfect officer.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	I will go with them to the retirement center and help with that but also talk to the doctor's offices and stuff and put stuff there and let folks know how to do the program. My wife is a Type 1 diabetic. We'll have one in our car so it works out well. Anytime I can put give kudos on Facebook, if I take a photo of an accident scene I try to get the ambulance in there, I try to get the fire in there. I specifically name them hey great job. Thank you for coming out to this blah, blah, blah and just makes them feel good and makes others want to cooperate and participate in what we have going so it's good to have the relations.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	But this year we're having our Christmas party together. Never done that you know. Probably have fun. I think you should enjoy your time. You shouldn't be too stiff. So we're buying the hams, they're buying the turkeys, everybody's bringing their own potluck and I'm buying the plaques for my guys. I'll recognize my people's service within our public safety community Officer of the Year, Employee of the Year all that kind of stuff Dispatch of the Year. Also got an ugly sweater plaque. Whoever wins the ugly sweater plaque we'll give that out you know. We'll let them bring beer and wine. Can't have it in bottles or cans. Have to have cups so if anybody takes pictures but anybody needs a ride home you ride home. We have accesses here to check people. Don't let anybody drive drunk but let's loosen up and have a good time and doing things like that helps bring the community in together, the public safety community in together and I think that helps tremendously and just getting out there

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								and I tell them all the time you know we're one team. Public safety in this community is one team.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Public safety in this community is one team. Anytime I can put give kudos on Facebook, if I take a photo of an accident scene I try to get the ambulance in there, I try to get the fire in there. I specifically name them hey great job. Thank you for coming out to this blah, blah, blah and just makes them feel good and makes others want to cooperate and participate in what we have going so it's good to have the relations.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	You know we all hang out together and talk you know we have good relationships. Last night had a fire over there near [County] line. Called [Town] PD and [Town] Fire Department because they're closer than we were. I don't mind you know there's no shame in asking for help. That's what it should be. Now I think sometimes people's egos get caught up and don't want to ask for help and you should and there's a possibility someone's in the house and if they can get there before I did and help get somebody out or see if there was you know makes a big difference. So it worked out really well and they got there everybody worked together.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... He has a little side business and he gives us all the equipment at cost and then he just charges us to install it at a reasonable amount but he does a really good job and rumbler is \$600.
Context_of_Work - Relationships	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	...You got four hours extra at home every day with your family that's important so it makes a big difference and just the way they interact and just to your philosophy. Listen you're here, you serve them they're not here to serve you. You are supporting their efforts. You support the fire department, you support EMS, you support the police, you know you need to understand where you stand in this relationship and once you get that and they stop being smart butts about stuff and humble themselves and embrace their role it goes a long ways.
Context_of_Work - Relationships	LE	R	Supervising Field	36-45	21-30	Male	LE-R-048	I have good relationships with the sheriff's around here so we help each other you know in whatever we need we know. If he calls me today and



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			Responder					needed some of my people to come help with something there they are there. We had a shooting down in [County] where they shot an officer involved shooting you know I was at dinner, called us I sent everybody I had over here to help.
Context_of_Work - Relationships	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	... I tend to be somewhat flexible in my job duties and description so that I can do my best to meet the needs of the department as a whole. Currently I oversee or I'm participating in a number of collaborative projects with either student [name] groups or with [name] Police Department/[name] Institute projects dealing with say vehicles and robotics and how the [name] Police Department might leverage robotics for use in conducting patrols on campus. So anyway that we can leverage the police department's presence and gain better visibility into the on goings and happenings on campus I tend to be involved in.
Context_of_Work - Relationships	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	Yeah I would think very well. It's not like some large departments where you know dispatch could be outside of your zone or beat and you never go to the building or the location where dispatch is and really don't know the person by their call sign or their voice. Here we are a much more intimate department. We all know one another and you know officers have the capability they share the same building, the same headquarters with dispatch. They come into dispatch in order to get printouts of their vehicle stops and things along those lines so there is a personal knowledge of the people here that you may not get with another agency.
Context_of_Work - Relationships	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	They are out there with the sole purpose of establishing relationships with the faculty and staff, the students, the businesses so that people know them by name and by face and they're very successful at that and that has really helped. That engagement piece has really helped to build trust amongst our community and establish that personable approachable nature for the agency but we don't want to be the cop in the car you know who you'd have to flag down in order to speak with. We want to be approachable. We want to be in and amongst our community so that they can provide us the information we need that we wouldn't gain otherwise. The tips and that intelligence that you wouldn't get if you

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								have a cop stuck in a car.
Context_of_Work - Relationships	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	We have we are truly blessed in having an incredibly supported community both from the administration of the institute who has a solid finger on the pulse of the department and a good working relationship with our chief so that they know what our budgetary needs are and they do their best to meet those budgetary needs in providing us with the manpower and the equipment and the technology that we rely upon to succeed all the way out to the students. This was largely felt by the department in the recent officer involved shooting that we had of a student in crisis who committed suicide by cop. Immediately following that there was a group from Antifa that took the opportunity of derailing what was a very peaceful vigil in remembrance of the deceased student and turned it into an anti-law enforcement protest which culminated into a riot right outside the department, assaults on our officers, the burning of a police car. What was amazing was that our students came out verbally detesting the actions of that Antifa group supporting the police department bringing us incredible amounts of food to help sustain us as a show of support and solidarity. The cards and the calls and just the outpouring of support was absolutely amazing. It truly was. Never experienced anything like it before. Where we had a subsequent protest on campus and we had mobilized our officers to deal with the protest that was what we were expecting. What we did not expect was a turnout of students who began a counter protest on behalf of the police department. Now all of a sudden we had to mobilize to act as intermediaries between these two protest groups when we had only anticipated the anti-law enforcement protest group...
Context_of_Work - Relationships	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	...Our students here are a very different mix. They're not the [City] type you know social movement or liberal mindset. The students here are so logical and so focused on their studies they just don't have time for the political stuff and it's amazing to see how they for being as young as they are they identify work belongs here on campus in an academic setting and what doesn't and they will very swiftly adopt a side and stay

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								fastly stick to it. I am impressed by the student body that we have here and I was truly amazed by again the outpouring of support for the department which I think really reflects on the relationship that we have established with the community. Had we not had the trust of the community that interpersonal relationship them knowing our officers on a personal level and vice versa I think it could have turned out very, very differently for the department over those very trying couple of weeks immediately following that unfortunate incident. So it's amazing the relationship we have with our community.
Context_of_Work - Relationships	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	... after 9/11 video surveillance is expected to be hosted by law enforcement and people don't understand why a criminal can't be caught sooner given the fact that it's become so pervasive in our society. So the citizen's academy really helps to develop an appreciation for what the department's capabilities are and has received absolutely rave reviews. I think our agency does a very, very good job of helping to give them that experience.
Context_of_Work - Relationships	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	... One, we lack the where we are blessed with having very generous resources at our disposal we are also kept very busy. We are not fat. The resources that we have are tasked pretty much to their maximum capabilities and that's why we use this the community the way we do with by employing part time student help because our full time staff are tasked pretty much to their limits.
Context_of_Work - Relationships	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	... We also have a large foreign population of international students that aren't accustomed in many cases to some of the crime that we experience here on campus. They're not accustom to locking their doors. They're not accustom to having to worry about where they walk or when they walk so there's an educational piece to this and that's why we that CORE unit. We have a crime prevention unit.
Context_of_Work - Relationships	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	They are getting out there ahead of this engaging these students in different programs, providing presentations so that they can begin to train them as the students begin to age here on campus and they progress to sophomore, junior year and whatnot they too through their

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								experiences and through the education that we provide begin to become more seasoned and can assist us in helping to bring up the new students so yes it is a bit of a disadvantage in that there are new victims potentially coming on to campus every year but it allows us knowing that it allows us to get ahead of it, train them immediately, establish those relationships very early on, take the preventative measures and look for new ways that we can do things.
Context_of_Work - Relationships	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	We just implemented a bump lock program where if we see a bicycle that's not secured properly secured our officers will put one of our locks on it that has instructions. Call the police when you get back to your bike. They call us, officers go out, it allows them the opportunity to engage and educate the person, it also allows us to give them a gift of the bicycle lock that we secure their bike with so now they don't have an excuse to not lock their bike in the future. That generosity goes a long way obviously it's funded by the department and by the institute but it's seen as a generous gesture by the recipient and builds the rapport that we have with our community so it again it allows us is it a detriment? In some cases in other cases we're able to take advantage of those opportunities to build rapport and to educate.
Context_of_Work - Relationships	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	These kids, students, young adults they embrace that. Some of them are more apt to interact with a robot then they would an actual live police officer. If we can cater to that community's desires and provide them with the device that they want or the means with which they want to communicate with us we owe it to our community to do that and so we are looking to develop robotic technology, autonomous robotic technology that can go out and perform patrols to notify us of dangerous environments.
Context_of_Work - Relationships	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] I'm the supervisor of the traffic unit assigned to special operations which consists of various units so me and him kind of oversee everything but I'm over traffic, I'm responsible for the scheduling of my officers, for their pay, for doing their payroll. I mean just in the sorbent of thing dealing with citizens who have complaints against officers, being

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								out on the street and making sure that officers are doing things properly or procedure per the law providing intelligence to the officers so they know what the objective is. That about sums it up I would say.
Context_of_Work - Relationships	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] See with the amount of people we have we have 13 people in our unit here full time. The amount of people we have we're most effective if we could get everybody together to address that one priority problem. The problem is or this is the trend that usually happens is wind up taking four of those people and putting them on drugs handling the drug complaint and then I got three or four SWAT guys that are going over to help execute a warrant and then we've got three traffic guys going to address cars being stolen so it's very rare we could have our entire unit at one place at one time because like I said like detective [Number] said there's so many different things that come up and pop up with different parties.
Context_of_Work - Relationships	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] ... Now if we're in a certain area for a certain type of crime burglaries for instance we'll let the dispatcher know that and we'll be on a separate channel from the regular patrol units and then the dispatcher will switch over and say hey I got a burglary in your area so that way that's our priority that's why we're there we head over that way but in the meantime like we said all these other forms of communication if we're working on stolen cars that's when we have most lines of communication come in because the stolen cars travel from jurisdiction to jurisdiction and we're getting this information from so many different officers.
Context_of_Work - Relationships	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] Rarely together. I mean if everyone gets here on a rare occasion you know people are usually pretty busy. I mean they'll be maybe some hanging out just because people don't get to see each other that often but mostly it's business though.
Context_of_Work - Relationships	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] Now by March there's supposed to be the city police department incorporated so what's going to happen with [county] Police is still unknown. Now us as the SWAT team and the county police we are able to help other jurisdictions go into other jurisdictions if it directly effects

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								anything we're investigating. We have other agencies asking us for assistance all the time. [City] because they don't necessarily have a SWAT team so if they need warrants served they usually contact us, what else can you think of? The difference between countywide not countywide.
Context_of_Work - Relationships	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] Based on our talents and equipment that we have we're part of the [group abbreviation] group so everybody knows we have this equipment so they reach out to us rather than putting it together themselves and being a big venture for them with personnel equipment and money and whatnot. It's easier to reach out to us if they don't need a SWAT team but twice a year.
Context_of_Work - Relationships	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] Sorry. I'm thinking of recent occurrences like Florida you know or whatever so a major incident happens where all these jurisdictions have to work together and communicate together it used to be in the past where you know we were on one channel and could not communicate with anybody else and you had to go through dispatch or peters and now everybody has been provided with these [group abbreviation] radios, we all share a band channel, you can communicate with them you know the departmental heads get together and figure out who is doing what and basically provide assistance for the metro area under the [group abbreviation] umbrella.
Context_of_Work - Relationships	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] Well day to day if we're out doing something we have this crown trend of sliders where kids are jumping in the cars at gas stations because people leave their purses and their keys in their car. Well if they're happening on us but we know they live in [city] we talk to [city] we'll just flip on their channel and talk to them. Hey, we've had a car stolen or vice versa they'll let us know so we have great communication there. On the [group name abbreviation] end we've had full scale incidents where training incidents so I'll go to one area and we've had comm checks or whatever and we've been able to talk to the command posts and incident command and whatnot.
Context_of_Work -	LE	S	Field	Not	Not	Male	LE-S-050	[S2] But now now I mean like we just know we have good relationships

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Relationships			Responder	specified	specified			with everybody around here and just it's been a lot more activity on the communication end along with meetings.
Context_of_Work - Relationships	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] Along with that app like people have gotten on the app before and said hey, does anybody have a contact in [County] and right away you know somebody that you know has automatically given you a contact you know so it's a lot easier than calling the main number somewhere and saying hey can I speak to the supervisor of detectives.
Context_of_Work - Relationships	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] We've had a working relationship with these jurisdictions in [city] as we said before reached out to us [county] other jurisdictions for these big scale events.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	... We attend a lot of community events both like just to engage so setup a table and have you know swag and engage the public and students help us with that but also informational type sessions so employee orientations, Q & A's about law enforcement, Q & A's about safety. We engage in any sort of interviews, any sort of like you know public inquiries of any variety would probably come through me. I'd have sort of the PIO duties in that I deal with.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	The student newspaper does a weekly crime meet so I'm the person that contacts them or they contact me and I tell them what's happened and give them the information they did for their reports and then on the training side of things my job is to schedule departmental training. If people are going outside the department for training my job's to schedule them for that, pay for it, it's maintaining all of our posts, police officers and standards, records, making sure that people get credit for the hours, making sure people have met their [name] standards. Every year you have to have 20 hours of training and there are certain mandates of what that training has to be so and then also I'm involved in background and recruiting. Right now we're doing recruitings, I'm calling people setting them up for ride alongs, I'm helping a couple of other supervisors in doing the preliminary screens on the new applicants there's a lot going on.

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Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	There's a sense of fulfillment, there's a sense of it's interesting which sometimes police work isn't, engaging community engagement I really enjoy, I suppose important. I think the core of being police is answering calls and being there for the public but behind the scenes making sure that people are trained and we're meeting our standards and people can keep their power of arrest. I think there's a level of importance to that. I would say those.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	We're not just you know we're the key holders and when an alarm goes off we don't reset it, when a pipe bursts we call FM, facilities management so there's a big value and also just being seen, being proactive, keeping people safe so I would a big part of the routine is the expectation is that you're going to be mobile, checking buildings, walking buildings, driving parking lots. There's some little stuff like there's a park that we have where we unlock the gate every day and someone has to go and unlock the gate and someone has to lock the gate. I don't know if that's quite the routine but it's just one of those things where it's like you know most municipal police departments don't have to go unlock and lock the gate.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	...You know we don't police the [name] but it's right next door so we have interaction if we need to go there if we need to help out but there's also all that traffic flow and then there's also just the connection between [name]. There's a lot of people here so there's a call volume during the day at night it's not as much.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	We do. Yeah we have our own call center. We're lucky that most of the community knows to call us. We get it's sort of surprising sometimes like the volume of calls we're getting where people seem to know to call us. I mean obviously if you pick up a land line and it did come through to us at one point the 911 calls came through to us and then when they redefined what a 911 call center was a number of years ago they stopped so they would go to [name] County dispatch but [name] has a long relationship with us and they get rerouted back to us but also most people do know our number and most people know the five digit



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								extension to call our dispatch center so yeah we staff 2 to 3 dispatchers a shift. We take calls for all three of our campuses that we currently police.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Yeah we it's probably by most standards not too much communication but our dispatch is in the center of the police department. It's accessible by the officers. Officers can go back there and I know some agencies restrict access to their call centers so yeah there's coming from [name] which is a large agency dispatchers are up on a floor that we didn't have access to and I sort of knew some of them but I didn't some people had relationships. Here you know your dispatchers. Everyone knows them they know us first name basis that kind of thing because we have about 50 or 55 sworn positions I think we're budgeted for somewhere close to sixty but fifty to fifty-five would be our number and then we have about 10 dispatch positions.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	There's coverage issues for the portables. I feel like we're able to get what we need from dispatch and I feel like we have a pretty good working relationship. Some are stronger than others and we're getting more people that have come from for a long time a lot of the people that dispatched here only dispatched here and I certainly don't hold that against somebody.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	... We can go to [name] sometimes with [name] we've gotten on their channel and asked them to help with things like our NCIC went down and we asked them to run it or if we hear something. Somebody took off from us or we've helped them out when they've had stuff going on so we can access most agencies around here.
Context_of_Work - Relationships	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	They needed they were looking for a FLIR and we sent ours up there. We went up there and shot FLIR for them to try and find the bad guy so that's sort of an example of our ability to communicate. We heard it on the radio, we talked to them on the radio, we asked them if they wanted us to come, we went and we used our we were able to use our technology which was pretty cool.

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Context_of_Work - Risk-Safety	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	... Well, the problem is [laughter] that when we want a new set, we're like, "Okay, we need a new set. Okay, well, this isn't working." "Well, you're stuck with it for another few months." "Hey, we got to call the manufacturer and get somebody over here to service this. Three weeks left." So that downtime, I'm really suffering because there isn't plug-and-play components that are affordable, and cheap, and easy for the user to just say, "Yeah, I need this replacement and this." But, yeah, communications has got to be on top of my list. I wish I had audio files from fires before and after good communications in mask. It's scary to the point where I had somebody from the public-- I was teaching a class, and they go, "You know what? We were listening on the Five-O app." I don't know if you've ever seen that, so--
Context_of_Work - Risk-Safety	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Yeah. So it's like a radio-- it's delayed 30 seconds or something like that. But they go, "Yeah, we were listening on the phone, and we couldn't hear anything those guys were saying, and we knew they were inside the fire. Did you guys hear that?" And I'm like, "No, we couldn't." They're like, "That's shocking! Don't you guys have some sort of in-mask?" And I'm like, "Well, we used to." And so when the public brings that to our attention, you know it's an issue, right?
Context_of_Work - Risk-Safety	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	I don't want to call it dangerous because our line of work is somewhat--
Context_of_Work - Risk-Safety	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	--risk associated, right? But not being able to hear, like, "Okay. What did he say? Did he say he needed more people or did he say he was coming out of the building?" I mean, you would think-- you're like, "Whoa." I mean, it's sometimes that bad where you really have to [go do a?] face to face. And that wastes time, and time is everything.
Context_of_Work - Risk-Safety	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	So back to like-- so some of the mandates are techno-based. So the county, through a grant through [City] Regional Public Safety Consortium, which is kind of our POST academy for the region, they have this mobile trailer. And I'm sure it cost a bunch of money, right? You

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								got all of these mobile simulators in your car. And I kid you not, like 75% of people, when they go in there, they get car sick.
Context_of_Work - Risk-Safety	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	So my alarm really isn't quarter tank, it's really 50% tank, but my alarm doesn't go off until quarter tank. So riddle me that. I mean, where did--
Context_of_Work - Risk-Safety	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	The other good use for it is kind of the law enforcement side. It's a tactical tool, right? Let's say we have a bad guy pinned down with weapons and other things, having the ability to put eyes up in the sky and really look down [at an event?] is huge. My gut tells me because of where we live and some of the high-end brands around us-- I mean, you have technologies that they want to deliver your toothpaste via drone to your door. So I imagine that we will see progression into that, where maybe 10, 20 years from now, we'll see-- from the PSAP, we would see a drone launch when we have a fire or we have some sort of tactical event involving weapons or bad guys, and we would see a point-to-point coverage of where somebody [inbound of the event?] could look over at their CAD and they could see live--
Context_of_Work - Risk-Safety	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	We take rehab pretty serious in this agency, and we've gotten better over the years, I think, of addressing that, only because we've had to. Right? We are seeing hotter fires. The turnout gear is heavier. Our bottles allow us more breathing time on air. Our work duration cycle is longer than it used to be--
Context_of_Work - Risk-Safety	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	And we have better tools. And so we're able to be more efficient. But that means you're exposing your people to more heat stress. When we rotate out of an operational assignment, we go from operations group [until?] we go to a rehab group. Okay. And so that formal rehab process includes kind of a cool-down period. And then we have a standby paramedic unit that's going to monitor them for pulse and blood pressure, and if they're not within the normal limits, they'll notify somebody. And then they will start looking at heart rhythms, and they have EKG, and all that good stuff. So from there, once you clear rehab,

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								you go back to staging. But in that rehab section, we're very good at providing water, shade, rest, a little bit of food. We always laugh because the cookies [laughter] they give you--
Context_of_Work - Risk-Safety	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	... With [State], I mean, we do a lot of mutual aid with agencies, so a couple of our rigs are specifically mutual aid deployable to other parts of the state. So we always, about this time of year, get kind of the reminder of, "Hey, by the way, you got to drink water. You got to stay in the shade. You got to prep your body, rhabdomyolysis." We get all those warnings of, "Hey, look, this is dangerous. If you get too fatigued, you could end up in the hospital. Here are the warning signs." We've gotten way better. We've gotten way better over the years of wearing our gear, wearing our masks, full head-to-toe protection, respiratory protection. Before my age in this business, guys were doing overhaul without any-- and they were using a particle mask which is complete bunk, right? Because of HCN, and CO, and all the bad things, right, that are in smoke, let alone all the carcinogens. So it's interesting because we've gotten a lot better, I think, as an industry. The gear nowadays,, I mean, the turnouts, I mean, they're C burn rated. And, I mean, they've got little seals. I mean, it's crazy. I mean, it's absolutely wonderful. They're hotter.
Context_of_Work - Risk-Safety	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	They contain more heat, but we're definitely more protected. There's also more awareness, I think, at this level, the company level, of, "Hey, look, just the smoke itself is bad." And it's fuel, right? And so a lot of that has come out of good trainings from the other lab, like pushing that. But really, some of the training that is done not only nationally, but at the local level, really pushes the need for rehab and the need for your respiratory protection and just managing that and being very, very careful about what we're around. I mean, we always say, hazmat-- everybody goes, "Oh, hazmats, hazmat. Yeah." But every fire is a hazmat. Every single one of them. And it's deadly. We take our meters and we put them into a burned-out building and they just go off, immediately. So the amount of carcinogens, and especially the stuff like hydrogen cyanide and the CO that's off-gassing, that stuff is in our gear as we're leaving

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								the event, so. I don't know if you noticed on the outside of the station, it says, "Clean living space."
Context_of_Work - Risk-Safety	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	...And again, we haven't figured out how to stay away from the fire to actually fight the fire or a hazmat event from afar. I mean, there has to be some interaction with tool-on-task, and unfortunately, people are susceptible to some of those bad things. But, minimizing it over the years with good training and some technology-- and another thing for technology, I wish we had more money for monitoring equipment for a lot more people. For example, I have disseminators for this team at this station. I don't have them for everybody. I used to. Okay? They were grant-funded. The grants dried up. Post-9/11, we had a lot of money. 10 years later, not a lot of money, okay? I wish we had a four gas meter: oxygen, CO, whatever else, LEL [laughter], all the good stuff. I wish we had one of those for every engine company. We don't. Money. Right? I wish I had a natural gas meter, \$795 unit, for every [first-in?] engine company. I don't, okay? Some departments do. We don't. Being able to go, "Oh, yeah, there's no natural gas in the building. There's no CO in the building," okay, and ruling out a sick building based on symptoms is really critical, I think. And that's one of the things that, it costs money. Those meters are expensive, right?
Context_of_Work - Risk-Safety	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	"And the last four times she was contacted, she was a much calmer person, but she does have a drug history. Maybe she's high on something now. She's clenching her fists." So when we were talking about that, everybody thought that was a great technology. But what does it require? It requires something on the back end. There's still going to be human interaction. The artificial intelligence is growing, but it's not there yet. In the meantime, you're going to have to have somebody in a center that's looking at that and evaluating the criteria that's coming back because the officer doesn't have time to do that.
Context_of_Work - Risk-Safety	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	I would say it's very-- but you're locked into an ear and you're getting tones, you're getting officers yelling, you're getting sirens.
Context_of_Work -	COMMS	U	Comms	18-25	5 or less	Male	COMMS-	... I don't know which side you came in on but the courtyard but just

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Risk-Safety			Personnel				U-006	across the courtyard is there's the jail and that houses most of the sheriff's office but there's also some of the sheriff's office over here and then in addition to that we also have ECC here as well and it's convenient but also in terms of public safety critical infrastructure this is not perhaps the wisest setup because everything is one place and then I don't know if she spoke to you as well but across the street actually literally right across the parking lot is our backup center.
Context_of_Work - Risk-Safety	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So if anybody from here ever needs to have a meeting over there with someone from the county or if the police department needs to go have a meeting with the county or whatnot the county offices are right there, the county board offices are there, that's all very convenient, the fire department offices are over there but you kind of have this there is an issue of geodiversity in the sense that all of our critical infrastructure is in one spot.
Context_of_Work - Risk-Safety	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Which is not good and there's a perfect example I don't remember the year before my time but a couple of years ago there was a suspicious vehicle that they thought may have contained a bomb and that was parked right on the street between the backup center and the main center and if that had gone off [City] would not have a public safety answering point, it would not have a piece up. So that is great and that's something that's been expressed to the county but one of the frustrations I feel like that we have here is we do feel like they don't the county does not prioritize public safety as much as you know maybe we should and so when we've expressed that we need a geodiverse separate building for public safety specifically for the piece app they're like you know interested. They don't want to pay for it because it is expensive to set up and they just don't really see the value because they don't think the way that we have to think.
Context_of_Work - Risk-Safety	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	...Are they guns, knives, what do they have? Has anybody been drinking? Is anybody under the influence of anything? Where are you? Where is this other person? Are you both in the apartment? Is this going on right now? You know did they leave? Okay let me get a description of them.

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								Are they black, white, Asian, Hispanic? What color shirt? Pants? And then I go back around. I do my next descriptions you know how tall are they? How much do they weigh? Heavy, thin, medium build? What color hair? You know and then I'll say you know which way did they leave? Did they leave on foot or in a vehicle? If it's a vehicle I can look up a description. If they went on foot I want to know which direction of travel they went. How long ago did it take them? That sort of stuff.
Context_of_Work - Risk-Safety	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	And so there's always this baseline level of tension that you never know what's going to happen and then the other part of it is too once you become more experienced in this job and you do start doing other things like police dispatch and stuff you know I'm starting to recognize the officer's voices and I know some of the officers you know now that I've worked here for a while because we do ride a long a lot, we work with them, we meet them in teletype and stuff like that and so I know them as people and if in addition to me being nervous for perhaps the person on the line because you do get invested in these people even though you don't know them you're still worried about them you care you know. You'd be talking to them you stress for them and then on the other hand you're also stressed for the officers because or the paramedics or whoever's responding you know because we're all kind of one family and we all care about each other and your job and this is how we think of ourselves our job is to keep them safe and make sure they get the resources they need. Make sure that they are prioritized you know and we're sending them into these crazy situations and we want to make sure that they're going to be okay. So there's a lot of stress about just again the unpredictability just don't know what's going to happen and then in addition to that the liability that if anything that goes wrong you are responsible.
Context_of_Work - Risk-Safety	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	...So you know you have a situation where somebody is getting stopped and then you get a hit off of this person and then the information in there has something that says for some reason this person is a white female 200 pounds or whatever when in actuality it's an Asian female

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								who is the same descriptors, same similar name and instead it's an Asian female it's one letter right? You put an A or a W and the officer could arrest the person because they're like this is an Asian female fitting that description and they arrest this lady and she's never done anything wrong in her life.
Context_of_Work - Risk-Safety	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	...The bad part is it's across the street and we have had two situations in recent years where we have needed to evacuate the area and we've had nowhere to go and that is part of the reason that sparked the conversation of sharing telephony systems and eventually CAD with [name].
Context_of_Work - Risk-Safety	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	From [name] inside their dispatch centers we cannot reach on the radio all of our county on portable radios. So we do have some technology difficulties that keep us from moving somewhere. In those two situations we ended up staying put. We had a box truck parked backup center is technically west of us just across the parking lot and there was a large box truck parked in front of it and bomb dogs got a sniff, bomb squad was called out if it was filled with any bomb or chemical stuff it would have most likely effected this building as well because of how large the truck was. It was about a ten foot moving trash type vehicle and then and that was on July 4th a couple of years ago.
Context_of_Work - Risk-Safety	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	And that if anyone evacuated the building there were snipers set up around the building to take them out. We had enough staffing it was right around a switch time so the oncoming staff was told to go to our backup center and our staff that was in our main center was escorted out under SWAT protection so shields, everything, the whole shebang escorted out of the building. There were no bombs found. We didn't find any snipers but at that point we were still just across the street from where our building could potentially collapse and our backup center is actually where we answered 911.
Context_of_Work - Risk-Safety	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Yeah. It's unknown territory because we've never gotten to that point. I mean there was even issues when they told us on that July 4th incident you need to leave the building and we said and where do we go? And



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								who answers the 911 calls because even though we're having an emergency in this area the rest of [County] is still having their emergencies so how who do you expect to answer these calls? How do you expect to get them help? Where do you expect us to go to do this?
Context_of_Work - Risk-Safety	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	...And then, when we go to submit the warrant, we've got all that paperwork that goes with the warrant. If it's an accident or an arrest, you would be responsible, excuse me, to get a wrecker. Or if they get to a scene that came in as a non-injury and somebody says, "I'm having chest pains," they'll contact us on the radio, we get ambulance and fire on the way to have that person checked out. If we have a combative person that needs to go to the ER we will call the ER and say, "We're coming in with somebody", you know, same thing with the [crosstalk], anybody that's combative, we would let them know for safety reasons, "We've got somebody coming in, you might need more manpower or some way to strap them down or--"
Context_of_Work - Risk-Safety	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	...So you take all those things into consideration where you get into some of the bigger departments and they have beautiful stations that adjust, you can stand, and that's one of the other crappy parts of this job, is you sit in crappy chairs and your back and your neck and you leave here at night and you're like, "Oh my God, I feel like a truck hit me." And we don't have headsets because our phones are old. Sometimes the phones are crackly because I mean, they're old phones.
Context_of_Work - Risk-Safety	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	...Yesterday one of the officers called me and he called four times and it sounded like he was whispering and I said, "You're totally unreadable." Well, that's an officer safety issue, when you can't communicate with your officers and they can't communicate with you it's scary because-- sometimes we grab our cell phones, "Hey, are you okay? I've called you three times. I didn't hear anything." I mean, all officers and dispatchers should have equipment that works.
Context_of_Work - Risk-Safety	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	... So I mean if you were to come in contact with someone or if someone else came in contact they can't call you or send you message and saying, "Bad guy's coming into town." Or if for example, if somebody has

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								an officer safety caution, which could mean that they are a violent criminal, we don't know any of that. Because I mean, we've had instances where our computers-- it's generally not too long, but sometimes like six, eight hours. You might work a whole shift and not have phones or computer because everything's down. So you're relying on-- sometimes we go down and the sheriff department's still up or sometimes they go down and we're still up. But again, sometimes it could be the cable company that provides our Internet or our phones. We use D&P or it could be on the other side of the state somebody was doing a construction job and hit a fiber optic line and took out all of us. So I mean, we have those-- obviously, those are circumstances beyond our control, but it can be an officer safety issue.
Context_of_Work - Risk-Safety	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] So our department just made the decision recently to give every person that's on patrol a cell phone from the agency. They're doing that for a couple reasons, one: they can't have the excuse of I didn't have the ability to make a phone call. But it's also a lifeline as well in that case, if you really need it. Our county is so big geography-wise that people can be out in places where there-- we have 95% coverage from our radio system, which is significant. I mean, you don't really find radio systems that high. But the fringe areas that our county patrol works in are the 5% that you don't really get it so you need to have an alternative way of communicating.
Context_of_Work - Risk-Safety	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Well, so if the big one really does happen within [application name] there's a status board, right? So if you're online literally, right, you have the ability to connect. You'll update your status. So that's a pretty operational thing that we've worked out. That way if you don't check in we know that there's probably a problem, right? And now we can start to understand situationally that, "Hey we have three cities on the west-end that haven't checked in. That's probably where a significant amount of damage is."
Context_of_Work - Risk-Safety	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]... Now, moving across to the other side of the room and what [Name] said, we have dispatchers- lots of places have call taking and

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								dispatching by same person or split. So, we got the dispatcher talking to the field units and of course they have a different responsibility to make sure that they are responsible for the safety of the officer that's answering the calls and then to make sure that the information that comes from the person on the phone to what the officer gets in the car is correct.
Context_of_Work - Risk-Safety	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	I'm 52 years old and I really don't want to keep doing what I was doing when I was 20. So this position came open and I migrated to here because I was really the only one that knew the CAD, knew the communications center and all that stuff, so we hired a new so I help him. The fire department, the fire chiefs, once I came from there [indiscernible] we need policies on how you want this truck dispatched on calls, how many trucks do you want dispatched on this type of call, this type of call, we built all those policies, and then it's easy for me training my dispatchers. If you're within policy, I got your back 100%. You violate policy; you're on your own. APCO; you APCO a call correctly and we find out the APCO codes need to be updated, you're covered. You don't use them, or don't do them, you're on your own, I can't protect you.
Context_of_Work - Risk-Safety	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Mine's antiquated, that's why we're replacing them. So another good thing about going to the new systems is we're replacing very old antiquated systems. A trunked 800 works a lot better than our portable or our mobile repeater system, it's either you do or you don't, there's not multiple a lot of places to go, so the new technology is safer for the crews, it's more apt to work -- you know all the stuff is great, it works, but some of the stuff is 10, 15 years old and so we're - and its ageing.
Context_of_Work - Risk-Safety	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Making sure that the deputy that's responding or fire service, EMS, whomever that we have responding, gets there and have the direct avenue to get there, the perfect location, have the correct information on, as far as if it's safe to enter or is it safe to go in, and do you need backup.
Context_of_Work - Risk-Safety	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	So protected. We don't know it's raining outside unless we hear the water dripping in the gutter [inaudible]. So it's kind of comical

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								sometimes. A lot of people, they can't get over it that we work in a building that has no windows. But at the same time it's kind of a safeguard more than anything, so it's pretty neat. It's pretty unique, if you will.
Context_of_Work - Risk-Safety	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... Let's take in-car cameras for instance, just on a vehicle, on police vehicles right now. They expect a lot of dispatchers to watch, for officers' safety sake, they're in a traffic stop. But if you have three different officers and you only have one dispatcher, which one do you watch, number one? Number two, what about the trauma on the dispatcher God forbid something goes awry? If the dispatcher sees the law enforcement officer doing something wrong, that's blatantly wrong, that's malfeasance in office, that person's just as much on the hook as the, I think it's going entirely too far.
Context_of_Work - Risk-Safety	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	... We have multiple screens to deal with, so now we can look at everything all at one time instead of closing one thing down, opening another, closing. And the computers are much up to date, so they move a lot faster, and we don't have to worry about officers being in danger 'cause our computer is frozen, we forgot where they were, or having to go to paper and then back, back and forth from the computer to paper.
Context_of_Work - Risk-Safety	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Basically the radio, and it's been the same since I started working, your main priority is the officer safety. So they don't want you answering phones, which we still answer if it's too busy. But you're going to be the last person to pick up the phone
Context_of_Work - Risk-Safety	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Which that's typically not a problem, but if it's a subject that the officer is potentially in danger from, like we're dealing with somebody that's like a murder suspect, we don't know, we got an agency saying oh, you've got to send me a teletype. So that tends to be frustrating. And other times you have other agencies, if they're calling for a warrant, before they even handcuff the guy, even if they're in danger from this man, they want the warrants in their hands, when we're trying to express you're putting your officer in danger. It's just different ways, different agencies communicate, which this agency, we tend to be more, best way to

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								describe, I just described it to one of my trainees.
Context_of_Work - Risk-Safety	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	It definitely does because if you aren't asking what that person, what they, you need to find out, or you need to tell your deputy, then you have a lack of communication 'cause that person is failing to tell you. And at the same time you're putting your officer in danger 'cause you don't know what's going on.
Context_of_Work - Risk-Safety	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	So in a non-ideal call it would be, okay, well can you walk outside and tell me, you know, do you see a number on the house or a mailbox or anything like that? So that's my main stressor like I always want to make sure I'm at least getting somebody to the right place. And also that whenever they get there the officers are going to be safe also. That's important, too.
Context_of_Work - Risk-Safety	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	I guess that's the point that I look at it from because I've been there and I don't want something out there that's going to harm them or harm their responsibilities because to me the most important thing that-- responsibility that we have is protecting the officers, the deputies, the firemen, paramedics that are in the field, protecting them as they're responding to these emergencies. From the very questions that we ask to the technology that we use, that's the most important piece of... information that--or... that's the most important part of our job.
Context_of_Work - Risk-Safety	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Location is number one. We can dispatch. We can do anything else in the world with that call if we have the location. But getting that location is just paramount. We can't do anything if we don't get a location. Finding out what's going on and who's involved. What hazards are there whether it's a police call, law enforcement call, or a fire call, medical call, still finding out what hazards are there that can impact that responder going or the people around that event. And then giving them the basic instructions to help themselves before we arrive.
Context_of_Work - Risk-Safety	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	All this safety component to that. Because when you're by yourself treating in the back, 9 times out of 10, you're probably standing. And because you're by yourself and you're trying to access head to toe. And

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								try to access and re-access, and treat, and provide comfort, and start doing your paperwork, all the things that happen. But with two sets, two people in the back when they can both in essence-- "Okay, you take the head, I'll take the feet, and split the torso down in the center," and maybe be seatbelted in.
Context_of_Work - Risk-Safety	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	Tracking individuals, we have some capability to do that. Well, the radio system has some capability to do that. We have not started to use that functionality, but being able to not just know where an ambulance is on the map, but being able to see where those medics are as they're [crosstalk] [inaudible] for safety, and even for response. If we've got responses going out where we have people on foot out walking around at a venue or walking down [Street], to be able to say, "Hey, there's a guy with a gun at the next corner." The PD has a gunpoint stop or, "Hey, there's a guy at cardiac arrest. We need-- I know you're walking," [crosstalk].
Context_of_Work - Risk-Safety	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	Not in a place that they could-- someone could flee and then attack us. So we were somewhere nearby, we heard that, and then we could get to the scene within 15 seconds. So we cut down on that transmission just by having that radio link.
Context_of_Work - Risk-Safety	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	...But it'd be nice to know that in the Metro, radios will always work or in elevators, radios will always work. Because if we were in an elevator and a patient fought us, we would have no way, until the elevator stopped and we could get out, of letting anyone know that we were attacked. So that is a little bit problematic. I mean, after 10 years you can kind of see where calls are going, so I would not get in an elevator with someone who was even remotely questionable. But sometimes you don't know. I mean, they could just have a problem and don't like small spaces and you don't know until you get in there. So that kind of thing gives me a little bit of heartburn
Context_of_Work - Risk-Safety	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...If we feel that our life is in danger, then our first priority is the first responders. If we feel so inclined, we will exit the scene. We will call for a police officer to show up on the scene. We have certain things in place,

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								some nomenclature that will say, "Hey, our lives are in danger. Please get police here right now." We would back away, protect ourselves, and then call for police.
Context_of_Work - Risk-Safety	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	But the police could be there for 15, 20 minutes, and the assault person be another state away. But while they're doing their reporting and talking to one another, they don't realize that we're sitting two to three blocks away, so it may take me to call and ask, "Hey, are the police there? Did it?" "Oh, yeah, yeah. You can come in." To find out that it was safe the whole time. So there is a delay in that...
Context_of_Work - Risk-Safety	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] ...Some agencies have ways to track how fast you're going. If you make dangerous turns at high rates of speed, that kind of stuff. And the ambulance, some of them have cameras in the ambulance. Some of them have-- some paramedics have cameras now. No place that I've ever worked, like the cop cameras...
Context_of_Work - Risk-Safety	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] ...some places have ways to transmit like the EKGs. So you take an EKG of a picture of somebody's heart on the ambulance, you can transmit it to the hospital. The agencies where I work, we don't have to do that because we have a relationship with the hospital that they trust that we can interpret it as well as they can interpret it. What we're saying is happening is what is happening. So I haven't worked in an agency where you have to transmit it before. Some places you upload the EKG into the trip report and then I have had that, and other stuff that you upload. And it's mostly to try to protect you...
Context_of_Work - Risk-Safety	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...They keep trying to push safety... safety in the ambulances. So ambulances aren't really safe. They're basically... like plywood on a pickup truck chassis. I mean it's really not the-- and they crash, and people die all the time. And they crash on the most routine things. And they crash for the same reason that anybody else crashes. They fall asleep, or somebody runs a red light, or somebody doesn't run a red light, or a tire blows, or patient jumps out of your ambulance in the middle... or something. I haven't had that. That's a career ending call [laughter]...

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Context_of_Work - Risk-Safety	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...so they keep trying to do these things, and I think they're trying to do it with safety in mind, but they're not really keeping what really your day-to-day job is in mind. So the safety hinders you from doing your job. So right now, let's say we have 15 ambulances. We might have a little more or a little less. We might have closer to 20. So we have one ambulance that has this newer technology, and everybody hates it. And so it's set up differently. The chair you sit in is different. The place where equipment is is different. The idea is to be safe, and I appreciate that. But moving equipment around messes with your mind memory. So you're like, "Wait, where is the--"
Context_of_Work - Risk-Safety	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	You need stronger ambulances. You need ambulances that don't explode. Not explode, but break apart when you crash. I mean, it's like driving around in a camper. So that would be more helpful than affixing me to my seat better and making me do my-- not be able to do my job as well...
Context_of_Work - Risk-Safety	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	I think also there's a whole side of technology, but I'm sure they can do a study that said if you get to the scene and you realize a patient is sick, and you need to go emergent back to the hospital, then you spend less time at the scene. You package up the patient. You put the patient down in the ambulance. And you start driving, and you never turn on your sirens. You would get to the hospital just as fast as if you get to the scene and go, "Oh, my God," and get in the back, spend 10 minutes or 12 minutes trying to do something with the patient before driving 60 miles an hour through lights. That, I bet, they would show that the time was the same, and the outcome was the same, and there's less crashes when you're not driving emergent. I just think there's ways to-- some people think that the lights and sirens are there to save people's lives, and it really-- there's 1% of the calls, 2% of the calls, where it can make a difference. So that's where maybe people could chill a little bit and use research to prove something.
Context_of_Work - Risk-Safety	EMS	R	Other Public	56-65	31-40	Male	EMS-R-008	[RE: using unreliable technology] They won't do it. I mean, I can't make any of my employees do anything. Okay. They're here 24 hours a day. I've



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			Safety Personnel					done their job. It's not easy. If you throw all kinds of harder stuff to make their job harder on top of it, it's not going to work. I mean, I can put all of the sanctions and rules and everything I want on it, but I have to motivate people to want to use this technology and show them the advantage of using it. We get paid faster. We can post statistics that show us what we're really doing, how it's useful. But if it's not to them, what's in it for them [laughter]?
Context_of_Work - Risk-Safety	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Yeah. They commute to work here. So I don't like that, but I don't have a lot of choice. My people live as far away as [City]. That's 150 miles. [City], we've got a bunch of people that live in [City]. We do 48-hour shifts, and so they can come up for 48 hours and they're off for four days. So they can make that work. And I can buy a house on the [inaudible] for half of what-- or a third of what you'd pay up here. It's just the cost of living and the amount of-- the portion of your salary that it takes to buy a house or buy a car, any of the sort of the big ticket items, has risen so much.
Context_of_Work - Risk-Safety	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Yeah. The tax payers say, "How much do you get paid to be a [Job title]?" That's how we have people because almost everybody has a working spouse. Well, it's tough to have a working spouse when you're away from home for 48 hours at a time, especially if you have a family. So it's tough.
Context_of_Work - Risk-Safety	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: frozen towers] we wait until it warms up and it falls off. But in an emergency, sometimes we have to hire a helicopter. Sometimes we go up in a snow cab or the technician does. I mean, that's dangerous, expensive work. And the radio system is kind of like your iPhone. You shut it down and people are like, "Whoa. What happened [laughter]?"
Context_of_Work - Risk-Safety	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...Because I wasn't kidding about the 50 car pile up that happened. And if we're up there with all kinds of emergency equipment, we can't talk to each other, that's a problem. If somebody gets hit by a car and we can't call for help, let somebody know, that's a huge issue for us. The certain frontier areas of the county, I mean, we're kind of used to. You don't have anything out there so we just kind of go out there ready for that...

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Context_of_Work - Risk-Safety	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...And then just a lot of conversation with everybody, really, and, first of all, how I can help the officer. And then how can I help the newer member fit in with that role and understand that my job is to kind of know what the officer is thinking so that we can make decisions really quick? Even on an EMS call, if the environment gets hostile, just being aware when to stand up and step away, or when to ask your officer for help. When do we need more help? Things of that nature. Do a lot of-- that's probably my biggest role in the backseat is just bringing reality back to situations because we tend to always win in our trainings. We always come out successful and it's just not the real world, so.
Context_of_Work - Risk-Safety	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...For me, in my perspective, like I said, I'm really based on reality, and been a paramedic for a while. I don't care. All I want to know is, what equipment do I have to wear? Do I need a black coat or EMS coat, or do I need my fire coat? That's really the only thing that matters to me. Now, I need to know if the scene is safe. That would be nice. If there's a hostile party, are we going to-- is it so bad that we're going to wait for police to get there first, even though the call is for a baby not breathing? We have that luxury here. Not everybody has that. Now, some people want to know more. They want to know if it's a adult or a child. Breathing, trauma, they want to know. For me, it doesn't matter because, so often, the information that dispatch is receiving from people is very much exaggerated. "Oh my God. There's blood everywhere." "Well, compared to what you're used to, yes, there is blood everywhere. But it's right here and it's right here. It's not that bad." So that stuff really does never-- I don't have a lot of value in that...
Context_of_Work - Risk-Safety	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: rig flip phone] It has numbers that I don't want on my phone. I don't want me-- or if my kids are playing with my phone, I don't want them to accidentally call the mobile stroke unit, you know [laughter]?
Context_of_Work - Risk-Safety	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...I mean, it went from that to then having computers get dispatch information and with the GPS technologies, able to automatically be on scene within 500 feet of something, which has its own problems of its own. To now, I feel like our department kind of underutilizes technology

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								for that. Yeah. It could be so much sharper. I mean, I get text messages from my ex-wife more than I would like [laughter]. I can't get information from dispatch straight to me that says, "Hey, this is a dangerous--" without having to make it out loud and everybody hears it [laughter].
Context_of_Work - Risk-Safety	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I think about what it is that the radio system's always has their challenges in different reception areas and different parts of the county or response district. I think, always, at fires it's an issue. And I think with communication specifically, when you have-- let's take a first alarm assignment of firefighters inside of a residence, you could have 16 or 20 folks inside of a residence with radios on, which need to be on for their safety as the incident evolves. When you get all the feedback and the squelching and all the background, the ambient noise, anyways, and communications is always an issue of fires, specifically.
Context_of_Work - Risk-Safety	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I mean, I've been on structure fires where either it's stabilized or you're asking for specific resources, and you can't transmit out the radio. So either it's a connection issue or somebody's walking all over you. And so, any needs that you need in the short term are not being met because you can't talk to your supervisor. Which 90% of the time, it'll be consequence-free. But we don't live in best-case scenario worlds. So I think we want 100% and I think we won't accept anything less than 100%. So it makes a lot of people's jobs difficult to try and improve the system. And thankfully, we have a lot of people working hard at it, but at the end of the day, it's a matter of life safety that is on the line, so I don't think you should ever get comfortable with that.
Context_of_Work - Risk-Safety	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I haven't ran any, but we've had a couple instances, one very recently, where one of our paramedics was involved in an altercation in the back where the patient was fighting and biting him, and he was trying to get out on his radio. And I don't know if it was lost in the system somewhere or whatever the case was, but it wasn't until another crew in their firehouse was listening to the radio and pretty much stopped the systemic response and just told our fire dispatch, "Hey, we need police at this location emergent right now for a patient that's involved in an

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								altercation with a paramedic now." ...
Context_of_Work - Risk-Safety	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: emergency radio communication] ...Because, obviously, the system is in place--which is a good thing, and there's policies and procedures in place, but a lot of times, I think when it's retroactive to the effect of if one of us needs help, we need it now. And it looks good on paper to have these policies in place, but I don't care. I just want the help I want and need right now. So I think there's always a time delay in that... Yeah. So it's not that it's disheartening. It's just frustrating. I think it's frustrating for the end user when you need all that stuff now and it's, I think, hampered a little bit by policy and procedure, which needs to be in place. So it's a Catch 22.
Context_of_Work - Risk-Safety	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I came from very small single firehouse fire department, mostly volunteer, to start and it was one radio amongst the entire fire truck. We had a county-based notification center that was not a really dispatch center for fire. So it was really self-made. So you live or die by the decisions you make versus when I come here, it's very systemic with policies and procedures and guidelines and very rank-and-file. And the guidelines are all put in place for you to just try and apply those guidelines to your daily routine and incidents you respond to.
Context_of_Work - Risk-Safety	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I do think drones have a place in the fire service. I think video imaging and infrared, or thermal imaging with drones can be a hugely beneficial, safe, efficient operation. I know they're starting to play with the thermal imaging inside of masks and stuff like that. I think that could be good. I think hands-free wireless communication would be a fantastic thing. But those are just the outside-the-box spitball ideas.
Context_of_Work - Risk-Safety	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: flip phone] It's a department-issued cell phone for communication. So we use that to call the hospitals. We use that if a patient needs to call somebody to arrange a ride or let them know, so we're not having to give them our personal cell phones and them having our numbers and coming and killing us.
Context_of_Work -	EMS	U	Field	26-35	Not	Not	EMS-	[S4] Yeah. You've seen a lot of that happen, where a lot of the rundown

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Risk-Safety			Responder		specified	specified	U-004	neighborhoods that were located on the east side, the Crip territory if you would, a lot of that is-- I mean, they're still your pockets of gang territory, but at the same time, you're seeing a lot of different cultural backgrounds move into the area and vice versa as well. And I would say that with the part of the neighborhood as well. And so I think that that is one thing that you're saying. I know talking to-- I've only been working for the division for seven months as an ENT, and throughout those seven months, I have heard the dangerous calls and the precautions that were taken in the past and now how those have been sort of put to the side. I would say, a more general feeling of safety, but not every call, you're going to have police attached to it. There's still those flagged, I guess, addresses if you would.
Context_of_Work - Risk-Safety	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] ... Certain things we get is body armor. As the world has gotten more dangerous, we now have rifle vests. We have ballistic helmets. We have gas masks now, and that's a new technology, and we have, they're called, Skeds. It's basically just a plastic sheet that you can put people on in rapid extrication from a tactical scenario, and we had some training in that a couple years ago.
Context_of_Work - Risk-Safety	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] ... So, if something interesting pops up, he doesn't know, so it doesn't get relayed to me. For example, one call I went on was a cardiac arrest. Okay? Sounds fairly simple. Bystander is doing CPR. Fantastic. Great. I heard my CAD system bloop, so I got to look at it. And now it said, patient's awake and kicking the crap out of the person doing CPR. So now, it's an assault. So now, I'm not going to go in there with all of this gear. I'm going to wait for PD to arrive because there's an active assault going on and that scene is no longer safe for me. Had I not had a CAD system, I never would have known that, and I would've walked in in the middle of this altercation and could have been a victim myself. So it's a safety thing also.
Context_of_Work - Risk-Safety	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] ... So, if I can do that in real time by myself, because all I'm doing is sitting there as my partner drives me to the scene, it helps me make decisions like, "Do I need to request PD before I even make the scene?"

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								Oh, my patient is 500 pounds. Let's get fire go into that because I'm not going to be able to lift that person with my partner. Oh, there are weapons on scene? Cool. This develops into a psychiatric situation. Maybe I'm going to go in a little bit more guarded than I would have before." It can be as simple as this is the address you're going to
Context_of_Work - Risk-Safety	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...I can tell you that for large-scale events, from the command side of things, I would like to see or have some type of a [inaudible] saying, "Okay, you know what? These ambulances are coming from this direction and these ambulances are coming from this direction. Where can I place them so that they don't running into each other or direct them [crosstalk]?"
Context_of_Work - Risk-Safety	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Just recently in the last couple of months, we've been told that if we do get a subway call we have to get a firetruck or an engine truck, a company with us, for line of communication. So it will be the ambulance, and then it will be the company of the firetruck in the subway station because we have one fireman up at the engine, and then we'll have a channel called fire, and we'll be able to communicate through a fire line. It's a short-distance channel. We're able to communicate. So kind of like telephone, we'll have one channel to the fire station and to the fire channel, and then back to the firemen that's up on top who can communicate to the alarm office, kind of like that. And that's just recently in the last few months we've been told to. If we get a fire call or a medical call in the subway, we have to get a fire truck with us, which is great.
Context_of_Work - Risk-Safety	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: using radio to communicate with dispatch] We're supposed to use it all the time. There's a memo out there, there's an order out there that we've got to tell them. We have to tell them we're on the scene. We're facing northbound, [company]'s on the scene. I think it's a personal thing. It's my personal thing. I do follow the orders if it's nothing really busy going on. I will say, "[company] northbound. We're on the scene." and I want to make sure they acknowledge. But if it's so busy out there, that's my personal thing. I'm going to make sure I'm going to hit that

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								button. Did they acknowledge? Okay, they acknowledged me. If I'm in the call, whatever, radio traffic has subsided, "Hey. We're on the scene." "Okay. I got you on the scene." Cool. It's a safety thing too, because they're monitoring us. They want to make sure that we're safe. That we're on the scene. And also too, they want to make sure that we've made it to our patient. So they want us to say over the radio. Tell us we're on the scene. But there's only one channel. There's only one EMS channel.
Context_of_Work - Risk-Safety	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	...If I could be in the subway and just know that I could communicate with them if that wave is stronger. I know that I'm in a high-rise and I, "Main, can you hear me?" "I can hear you crystal clear." compared to other places where, "I can't hear you. Can you get a better location?" And it happens. It happens in the subway or a high-rise. I want to know deep down that, you know what, if there's something like some type of technology ways that they could come up with where it's a stronger signal that I know that at any point they're there for me...
Context_of_Work - Risk-Safety	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	At my other job the stretchers on our ambulances are not like here. They lift up on their own and all you do is just pull them out and then you press a button and they go down so you never have to lift which is a huge deal on your back. I mean they'll lift 700 pounds or 800 pounds really so that's huge. I mean you don't have the issue of throwing your back out you know trying to lift a big patient, having to call for extra trucks but it's just you know it's money.
Context_of_Work - Risk-Safety	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Out here you get taken hostage something happens to you and you can't get out what are you going to do? You going to crawl till you get service somewhere? I mean so it's the communication technology is pretty primitive and nobody seems to want to pay the money to fix it because it's not a big deal to the commissioners. You know they can't just spend the money on it so I fear it'll take somebody getting hurt or a lawsuit of some kind because the crew couldn't get somebody out ended up passing away or having long term effects from a stroke or something like that, the crew was trying to get on the radio, couldn't get out, the

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								family sues. I think you're going to see something like that that's going to change this before pleading with the administration to change it.
Context_of_Work - Risk-Safety	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Rewarding, exciting, stressful, frustrating that's about it. That's all I got at the moment.
Context_of_Work - Risk-Safety	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	It does pose an issue. As far as I know no one has been hurt because of lack of communication but there are definitely calls where you need to be in touch with dispatch. That's your really that's our lifeline. If we get on scene and we have a lot of psych calls so if we get on the scene and there's a psych patient that is planning on hurting themselves, hurting us we're the first people a lot of times that have contact with them and if we can't if they don't know for instance they don't know it's a psych patient, if they do they try to send out the Sheriff's office but if they don't we get on scene and we realize oh, this is pretty bad and we need help if we can't communicate with them they have no way of knowing. And then in that 10 minute timeframe or whatever it is that they go by has to pass before they and they don't communicate with us before they say okay we need to have a deputy check on them and reality ten minutes could be way too late so for us to not have communication is really bad not for just our safety for our patient's safety. If we get on a scene and there's a cardiac arrest or something like that and we need backup if we need an extra set of hands someone my partner and I both need to be in the back of that truck with the patient we're going to need someone else to drive and we tend to back each other up when we have calls like that but if it doesn't dispatch out that way and you don't know until you get on scene and then you can't get out to your dispatcher you're kind of on your own.
Context_of_Work - Risk-Safety	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	We do. There are times when the radio is just really static so dispatch tries to keep a list of who is on the truck each particular day and has our cell phone numbers and sometimes they'll request that we call in because there's information they want to provide over the radio that they don't want the general public to hear especially in a rural area like this everybody listens to the scanner so they know what's going on before



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								we do sometimes and there may be especially a lot of our elderly patients they may keep a key hidden somewhere for us to get access to the house. Those aren't things that they can say over the radio so we'll try to call them on our cell phone if we have service to do that.
Context_of_Work - Risk-Safety	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	I don't mind using my personal cell phone. It hasn't come into play yet but I would assume that there is always that possibility with using my personal cell phone to communicate with dispatch that maybe it could be taken if anything should go to court. It could be confiscated and then I lose my phone and all the information in it.
Context_of_Work - Risk-Safety	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	A better radio would be the biggest thing. If that is the only thing if I could only have one thing it would be a radio that we don't have to worry about not working because there are times when it's just extremely dangerous to not have it.
Context_of_Work - Risk-Safety	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...When I talk to that person inside, I really need to know who it is, and if something were to go wrong, then I'd be able to ask much better questions. Because if Engine One is in trouble, and I don't recognize that Engine One was the first engine on the attack line and something goes wrong with Engine One I might-- but it just helps me-- well if they're on the attack line, then I know they're probably closest to the fire. That means they're in the most danger and if something were to happen, then I could direct other crews, "Hey, we're missing Engine One personnel, follow the hose line." So I have to keep track of who's doing what.
Context_of_Work - Risk-Safety	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...So if we had helmet cams on everybody where that was translated into, Here's what's going on," so now not only you're words are telling me but I can see it also, that would be awesome. We're getting to a place where we don't know where our firefighters are inside, really, and they can tell me.
Context_of_Work - Risk-Safety	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Yes, location detection. So seeing where they are at, I know that our new air packs have the ability but the software isn't there yet. So to send out how much air they have, that's a really big deal because as people get close to low on air, it doesn't tell me where they are in the building, but it

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								tells me how much work time they have left.
Context_of_Work - Risk-Safety	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So the downside would be your battery runs low, and the thing that I most count on and for them to be able to give me a can report, and if my batteries are dead and I don't have a backup battery, that's bad. Now I'm out of the game.
Context_of_Work - Risk-Safety	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...Because if we have a notion of, "Hey, this is explosive, it's a gas call," we're going to use the sense set which detects gas and figures out what the hazard zone is so we can make sure nobody gets in, and then go and solve the problem. Because we don't have the ability to do with our eyes or nose, we have to use monitors... And as soon as the fire is out, everybody would come out of there face piece and then they do what we call overhaul or salvage work, and then they go, "Oh, we got this monitor now and it measures carbon monoxide." "Oh wow, carbon monoxide. There is a lot of carbon monoxide here." "Okay. Well leave your mask on until that's zero." Because that makes sense, if it combines with your hemoglobin it could be bad news for you.
Context_of_Work - Risk-Safety	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	"Now it's at zero." "Okay, you can take your mask off." And then they did a hydrogen cyanide monitor, and now we have both. And we go in and go, "Oh, my gosh, now how do we have hydrogen cyanide? Put your masks back on [laughter]."
Context_of_Work - Risk-Safety	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	A fireman get hurt and killed or get lost and I'm lost in a big building and I say, "Come help me, come find me". And they say, "Where are you"? And I say, "I have no idea." Why can't find me off this thing? If it was my cell phone, you could find me.
Context_of_Work - Risk-Safety	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Okay. So if I'm starting to have collapse, then I have to worry about bringing people out. I have to protect my people now. And I'm going to get them to areas where they're not going to get caught in a collapse. And that's not just the building, that's around the building because the building is going to fall over.
Context_of_Work - Risk-Safety	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	No. I'm afraid to wear one because if it melts in my ear, then—[talking about an earpiece]

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Context_of_Work - Risk-Safety	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	I have seen a couple guys do it, but it doesn't make any sense to me. I'm not going to have anything melt in my ear. And I have burned my ears before, because our hoods, they're good, but they only last so long and I burnt my ears pretty good a couple of times. So if I had a piece of plastic in there I feel like it would just melt in my ear.
Context_of_Work - Risk-Safety	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	Yeah [laughter]. Well, with the heat index. It's probably 98 in the heat index. It's triple digits anyway so, when you're wearing that gear, you're going to lose weight.
Context_of_Work - Risk-Safety	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	But I'm a little nervous about-- well, it's new equipment. We had some time to play with it. We've had a few times, now, where there's been some issues with a few of the radios, and batteries, and stuff like that. And some of those issues are not known until after the radio's been used for a little while. So like we've had a few radios now, you turn them on, they just turn themselves off. And that wasn't immediate. So I tested the radio. I turned it on and it was working and it was working fine. I handed it off and a few days later, like, "Hey, this radio just stopped working all of a sudden." So there hasn't been any-- it hasn't had a negative impact yet as far as there's nobody's safety was compromised because of it yet, but it does make me nervous that-- and we're currently trying to just figure out what the issue is and if it was just a spontaneous thing with one radio, or is this going to start happening more?
Context_of_Work - Risk-Safety	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	It was definitely a good thing. I remember we had, not long after I started, someone was on the tip of aerial ladder, and far enough away that you can't really holler at somebody or can't be heard very well, just using hand signals and injured himself just on the ladder when somebody moved it, thinking that that's what he was trying to communicate. And so if he'd had a radio in his hand, that probably wouldn't have happened.
Context_of_Work - Risk-Safety	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	would be probably be the bigger issues. We're very fortunate here that we get call takers that are really good at what they do, and they try and get information and they push it to us. Whereas in some cities, because of the volume and their staffing they may not get the same information.

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								It's just, "Okay, where's the call, what's going on?" So I send them resources and then we're done. And then you end up with a shooting, a stabbing, you walk into the middle of something that you really wish that you--
Context_of_Work - Risk-Safety	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	Yeah. And I don't know who's that to blame on because we'll get information sometimes from dispatch just on our CAD that will say, "You got a 60-year-old female. She said she needs help." And then that's it, and then she'll hang up the phone. So we don't know anything else. We don't know if it's an assault or there's a person with a gun, if we need to be staging, stuff like that. That's something, I don't know how you would fix that because they call the people back. They call the number they got the phone and they'll just say they didn't pick up. So that's kind of where that ends.
Context_of_Work - Risk-Safety	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	So calls like that, yeah. I think that's where our protocols come into play. On the way to the call, you can tell them kind of what to expect. You need to be worried about the baby but if the baby doesn't make it, you need to start worrying about the parents. Stuff like that. There's been some calls at, [inaudible] calls, where you get kind of just nervous because they tell you the scene is safe because the cops cleared it, and you get there and you realize this scene is not safe at all. So stuff like that.
Context_of_Work - Risk-Safety	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	So you're already there. So this usually happens-- we have like four rodeos out here. And they're like Hispanic rodeos, where they just bareback ride bulls and just outrageous stuff. They're all on horses. It's like this old country store, people get shot and stabbed, and just crazy things happen over there. So you always know, "Today's Saturday, they'll probably go there. Just because it's a Saturday." So for instance we went there. It's probably three weeks ago I was on the squad and [Event].
Context_of_Work - Risk-Safety	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	So we staged because the cops said, "We don't have the guy yet. So just get back," because everybody was yelling, "He's got a gun." That was on the call text, too. So then they say it's clear and we go in there, and there's probably 10 to 12 horses. People riding them and they were just

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								going back and forth while we're trying to walk to this call because we drove as close as we could. But you get there and nobody cares. I mean, it wasn't safe pretty much is just the bottom line
Context_of_Work - Risk-Safety	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...But other times, we find ourselves in very dynamic situations where there's a lot of risk involved. So my job is to try to figure out the best way to mitigate the incident with a minimal amount of risk to my people and the citizens that have found themselves tangled up in the situation. So that's what my job is, is to try to make people's lives better while protecting them and protecting my guys in the process.
Context_of_Work - Risk-Safety	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...I'm wearing my self-contained breathing apparatus, I can't see anything. If my radio goes out of range of my trunked radio system and I can't communicate, I can just take my mode knob and rotate all the way until it stops, all the way to the right, and now I'm on a simplex channel.
Context_of_Work - Risk-Safety	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	The two people always go in. And then if you're in that high rise or wherever you are, and you find you don't have coverage, somebody basically has to walk back out to find coverage, use a cellphone, or pick up a landline phone to communicate what they need, if they need help or whatever. So that's the most challenging circumstance, is when you got those two person crews, everybody goes into the incident, and then they find themselves out of coverage. So that's, from a fire rescue perspective, the trouble scenario.
Context_of_Work - Risk-Safety	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...The other thing, even if it does make the cut, it's more wires. And everything that I put on me that involves more wires is just more places for something to snag me and cause me to get entangled in stuff I don't want to be entangled in. And even if it doesn't entangle me, for me just to damage it inadvertently because I get it snagged and then I pull away and I cut the wire or pull it out of the port it's plugged into to or pull the whatever it's connected to off of wherever it's supposed to be.
Context_of_Work - Risk-Safety	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	Yeah. So one, life safety is our biggest concern. So if [City] is on the phone with the person that's calling the house fire, I hope [City], our communication, and dispatch, tells me, "I'm on the line with the person.

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								They're the only person that lives there. They report everybody out of the house."
Context_of_Work - Risk-Safety	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	No. Instead of me coming to the scene, there's fire in the building, and I say, "Oh, man. There's a car in the driveway. Oh, man. I don't know. All right. Well, people are going to have to make a risk assessment." And if I don't need to make that risk assessment, my life's better because I don't need to injure anybody. So are all the occupants outside of the building and accounted for? Okay. What's on fire and where is it? Are we talking about an outlet that's on fire, or are we talking about a kitchen that's on fire? Okay. Are we talking about, is it in the second floor bedroom? Are we talking about, is it in the basement? Okay. And if it's in the basement, do we have a walkout that I can quickly go into? Or is there no walkout, and I've got to go down that hot steps to fight this fire? So our biggest thing is life safety, incidence stabilization, and property conservation.
Context_of_Work - Risk-Safety	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	And we've actually had that issue on a fire and it was a fire where we burnt some guys up pretty bad too--
Context_of_Work - Risk-Safety	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	..And so they slowed down the train. And first, they told me that all the trains were stopped. I think it was bad terminology because we're sitting there, all of a sudden here comes this train.
Context_of_Work - Risk-Safety	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Yeah, definitely. It definitely requires a mutual trust. And I think that a lot of times people do it because they've seen that they can't necessarily have that trust all the time. And a lot of times people would rather rely on the expectation that you can't trust the units because it's probably safer that way, right? So you can't blame them for that. For saying, "Hey, if I don't tell them to do this it might not get done." Versus, "If I tell them to do it there's a little more radio traffic but I know it's getting done." So they have to weigh that in their heads...
Context_of_Work - Risk-Safety	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So the fire service, we used to be able to monitor-- we used to have annual industrial-hearing testing. And the industrial hygienists were able to find out-- they could tell you without seeing that part of the form, how long you had been in the fire service by where you were on the hearing

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								chart, and how much hearing you had lost... Just again, air horns, and sirens, and chainsaws, and all of that stuff.
Context_of_Work - Risk-Safety	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	And you do not know the risk.
Context_of_Work - Risk-Safety	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	... The other opportunity where there's a problem is if you get so focused on this piece of technology trying to log on, you're missing key information as you're going to the scene or potentially could be missing key information, as well as personal safety. If I've got my head down looking at this thing, and my driver's concentrating on getting through traffic, I'm not able to help him drive because I'm not looking around at potential problems of traffic control. So the reliance on him to be the sole responsible driver, when I've got my head buried, that could potentially be a problem.
Context_of_Work - Risk-Safety	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Health [laughter]. Basically, safety and health is basically the research that's being done for cancers and--
Context_of_Work - Risk-Safety	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	So typically on large-scale incidents, or typically on any incident where we have a challenge or where we have a significant issue where we harm or kill a firefighter, the communication is almost always identified after the fact as one of the contributing factors to it. So day-to-day, small incidents, pretty routine. Larger incidents, very, very limiting.
Context_of_Work - Risk-Safety	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	...So you got your radio in your breast pocket, and then the cord because that's the speaker. So that we can also hear-- we have to have the speaker close to our face so we can hear and then talk into the speaker. But those cords aren't rated for heat. One huge place where those radios can fail is the cord. If they're exposed to 160 degrees, they could fail.
Context_of_Work - Risk-Safety	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	... Because we're driving a little bit quicker, and we're sometimes going through red light. And sometimes other people would panic when they see us. And that can cause accidents. Well, if a drone can get there and we see, "Oh, it's not on fire," everybody can reduce to non--
Context_of_Work - Risk-Safety	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	...And somebody says something, but I'm not on the right screen. I got to-- it's just very cumbersome that what happens is I'm focused on this,

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								and I'm not focused on this. And it's a huge-- I think it's dangerous personally for us. Because a lot of what we deal with here on the streets, deal with assaults. And the scene in one moment can be fine, and the next minute things go bad. And I've got as one less person, especially as a supervisor, I'm not watching this. I'm sitting here trying to peck through this [inaudible] tablet that's frustrating the hell out of me. So that's my biggest frustration
Context_of_Work - Risk-Safety	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4]...And there's a global fire service culture, emergency responder culture, but there's different cultural flavors within those organizations. I would say for the most part, my observation is that we are-- there's a lot of risks. There's humility in our organization, and a lot of respect for that respect that we get. I try to live by-- try to be worthy of the respect that I get from the people - that's my goal - and not take that for granted
Context_of_Work - Risk-Safety	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	...Or if it's a known problem house that the police have identified as say a drug house of some sort, that can be added as a premise note. So maybe our guys are just going to an aid call to this address, "Oh, look at that. Here's a premise note. This is a known drug house to the law enforcement. We need to use extra caution because of that or stage out and wait for police to get there before we do." So there's a lot of different things we can get through that.
Context_of_Work - Risk-Safety	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...So it'd be nice to have a program that you can say, "Hey, [app?], let me see all of his certs. And one they're his certs, too. What are his credentials? And how long has he been on? Any injuries? Any exposures? How did he do on his physicals?" So then you can say, "All right. From this guy in [City] compared to this guy in [City], how do they match up?" Same firefighter, but a little bit different elevation. That's when you really start getting-- and you can see trends. Why are these guys in Chicago having heart attacks, where the guys in [City] are not? What's different? Do they fight more fires? Are they not changing out their gear? ...
Context_of_Work - Risk-Safety	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	And so a lot of firemen do the strap because their radios aren't rated to 1,300 degrees like our bunker gear. We had a fire six years ago where



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								the cord melted on the radio... So when the cord melted on the radio, that's what actually put the radio into emergency. And then that's how we knew that somebody was hurt. And so now, a lot of guys are wearing their radios inside their coat to protect the radio and to protect the cord, and then just having the mic sit on the outside. But again, that stops all of the functionality of the radio. You can't change channels. The noise-canceling is now buried in your coat. And so there's a lot of things, I think, that could be fixed with the radio.
Context_of_Work - Risk-Safety	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Exposure Tracker. We use Exposure Tracker because the CAD and-- the CAD sends us to calls, but the scheduling is what schedules you. And so there's no real direct tie-in between your name and the call that you ran. And so we use a web-based program, which has an app called Exposure Tracker. And it's just on your own. It's your own responsibility. And we track, so we're supposed to go in there and put calls that we run on. So something that you may be exposed to, a hazardous material, you may be exposed to a fire, something like that. So you can actually track your exposures, personally, and then have that information if you develop cancer, or have a problem, or have hearing loss. So there's vision loss, hearing loss, cancer, all these things that you would then want to show your doctor, or human resources, or whoever that these are all the things that you've been exposed to over your career.
Context_of_Work - Risk-Safety	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: exposure tracker] You're not required to, but it's for your own safety. It's your lungs. It's your body. They said we have an individual that we didn't have a history on him, and he lost his hearing a long time ago and had no recourse.
Context_of_Work - Risk-Safety	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: exposure tracker] And then we just had a guy that came up with prostate cancer, and it was before all of this. And so he doesn't have a good record of the calls that he ran on, things like that. I would say the follow-through is probably 50/50 on whether guys are doing it or not...
Context_of_Work - Risk-Safety	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Keep up with the world. Somebody's building something new. We've got a company that just moved into our area that's doing research for-- it's the army. Yeah. They're trying to produce cheap power on an island. And

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								so they're using ammonia-- or no. Ammonia, wasn't it? Using ammonia to heat up a chunk of concrete and use that as a heat sink to then make steam at night. And so you're trying to learn all of these things that-- we don't need to understand the technology, but we need to understand the danger.
Context_of_Work - Risk-Safety	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Well, we need to understand the danger of what they're doing. And so if there's a leak, and-- but the firehouse is neat. It's fun. It's never the same. You're doing something else every day. Some new company's moving in and you're being exposed to a new idea, a new concept, a new hazard. And now we're learning about the trains because commuter rail's moving into [City]. So we have to learn about how to de-energize it, how to lift it, how to work around something as heavy as a commuter rail train.
Context_of_Work - Risk-Safety	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Well, there's too many people talking that are 20 feet apart. And they're talking because they're 20 feet apart because of the noise on the fire ground. Because in a hazmat suit, you're wrapped in a giant Ziploc bag [laughter]. So you're trying to talk to each other, and you're 5, 10 feet apart. Which, the technology also exists to communicate 5, 10 feet apart, but it's not integrated together. The stuff that's coming out, with the thermal imaging cameras, it's neat to have it in your mask. I don't know if it's necessary. It might bring a level of safety. But I don't know at that point, do you become sensory overloaded where you're getting information about where you're at, what's going on, when-- focus on the task.
Context_of_Work - Risk-Safety	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: prams/automated stretchers] I think that's huge. I mean, just the amount of injuries that that prevents. It's worth it... . I mean, you could lift up an 80-pound person and just lift her on and hurt your back. But it's just that there's a cost affiliated with that. And we're gradually getting there...
Context_of_Work - Risk-Safety	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Or you could attach a monitor to the drone and do air monitoring... so you don't have to put one of us in harm's way.

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Context_of_Work - Risk-Safety	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	SME S3: ...We had a car fire a week ago. Well, we went fast, but we didn't go lights and sirens, because it's not next to a building. It's in the middle of the street. It's a hazard for that person, and a hazard for that car, but it's not a hazard... SME S2: for the surroundings and everything else. And so there's not really a reason to put all the people in danger from point A to point B, because it was a non-issue. The car's already on fire... SME S3: It's already ruined. It's not a big deal. So you show up and you do that...
Context_of_Work - Risk-Safety	FF	S	Manager	46-55	21-30	Male	FF-S-023	...there was one when we actually got on scene and there was a gun in play and we didn't know that, and so... It turned out it was a non-issue but as we're walking in the door-- to get that information it just changes your entire environment...
Context_of_Work - Risk-Safety	FF	S	Manager	46-55	21-30	Male	FF-S-023	...In this particular case, one of the dispatchers on PD got bad information and thought that one of the buildings might have been occupied. We change our operations if we think there's people at risk. We'll very, very, very, very aggressive if we think people are at risk. As it turns out that wasn't the case, nobody was in either building. The PD didn't give that information to fire, but they aired it to a couple of their officers. One of our dispatchers happened to hear that and gave that information out. What they didn't hear was the officer said, "No, I have these occupants here."
Context_of_Work - Risk-Safety	FF	S	Manager	46-55	21-30	Male	FF-S-023	...at that time-- now this has changed, but at that time what happened is two more fire fighters went into the exposure building that was catching on fire, did a quick search but while they were upstairs it blow up on them. A lot of fire came down to the floor. Our more senior fire fighter says, "We got to go," ran outside. Well, he's fine at that point. Turns back and his partner wasn't with him. So he goes back in. Tries to call for a mayday, but his radio melted through. So he grabs his partner who was getting melted to the floor which is part of this too, so he grabs his partner bodily and it's kind of humorous because [Name], who's the hero here, he's only about yay high. He's a very small troll-looking dude, very, very strong. So he pitches out this guy that's taller than I am out the

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								door. During that when his radio melted through, one of their two radios did an emergency broadcast and set off alarms. Well, [City]PD at the time just silenced those alarms and didn't tell anybody. So that was information that you might have helped [laughter]. Now, we fixed this, but there are other agencies that are of dealing with that I'm positive...
Context_of_Work - Risk-Safety	FF	S	Manager	46-55	21-30	Male	FF-S-023	...it was just a few weeks ago we had a fire fighter hit the emergency activation button and now I need PD at this location and ran back because his partner in the ambulance was getting beat up... Sort of. I mean there was a fight going on. Well, now those emergency terms come to our center and it went up and they didn't hear what they needed because it beeps it goes, "Beep," and then it shuts and during that beep is when he said I need PD at that location... Our police department didn't hesitate, they went ahead and sent an officer, they started an officer that way and one of our other medics was getting a call at the same time and this was 2 o'clock in the morning, just happened to be scanning, heard that and let the police know what was going on...
Context_of_Work - Risk-Safety	FF	S	Manager	46-55	21-30	Male	FF-S-023	...That was 2011; we almost lost two. 2017, and it all worked out pretty well. But that had to deal with us coordinating those two centers. And like I said, that's our history. I'm sure this is a lot of people's present [laughter], having to deal with that kind of stuff.
Context_of_Work - Risk-Safety	FF	S	Manager	46-55	21-30	Male	FF-S-023	Okay. So here's another set of data that would be awesome. I've taken Uber and Lyft recently, and there's an application out there that will tell them where accidents are, and which roads to avoid. If that's out there, shouldn't we get that? Shouldn't we get that information back to the fire trucks and say, "Hey, look, this road's closed, we know this," instead of us having to it get into the system and type it in, because if we don't know, we don't know. But there's so many cars out there reporting so much information to so many people, road conditions are, I think, known now. It's just we can't get that to the responders. If we can get that road information up there I think that would make their responses more-- I don't think it would make it much faster, but it would probably make it safer.

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Context_of_Work - Risk-Safety	FF	S	Manager	46-55	21-30	Male	FF-S-023	If I could know, as I'm coming into the traffic, one of our most dangerous-- so we lose firefighters mostly medical, with traumatic injuries driving to and from the fires. And then on fire scene is the probably smallest percentage but the most tragic. So responding is one of our most dangerous things. So if I could get traffic information as I'm coming up to the intersection, nobody stopping, we got a lot of people going quickly, warnings beep you got somebody coming maybe help slow them down. Or I've got two apparatus coming together, slow it down, that kind of stuff. So that kind of real-time information, I think that's the key, real-time information that's usable.
Context_of_Work - Risk-Safety	FF	S	Manager	46-55	21-30	Male	FF-S-023	So there's several different facets to that I think. I've been trying to look into the future, my IT administrator is futurist. So we talk a lot. There is technology that's coming, that's going to make us safer. Robots, drones, that kind of stuff actually doing some of the hazardous work. So there's that kind of technology that's coming. And it makes sense, you've got building on fire, it's just like a bomb. We sent robots to go defuse bombs, why not send a robot into a burning building? If it's not something we have to actively go search for somebody. That way if it collapses, what do we lose? ... A million dollar robot, who cares? It doesn't have a family, so there you go.
Context_of_Work - Risk-Safety	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: UHU] So we're looking at like 30% during the day and 20% at night. That's kind of where our cautionaries are. Whereas private ambulances look at it, not as cautionaries, but as profit areas. I'm not trying to be negative. That just... --that's how they use it. Yeah, they use that to see their effective force and how it's making them money. We're looking at it as to how we're burning our people out. If we go too high, tired people make bad decisions; bad decisions kill people. So we look at it from that direction. So it's just really time on-scene over overall time.
Context_of_Work - Risk-Safety	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Sure. So usually what happens is, say we're going to a shooting, a party with a gunshot wound. We won't go in. We stage a way. Fire and ambulance stage a way, block two blocks away. En route, the officer on the engine or ladder truck will come up on dispatch and go, "Dispatch,

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								tell me what PD channel and the officer in charge." And they'll be like, "Okay, go to PD3, Lincoln 27." So we'll switch over to PD3. And, usually, we have an extra radio in there or they'll use their portable to keep the rig radio on whatever TAC channel we're on. And then listen and listen to hear PD say, "Request entry." So they don't tell us it's clear anymore. They just will request entry when it's safe as it's going to be for us to come in.
Context_of_Work - Risk-Safety	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	But a lot of people have the radio holder. Some people stick them in their pockets. We're trying them with the new microphones that have a higher fire rating, heat rating, trying to make sure that we have them in a place where you can get at them. They're not comprising the seal of your gear but we don't want the cords to burn through. We've seen some of the NIS studies and the line of duty deaths from that. So just trying to address all those through training too.
Context_of_Work - Risk-Safety	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Yeah. We have a newer fire truck, so it has a screen which shows which doors are open and all that. And it has all the interface to show you. I mean, it's new, it's nice. It has a screen and tells you a lot of information. You can click through that, cameras around the truck and stuff like that, which... It's a separate command zone. [City] fire trucks, they put it in there. And it has the cameras so you can see around the truck. You click your left or your right blinker out. Ambulances have that, too. The screen pops up and it shows just like a vehicle backing up. And then the right and left blinker shows the-- I think it's safer. It keeps us from accidents and all that, so yeah.
Context_of_Work - Risk-Safety	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	And that's just because of the [State] Open Records Act. So within [State] Open Records Act, you can come and say, "I want to see your phone," and [crosstalk].
Context_of_Work - Risk-Safety	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: DOT] Yeah, we run to the calls. We provide the emergency services, but they're key for keeping us safe. I mean, getting traffic slowed down, putting out boards so that people know that there's an accident ahead. And they're actually responsible because of the way the [Name] tunnel works. It's very unique to this state. They actually have the responsibility for fire protection in a small section of the state.

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Context_of_Work - Risk-Safety	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: training] And of yourself, you're an asset to yourself and not a liability. You don't want to be going into a fire the first time, and you're still fighting with your helmet or your boots or whatever.
Context_of_Work - Risk-Safety	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	And so whatever we can do to keeping people safe or detection of stuff, things that are bad for us, because we don't know until after the fact. Like asbestos, it's not till a week after or a month after when we've done what we can, and we've found out, oh yeah, the place was full of asbestos. Well, great. Well, we hope we followed best practices. But there's something real when you know, well, the danger's here right now. We can deal with that... So I think just some of that awareness or something to help us be safer...
Context_of_Work - Risk-Safety	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: LE multiagency terrorism information] ...it could be anything. "Hey, a firefighter had his equipment stolen out of his car." Doesn't seem like a really big thing until, from an intelligence aspect, you start saying, "Well, we have an event coming up over here." And if a firefighter's gear went missing and somebody was wearing that, could they just gain access into this event? So we will then take this information which has been disseminated to key individuals, and we will pass that throughout our organization and say, "Hey, look out for this." Or I might coordinate with the [Name] security to say, "Hey, we have a Knox-Box key," which is on every building. "So, hey, one of our Knox-Box keys was stolen. So you need to--"
Context_of_Work - Risk-Safety	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Really, I mean, just from a basic level, when I first came on, only the chief and the company officers would have a radio. Now, everybody has a radio. Everybody also has a voice amplifier that's hooked up to the face piece that allows us to communicate face-to-face easier. While I'm talking like this [laughter] I now have the voice amplifier which makes communicating face-to-face easier in a-- what we call an IDLH environment. So--
Context_of_Work - Risk-Safety	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: hazardous construction features] So they share that information with us. And so there's a lot of-- recently, we had a firefighter fatality two years ago and that firefighter fell through a roof in a warehouse. What

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								we didn't know was that up on top of the roof, a lot of these places were using-- just like a sunroof, they used corrugated Plexiglas that looked like the corrugated tin and they were putting it on top of these roofs to create more sunlight. Well, the firefighter was walking across the roof just like he would on the corrugated metal piece and stepped on the corrugated plastic and went straight through. Yeah. So subsequently after that, we found a tremendous amount of buildings around that had those because we were like, "Holy cow, where are these things coming from?" ...
Context_of_Work - Risk-Safety	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...So now with that, in addition to looking for that specific problem, one of the things that we did is on our software in a program that we were using called Firehouse, which now we're using a different program, we created a safety hazard box, which is-- essentially, if I go on a call and there is a safety hazard, I can click that box and write in what that safety hazard is. That safety hazard, when I click that, gets sent to the highest levels of the [City] Fire Department. The chief sees it, the deputy chief sees it. The division heads see it and some key other people. And that safety hazard will be immediately looked into.
Context_of_Work - Risk-Safety	FF	U	Manager	46-55	11-20	Male	FF-U-021	...then from there, I'll go to speak with all the rest of the team in administration of what's going on with modified duty because we're in charge of that. So every day, how many bodies do we have broken, who's off, who's not, when do they go back to the doctor's, our paperwork filed properly, am I going to have any problems with risk management? So we try to stay on top of that. And then I'll meet with or get on the phone with risk management because obviously, cancer is something that's, unfortunately, becoming very prevalent now. And we've got quite a few people that have cancer right now. So I kind of give them updates of people having a problem with billing and things in that nature, so we can get that taken care of. And then kind of, just start the day after that, so.
Context_of_Work - Risk-Safety	FF	U	Manager	46-55	11-20	Male	FF-U-021	...There's also a lot of stuff on-- my passion's auto-extrication and there's a lot of stuff out there that are in the form of applications but there's nothing that we're utilizing right now. So to give you an example, the way



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								technology is changing with car stuff either being hybrid or fully electric, there's a lot of dos and don'ts and it's good to know where those components are shutting off the vehicles, the high voltage versus medium voltage versus low voltage. There's schematics that are available in these apps where you can pull up any type of car and automatically know where the high voltage is running, where you can cut it, where you shouldn't, where fuel lines are, things of that nature. So does the car have one battery? Does it have two?
Context_of_Work - Risk-Safety	FF	U	Manager	46-55	11-20	Male	FF-U-021	...So the big thing is in the past, you may or may not have chalked a car whether it needed it. But if you have a hybrid, you don't hear it running. You don't chalk the car and maybe you're just going to put spreaders and move it away from the Jersey barrier to get someone out that doesn't need to be fully packaged and put on the backboard. They can walk, but they just can't-- you don't want them to open the door on the busy side. We've had instances, not here but in the country, where they moved the car away and the car goes driving down the highway because it's silenced.
Context_of_Work - Risk-Safety	FF	U	Manager	46-55	11-20	Male	FF-U-021	Not as much as I would like us to. That's something we teach now to new hires in the academy but just like communication technology, automotive technology is no different. I mean, you had a car with two airbags two years ago. Now you have a car with 20 airbags. So is it a one stage? Is it a two stage? There's capacitors involved, how long do they hold electrical charge? So there's a lot of things that can hurt us as firefighters, and it's something we need to be more diligent about...
Context_of_Work - Risk-Safety	FF	U	Manager	46-55	11-20	Male	FF-U-021	Yes. [inaudible] rescue, repelling off of a high rise building to a window washers that are stuck on the 30th floor. There's communications involved in that, so there's a lot of stuff that you need to be very good at. Rope rescue, high lines, just rigging the system. If you're thinking about weights and thinking about redundancy and how are we going to-- it's easier to get them down there, how are we going to get them back up here. So there's a lot of training when it comes to that because those are things that aren't very frequent and those are the things that are going to

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								get you hurt. So they're very infrequent types of calls so you need to train on then frequently, so then when you do get that incident you're ready.
Context_of_Work - Risk-Safety	FF	U	Manager	46-55	11-20	Male	FF-U-021	...And that's just a good officer showing the new person, "Hey, you got in here, did you catch how we're going to get out of here?" So let's say the front door is blocked, what's our second means of egress? Were there bars on the windows? Is there propane stored here? A lot of things. What can hurt us here? And hopefully that sticks so that way when you're there or maybe you're there with someone else that has never been there, you can, "Hey, by the way, the second floor that's not very stable, we were in there." We have hoarders, so a lot of things that can really hurt you, so that's just important that you pay attention to all the small little things because the small things can add up to make a big difference.
Context_of_Work - Risk-Safety	FF	U	Manager	46-55	11-20	Male	FF-U-021	Is it a risk for flashover, to get people out. Exactly. Construction types, so knowing certain types of construction, obviously there's a lot of lightweight stuff now that's very dangerous, buildings go up quick and they come down quick. So it would be helpful to have stuff like that. A little bit more fingertip knowledge right there.
Context_of_Work - Risk-Safety	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	...And that typically goes well. But if there's kind of a heightened incident, it seems like sometimes, the communication between those two is lacking because they're both trying to catch up on their side of the incident. And there's been cases where we've shown up to a police matter like a shooting or a stabbing and not realize what we were going into until after the fact.
Context_of_Work - Risk-Safety	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah, like I was talking about, you know some of those incidents where you get there and you find out that this is a police matter or we got dispatched for a small fire and find out it's a big fire when you get there [laughter]. Things like that.
Context_of_Work - Risk-Safety	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	It just gives you a sense of security when you're in there.

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Context_of_Work - Risk-Safety	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Green, yellow, red. And by the time you get to red, you're going to get your Viber alert, and then you got to grab your buddy. Two in, two out. So you grab your buddy. You let your officer know, and then you report outside. Change your bottle. Go back in.
Context_of_Work - Risk-Safety	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	It's a safety. Yeah. We're not allowed to be-- you always have to have a buddy.
Context_of_Work - Risk-Safety	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	The only example I could give you is Lyft and Uber, because before with a cab, because they were marked yellow or they would actually say, "Taxi," if you're driving code three, you would know that maybe that person might be stopping for a fare or something. But now any other car could be Lyft or Uber and they do that. They're going direct and they just stop, all of the sudden and you don't--you're not expecting that. So in that sort of way, technology has gotten in the way.
Context_of_Work - Risk-Safety	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Because in the radio-- that dispatch knows that that radio's assigned to whoever's on that roster. So if you go missing-- God forbid you go missing on a call, they will know who's missing.
Context_of_Work - Risk-Safety	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	Well like with our radios and stuff, sometimes they don't work when you go below grade. They don't work some in the high-rise because the concrete and so then that-- and that for our job realistically, 99.9% of when things go bad is because communications has either been nonexistent or muffled or miscommunicated or something. It's something to do with communication... The basement's a little bit easier because it's usually only so far down and then you have stairs. So that's probably the biggest thing is when our radios don't work and then it's kind of like you're dead in the water because we really need to be able to communicate and orchestrate stuff because that's where the danger is.
Context_of_Work - Risk-Safety	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Yeah. So I'm going to say that as a team, because I have somebody that's an operator or driver for me, and so we use an iPad that has technology on there that is sent directly to it from the communication center that tells me everybody that's going to an incident. And we take those units, and we put them into an accountability column so we know

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								where we've told them where to go. And if something was to go sideways, we would know where they were--
Context_of_Work - Risk-Safety	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	...At some point, there's 120 radios there. And you know that some amount of people are going to try speaking at any given time, so the limitations to the radio system, to me, are dangerous. Especially when we have a-- if we have our earthquake, or when we have our earthquake, because we're sharing that same trunk system with the police department, the sheriff's department, and the department of emergency management." And so lots of busy signals. And the busy signal is just that. You get a bong. A bong, so you can't communicate.
Context_of_Work - Risk-Safety	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	I mean, I think, just from my perspective, that all of those are firefighter safety issues. And anything that goes along with improving firefighter safety: better ability to communicate, being able to transmit a radio message that gives me more accurate location of where they're at, and not limiting the number of people that could be communicating at any given time. I think those would all be a positive.
Context_of_Work - Risk-Safety	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	. Being facetious, fires haven't changed, right? Fires start; we put them out. Fires have changed in that they are burning hotter because of what's burning compared to 25, 30 years ago. But the fire service has always been able to get by and skimp a little bit compared to the police department. And so what ends up happening is City Hall and bean counters know that they're not going to give the fire department very much, and so we're always on the tail of the police department and military technologies. And I guess, maybe the other thing, if you're looking for technology, although it exists, is probably better thermal imaging camera technology that would allow us to visualize things more from a distance that was more user-friendly. But that's rapidly evolving. It's happening pretty fast.
Context_of_Work - Risk-Safety	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	It's a place that I would position myself that has a good visual of what is occurring, and I have control of everybody's-- that's there that's available to get an assignment. So not everybody that goes to a fire is given a job to do. You keep people in the on-deck circle. So I'm in a position of

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								looking at what's going on, strategizing where people go, listening to radio traffic, then I'll turn around to somebody, or an engine, or a truck and say, "You go into that building." And then my operator will document where they're going, and I'll communicate to their boss where they're going, "You're getting this engine company that's going in there." So it's a funnel. It's a pinch-point for managing resources. It's also a place that we account for everybody that's there as much as possible and where I'm directing or managing whatever it is.
Context_of_Work - Risk-Safety	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Exactly, and it's just really-- and I'll say the word frustrating. Nobody that's in the fire service will dispute the fact that fires are burning hotter, and with more energy, and more explosive in the year 2017 than they were when I first started. I mean, these chairs didn't exist 30 years ago. This material didn't exist. And you put a bunch of this type of material into people's homes-- go into your home and compare it to what it looked like. What you have - your television, your couch, your chairs, your furnishings - are producing [a sum?] exponential number higher of energy than they were 20 years ago. Yet the fire service is still-- not still. We are so far behind the power curve of trying to keep up with what's burning to the point that the number of firefighters that are dying are still, even though fires are way down-- the number of fires are way down. The firefighters are still dying at about the same level. And so you go, "Well, how is that happening?" Well, because fires are more volatile. There's less experience in the fire service because we're not getting the fires. So you put those two together, you cross those up, and you go, "Yeah, you're not going to fires, so you don't have the experience. And so when you don't have the experience, you're not picking up on certain things. And now you're entering into a more volatile situation."
Context_of_Work - Risk-Safety	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	...Now we have 2000 channel radios. It's just the mindset of how we respond and how we attack each situation. And that's good because hopefully, it's preventing injuries and deaths, and we're taking a better approach to being safe and engaging where we need to engage and understand where it's not safe to engage and say, "It's not worth life or

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								property to engage in this particular issue at this point."
Context_of_Work - Risk-Safety	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	...So they know that repetitive training that they do is they can go and get it. And they know where to reach and it's there. In a smaller cell phone, it's not as big. It's not there that they can reach. This is going to be down in a pocket, probably not as-- it's more sensitive to heat or water damage. And there's a lot of stuff that go into that tactile feeling comfortable and safe. Fire service, pretty funny about that.
Context_of_Work - Risk-Safety	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	So what I'm doing currently right now is we are looking at-- I'm doing a lot of my research right now on cancer research. So I am trying to have a better understanding of cancer biology in metastatic state in reference to firefighters when it comes to constant environmental exposures when it comes to sleep deprivation, when it comes to stress with the calls, as well as when it pertains to our home life with our relationships with our wives and our families as well as side jobs. So that's kind of what I'm looking at, is the whole picture, the holistic look at cancer in the fire service and not just the byproducts of combustion causing mutations, but everything. So which is I think those are the areas that are missed. We focus a lot on the toxins at the fire scene, but what we don't look are our longevity profiles. We don't look at what sleep deprivation does. We don't look at-- we don't look at the stress that's caused by our job with just lack of-- not even just lack of sleep but lack of nutrition, issues with our home life and social structures, and just different things that just actually are major components to disease development in our line of work. So that's what I'm doing.
Context_of_Work - Risk-Safety	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	the big thing that we don't really focus on, and I've been in this line of work for 28 years, when you're out in the field and you're putting the gear on, the tones go off, and you go, you're in what I would consider a-- you're in a soldier mode. You don't want to get rid of that soldier mentality because that's what helps us do the job. We don't want to have in our front set of thoughts, dangers of the job, in particular, to cancer causing ailments and all that kind of stuff or particulates because it would be immobilizing. If we focused on things that can happen once

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								we leave this fire house, then we really kind of run into issues of slowing us down in getting our job done...
Context_of_Work - Risk-Safety	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: cancer causing ailments in the field] ...Now, I'm looking at those. When you're out in the field, that's all in your periphery. You're kind of not focused on that. But what's allowed me to do - and I've been in this for the last two years now - is I've been able to slow down. I've been able to take a few steps backwards and really look at what it is that is a problem out there. And one of our main things right now is being able to detox. You'll never be able to totally eliminate your exposures. It's just unrealistic. It's nature. It's a occupational hazard. But when we get into detox, how do we get rid of these toxins that are embedded in our adipose tissues? How do we help reduce our exposures? Those are key things. That's where I'm at.
Context_of_Work - Risk-Safety	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: state of communication technology] I think it's good. I think at first, there was a lot of overtalk. There was a lot of-- everybody had a radio, so everybody felt like they should use it at first. So there's been kind of a transition of learning with that and more listening versus talking. So when you have a radio, a lot of times, it's really to listen to what's happening. Listening to the progression of the fire attack. Listen to what maybe could be dangerous about the building. Are there holes in the floor on the third floor? Are they getting the fire under control below you? Those kind of things, is the more listening when it comes to communications...
Context_of_Work - Risk-Safety	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...what's really advanced, too, or helped us, too, is that having everybody have a radio, now everybody has the capabilities of transmitting things that are dangerous, whereas, let's say, you and I were upstairs and we didn't have a radio, we may run across something that should be good for everybody on the fire ground to know, and there's no way of transmitting that. So that's really improved. So I think that's improved the safety of fire ground, and it's helped us really stay aware of our environment and the progress.
Context_of_Work -	FF	U	Field	46-55	21-30	Male	FF-U-025	...I think the tablets may have its benefits as long as they're durable.

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Risk-Safety			Responder					That's big. That's big. And when you get to talking about us, if I have a radio that's expensive and something happens, I lose the radio or it gets stolen, the officer gets time. So it comes out of his pocket or he gets time with suspension. So that's a big concern, is that, say I'm an officer in engine, we get these new tablets that are easy to break. I'm not going to be happy about it because then now, that's something else I got to worry about. And when you're slinging tools around and your big concern is getting off this rig, putting your stuff on, and getting in there, you're less worried about delicate things. We're not delicate. We're just not delicate people. So when you put something on there that is a level of technology that is where we are today but is not durable, that's a concern for us as firemen.
Context_of_Work - Risk-Safety	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...now it's getting better with them letting us know that these are dangerous buildings. So that's kind of changed where if it comes in through dispatch that there's a fire in this building and an address, now our main office has addresses that are built into the computer saying that these are dangerous buildings, or abandoned buildings, and those kind of things - Those are good to know - or what may some of the contents in the building be. That's good to know. I think for me, as far as my experiences go, is it's good to know that. But at the same time, what's imperative for us to know are, is it unoccupied or an occupied? Are there occupants in the building? That changes our game plan. It changes our risks versus benefit, which I've talked about before...
Context_of_Work - Risk-Safety	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...there is a few incidences where we were caught into some pretty scary situations inside looking for potential victims, especially in occupied buildings. So situations where either it's unoccupied or the people calling in saying, "Hey. There's a fire at this address. No one's in the building," there's been a few times where we've been inside and we've been caught up in some scary situations where the people outside knew that there was no one in there, and we never got that information. Those kind of situations are critical because then, we wouldn't have been in those situations, and we wouldn't have been in there to where fires break



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								through the door and starting to fly down the hallway because we're in there looking for somebody. We wouldn't have put ourselves in that situation if we had known that there's no one in the buildings, so I think those are critical pieces of information.
Context_of_Work - Risk-Safety	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...I've had, again, the whole spectrum or they had from violent people. Caution the gunshot that the shooter may be on the scene. The fighting is still in progress. This person has a communicable disease, which is great information here before you can step foot and even open that door knob or take your first step into this residence, whoever they might be.
Context_of_Work - Risk-Safety	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Residential is not an issue, we'll supply the water for that. But when you're starting at large structures, number of employees, normal work hours for a building, so that we don't put ourselves in harm's way for no life-- we're not saving lives. Because I'm all for risk a lot to save a lot, but don't risk a lot to save nothing. In the fire service, we have a long history of people getting killed when there wasn't any lives to be saved. And sometimes, just to defend those people who lost their lives, sometimes the information wasn't there
Context_of_Work - Risk-Safety	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Yeah, and it's always a main concern. So if it was something that was really legible and bigger, but how big can you go? You can't have a 36-inch screen on a dashboard, so it's a catch-22, sort of.
Context_of_Work - Risk-Safety	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	I guess if the prices of the gadgets weren't so expensive and/or if we as government entities did not always have to go with low bid type stuff maybe more people could have, you know, the better technology... and that technology may make the difference between whether somebody comes home one day or somebody shows up at their house to tell their spouse and their children that they're not coming back so.
Context_of_Work - Risk-Safety	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: And I mean from stone-age to not the latest and greatest technology but pretty advanced I mean kind of from upgrade and repeater towers and upgraded channels and that we can use and not used; it has come a long way. We can...back when I first started they were parts in the county

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								you got behind a ridge you couldn't get out, you were without communication unless you had a phone and that can be very dangerous in our world especially now.
Context_of_Work - Risk-Safety	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: Overdoses, we stage now where we get close to the scene and we park and we wait for law enforcement to clear the scene before we ever go on an overdose because of their medicines and the drugs that are out there, patients can be so violent you know; we don't carry guns but law enforcement guys do so.
Context_of_Work - Risk-Safety	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S3: Yeah we just wait for law enforcement. We stopped at a secure location where they can't see us or know that we have responded until the law enforcement gets there and clears the scene and their dispatch will tell our dispatch it is clear and then we can come in [indiscernible]
Context_of_Work - Risk-Safety	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	And they said they were you know checking in, on I am coming on, I am good. At one point they said that there was the fire was completely raging and and all they could do it really just save yourselves, I mean you guys cant use firefighters in that wind; they will say it is unbelievable, and they sent me pictures and stuff of it.
Context_of_Work - Risk-Safety	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Because some people are screaming hysterically, some are calm and then the scene is over, they go ballistic and they come after you or they just want to fight and you know and that's part of it, but I think a big part of it is you have to have a lot of heart. I think if you have the heart for doing and seeing people -- my biggest thing is they are on their worst part of their day, what can I do to make them at least relieve the pain or relieve the situation and I mean, just two weeks ago we had a house fire and we saved a cat and a dog, where they dog died but we got the cat and another cat and the people were poor. I mean, you can just tell, but they lost everything and it was like I was right over here in [town].
Context_of_Work - Risk-Safety	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	And [laughs] and there is fire all around and you are like -- oh, okay. [laughs] So --
Context_of_Work - Risk-Safety	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	It came too fast because that's what we thought but we were on this one ridge and we got it put out and we turned around and the other side

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								house is on fire. And then we were standing there and we felt stuff painin in the back of the helmet and I was like -- what in the world? I thought it was acorns or something. It was shingles flying off and hitting us in the head, off the roof and then guy that was with us goes -- look out. And that's all we heard and this tin roof went [whoosh] right over the top of us and it was about a 12 ft x 5 ft section. And if it had hit us, it would have -- it would have hurt bad, let's put it that way.
Context_of_Work - Risk-Safety	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Being a very active community we do a lot of back country rescue and communications again is one of our biggest issues so we kind of look at different ways that we can improve communications and have backup communications for those responders that are going out into the field because especially during winter with avalanches there's so many additional hazards that the responders face out there added on top of it so what we've been using between the radios, hand radio we've also started using [name] units which are similar to the spot units for tracking of our members and our teams.
Context_of_Work - Risk-Safety	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	The only issue would be like me trying to drive and text or that's my biggest deal and I don't return half the texts you know because if I get here and I'm the first one I'm driving I'm in the truck and I've got it ready to go well then I have everybody texting or calling me I normally just let it ring or go because I'm trying to focus on my driving and getting to the patient or to the fire so I mean that's kind of a drawback you know where that app's a little bit nicer.
Context_of_Work - Risk-Safety	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	That's something else though as far as technology would be nice to have but it's very expensive is being able to communicate from the driver to the guy on the back of my truck. Now they make the headphones and the mics but I think last time I priced them it was like close to \$3,000 per maybe set for truck but there's times that fire is roaring so hard and fast and loud and cedar trees are blowing up depending on where you're at you know but especially if you're out west on those big task force.
Context_of_Work -	FF	R	Supervising	36-45	11-20	Male	FF-R-047	We had a single cab pickup which I mean no air conditioner no nothing

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Risk-Safety			Field Responder					so I mean it was terrible especially in the middle of the summer but the one way we communicated because you may have your smoke mask on, your helmet, your no match hood and all that is banging on the roof of the pickup (00:41:18) to get me out of here you know just getting way too hot back here so if we had some type of a helmet mic system to where we could still be safe with our gear but have that earbud or something and be able to just be nicely talk to our driver and say get me out of there or get closer or we're out of water or something you know because the new truck that we got built is an extended cab and I got that for the reason was going out there you know a place to put all your gear because that bunk gear takes up a lot of room.
Context_of_Work - Risk-Safety	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	We've had people spend the night out there before you know so they got a place to lay down in the backseat if they wanted to and then across the front you know and it has an air conditioner because you cannot with the sirens going and the windows down and the wind blowing in [name] you can't hear yourself think let alone the radio you know when you're trying to talk to people especially on the way out or home you know so I said my fireman are going to have an air conditioner I mean I've seen a lot of people get overheated you know and need to cool down so you need to have at least an air conditioner and a place to put an ice chest or water.
Context_of_Work - Risk-Safety	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	First and for most I'd ask I want all my firemen to have brand new gear. I want them safe. I want well we've got a couple of the trucks that we need updated. Those would be the first things and then from there it would be the tools. It would be jaws, it would be just new hand tools you know whether it's [company] whether it's you know just I mean anything you know just seat belt cutters just stuff that you know we could equip all of our guys that way we're not searching in trucks going which truck is out again you know everybody's like okay I've got mine right here we're good you know just that way our new SCBA's, our air masks.
Context_of_Work - Risk-Safety	FF	R	Other Public	26-35	6-10	Male	FF-R-048	Well first off you get them here and second off you keep them here. I mean even a paid department you know just the regulations to drive

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			Safety Personnel					these trucks if we were in [city] they ain't a person on this fire department that would be qualified because the amount of driving, training they require to do that. Now do I make sure my guys are safe before they go? Yes and I have a rule if they don't know how to drive it it's grass it's a house as long as nobody your safety is first. Leave the truck. Wait on somebody else to get here don't drive it. You know that's the thing you know if you don't know don't go in but it's just you know the amount of time it takes.
Context_of_Work - Risk-Safety	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Some people may be having to go to work in the morning I just can't go to that call and you really never know it's like a box of chocolates you don't know what you're going to get out here when an emergency goes out as far as fire goes and Metro [Name] where I work I know exactly what's coming because we have people) on that shift specifically for whatever response needs to be sent out so here it's I would say it's inherently more dangerous being a volunteer fire.
Context_of_Work - Risk-Safety	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Yes ma'am. As it stands right now when we're paged out to a structure fire the volunteer fire department is we have a fire channel which it is dispatched on which we go in route on which we get on scene and set on command on. Again there is the option of mutual aid channel but the way our radios are setup out here incoming units if they were on mutual aid and they're a certain distance out they wouldn't be able to hear vial information that command is trying to relay so it's you know it's a danger.
Context_of_Work - Risk-Safety	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	It is and I stated maybe antiquated I'm not savvy enough to say how antiquated it is but we've had some upgrades but I think its been band aids. It's not been good fixes. We've been initiated some repeaters for the fire side of our county and you know been limited funding. I've had to climb a fire tower myself and mount a repeater and won't do it again.
Context_of_Work - Risk-Safety	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Considering I'm pretty sure the fire towers are condemned for climbing but we got it done. It had to be done.
Context_of_Work -	FF	R	Field	36-45	21-30	Male	FF-R-049	Tragedy's not you know just specific to one certain area. Really bad

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Risk-Safety			Responder					things can happen out here.
Context_of_Work - Risk-Safety	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	Mm-hmm. And so when they're driving down the road, trying to get information via a laptop, it's much more dangerous than hearing it via the radio. And so trying to figure out where the balance is.
Context_of_Work - Risk-Safety	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	And so, everybody having a device that they carry around is great, but it's also dangerous because if they lose it, that device is out there. And we can remote in, and we can get it stopped or whatever, but it's still the fact that it's out there. They're not going to lose the laptop. It's in the car, secure and stuff. So there's some good-- there's bad with good.
Context_of_Work - Risk-Safety	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	Yeah. But in the contrary, if they're very busy up there and they don't see that you've gone out on a traffic stop or something like that, it could be an officer safety issue.
Context_of_Work - Risk-Safety	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	Yes. And if it's a priority call-- here in the city, if they send me to a man with a gun call or something, the city's so small that I will be there within a minute or two, and if they're busy on the phone, they can't give me pertinent information that I could potentially look at.
Context_of_Work - Risk-Safety	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	...I'd also want to know-- I mean just, again, as a course of business, I'd want to know where my backup is, how long it's going to take for them to get there, for my own safety or maybe it will steer how I respond to a call. That's it right now.
Context_of_Work - Risk-Safety	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	I mean, pie-in-the-sky, I would like it to be delivered to me in some form of, I would say, a tiered-alert, meaning certain things should be classified as higher priority. They're assaultive, they've attacked police officers before, they've made threats before. I would want that delivered in some sort of readily recognizable emergency-type alert. Something that maybe is-- and I mean we have to be careful, of course, but maybe a medical condition, like they have Alzheimer's and they're known to walk off frequently and often they end up at the coffee shop. I want to be able to access that information, but that's secondary to anything that's going to get me hurt or someone else. So again, a tiering effect, and then something that's delivered to me instead of me having to request it and

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								wait for that response.
Context_of_Work - Risk-Safety	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	So I have a hard time trying to fit everything on my belt as required in policy. Especially if you're some of the smaller officers, male or female just depending on your waist size, it's like you don't have enough real estate to fit all this stuff that's required. So a lot of people have dropped tasers or that kind of stuff. Now they're adding the body camera's right here. And you have a radio right here. You have the mic. This is just here. And then you're like-- and then you've got your notepad. You've got your pens and then everything around your waist and your gloves. So I would hope that sometime the technology could help us remove some of all this hardware that we're carrying around all the time. That would be a big deal. I mean health wise for officers too. I don't know very little cops that have back problems or hip problems after years of doing this stuff.
Context_of_Work - Risk-Safety	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	Yeah. Because it just zips and then you have your wires hanging out the bottom. But you don't want them exposed or hanging out because that's an officer safety issue, too, people grabbing on them and stuff. They're pretty big. I mean their mics are like this.
Context_of_Work - Risk-Safety	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	If you have somebody in the hospital or something you've got to go sit with them. You've got to lug that thing around or lug it out into the jail. And then you're carrying all this other stuff. And then you got this. And your hands are full again. I mean, if you get in an incident, you're just going to drop everything. But still, that second that you take to drop something. So if we just had something smaller.
Context_of_Work - Risk-Safety	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	...You did not wear suspenders. It was kind of like not being the cool kids [laughter] if you wear suspenders. And this department is all about reputation. So you didn't want to be seen. But now I think it's becoming because some of the people have back problems. So it's a little more acceptable. The only downside, you can have some that are underneath your vest. But they're tricky to put on. Or you can have the ones that are over. But the downside in that is if you do get in a scuffle or something, a suspect can grab it and now got control over your belt and you. It [inaudible] whatever works for you as an officer. At least we know that's

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								it's there so that you can defend yourself. And be aware of that. Yeah. So light weight is good.
Context_of_Work - Risk-Safety	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	I couldn't give you a specific example as when it has or has not caused problems. I know they frequently request our help with combative people and combative patients.
Context_of_Work - Risk-Safety	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	I don't really care, one way or another. I think that the general public is going to start to see that the majority of the problems we have are the civilians and not the officers. And as a result, I think a lot less officers will find themselves in trouble because instead of a three-second video from a cellphone camera, we've got the entire incident recorded.
Context_of_Work - Risk-Safety	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Case in point is a lot of times the fire rescue system will stage to make sure the scene is safe. So we have to go in first, make sure it's safe, and then they can come in. So if you're on a scene of a major incident, a shooting, say, we've got to make sure it's safe for them. It makes total sense
Context_of_Work - Risk-Safety	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	...It would be awesome to have that cordless opposed to a long cord that tends to either get caught in something or it can theoretically be used as a weapon against you, strangled with.
Context_of_Work - Risk-Safety	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	I think it's an officer safety issue. I think that-- I know that-- I don't know exactly how the system works but I'm assuming you can't put towers everywhere. So I know that's an issue, but I think it's-- if I need something-- if I need help now, I don't have time to communicate to somebody else and have that person try to communicate what I just said to ECC.
Context_of_Work - Risk-Safety	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	...There were three of us that responded. It's one of the townhouses with the door that's underneath the front steps, and it's an apartment and a house. Girl who her mom hadn't seen her in a while, supposed to be downstairs with her boyfriend, but she didn't know if she was there willingly. So we go upstairs. Do you know if anybody's downstairs? No, we don't know. It's separate. Go downstairs, knock on the door, nothing. Two days later, our SWAT team had to do an emergency warrant. The



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								guy was holding the girl at gunpoint. At the time, when we were standing at the front door, knocking, he was in there loading his gun. And he went to fire his gun and the gun jammed. And I always realize where I was standing, I would have made it, I would have lived. Probably the two people that were standing below me wouldn't have.
Context_of_Work - Risk-Safety	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Yup. Yeah. To dispatch and then to us. So we want everything we can get to get there, but the biggest concern is safety. So we want all the pieces that have to do with our safety, officer safety and victim safety. Location, where they're at in the house. Of course, how many weapons, I already said. It's one of the most important. Are they separated?
Context_of_Work - Risk-Safety	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Well, that's the kind of stuff. I mean, having access. The more the better. The more eyes on we can have, the more information we have, the better. Because we want to go home safe. We want the victim to go home safe. We want the citizens around to be safe, and we want to get the suspect into custody.
Context_of_Work - Risk-Safety	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Yeah, so many woods. So dense. It's hard. I mean, for us to go into the woods at night-- we have night vision and infrared here. We have goggles, which we use sometimes. I mean, I'd rather have the helicopters roaming around safer up there and giving us a more specific location, so we're not-- they can still hide from us, still hurt us, so.
Context_of_Work - Risk-Safety	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Yeah. But if I park my car and I get out, I don't know-- I know where that car is but I don't know where that officer is. And so I mean, I'm not worried about that in everyday stuff, but say we go out on a significant incident, and I have to deploy people out on a perimeter, it would be nice to be able to see on a screen where I've deployed those individuals on a personal device. And so that's where it would be nice to see technology in a way that we can then-- I don't think every one of our officers wants to be identified by GPS, but in the certain situation, maybe you can flip on everybody's personal devices to start screening GPS so that I can now see where all my officers are--
Context_of_Work -	LE	U	Supervising	46-55	31-40	Male	LE-U-029	Yeah. So I mean, if there are-- like for us there's what we call hazard

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Risk-Safety			Field Responder					flags on people and they call 911 to make a phone call to call about something and it'll will come up that, "Listen, this person is hazard to law enforcement. They've threatened officers in the past. They've fought with officers in the past. Somehow making sure that that gets to the officer that's going out to the burglary call.
Context_of_Work - Risk-Safety	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	I think there's a lot of pros but my standpoint, I just don't want people to get overloaded with information. Sometimes you can. So I would love to come up with a way for communications to be able to prioritize on safety issues first. Because now they've got computers, they've got cell phones, they've got so much technology stuffed into the cars. And so I don't want that important officer safety to get lost in the snowstorm of information coming towards them.
Context_of_Work - Risk-Safety	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	...And then some way to be able to prioritize so that somehow that anything that has an officer safety aspect to it is flagged. So it would be easy to miss it otherwise.
Context_of_Work - Risk-Safety	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Yeah. I mean, it's overwhelm-- you have so much coming at you that. For me, there will be times where you'll just kind of freeze for a second and then your training kicks in. Because, like I said, I was in SWAT and all that kind of stuff, that you just go and then you start recognizing, "Okay, listen. Break it down. Officer safety, that's number one. Public safety, that's number two."
Context_of_Work - Risk-Safety	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	I'll make a quick assessment of, "Listen, is there an officer safety or public safety threat right this second?" And if the answer is no, it's going to be, "Stop," because sometimes people-- it's almost like it becomes almost like a fever of people start going faster and faster and faster and faster and it's like, "Stop." If you can get them to stop for just 10 seconds and it's like, "Listen."
Context_of_Work - Risk-Safety	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	But from a safety standpoint, I really don't like people looking down. So the heads up would be fantastic. Like I said, in my daughter's car that we're buying her, I never have to take my eyes off the road to know, "Is my blinker working?" All of my dash stuff is right there. It's a Honda

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								Civic. I looked at that and I was like, "That's great." Because you can see the road. You're not looking down to look at your speedometer, or the temperature gauge, or any of that stuff."
Context_of_Work - Risk-Safety	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	...But now we put all this crap in here and when officers have accidents, and they have accidents, nobody has said this is safe or not. I'm sure there's been a lot of injuries from-- we don't look at that stuff when we buy this equipment. We just shove it in there. We just shove it in there and say it's good to go.
Context_of_Work - Risk-Safety	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	So somebody doesn't come out from the call and attack them and they're stuck in their car or they can't get out or get to their gun.
Context_of_Work - Risk-Safety	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	--this would fly out of it if there's an accident. This would become a projectile in the car.
Context_of_Work - Risk-Safety	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...But they introduce other risks to the police officers from an access perspective, from a round-trip, timing perspective, and for the ability for everyone to hear the communication. Again, when you have that many thousands of-- like we said, the amount of radios that we have assigned, plus the vehicle radios, I mean, that's-- it's in the 40-plus thousand, 45,000.
Context_of_Work - Risk-Safety	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] ...But it would be nice because there are still times a police officer will yell into the radio for assistance. He may be getting shot at. He may be in a very bad-- and we need to get their location, and the dispatcher needs to get their location, and it's still something that has to be said. The location needs to be said because we just can't see, "Oh. That radio transmitted. He's on [Street] and [Street]." Sure. I would--
Context_of_Work - Risk-Safety	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] There is a DUI app, where it-- I've got it, but I use it more in a teaching scenario. And I tell people about it. But what it'll do is you go through it and you go through all the steps in a DUI process, and it will prompt you [inaudible]. Okay. Did you see it? Yes or no. And then it'll email you everything so you have a lot of stuff already filled up for your report. I like certain aspects of it, but I don't like using it on the street because I think you're too busy. You get dug into your phone and safety

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								issues. One called Units. And that just helps convert times, distance, weights.
Context_of_Work - Risk-Safety	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Oh, no. I talk. I'm not bashful. My mouth gets me in trouble more than anything. I love teasing firefighters. I mean, I call them American heroes and Band-Aid throwers [laughter]. I don't care. I love having fun with them. And there's a former [Job title] now - he's retired - he and I would just start going at it. And it was all out of fun. But if you didn't know that, and the way we were going at each other, you'd think we hated each other. But it's breaking balls. We're out here doing-- they're different jobs, but they're extremely dangerous, and they're extremely important to society. I've been through training, the narc stuff, where you have to wear the respirators and the air packs and go crawling through smoke-filled buildings and-- no. Shoot at me. I'll take that. I ain't going in no fire...
Context_of_Work - Risk-Safety	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...it's getting to the point of there's so much stuff in the car. You're like Emerson, Lake & Palmer trying to go to a call. There's a computer here. And it's giving you dispatch updates. You've got siren controls. You've got a radio. You may have two or three radios. And then, what burns my ass is when dispatch tells to switch a channel. And you're like, "I'm doing 100... and I'm driving, and I'm dodging man, and machine, and [critters?], and everything. And then I don't blame dispatchers for this or people on the other end of the radio. They don't know what you're going through in the moment as you're trying to hurry up and get to call or hopefully save somebody. But there's tons of technology in the car...
Context_of_Work - Risk-Safety	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	The pain in the ass is the thing is clunky. It's got an old BlackBerry-style keyboard... I got big fingers, I got bad eyes, so little screen, and it's not user-friendly from the physical aspect of trying to look. And you're in a car. It's 2 o'clock in the morning. It's a well-known fact. People don't like cops, especially at 2:00 in the morning when you've pulled them over, and they've probably had a few pops in them. So you've got video in the car. You've got your radio. You've got your computer system, whatever the hell you want to call it. Hopefully, you've remembered to just turn your XM, or whatever the hell you got, Pandora down. You turn that

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								down. But you got to do all of this. You got all that going on in the car. You've got to keep track on your suspect, who's in his car, who knows he's going to county and may or may not want to fight you, and he may have something hidden under his seat. And you're trying to type an e-ticket...
Context_of_Work - Risk-Safety	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: e-ticketer] So then you're still-- at some point during that contact - and we do e-tickets for warnings and tickets - you're going to have to be focused on this damn thing. It's about the size of the original Game Boy.
Context_of_Work - Risk-Safety	LE	U	Manager	46-55	31-40	Male	LE-U-020	What they did is they've put up a silo because now the officers, boots on the ground, where they had the ability to talk to each other. They back each other up. They knew when each other was in-- that because they went on a different system, even though it's the same system, but it's theirs. And now the two cars can't hear each other. And it's been very difficult on the boots on the ground to say, "We lost this, and we can be right here and this other officer can be getting his butt kicked. And we don't know about it." It's going to take multiple phone calls to-- and then dispatches, and time. And it wasn't a good decision, but it was a political decision that they created our own silo. And that's tough, but that's what I'm hoping that FirstNet won't become as well.
Context_of_Work - Risk-Safety	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: cell phone use] I'm stubborn. I fought it for a long time [laughter]. I'll be the first to admit. I needed to call somebody back, I would go to the station and make the phone call from there. Since then, I've blocked my number. I understand there's electronic means to counter a blocked number, I just do that any more. Any more, that's just a part of life.
Context_of_Work - Risk-Safety	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: social media] We get a lot information about how to protect our personal accounts and stuff, so.
Context_of_Work - Risk-Safety	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	One thing that I thought of is-- and I don't know necessarily how to improve it, but you always have the issue of officers looking at the computer when they should be looking out the window. So a way to have a more heads-up display would be great, but I'm not sure--
Context_of_Work -	LE	S	IT	Not	Not	Male	LE-S-015	[RE: vehicle heads-up display] And we explored that technology a while

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Risk-Safety			Specialist	specified	specified			back. It's actually been a lot of years ago, and there was some issues with how you project it onto the windshield and where that camera placement is to project it. And if you're in a collision, you don't want any kind of equipment by your head, and then the other issue is the reflective-- if it's a light that's then reflecting off the windshield at night, it can be an issue too so. To illuminate the officer [inaudible].
Context_of_Work - Risk-Safety	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	... the radio, like I said, the bandwidth is such that we can get busy, and I have to make traffic stops where I cannot call out on the radio because I can handle the stop and be done before they're done yammering on about something... But at some point, you just go. I'm the only one taking care of myself anyway. Radios to have them come clean up. Nobody's going to get there before it's over anyways, so. But yeah, it is a safety issue, and that's just kind of where we're limited to.
Context_of_Work - Risk-Safety	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	We're in the process of-- just kind of rambling on here, but we're going to a regional comm center... It's been a two or three-year process, and they've had to fire the director a couple of times. But when that comes about, it will be the entire team of [county], ongoing CAD system, which is between police and fire, there's like 26 agencies. Which in my mind, is a very big step backwards as to where we are now because our dispatchers now know us. They can hear differences in our voices. They can tell when something isn't right. They have an idea as to how our city is laid out, how it works. And I think we're going to lose that when you go to a comm center...
Context_of_Work - Risk-Safety	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...one of the deputies was in our city, actually ended up firing shots at a suspect. We got the call from another party in the house, and we were already responding had units on scene, before we got relayed that it was a [county] deputy involved, and then we've got the scene shut down. We're taking care of it when the Sheriff's Department and all their resources start rolling into the scene, and we're immediately screaming at them, "Stay in your car! Stay here! We've got this." We don't want any blue-on-blue stuff because you don't know where we're at. We don't know where you're going. Because in order to switch everybody to a

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								channel, it takes time. You would think that they could hit a button and do it, but it doesn't work and so... We just shut them down, we handled it, and then it was all face-to-face conversation, and it went through that way. And it got taken care of...
Context_of_Work - Risk-Safety	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: doing reports on tablets] The technology's there. If you could drop the tablet into a keyboard quickly, you could. Touch screening it on that tablet doesn't work very well. And then, officer safety issues. Some people are really old-school. "I can't do anything else. I write on a piece of paper." I don't do that. I mean, I'll do my ticketing with my handheld, and I walk up, and I'll have it in my hand the whole time, and I'll walk right there at the door and have the ticket done. But there's a mentality there that I think is going to prevent a shift in that direction for actually using the tablets like they are designed.
Context_of_Work - Risk-Safety	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: information from dispatch] A lot of that depends on having a good dispatcher that knows what they're doing is if they have the time to look up locals, if we've contacted that individual before, if we've been to that address before, how come we've been there? We've been there for a barking dog call. Hey, there's a dog there. You might want to watch out. Stuff like that. I know, in most CAD systems, if there's constant problems, you can usually put a flag on an address or a name that'll come up and say, "Hey, this has gang affiliations, or there's known drug-use or this, that, or the other." So that's always good information to have...
Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: evidence system] ...At the DA's office, they may log on and see every agency who feeds them information. And if I'm only blocked down to my agency, maybe it's less exposure for me because I have the same data in another database. They're just kind of thoughts and considerations and all these new programs and devices get rolled out.
Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I guess that's where I see the differentiation on who's a first responder, someone responding to a scene or in the field versus all the other people who are certainly part of the public safety system and may be on the front lines but don't get that full sense of engagement. To really have

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								those impacts you've-- I've never heard about dispatchers getting tunnel vision or auditory exclusion or all the other things that we're regularly trained on and discussed to recognize in ourselves and in others because it creates a safety situation that can affect others. I think there is a line there and I think it's continuing to be defined... By FirstNet saying we've got to draw a line somewhere, and where is that line, and what could you objectively and scientifically measure and say, "Here's why there's a line." When I thought about it last night, I think that engagement of all five senses and the potential impact it can have to you, in the sense of immediacy and threat and security to you is what kind of creates that.
Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: training] ...some like the videos and some like to read it. Different learning styles. I'm kind of going back to my days of being in charge of the training program and the adult learning classes I went to. As we sit around and think about how are all the different ways we can hit this, some people still need you to sit down with them and walk them through it.
Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: LE paired up] So from a security standpoint, I could stare at the device and not worry because I know another guy was with me doing situational awareness if something were to happen. And so we recognize that in that environment. I think we also came out of that environment recognizing that's a potential pitfall. You can't give people more stuff [crosstalk]-- on my radio, I can talk on my radio and watch and see everything that's going on. We all practice and train for that. Now, you give me something I have to hold and I have to data input. You can't maintain both of those. So that was one of the things that came out of is recognizing you're deploying more and more of these devices that give you the security and personnel. And if it's truly a tough environment, you need to pair people up just for that purpose. Kind of go back to have one person who's running all the devices in communications and someone else who's making sure you're safe.
Context_of_Work -	LE	R	Field	46-55	21-30	Male	LE-R-019	...So how do we take advantage of decreasing the radio time by using



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Risk-Safety			Responder					the computer and what's an acceptable amount of use of just the computer versus here's a hard stop and here's the minimum traffic you have to do. So if we said, "You could build--" we don't want you building traffic stops. That's usually a high risk situation. But if the radio's so busy that you can't get out, we'd rather you build on the MDT, and then everyone can at least know you're a traffic stop, and the location's there.
Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: decrease radio time by using computer] "And then when you get on query, you say--" and let them know you already did it on the computer. So it's MDT traffic stop. Then everyone who doesn't have a computer knows you built a traffic stop somewhere. So that was a process of working through. I'll say it was a little letting go of control from the dispatchers. They disagreed with a lot of this. I think, as a field user, we said, "We don't care. This isn't your decision. We love you guys. We appreciate what you do. The person most responsible for my safety is me. And so if I need to build it on the computer, don't try and give me a policy that says you shall not. It's not going to work. Highly discourage. Make it as strong a language as you want. It's going to happen."
Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I may not want to call out every time where I'm doing foot patrol at night. I know people have scanner apps. They start talking about apps.
Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	And so we know how ubiquitous that is, and everyone's out there doing it. So rather than trying to hide all our radio traffic, let's take the steps to safeguard ourselves or our procedures to still get our job done but not let anyone think we're trying to trick them, or hide anything, or be the big, bad government that a lot of people suspect we are.
Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...We all joke about the guy driving down the road, talking on his cellphone, typing on his MDT. We've seen it. Certainly, MDT blocks some of what you can see. I think we're getting closer to being overwhelmed. From a liability standpoint, there's too many things that we're telling the guys you have to do, that if they forget to do one of them, forget to use one piece of technology, and it comes back on them in a negative aspect. I guess that's my concern, of keeping it efficient enough and reasonable enough.

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Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: difficult to read driver's license format] ...they're trying to use more security in their driver licenses. The REAL ID Act necessitated that, so responding to the federal stuff. I know some states have now the actual enhanced driver's license. I think there's two or three of them. We're not one of those yet but that may come along, so there's going to be more and more stuff going into the driver's license to get a chip. Yeah, so things to think about if somebody actually has to read this still while talking on the radio and watching ahead of them and that eye focusing thing. I mean, I want to look down at my license to read it but I'm still keeping an eye on the car I got pulled over, so now as I know my eyes are taking a little longer to focus from close to far away, how do I change my work practices?
Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...You can't always pull over... Sometimes you actually are responding to a scene and getting information. I mean, that's what we tell guys. Have dispatch tell a person to hold on, you'll call them back. Pull over to a safe place and then take the call... There may not be shoulder you can pull up...
Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: dispatch] ...they may be giving you information as you're responding to a scene that that issue has come up. Do you have the dispatch center continue to talk to the person and relay information? A lot of guys would rather talk to the person who is calling in themselves. So do you really want to do that when you're driving, especially if it's a hazardous situation? When you get there, we expect you're going to hang up, and then you've lost that person? That's probably not what you want to do. Again, going back to the radio and dispatch training, they're not going to tell you how to do your job, but just think about that, not just transfer the RP to me. It is something you think you are pretty sure you're going to respond to. It may not be the best decision.
Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	A few drones may have gotten shot out of the air. Well, they were a threat at that point. So I understand within the FAA stuff, that's allowed. Just like anything else that-- if they're hurtling a bottle at me, I don't have to just stand there and let it hit me... That was not something I had

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								thought about until the guy showed me the video. And we haven't had protests here for a long time, but we've had them... there was no drones in existence at that time.
Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	So there's been a proposal to incorporate those into the in-car computers, and then we talked about what's the good and the bad. Now you take my computer and ask you to sign the ticket, I can't just do everything at the car on the side of the road that maybe is a safer location that you could stand there with just your device. So we sit there and talk about the pros and cons of here's this technology of an electronic ticket writing system...
Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: e-ticketers] Some people may like the little ones. Some people may want it on the computer. Some people like to take the plate that's already been run by dispatch and then they can copy and paste all the registered owner information into their electronic citation versus having to scan it or get the VIN and scan the VIN or having a registration. So it comes back to a workflow thing again and what each person is comfortable with. But then keeping in mind, well, how distracting, if you're worried about scanning this and not watching the driver. As we all know, if somebody wants to hurt you, they're going to hurt you, so we have to try and minimize their opportunities to hurt us. So that always has to stay in mind as you're going through these things.
Context_of_Work - Risk-Safety	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So when we're in training, we have a trainer and a trainee in the same car. Well, if one's using an earpiece and the other one is not, chances are somebody's going to squelch at some point. So I don't know if there's a way around squelching, if there's just not, but earpieces, I think, would be a huge fix to that. But everybody has to accept the fact of, "I'm going to use an earpiece." A lot of people don't use it because they don't want to go deaf and you can easily go deaf...
Context_of_Work - Risk-Safety	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Yeah. So I'm in light duty or on light duty right now. I had a hand injury... So I'm recovered from it. I'm just waiting for the last little bit of paperwork, so I get to go back to patrol next week... [laughter]. Too much paperwork and stuff. I mean, it's been beneficial and enjoyable, but I like

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								being out on the streets.
Context_of_Work - Risk-Safety	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	I mean, it's not good for you, so if at all possible, I try to take it out. So when I'm in my vehicle, I'll turn it off, I'll turn it or-- I'll unplug it, just listen on my radio. So basically, that's what it is. If I'm in the vehicle, I listen to that radio. If I'm outside the vehicle, I have my ear piece plugged in.
Context_of_Work - Risk-Safety	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Yeah, so as a [Name] unit-- so we're all assigned our own identification, so I was [ID]. And that's what we refer to ourselves as. So if I call out on a traffic stop or something, it's [ID], and then they respond to me as [ID]... Yeah, so my sector partners would be a [ID] or [ID], and those are the people that I'm with in my sector that I'm trying to back up or just know where they are at all times and make sure that I'm just aware of any situation that they might need help in or something.
Context_of_Work - Risk-Safety	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	It's real as opposed to sitting in a classroom and talking about stuff. There's real danger. They're not blue guns, there's no time frames or whistles or anything to stop stuff, so you're either going to take care of the situation or you're not. There's no do-overs. And it makes it more exciting, it makes it more fun, it makes the job enjoyable. And they do a good job trying to prep you in the academy, but there's literally no way to replicate any of that stuff or just-- they have the scenarios and stuff, but it's not anything even close to real.
Context_of_Work - Risk-Safety	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... So every officer that I know, ever work with, doesn't arrive on scene and think, "Oh, this is what it is. I'm just going to walk up and be like whatever." We arrive and assume that potentially it's the worst situation that you're going to arrive on, and you need to deal with it in that manner, or else you're not doing your job properly.
Context_of_Work - Risk-Safety	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	we had, just early this week, a deputy-involved shooting where he just went to the door, and the guy was holding a gun in his hand. And he was just going to serve papers, so I mean, he didn't have any knowledge of what that individual was going to do or what was involved necessarily, so he had to respond appropriately and deal with the situation... So I mean, information is beneficial but if you don't have it, you don't have it.

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Context_of_Work - Risk-Safety	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: MDT lost internet connection] So getting dispatched somewhere, it was basically-- I had a pen-- one of the other officers kind of rigged this system up with rubber bands across-- I think it was on his steering wheel actually, with a notepad so he could just jot stuff down in front of him. I just had mine in my lap, so when they dispatch me to something, I had to take a second and pull over or whatever, write down the address, and kind of a basic description, names, whatever. So it took me a little bit longer, but it wasn't that inconvenient. On a Code 3 run or something like that, it'd be kind of-- because you're higher stress, you're driving faster, you have lights and sirens on, so that makes it more intense. I don't have the time to pull over and write that down, so you just have to function at a higher level, I guess, than you're normally used to.
Context_of_Work - Risk-Safety	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: code 3 run] Those are essentially if human life is in danger. So one of the most common ones that we have is an unknown injury traffic accident. So say, just over here on [inaudible], we get dispatched, unknown injury traffic accident. It's been reported, and we know at least two cars or whatever have been involved, but we don't know if that person's laying on the ground bleeding out or something, so we have to respond as quickly as possible but still being safe and regarding traffic laws and stuff like that, but. So we're going lights and sirens, and that's when traffic is supposed to get out of the way, and we're able to kind of-- not blow red lights, but kind of not adhering to those, necessarily.
Context_of_Work - Risk-Safety	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	These guys, they would know on the street, because some of these guys have been tased before from other cities, and then they're coming down here and yeah. That's not going to work with the guy that's done PCP or meth. You sat there and said, "Hey, you want to go to Disneyland?" He didn't even hear it. Whatever I tell him, he's not listening anyway. So what the other option, what you do? We can wait him out. But now he's frantically having a knife and he's swinging and now people are filming it. Oh, the cops aren't doing anything. Look at that. I have all the time in the world. I can sit there and wait to Tuesday for all I care. Sit there surrounded, just right? Now I still have an obligation for the other public

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								safety, the people who are calling, "Where's all the cops? They are watching this guy who is sitting there on the corner. He's half naked." So sometimes, we just have to go hands-on. And usually it takes more. Last night an ambulance crew picked a person off the ground who took something. They did an [R-cam?] in the nose. He got up and started punching the ambulance crew. It took us eight cops to get this guy on the ground. So that's eight, that's a lot of weight. You figure each cop at least weighs over 100 pounds. He was still lifting the cops off the ground. What do you do? You can't shoot him right, so you can't even use the carotid anymore, where you constrict the airway, where they pass out. They put handcuffs on them, and they wake up. We can't even do that anymore, so what do you do?
Context_of_Work - Risk-Safety	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	--when I have to go-- when I need additional sources. As a supervisor I won't send more than-- if there's a call in there-- say we've been getting a lot of juveniles going in there and 15 at a time and acting stupid. I don't send two cops in there by themselves. I order the cops, "You stay outside and wait for two more officers." So at least I have four together, than just two. This is an officer safety issue because now I've got this huge mall. Now cops are-- so say they go-- even when they go on foot pursuits we can't find the cop. And hopefully I know who the cop is so we can call him on his cell phone to find out, "Where are you?" We've had cops that have been in doorways, stuck behind-- you know when you go through an emergency door where you can't get back out? We can't find the cop. He can't get on the radio. We don't know where he's at. That's as a supervisor, my heart's going du-du-du-du-du-du-du.
Context_of_Work - Risk-Safety	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah. And it doesn't really matter what the uniform says on it. They're in uniform. I need help. I don't care who it is. Get a cop here. And that's why they're using the CHP channel. They don't care. They call for help. They don't care who it is. It could be a conservative citizen on the street. They're wrestling around on the ground with somebody [inaudible] well, "Thank you for helping me. I couldn't get this guy down." "Where was your backup?" "Well he was coming from [Street] off of [Street]." He was

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								20 minutes away. I'm lucky that when I call for backup that I got backups real quick. But those officers that are way out in the boondocks, sometimes their backup's an hour away.
Context_of_Work - Risk-Safety	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	It's that active shooter that's now in BART, and he's shooting people and I'm asking for additional resources, and the call originally came out as a person with a heart attack victim, so now you got fire who is not armed, they're going down there and they can't scream, or they don't know what you know, and usually is the person who's calling 911 going, "They're shooting down here." Right? That's usually what's going to happen. Westfield Mall, we get all these mall shootings, it's a matter of time something's going to happen, it's going to happen really bad, and they're going to have an active shooter, and they're going to say, "Where aid for a supervisor?" That's my worst fear, it's my worst disaster happening because I'm not going to be able to manage that scene because I'm not going to be able to communicate to the officers that are in there.
Context_of_Work - Risk-Safety	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	And you have an officer safety issue, and then you have a perception issue when you see two officers sitting in the parking lot banging away on their phones, do you think they're working or do you think they're surfing the net? That's what I think.
Context_of_Work - Risk-Safety	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah, yeah, yeah. There's officer safety issues with being completely fixated on this thing.
Context_of_Work - Risk-Safety	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	And we're in the process. I've been working with them for-- one of my goals when I got here 17 months ago was to get them to the table and get them to put in a BDA system. So certain events there was an officer-- there was a call for service where the officers chased a suspect down into the BART tunnels where the radio was not working.
Context_of_Work - Risk-Safety	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	So you chase the young woman down, under the-- to the mezzanine of [Street]and then she ended up going to the food court and into a stairwell. No comms. Officer and the female. Female fought like she had her life to-- and got complete advantage over the police officer and ended up pepper spraying him. Couldn't get his gun out of the holster,

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								tried though. Tore the mic off, disconnected. So his partner couldn't find him. So then the suspect was seen running. She ended up going back down to the BART platform and hit. Once again, the radio's don't work down there. There's a procedure protocol for communications down there that we don't grow and practice enough, and some of the dispatchers have very short memories, and so they don't say, "Hey, this is what you need to do."
Context_of_Work - Risk-Safety	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	It's happened to me. You go over the [City] Bridge. I was in an unmarked car, me and my partner, following what, at first thought, was just an auto-booster, but we didn't have enough for the stop. But as I worked, my private cell phone calling the car rental agency to find out who had rented the car, and then doing some follow-up computer work to realize this guy was a very bad guy that I knew of, who always had a gun with him. And so once we got over the [City] Bridge, got towards the [Name] tunnel. We started to lose comm, so I'm talking to dispatch on my phone. And I'm trying to get them to talk to [State]HP, to get [State]HP to come out because I'm in an old hoopty car, and so it turns into a chase, goes up highway 24 to highway 680, and then all of a sudden, there is 16 outside agency, police cars chasing me. And I have the phone on speaker on the dash, and my partner was driving. And I'm talking to the dispatcher, and I'm telling her, "Okay. Listen. I don't know what you told them, but you got this all fucked up."
Context_of_Work - Risk-Safety	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Radio. And you might get some of it-- now the driver is going to be depending on the urgency of the run and the response. You're not going to be able to spend a lot of time reading along texts on your screen and safely operate the car. So your passenger is going to be your comms guy, communicating with dispatch and reading the CAD. And whether they need assistance or they want backup units, all that is going out over the air. It's not getting typed up. It's going out over the radio.
Context_of_Work - Risk-Safety	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah. Before you go in this because you think you're going into battle. You might be going into just an awkward situation. Even if you're going into people's homes a lot of times, it's not a plan to that. But yeah,



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								there's those things why the-- but yeah, as far as the day-to-day officers, if they could choose what--
Context_of_Work - Risk-Safety	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	I would say you have to have both. You have to have a base. Dispatch gives you the base. You want to be in communications to know where they are, so you're not walking into something blindly, especially, if this is a repeated offender. He's known to have weapons. So you're out by yourself or with two people, you still have to mentally prepare yourself on the approach on how you're going to confront the individual. If you're a one-man car and there's nobody else, everyone else is out on something, you have to handle it. So you have to make your assessment kind of cautiously prior to getting there. And if you need help, you'll have to call for help, and dispatch will see if they can get another unit from maybe another district to come in to help you if you're not too far away. Yeah. Doesn't pay to be a hero [laughter]. Doesn't pay to be a hero.
Context_of_Work - Risk-Safety	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	... Having more information in front of you where it's not overloaded, but it makes you safer too because everything is right here. You don't have to take your eyes off looking at the screen. If you're giving a ticket to someone, it's transparent anyway. You can see the car in front of you. You're taught officer safety. Your eyes are looking in front all the way around you.
Context_of_Work - Risk-Safety	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	It's hard to manipulate a phone in stressful situations, and you don't want to be looking at your cell phone when there's a guy with a gun. So I would say, radio and MDT. And the reason for that being is when you're responding to a call, you have the computer in front of you, and you can relay that information to your partner who's driving or the opposite.
Context_of_Work - Risk-Safety	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	When I came in, you were taught you should be making good arrests. You should be making a difference in the community. The criminals should go to jail if they commit a crime. That's what we were taught. We were taught to do proactive police work. But my back is messed up. Both my hands are messed up. My shoulders are messed up. My rotator cuffs are messed up. One of my knees is messed up. It's from fighting with suspects. It's from fighting and car-- I've been in two car accidents

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								that were-- and one of them was us responding to an officer needing assistance, and we were flying. We're hauling ass to get there, and now my back is forever messed up. I wasn't driving; I was the passenger.
Context_of_Work - Risk-Safety	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	They're lighter than the older ones, but I have a problem with my-- I'm left-handed. So my radio is on my right side. So whenever I drive, it hits the seatbelt, and it changes the channel. And if I don't hear it, I'm not on the proper station. So I have to flip my radio around to make it work so I don't change the channel, because if I'm in a stressful situation, I don't hear the beep. And I'm trying to track the suspect with running this... No one's hearing me at all.
Context_of_Work - Risk-Safety	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	It's information gathering of who we detain, cite, or interact with. So you have to do this at the end of your shift which takes-- if you're a proactive officer, could take 20 to 30 minutes to prefill all this information in. They try to make it easier with the phones, but a lot of us are getting assassinated sitting on our cars, on our cell phones, not paying attention to our surroundings. So that's another thing where, if you're too dependent on technology, it takes you away from paying attention to your surroundings.
Context_of_Work - Risk-Safety	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	And that's happened to me, where I'm at the corner, and there's a guy with a gun. And I could be standing next to him; I don't know. So more is better with that type of call.
Context_of_Work - Risk-Safety	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	When I talked about earlier, is we have to use certain things now on the phone or on the computer. It takes you away from being observant on where you're at because you're like this. You're not paying attention. And now, they're assassinating us in cars where we're not paying attention. And I think that's why a lot of guys are getting jumps on us, because we're not looking around. We're on our phone, maybe doing--
Context_of_Work - Risk-Safety	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	You're not going somewhere blind. You're not going into an alley blind. You're not going into-- we have a lot of areas that are-- I grew up in a very bad neighborhood by the [Stadium]. A lot of that area is just grass and dirt, no street signs, trees. The criminals know the area better than we

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								do. I grew up in that neighborhood, so I know it. But you're going to go into alleys. You're going to go into areas that are-- it's almost like a lot of the projects in [City], they're built on hills, which is a sniper's advantage. So we have to trek up these hills, when the suspect already has an advantage over us just from the hike. There's areas that are dark. We don't know.
Context_of_Work - Risk-Safety	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...We have some that are maybe 5,000 people, some 50,000, and others up to 200,000 something people that would be in a street party, in a condensed area usually for the whole day, which kind of opens up a gamut of concerns for us for the public safety in that and how to respond and coordinate that.
Context_of_Work - Risk-Safety	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	My personal opinion is it's a huge officer-safety issue having an officer doing a report, or whatever, on the phone, looking down at the phone and stationary in one particular spot for too long. That's a concern. I know that we-- at some point, we're talking about having an ability to write the reports on the computers. We had laptops in the cars at one point. We could take them out, and you can write them, which was maybe a good idea, but the infrastructure as far as the wireless connections and that were inadequate or weren't working well enough to make that take foot.
Context_of_Work - Risk-Safety	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Some calls tend to have a little more information and it's as much as good as it is to have, sometimes going to a call and trying to read and drive at the same time. If It's a big block of text and you're trying to fish out the information you need, it can be a little difficult, especially if, for example, if they run a plate and they put all the plate information in, really all I'm concerned about is the plate number, the year and the make and that's about it. But then I have all this other stuff that I don't necessarily need at that moment.
Context_of_Work - Risk-Safety	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: issues using personal cell phones] If I'm saying, "Hey, where are you?" Like we're trying to meet up, it's pretty acceptable. They're trying to turn us away from being on phones at crime scenes or there's always the Gem of the Year where you'll see some agency where somebody

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								took a picture of something they shouldn't have. And obviously the department does not want that.
Context_of_Work - Risk-Safety	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	They've had officers when they had a police shooting, they were using their personal cell phones and they subpoenaed to get copies of the entire cell phone. So there's kind of the whole privacy thing, which is why I think the department's moving to-- here's the department phone. Do not use yours, otherwise anything you have on their, personal, private, it can be shared.
Context_of_Work - Risk-Safety	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: personal cell phone use] we do try and tell people not to take pictures of crime scenes and whatnot because it leads to problems.
Context_of_Work - Risk-Safety	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: using station computer instead of cell phone] Plus it's easier than [laughter]. Especially on days when they work 99 and you have to pay attention to where you're driving, and you still want to run plates. You've got this talking, you're trying to do something here, and you still have to pay attention to your surroundings and the road.
Context_of_Work - Risk-Safety	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: technology impeding work] I wouldn't say in the way, but I think it fogs. You're looking like he said, sometimes you're in the computer or you get sucked into whatever information you're being presented with and you need to be up here.
Context_of_Work - Risk-Safety	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: phone and computer use] You're distracted no matter what. You're not paying attention to your surroundings. I mean, back when I started, we didn't have computers [laughter]. Or we got these fantastical green screens that all you could do it type in a plate. But now, with all the different functions, it makes actually seeing what's going on in the neighborhood harder. And somebody's looking at this box to tell them what's going on as opposed to actually looking at the surroundings and figuring out what's going on.
Context_of_Work - Risk-Safety	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I came from a department and we had different technology on the computer. And we were a smaller department so it wasn't we didn't really need to worry about walking on each other, but if he got a call and I wanted to go on his call, I could put it in the computer-- we used 10

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								codes there. I would just put like 76 to blah-blah-blah's call. So I never had to go over the air to dispatch or [inaudible]. At least it was on the computer, which I think some people may be a little old school or worried about, "What if I get in a crash. I never said I was on the way to the 10-1, then I'm gonna be in trouble."
Context_of_Work - Risk-Safety	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	On the street, I preferred the radio as opposed to PDT just because you can hear it and you're still paying attention. If you're trying to read it off the screen, you're distracted, you're whatnot and-- if you have a partner, then you have no problem. But when you're alone, it'd be nice if the-- if you got a job and you could hit a button and it-- have the computer read whatever to you, like talk to text almost where it would just say, "Hey." That, I think, would be ideal for some officers especially-- even when you get older, it's harder to take the glasses off sometimes.
Context_of_Work - Risk-Safety	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: radio communication] Hospitals are tough. [Hospital], [Campus hospital], I can hear you, but I can't broadcast out. So if there is an issue, we have a problem.
Context_of_Work - Risk-Safety	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: looking at computer to run plates] I know of supervisors and people that have gotten into car accidents...
Context_of_Work - Risk-Safety	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	When I was out on patrol, I gave my number out, my personal number, out to people. But what I had done is I had created a Google Voice Account, and my number was [Phone_Number] [laughter], and I would give that out. I had it on a business card, and I'd give that out. And it would ring on my phone, but it was a pseudo number. It didn't come back to anything, because I was afraid-- because I have Sprint, and if I run into an offender who has a friend who's at Sprint, the next thing you know, they get all my personal information.
Context_of_Work - Risk-Safety	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	... But when I'm doing surveillance, man, that would be awesome to be close enough, but-- far enough away where they can't see me, but close enough where I can see them, and I can see they're on the camera. I think it would just-- I mean, even from a safety perspective, right now we're just communicating back with SDSC room. I'm on the phone

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								literally the whole time, "Hey what do you see? All right, is he coming out?"
Context_of_Work - Risk-Safety	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	Before my department phone, I was not giving my phone number out as much as I wanted to or needed to because I was like, "This guy looks kind of shady. I really don't want to give him my number, but he may be a good source of information, but I don't want him having my cell phone number." But my department phone, that eliminates that.
Context_of_Work - Risk-Safety	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	... So it's that lap between what the lieutenant is telling you at roll call, and what you retain, like, "Well, be on the lookout. This corner is that--we're looking for this person, that person." It's like every day you're always looking for somebody wanted. Every day something violent happens that they're trying to find the offenders. So I'm off Saturdays and Sundays. So when I come on a Monday, I kind of always go on the computer. And I'll go back a couple pages just to see, "Hey, what's going on here?" I think just from my officer's safety point of view. He said, the lieutenant, "It's pretty violent. We're doing real bad with the shootings recently." So that's just for me. I just want to see what happens. And that's usually every Monday. I'll check it for sure, just to see--
Context_of_Work - Risk-Safety	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	I think that's the issue that I have with the HunchLab. If it could be a little bit more in-depth or a couple more boxes just to click on. Just to click on and see there was shooting [inaudible] blah, blah, blah. They don't want to give-- and just a quick briefing of what was it about. What is it drug related? That's something that when I log in on the computer, I want to find out that shooting, that's what I read. And there would be some from the detective's division saying, "Okay, victim, possible offender information, possible gang problem." And the detective's good with it because they will always label preliminary what they think the justification that shooting was. Was it gang related? Was it calculated? Was it road rage? And they'll say, "Male standing in the corner was approached by blah, blah, blah." And it's a pretty short paragraph like, "Okay. That's what that's about." But that's something that you really can't access on here. I'll have to go back, and here I am, head down in

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								the middle of the worst area in the town district, and now I'm logging in here trying to find it. So I mean, that's the biggest thing. The information is there. It's the problem of accessing it and get the information. Cops are very impatient. We want everything here-and-now, okay? And if it's going to take me too long to try to find it, then why bother?
Context_of_Work - Risk-Safety	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Well, yeah. Like I said, are you going to do what's in front of you, as far as stopping a car, or are you going to be more-- I think the technology is good when you've got the time to use it. Meaning it's safe to do it. As far as, well I got eight people in the corner, but I'm on my HunchLab looking. I mean, first and foremost, your safety first and using your head. If you got time, and I don't want to say distance, but a safe area where you could access this computer and not worry about somebody taking a shot at you. I think that's my biggest fear. That's me personally is. I know what areas are bad in town. I know where those hotspots are.
Context_of_Work - Risk-Safety	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Yeah but that would certainly be just from a safety standpoint and a communication standpoint of the deputies can't get out or hear things going on on the radios because we often times have a dispatcher come walking down the hall saying where is so and so and they're like oh they're in the back writing a report and they can't get a hold of them so that's a challenge.
Context_of_Work - Risk-Safety	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	if [Name] comes to me five years from now with his list it's going to be totally different than what's available today, the capabilities and the ease of use, the interfaces that they have the ability. You know we see a lot of head's up displays in certain applications. We'll see high in military and stuff like that. I'm sure someday that officers will have the ability to broadcast information from their vehicle upon the dash so that they're head's up and they don't have to be looking down at their mobile touching media buttons. It's all visible and they're not worried about endangering citizens as they access all this information coming at them so it's all coming, it's all there. It'll be here before we know it.
Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Compared to when I first started, night and day. I started in '95, we weren't even issued portables. Once you got out your car, you were on

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								<p>your own. They didn't have cell phones. So if you got into a bad situation, there was a time when we got into a fight, or on a foot pursuit, we had to knock on somebody's door to borrow their phone to call the sheriff's office because we were away from our car, you don't have a portable, you didn't have a phone, so it's changed. For me, being an old dinosaur as they call it, I am impressed of like just using our computers, seeing our computers following the deputies on GPS because I can see all this, just on a simple look up at my screen I can see where every deputy in the [County] is. It gives them what you call AVL, automatic vehicle locator that is allowing us to see where they're at. When the computer drops or they have a service go down temporarily, or they're doing an update and you have to sign out for at least, sometimes an hour, you're in panic mode. Like man, where's this deputy, where is he at? I can't see you. Where... it drives you batty. And I never thought it'd be that way, because you always worried about somebody tracking you, big brother watching you. But now, as a supervisor aspect, I couldn't see doing this job without the technology. Without the ability to see where everybody is at.</p>
Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	<p>Most of them like it. Some don't, because they think that's just how they feel that they're being watched. And it's just trying to convince them that look, honestly, I don't care where you eat lunch. I just like to know where you're at in case something happens that way; I know I have a deputy in that area. For supervisory skills, that's what we're concerned about. Where they'll at, who they're, I couldn't care less. It's more about performing the task. And just to convince them otherwise. They feel like big brother's watching them. More technology means more, more ways for us to track them.</p>
Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	<p>We use in-car cameras here. We have discussed going to the body cams, the sheriff is really not a big fan of it just because it wanted the storage. There's no laws for concern--who wears it and when you have to wear it. Does it have to be on 24/7? Because like you said, I could be in a restaurant talking, the next thing you know, someone runs up or</p>



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								something happen as you're in the middle of it, and what happens if I didn't remember to turn it on, now am I going to face disciplinary problems? Is it going to perceive that we were trying to hide something when there's nothing there? We just didn't have time to turn it on. Or if it's on 24/7, what if I go to the restroom; you're going to video me while I'm in the restroom, where the legality? If I'm holding a private conversation with my wife, you want to hear about the bills we're paying?
Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Yes. The hardest part it become... two ways that has hindered our job is, not hindrance, but like say interference. When I'm driving to a hot call, I find myself looking at my screen because the dispatchers as they're typing it, is feeding across our screen. So I'm responding to a hot call, and I'm looking, and I even type in--trying to respond to their message, then you're trying to send information to them, so you find yourself focused where you should be focused on something else.
Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	I just, for me I think technology is just going to help progress our career and our profession because the more we can get at our fingertips fast will help us do our job. Especially when you're responding to a, again a hot call, or a domestic. A simple thing such as a domestic call which is not simple, however, if I'm on my way there and I can immediately know this guy has a history of violence, he has a history of beating his wife, that we know she's reluctant not to file charges, then we--it gives us not the ability just to be safe when we get there, but we can also serve her better.
Context_of_Work - Risk-Safety	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	...I don't know how much you know about the fire service, but right now the big thing in the fire service is that all of these carcinogens and stuff is causing cancer. So the big thing now across the fire service is cleaning your gear and getting the proper gear and making sure you're wearing the right protective hoods because in all of these environments that we go in, it's just so toxic.
Context_of_Work - Risk-Safety	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Again, it's a rural area. You're kind of out by yourself. We only run three deputies per shift, and they have a pretty good geographic area to cover. It's boredom, you've got to watch the animals, we have a lot of deer

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								wrecks, and just being a rural area, and a lot of times, our deputies are stuck out on maybe a serious call, sometimes 15-20 minutes by themselves, because their nearest backup may be 15 miles across the [County], so it gets a little boring, but it's pretty interesting, you get paid to sightsee around the [County], so--
Context_of_Work - Risk-Safety	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Correct, and that's where accidents occur, deputies get injured, that's where you get a lot of complaints from the citizens. Again, with animals, deer in the wild, hogs and so forth we have up here, when you're responding to a really hot call where you need to get there quick, you really--you're putting yourself out there even before you get to the call, not to--nonetheless, when you get there, what you get into.
Context_of_Work - Risk-Safety	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	But it's still the same. You know the dangers are still there. You're still wearing a badge. You still have a gun. So it's unique but rewarding in the same time.
Context_of_Work - Risk-Safety	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Maybe personal calls. They may have a question that they don't want to put out on the radio that they need to ask a supervisor. There may be a... if we have a large incident or maybe not even a large incident but an incident where we don't need a lot of radio traffic, I think they use their cellphones to kind of coordinate through that. I think if I go back and listen to our audio recordings for communications there's probably a lot of, hey, what was that you dispatched? What--I quite--I missed that. You know? And so they're going back and pulling that information that way. So yeah, I would think they use them a good bit on a day to day basis.
Context_of_Work - Risk-Safety	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	I think it's changed [inaudible] the years for sure. I mean it used to be a lot of phone calls and face-to-face talking. Now everything seems to run through email. Everything is regarding email, you know responding where I think sometimes maybe things are better relayed person-to-person and in daily conversations. And I think maybe we rely a little bit too much on email. But it's the trend. Everybody wants to cover their behind and make sure that they have these email trails. I don't necessarily think it's a productive way to work, but I understand the reasons why it's done that way, and it's kind of the world we live in now

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								where this is, everything is relied upon email.
Context_of_Work - Risk-Safety	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	We do. It depends on what it is you are looking to be addressed within that policy. We have some restrictions for the use of personal cell phones as far as photographs of scenes and stuff like that; you know, we don't want our officers to expose themselves by taking photographs of scenes and at some time later down the road, that information being foible, so we strongly suggest that, within our policy, that they not utilize their phones for those types of situations. We try to restrict the use of their personal phones while on duty in a patrol car that is in movement, you know, if they have to take a phone call, we request that they pull to the side of the road to do so; those type of things are covered in policy.
Context_of_Work - Risk-Safety	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Again, you know, it is their personal cell phone, so they will be taking, you know, their personal phone calls but as far as department related, it may be of sensitive nature that we don't want to broadcast over the radio. Now, with the advent of the in-car computers, we do a lot more of that information via - that means versus cell phone any more, but again, there is a time delay there. So if there is critical information that we need to relay that is of a sensitive nature, right now you need this information, the cell phone will be, you know, the first priority.
Context_of_Work - Risk-Safety	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	We have the ability to do it in the patrol cars. Again, you have to weight that with officer safety. Do you really want an officer with his head down in a computer for 10 or 15 minutes while he is writing a report, not being cognizant of his surroundings, or would you prefer that officer to come back into a secure location where they are comfortable and can do that? So you really have to weigh that - excuse me [coughs]. You know, we work in a - basically if it is going to be more than a five or ten-minute report, I want them back in the office. There are advantages to them being out there and being seen, but again, you have to really weigh the officer safety factor there - do I want them, you know, not paying attention to what is going on for that time, or would I rather have them in here? I would rather have them in and off the road where they are

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								comfortable; they can do what they need to do and then get back outside.
Context_of_Work - Risk-Safety	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	No, honestly I think we have covered a lot of different topics. It's - like I said, the biggest thing is, I guess, from an administrative level, is the frustration, you know, knowing that I have officers out there that these communication systems are their lifelines and having that and knowing that system is as fragile as it truly is.
Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Pretty much. Now, you know, that might change depending on how many reports I have to write or what have you. We have some capabilities to write in the car but, you know, it becomes an officer safety issue and a convenience issue you know; it is kind of hard to type while we are here, plus if I am paying attention to that, I can't watch what is in front of me, so...
Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Probably unwritten. I don't think there is a written policy on using your cell phone. I know there has been discussion openly that using your cell phone to take pictures and so forth is discouraged just because, you know, [unintelligible] your phone, but it sort of an officer's decision whether, you know, they feel like they want to give their phone up if need be.
Context_of_Work - Risk-Safety	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Probably I think as it relates to any potential safety concerns we might have when we get there. So is this person known to be combative? What is the nature of the call? So it is, somebody stole something from the store or is it something very emotional where, you know, emotions are high, people aren't thinking rationally and becomes an issue. So anything safety-wise, their anatomy and everything else is just secondary.
Context_of_Work - Risk-Safety	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	We use the Motorola 800 MHz system. Every downriver community has their own separate channel. There is a plus and a negative with that, the plus being you can be a little bit more informal on the radio on your own channel, but you kind of lose unless you are We use the Motorola 800 MHz system. Every downriver community has their own separate channel. There is a plus and a negative with that, the plus being you can

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								be a little bit more informal on the radio on your own channel, but you kind of lose unless you are scanning them, you kind of lose the aspect of what is going on in the surrounding communities. If your dispatcher is not paying attention to an armed robbery or something that happens in [city], potentially your officers could not even know that it is heading their way or it's happening or suspect vehicle, and for the most part we try to - the two of us working the desk tries to monitor all that stuff and let the officers know that there is something going on in the surrounding city but if they are not specifically scanning, the communication between the downriver departments is minimal.
Context_of_Work - Risk-Safety	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Yup. We got body cameras. I think they are phenomenal. I would like to have some better ones. They don't have any night vision capability and that is a big damper. I have noticed definitely the way officers talked to citizens as my complaints have gone substantially down. So that is definitely a positive impact. On the same note, I don't know if anybody has ever said this, but I believe the cameras have kind of had a negative impact also. I don't believe that they are more - I don't want to say caring, but more open with somebody when they are on call when you used to be able to go to a call and like freely like, listen man, come on, which, you know, you really don't wanna do this, let's do this or do this or maybe- hey, just separate for the night. But now, since everybody is videoed, it's yes ma'am, no ma'am, and they are afraid to make a discretionary call with the fear that you are gonna get in trouble and because you are being recorded.
Context_of_Work - Risk-Safety	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Night vision, technology like that. God. I mean, I would like to get some less than lethal equipment. I would love to get like pepper ball guns and stuff like that. They are phenomenal tools that save lives and officer safety. Again, we can't afford it. So it all comes down to money but yeah, anything less lethal, anything to help the guys see at night, I mean, I would love to get one of the flare systems just so that the people out there know that we have them and maybe they won't come here.
Context_of_Work -	LE	S	Field	26-35	6-10	Male	LE-S-062	But then you know, certain areas are certainly less friendly, like

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Risk-Safety			Responder					[unintelligible] is a large apartment on [Street]. We have a lot of trouble there. It's just a very problematic place so we go there and, you know, lots of times a very uneasy feeling because you get people peeking out the blinds glaring at you, you get people throw stuff at your cars, screaming and calling you every name in the book and you're not even there to deal with them, they just happen to see us, so it's a little different there.
Context_of_Work - Risk-Safety	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	There is always the concerns of somebody you are calling getting your number but a lot of times I just call from a blocked number or if it is somebody I really dont want to know, I will wait until I get to the station and then I will call from [unintelligible] [city].
Context_of_Work - Risk-Safety	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	The only other issue with the radios would be - I think it would be more beneficial to have like a - you have only so many frequencies on this radio that are programmed into them. Like you got this city, you got [Cities] I think, maybe a handful of other ones in the [unintelligible] area but if we ended up going into [city] for anything, we wouldn't be able to communicate with [City] Dispatch at all, which is dangerous. Like I have gone into [City] and had people coming out of the woodwork and can't get on the right frequency to call for assistance so you are pretty much at the mercy of the other - like [City] usually backs us up pretty and I got in a chase and I crashed in [City].
Context_of_Work - Risk-Safety	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Well, we did in our jail have the iPads for inmates.
Context_of_Work - Risk-Safety	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	S1: Oh, you do? S2: That they can order commissary, sick call, they can email, they can do visitation on them, and there is a cost associated with that, it is paid through their commissary accounts. But, that technology is bringing efficiencies to us so we don't have to lay hands on an inmate to bring them to a visitation booth, let their people visit, then take them back, you know. It cuts contrabands -- contraband from being brought into our facility and it cuts that office-inmate contact that drives confrontation. So, our inmates love it. Some people, there was 40 or 50

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								people that protested it because they were not getting face to face visits anymore and cost associated with it but you can go down to the jail and visit for free. It does not cost you anything. But if you want to set it at your house and visit, like a Skype -- you can do that.
Context_of_Work - Risk-Safety	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	Five cartons of carbon copy, there's five carbon copies and you got to push hard, it's a pain in the butt and so ISP they literally slide the driver's license, check the box for the violation, spits it out and they're done so it does a couple things for us. Number one it kind of automates the process and number two when you think about it from a safety standpoint when you're sitting on the side of the roadway if I can be on the side of the roadway for 2 minutes less that might not seem like a lot. But you take two minutes over a ten hour shift over you know a 52 week year and that's a lot less time that I'm exposed to a dangerous situation and the same with like the MDT's you know when we have issues or when we were running everything over the air when we do the warrants checks over the air that takes longer than me typing into the computer
Context_of_Work - Risk-Safety	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	In the case of like a domestic violence situation sometimes we'll stay on the phone a little longer depending on what the needs are so what happens what I personally do I know some guys don't do this what I like to do is know what I'm walking into a little bit more than maybe others and so I'll grab the call card and then on the call card there's the person's name and their phone number and I call them when I'm in route. I leave them on speaker phone particularly when we have a barricaded subject or a guy that has made threats. The last thing I want to do is walk to an unknown with a person like that and so that's an easy thing for me to do.
Context_of_Work - Risk-Safety	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	For sure. So call history is really important to us as well. We don't have the ability to lookup call history as far as repeat events so sometimes and this goes for even the full times guys so we're four on three off and then three on four off and then vacations and everything else so there's times where schedules literally you won't work for two weeks which is great. A lot happens in 2 weeks so you may have a neighbor dispute it's

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								an ongoing issue and you know you're getting sent to a call that you think is a brand new issue, you get there this thing blows up in your face and you're like I wish I would've known what was going on.
Context_of_Work - Risk-Safety	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	People know that. They come to our county and they run from us and we chase them. People are going to get hurt and we don't know why they're running and we don't know what you know so we use a lot of discretion and common sense. We don't always chase them. If they're doing ten over yeah I'm not going to get in a pursuit over that but a way to shut down that vehicle something I don't know you know that's kind of a pie in the sky thing for me.
Context_of_Work - Risk-Safety	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	I'm not going to sit on the side of the way and statistically that's where I'm going to die on the side of the roadway is where I'm going to die. I'm going to be hit by a drunk driver, I'm going to be sideswiped by a vehicle or something like that for what? For a speeding ticket? I do care because I know that that event speeding kills people and that's what I want to try and do is prevent that and I care because of that because I want to help, I want to prevent that but it will wear on you over time around making \$28 to \$35,000 a year to go stand on the side of the roadway to try to help somebody that doesn't care about that doesn't show any respect or care about what you do or why you're doing that for them and I think it's part of that focus is on education and why you don't speed you know so it's complexed because it's you get these different emotions.
Context_of_Work - Risk-Safety	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	And so that's tough that's an industry issue that is really tough and from my perception trying to be safe as safe as we can and minimizing that risk helps with that from my side and don't misunderstand me I'm not saying that I wouldn't do it or I'm going to stop doing it. It's a challenge in the industry I have a wife and two little kids. I want to be as safe as I can by helping somebody else on the side of the road but I know statistically that's probably where I'm going to die if I die on the job and so it's tough so whatever we can do to bridge that gap is really kind of where I think we need to go as an industry.



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Context_of_Work - Risk-Safety	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] We have to go to every call with non-prejudice, non-biased opinions and try to make a justified in a justified perception of what exactly we're dealing with because people lie to us all the time so it really you have to be able to maintain a clear head with every call you go to. It could be something from a disturbance could actually turn into a domestic by strangulation you just never know what you're walking into which is where the excitement comes in as well.
Context_of_Work - Risk-Safety	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] The people that watch those videos they don't see the full story. They don't actually understand well that guy had a knife or he had a gun or whatever he may be intoxicated and tried to fight one of the bouncers and we said hey you need to go and he starts to fight us. They start the video after everything's already begun. They don't start it from the very beginning of what happened.
Context_of_Work - Risk-Safety	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] ...If they get a hot call, an emergency call it's going to take them a little longer to get there which is not only unsafe but I mean it's uncomfortable this is our main communication and it's got its problems.
Context_of_Work - Risk-Safety	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] ...You're not able to get out so if you're in a fight and you're trying to call out and you can't get to your emergency button because all of this stuff when I get into a fight every single thing on my vest is going to be on the ground by the time it's done. Hopefully the only thing that's going to be left is going to be my gun still on myself but if you can't get to an emergency button and this thing has a call receive data message that's an extra five seconds that you got to wait and try to get out on top of if there's other radio traffic out there because there is no overlap it's all digital so when it was analog we could over (INAUDIBLE 00:16:50) people, we could step on people especially with emergency stuff but now that it's all digital it's only the person that's talking nobody can overshoot.
Context_of_Work - Risk-Safety	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Yeah absolutely. There's been times like you said you know whether we get into a fight that I remember one particular time I got into a pursuit I went to key up and it was sending that data and it all does is it sets a big long pause and just a long tone that's all it does and then you

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								know you get into fights and stuff. There was one guy his emergency button didn't work and it's a little yellow button on your microphone and he was hitting it and he was in a fight but it wasn't going off and people were still talking over him so it's always something.
Context_of_Work - Risk-Safety	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] It's been something that we've been able to overcome I guess. We haven't had luckily we haven't had anything really bad happen or anything like that due to the radios but the possibility is definitely still there.
Context_of_Work - Risk-Safety	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] What I think it really is you know we do live in [town] and I can't say my wife thinks we're here you know. I tell her about some of the things that could possibly happen. She says well it's just [town]. Like it may just be [town] we may have grown up here but you know it's still a town of 60,000 people. There's still people that hate us, there's some people who don't want us to be around and you know when we have our radios that don't work properly it's almost to like we adapted to adjusting to the fact that well our radios aren't going to work so we're going to have to do this on our own so and there's times where that does happen and that's pretty sad that as a law enforcement agency where we're supposed to have people that can help us that we have to use the fact that we adjust to well I guess I'm on my own here.
Context_of_Work - Risk-Safety	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] And even if it's not a local thing we are a pit stop from the west and east coast. If you're south of [state] if you say you come from [states] something like that multiple homicide felon just on the run you're coming through me. You're taking [Street].
Context_of_Work - Risk-Safety	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] ...It'll either tell them to smarten up or it's going to get them it's going to take the badge off their chest which should happen. As far as social media goes it's got it's positives and negatives. I mean we've lost over a hundred officers due to social media in the last couple of years. Just outcries and stuff like that and caused people just go out and ambush us. It's hard to cover that one up. It's true but we've also identified certain bad shoots and stuff like that because of technology and identified that either A) they need more training B) they need not to

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								be cops anymore or C) they need to go to jail. I mean they're human, we're all human.
Context_of_Work - Risk-Safety	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Used to hearing that number because that's the bar right from now on it's never going to be said anything on that radio other than that number so if you don't listen to your number and you get sent somewhere and another officer goes and you don't show up and he gets hurt that's on him. That's on that other officer so listening it's bad. They're hiring a lot younger guys which I can't say a whole lot I'm probably only older than two people on our PD so my first day was my 21st birthday so 21 my first day of work I went out that night with my parents I had one drink went home went to bed and had to wake up again at 6 a.m. and come back.
Context_of_Work - Risk-Safety	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] I mean it's I agree but I think we've also become so good at it that it's if a civilian got in the vehicle with us they would be amazed at all the things we have going on. I mean yes, I wouldn't recommend it it's probably dangerous but steering with your knee and typing it's amazing how much we can do in our vehicle.
Context_of_Work - Risk-Safety	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	... But any sort of call that you think might dictate most coming from a big agency we send more people doubled up to calls then we did at the agency that I came from but I don't have any objection to that because it's a safety thing so yeah you're definitely going to be interfacing with officers there and telling them what's going on and find out what's going on, asking them to go do something for you, asking them to you're dealing with one person you turn to the officer and say can you go tell this person that you know so it's nice having that kind of built in network.
Context_of_Work - Stress-HW	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] So that's going to be an interesting dynamic to an already stressful job.
Context_of_Work - Stress-HW	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] They haven't really started talking about it. They will as soon as they know it's starting to head in that direction and I would imagine when that day comes those positions will be more specific so call taking will

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								change in that way. I think the day that's going to get driven is going to be handled differently as well so I don't know I don't think anybody knows what the real picture is going to look like.
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	... Coming here to a major metropolitan fire department overwhelmed me because I was just a small mountain guy coming here.
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Kind of a transition in between those two questions. Stressors, for a lot of people, are the language barriers. In [County], the other people that we speak with, we have a large Ethiopian, Ukrainian, and Vietnamese population in [County]. And they don't speak a lot of English. So when someone calls on the phone and they speak Ethiopian, Ukrainian, or Vietnamese, we need language line assistance. So we have a language line that we can call immediately and it has close to 100 different languages that are available to us. Yes, we have the more common French, German, Spanish, things like that but we have a lot of unique-- even a lot of the diplomats that move here, and they have their little foreign embassies in [County]. They have the African embassies and all these crazy countries that the dialect is so specific that the language barrier is horrible. So when you're receiving a call it's a huge stress trying to figure out what language they're speaking. And then there's a delay in service, because you got to get the language line involved...
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	[RE: language line] It is a real person and on our phone system when you click the language button it has about 12 preselected languages. Chinese, Mandarin, Portuguese, French, German, all of the main ones that we kind of use. Then if it doesn't fit into any one of those we just have the generic operator and then they're trained to kind of decipher what geographical area in the world the person comes from and then we kind of hit or miss. Sometimes you go from Vietnamese to Cantonese to Thai. There's all those little things, and you kind of get bumped around. So then this person is still waiting on the phone this whole time. We do the best we can, and then it could be anything from my smoke detector battery needs to be replaced to my house is on fire to my infant child is having a seizure to I think I have stomach pains but I don't know what it

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								is. So it could be a variety, and we don't know until we go through the language line with our pre-set medical questions that we have, and then we send the call over. So from a call taking perspective that's a high stress, because you add in the regular stress of, "Help. Help. Help. Help. Help," to, "Tell me exactly what happened," and then we have our policies that we have to verify the address, we have to verify the phone number.
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	So you call 911 because your roommate, spouse, family member, neighbor falls down, split their head open, they're bleeding, they're unconscious, and I'm asking you what the address is. Then I have to ask you, "Can you repeat that for verification? What is your phone number?" And then someone will say, "Well, just give me the ambulance." What is the phone number for verification? So you have to duplicate that, then we get into our medical questions. They don't understand our medical protocols that are nationally based, and that it's [State]'s state law that we have to ask. It's the EMD, or the emergency medical dispatch and emergency fire dispatch and then emergency police dispatch, so all three disciplines have protocols we have to ask the 911 caller, that helps pinpoint exactly what type of help that they need because of all those variables. And some of the public doesn't quite understand that, and they range from, "Just send me help," to the belligerent people that just go off, and they're calling for help but then you get this verbal assault and abuse of F-you, and they just start cursing at you, "Just send me the help," click, and they hang up. And all you want to do is help them but you need to calm their stressors down. So that adds to your tension and your anxiety and your blood pressure because they're angry at you and you have to get through your protocols, to the person that's a little child that says, "Help, help. Mommy won't wake up," so then you got to talk to a little child, and then you get to talk to an elderly person who can't hear, "Sir. You're in the hospital [laughter]. Hit the nurse button."
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	So we have a lot of stressors but every once in a while you just get that feel good call where the person legitimately says, "Help me," and then they pause and whatever you say they listen to you, "Okay. What next?"

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								And you go through your protocols appropriately, the protocols work because you know them, you're asking them and the person is receiving them. And you actually make a difference on the phone before the first responders arrive, because you can control the bleeding, you can help out with the seizure, the person's having a diabetic emergency, and we have protocols. Or the person's having a pregnancy problem and you're able to actually able to help them, or they're in a serious car accident and you're able to keep them safe until someone comes because they're listening to you.
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	So you feel kind of good about that. Although you still absorb all that stress from them because that's still the nature of the job with the 911 emergency. For us, we get complacent because every phone call is an emergency, and we deal with four to five hundred calls every day, and so for us, it's just another phone call, another phone call. For them, it may be the only time they call 911 with an emergency in their entire lives.
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...We have a lot of resources that other people don't. We have our own paid psychiatric doctor that's just for the fire department full time. We have our full-time medical staff. We have our own doctors and nurses and everything, in our own medical facility, just for us. So we have a lot of resources, we have our own health and wellness division that specifically caters to the family well-being, the spousal support, the child support, the financial education for retirement, everything like that. And then the stresses. If you need time off, if you need life adjustments, if you're addicted to anything they kind of help you with coping mechanisms for all of those things.
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	I've actually had this discussion and I've actually argued in favor of both because there are certain firefighters up here that will turn around when a call-taker is crying and they're upset and they need a moment off the floor because they took a call that was hard, and then the firefighter, insensitive bastards that we are at times, with our unique humor [laughter], they say, "Oh, that's nothing, you don't see it, you don't deal with it, you're not there. You don't see the blood and guts, that's just

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								<p>nothing. Come one, do your job, it's only on the phone." So certain keywords like that don't help. And they're not being empathetic, they're not being understanding, and it causes coworker divides and some bad times for supervisors, because it divides and then people argue and then you have internal affairs involved. Then you have a disgruntled work environment and all that. So that's been a problem up here because of that, but there's been a lot of training and the good thing is the longer that some of these firefighters have been up here from the field, that's one of their transitional things they have to learn about, is understanding these people that work up here that are now on call takers aren't EMTs. They don't respond out in the field. They don't know what it's like to be in your shoes, as much as you don't know what it's like to be in their shoes. And once they kind of grasp that, they may not agree with the responses but at least they shut their mouths [laughter]. At least they're a little bit empathetic, of-- okay because I've been on both sides of that. I've taken phone calls where I've heard the person's last breath because they strangled themselves. I've heard a gunshot over the phone, a person committing suicide over the phone. I've heard the joy of having a baby born over the phone. I've heard the joy of someone saying, "It worked," because they were completed obstructed with air, because of a piece of food and they were choking. And the person, I gave them Heimlich instructions over the phone and the person did it.</p>
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	<p>And I can hear the person talking. Or the CPR over the phone. I've heard those things and it's great. I've also been out in the field where I've rushed into a door, and I've taken a 13-year-old off of the back of her bedroom door because she hung herself from her metal coathanger. And I've had to see that. I've seen a 12-year-old transgender boy who was having a hard time in school, and went home and slit himself up the arms. His mom came home to a bathtub full of blood and her son dead. I've seen a husband who was divorced, took his three children into the woods and hung his three children, and then called his wife, and as soon as she showed up he shot himself. I had to jump up in the tree and cut those children down. I've actually gone to a car accident where a</p>

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								<p>teenager girl was drunk and she was trapped and the car was on fire. And we were able to get the passenger out. But here I am inches away from this girl who is on fire screaming, looking at me, and I'm pulling her friend out. But by the time we get her friend out, she's dead. So I've seen that. And that's very traumatic. And I've heard those things on the phone. So it's like apples and oranges. They're both traumatic according to what you need. And certain people don't have coping skills because of how they were raised. Other people have highly functional lives. I count myself very blessed with having a very stable faith, of religion that I was raised in. And my wife and I still continue that same religious practice. We have five healthy children.</p>
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	<p>But I don't have any vices because with my religion I don't smoke, I don't drink, I don't go to the bars, I don't go to the clubs, and I don't have those negatives that I can go to and get caught up in. So I have a very highly functioning way to relieve my stress. So it's very healthy. It still has an effect on me, but I-- besides the insomnia, the night terrors, the not being able to sleep, that's probably the worst of it. But I'm still highly functional. So when other coworkers are divorced two, three times over, they're drunks, they show up to work addicted to something, or they overdose in their own homes. I even had another fellow dispatcher, seven years ago next week, he committed suicide because he couldn't handle the job.</p>
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	<p>And he showed up to work, prepared some things, and then he left. And then he went and he shot himself. And that was very difficult. In fact some of the guys that I work with up here had to-- one of them left the department entirely. Two of them had to leave the communication center and just go back out in the field because they just couldn't be in this building anymore. And so those are a lot of major stressors you have to deal with. Your own firefighters, your own coworkers, and stuff. So you can't compare 911 call takers to field.</p>
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	<p>Yeah. We all get along with one another, just like anywhere else. I mean, some people get on people's nerves now and then. But yeah, we try to</p>



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								stay close because, like I said, there's only--
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Q: Do you have a lot of people that think that they want to do this and then say, "Ugh, it's too much for me." SME: Yep, quite a few, actually.
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	I guess when it gets really busy, I think my stress level goes from a zero to a two when I walk in the door, right off the bat. And then once we get really busy and we have a fire going on and there's a lot of things for me to do, I have a lot of notifications to make. I have to make sure that if there's big area coverage issues, I mean, that's my job to make sure that I move resources in to cover the big gaps, the big holes, so that can be stressful. Not getting calls dispatched in a timely fashion, that drives me crazy.
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	To me, it's less than a minute. But sometimes it's just unavoidable. It's going to go over a minute because of the technology. So just some personnel, just working with them gets my stress level up just because of who they are.
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Yeah. As a supervisor, your stress level is a little elevated because you know you have to deal with this person today.
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	--a minute waiting for the station alerting to cycle through. Then dispatch the call. Then go back and dispatch--
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	If you don't want to listen to me, that's fine, but that's where a lot the frustration and stress come in with the call takers.
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Right. It's less busy. But I know I've been on duty working during two or three unplanned outages. Yeah, just all of a sudden, it just stops working.
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	It's very stressful. It's more stressful for others. For some people, they can't separate the personal feelings from the job and that's hard for them, dealing with a bad call [inaudible] [that?] goes with them. I think that's just being human, but I think some of us are able to-- right, that's what we do... move onto the next thing. Other people, they just can't do that. So that's hard for people, but other than that, it can be a pretty wild

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								ride when you come to work in the morning. And there's other times, like I said earlier, man, it's so boring [laughter]. There's nothing going on. And then literally five minutes later, right, you're just hit with 10 calls.
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	--or if we have two alarm fires going on at the same time. That will definitely tax our resources. We had a wildfire in [name] a few years ago.
Context_of_Work - Stress-HW	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	So [name] sent help and then they got used up down on a brush fire down in [name]. So I had nothing to work with. That was stressful.
Context_of_Work - Stress-HW	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	I would say it can be very stressful and I would say that it can be very emotionally taxing and I would also say that it's incredibly rewarding and very fulfilling.
Context_of_Work - Stress-HW	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	You need to be able to listen and you need to be able to multitask. Multitask is probably the most important one. Attention to detail and the ability to remain calm and professional under stress.
Context_of_Work - Stress-HW	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right. So even just one person is a massive difference. So and a lot of things contribute to the lack of personnel. Partially it's retention, partially it's recruitment and then also it's just you know when you have people that work like overtime all the time sometimes they get really over taxed so got to take a break and stuff so yeah so and again the only reason why we're at our minimum above our minimum today is because half of the people that are on our shift today are working overtime.
Context_of_Work - Stress-HW	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yeah a lot of their real true emergencies are going to be medical and those can get pretty stressful but you know a lot of it is elderly people with chronic conditions and then they flare up and so they need assistance from medics and then outside of that I exclusively communicate with other agencies and police officers and so those are my main people that I speak to. Police officers I would say public, police officers and other agencies.
Context_of_Work - Stress-HW	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	...I know how I want to get a description of a person and we're trained on that and then I've added my own flair to it you know and so once you learn that stuff it becomes a lot easier to process a call even if it is a high stress environment and then also that being said we also work you

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								up to that you know we start you off on phones. You take really basic calls and then you take the non-emergency line and in the non-emergency line you are going to need to use some of those skills you know in a trespassing person or a disorderly subject or something like that. You still need to get a person description but you don't need to get it as high as important as you might need for like a hot call or something like that's really active.
Context_of_Work - Stress-HW	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Mmhmm so I would say there's a lot of emphasis in this job in all of public safety on my ability excuse me so I would say we're constantly reminded of liability and we I mean there's the obvious stuff which is your life can go from zero to sixty in like 10 seconds. You know you never know what's going to be on the other end of the phone you know I was having a really slow day one day and like nothing was happening and then I took a double stabbing in the parking lot outside. So it can just go and you'll be taking calls all day and you'll think they're kind of you know kind of silly you know like parking complaint after parking complaint after you know this guy just doesn't look right you know that type of stuff. You take those calls all day and then right in the middle of your day you can just have I just saw this lady stab this lady and now she's stabbing someone else while I'm seeing it in front of me. Can you get somebody out here right away blah, blah, blah you know screaming on the other end of the phone you know and then you could go from that and then the next thing is help my wife is having a baby and I don't know what to do. You know it just it could it's that unpredictability that makes it fun but it is also very stressful.
Context_of_Work - Stress-HW	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	And so there's always this baseline level of tension that you never know what's going to happen and then the other part of it is too once you become more experienced in this job and you do start doing other things like police dispatch and stuff you know I'm starting to recognize the officer's voices and I know some of the officers you know now that I've worked here for a while because we do ride a long a lot, we work with them, we meet them in teletype and stuff like that and so I know

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								them as people and if in addition to me being nervous for perhaps the person on the line because you do get invested in these people even though you don't know them you're still worried about them you care you know. You'd be talking to them you stress for them and then on the other hand you're also stressed for the officers because or the paramedics or whoever's responding you know because we're all kind of one family and we all care about each other and your job and this is how we think of ourselves our job is to keep them safe and make sure they get the resources they need. Make sure that they are prioritized you know and we're sending them into these crazy situations and we want to make sure that they're going to be okay. So there's a lot of stress about just again the unpredictability just don't know what's going to happen and then in addition to that the liability that if anything that goes wrong you are responsible.
Context_of_Work - Stress-HW	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	There's a lot of emphasis on that and it could be for anything. Could be something simple like teletype where you're entering a warrant and then you put in the wrong information and then that person gets let go because you didn't put in the right information right? So or you could put in the wrong information and the wrong person could get arrested right? So you know you have a situation where somebody is getting stopped and then you get a hit off of this person and then the information in there has something that says for some reason this person is a white female 200 pounds or whatever when in actuality it's an Asian female who is the same descriptors, same similar name and instead it's an Asian female it's one letter right? You put an A or a W and the officer could arrest the person because they're like this is an Asian female fitting that description and they arrest this lady and she's never done anything wrong in her life.
Context_of_Work - Stress-HW	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Because sometimes you know sometimes it could be a simple problem right or it could be something really dire but you just your biggest concern is you cannot send help until you know where they are.
Context_of_Work -	COMMS	U	Manager	26-35	6-10	Female	COMMS-	So then you got to make sure you find them to put them in your order

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Stress-HW							U-007	and so it just makes it kind of difficult when the technology that you buy does not take into account both the technology and the operations side where they merge in almost seamlessly. You're just as good on the technology side as it is for training and getting your operations folks on board with it because if you don't have their buy in on the technology you're going to add more stress, you're going to add more people quitting, you're going to add you know and it's a ripple effect so you really have to take into account how all this new technology is coming out is being integrated for your operations folks.
Context_of_Work - Stress-HW	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So we did a very soft launch with it. We were concerned about our staffing levels and not being able to really be able to intake a large fluctuation of texting so we did a soft launch with it of call if you can, text if you can't.
Context_of_Work - Stress-HW	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Yes to add additional steps they need to do because you thought something looked really fancy on the backside right they have a great demo, it looks really cool, it's easy for you to do stuff, if it's not good for them, it's not good for anyone because they're the ones that have to use it on a regular basis and they're going to be your biggest advocate. So pulling in all of your stakeholders when you're purchasing something our current CAD system was purchased by our CAD manager and his supervisor and his supervisor.
Context_of_Work - Stress-HW	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	It does post some challenges because in situations like that we may not have someone paying attention to their phone while we're texting them so the slow is very slow the response is slow and we also don't have an initiating text capability so someone can initiate a text to us and we can reply back to them
Context_of_Work - Stress-HW	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Or yesterday it was that today would have six. We've had five is our bare minimum and we've worked with five on midnight shift often and we have structure fires and we have robberies and we have to do all of this plus the additional technology that the citizens want with---
Context_of_Work -	COMMS	U	Manager	26-35	6-10	Female	COMMS-	We have people who ask us almost like we're a 411 call information

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Stress-HW							U-007	center and that adds an additional burden onto the dispatchers which is something that we do have to be careful with the new technologies that the county that the citizens want with photo and video to be able to come into us. Our dispatchers have never had the expectation when they were hired that they would have to view someone who was just hit by a car or view a vehicle accident or view someone who may have been injured or view robbery suspects you know what have you...Those types of crimes are very pushed down so when we do have them which we do you know they happen everywhere it now that our trying to expect our dispatchers to try to view those and now deal with them adds another aspect of the job that they may not have signed up for.
Context_of_Work - Stress-HW	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	We have had a little spike in some of the more severe crimes lately but because of the demographic here [county] has pushed out a lot of the crime so our gangs are way down, our we at one point had gone almost 3 ½ years without a single murder. Those types of crimes are very pushed down so when we do have them which we do you know they happen everywhere it now that our trying to expect our dispatchers to try to view those and now deal with them adds another aspect of the job that they may not have signed up for.
Context_of_Work - Stress-HW	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	And they may not want to view those things so we're working really hard on making sure that they don't have to view them. Do we need to have additional bodies hired that are paid and they know and they're trained how to deal with what they're going to view? It's one thing to hear it on the phone it's another thing to view it and hear it on the phone. So those expectations from the citizens have to kind of be managed and then we have to then put it into place but also protect our people.
Context_of_Work - Stress-HW	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Yeah put it into the call where it's just a link and they don't have to view anything. They can attach it to the link whoever wants to view it can view it but it at least protects the dispatcher from having to see it. Yeah. Because we do have a high rate of suicide actually in this industry because there's a lot of mental health and there's a lot of physical health issues that aren't necessarily recognized because we're looked at as

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								secretaries but we have high obesity rates, we have sleep deprivation at high rates, we have suicide at high rates.
Context_of_Work - Stress-HW	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	A lot of jurisdictions their dispatchers work 12 hours a day and they work 4 to 5 days a week and so when you're having someone here from 7 p.m. to 7 a.m. and you are constantly giving them the worst of the worst now you're wanting them to view the worst of the worst but we're not getting the support and the resources that we necessarily need to deal with those kind of things and because you're here for 12 hours somedays when we have only 5 employees on shift we can't give you a break.
Context_of_Work - Stress-HW	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	You might be able to go and go to the bathroom or go grab food but you are sitting in your position for 12 hours a day and that's all you're doing so we're unfortunately that leads you to buy carry out food that's not necessarily healthy so we have high obesity rates, we have high cholesterol rates, we have heart condition issues like I said suicide all this kind of stuff because we're not viewed in the same light as someone who physically goes out and does the job where they're putting their body in harm's way but it can be just as detrimental mentally to be giving someone CPR and then the medics arrive and that's the last you hear.
Context_of_Work - Stress-HW	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	...We've had we hired someone in March they heard a call for an infant CPR 10 month old I'm sorry a 10 week old? Ten week old baby and they did CPR. The baby lived but we didn't know that at the time because the medics got there they took over our phone line disconnected. He could not return back to work. He decided this wasn't for him, he could not handle a call like that, he could not take those calls and we were actually concerned about his mental wellbeing because he became very reclusive almost instaneously so we still touch base with him to make sure that he's okay but when you still categorize us as secretaries but yet we deal with you know stress levels, we deal with I mean you're locked in a room for 12 hours with the same people...
Context_of_Work -	COMMS	U	Manager	26-35	6-10	Female	COMMS-	...if you don't like someone you're stuck in a room with them for twelve

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Stress-HW							U-007	hours so... Under stressful conditions so it makes so you're short staffed, no one can get breaks, people are getting hungry, we're not getting caffeine, we're here for 12 hours, you don't like this person, you don't like that person, an officer or a firefighter is doing something that you know upsets you on the radio then you've got a structure fire, you've got someone who is being stabbed, it's just the culmination of a day or a shift or a night isn't just the calls that come in. So for us having the citizens expect one thing but not know what reality is like in the 911 center we're kind of just the forgotten public safety realm I would say.
Context_of_Work - Stress-HW	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Now we need to make sure that identifying information goes home to the families so the families can now identify if the dispatchers are having issues at home that we can then get them assistance with. We've had we hired someone in March they heard a call for an infant CPR 10 month old I'm sorry a 10 week old? Ten week old baby and they did CPR. The baby lived but we didn't know that at the time because the medics got there they took over our phone line disconnected. He could not return back to work.
Context_of_Work - Stress-HW	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	...Our fire department were the ones there day and night pulling people out and you know dealing with everything from that and our 911 center is who handled all those calls including the influx of calls from the family members. Where's my family? Where's this person? Where's that person? And you know having to deal with that. We actually had a couple dispatchers who now work for us again but they left for about 10 years after 9/11 because of the stress level of it.
Context_of_Work - Stress-HW	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	We can't do anything but the expectations are there that we will do something. Some of that is not necessarily ECC's fault but [county] jurisdiction government as a whole where we have also kind of fed into those needs and wants of our citizens versus saying no.
Context_of_Work - Stress-HW	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	We'll leave together, yeah. But probably my biggest concern with our workforce is mental health and PTSD. And I've done some work with the [University]. They're doing a study right now on PTSD in next-gen 911. And we managed to get ourselves-- I managed to get ourselves



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								weaseled into that study so that when they get that package done, their self-care kit that they're-- are you familiar with this?
Context_of_Work - Stress-HW	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	...And if you pooled them all and made them as one dispatcher, they wouldn't have PTSD. But if you look at the results individually, a lot of dispatchers probably do. And some of them are diagnosed as having full-blown PTSD. So I'm worried about that. These young kids, especially, when you get old like me, then you worry about other people. So we're trying to promote health in our center. Mental health and physical wellness. That's all part of it.
Context_of_Work - Stress-HW	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Yeah. That's probably my biggest push for me, personally, in workplace and our workforce. And one of my goals is to-- it's all part of retention, I think. So I just want to make it a good place to work. Kind of my goal.
Context_of_Work - Stress-HW	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	[RE: mental health] Well, I kind of am a little bit concerned. And the professor in [County] isn't-- they don't have any conclusive results yet. But she's not that sold on the idea that it's going to be worse for dispatchers because call-takers are trained to insert themselves into situations that they can't see. Well, how do you do that? Well you use your imagination, and you build a little living room, and you build the people, and you put yourself in there when you're talking to someone. Basically, it's like you're in their house... you create that scene in your head. It's not really that easy to get rid of that because you created it. It's your creation, and you know exactly what it looks like. Whereas, if you see a video - I've seen video clips, ISIS doing stuff - that's horrible. But it doesn't really bother me because I just looked at it and then out it went. And I think that this could be kind of the same way. I mean, you don't get-- most people, I guess, I should say, don't get PTSD from watching a horror movie, because you just watched it and then it's gone. Whereas, if you create that in your own mind, I think that could be even more damaging, So I don't know. I really don't. I think it'll be less of a stress on most of our people, anyway, than people are thinking it will be...
Context_of_Work - Stress-HW	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	I don't know. I would like to see some way to quiet things down in the center. Even with our-- we are a small center. [name] has 85 consoles.

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								We have 8. And I can't imagine the noise in the place like that. Because ours gets pretty loud sometimes, and people yelling back and forth, and radio channels, and phones going off, and that stupid alarm always pick the wrong time to go off. But I have no idea how you would do that maybe better, wouldn't even be high tech, just better headset.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	For here you have to be I would say, patient, somewhat tough or thick-skinned, just for what you deal with. You have to be willing to work with the public because you're dealing them on phone and in person. And you're dealing with-- I mean, for example, the sex offenders or the probationaries. I mean, sometimes those people are the utmost wonderful people of society, but you have to-- at least in my book, you still treat them with professionalism and kindness. I always treat other people as I would want to be treated no matter what the circumstances are. You have to be compassionate. You have people calling who may have just lost a loved one, or could have a loved one that it's not doing well and is on their way to the hospital and maybe not expecting to make it, or someone's calling in to say that their child's been raped. I mean you could get a lot of different things that you have to be able to deal with. So you've got to have not so much a thick skin that you're not-- hold on.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	...So you're [hustling?] around doing 10 things at once. But it is unique in the sense. And that could be any dispatcher. You have to be able to deal with whatever's thrown at you which sometimes is crazy.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	... So everything goes through central dispatch just for midnight to 8:00 because generally, that's a slower time. And it's not as crazy as-- for example, during the day, when we have the business calls coming in.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	... But some days when you have-- if a small child dies or even when-- if somebody comes to check on an elderly parent and they've lost a loved one. Like the other day when the child got hit by the car, I mean, I'm not heartless so I think about those things. You think about the family and you hope that the child's okay. If somebody comes in here and says, "I lost my son last night to a drug overdose," I mean those are the things--

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								and when someone comes in and says, "My daughter's been raped by her uncle," or whatever. I mean, I'm not going to say those things don't affect me because you feel for the family. Even if someone comes in here and says, "I found my mother dead this morning," I mean, that's still, that family's just lost someone and they're grieving. I had an incident, it was a few years ago, but a gentleman came in here about a gun and said he was going to take up hunting. And I did a purchase permit and I did everything and he walked out the door and he went and bought a gun. Well, he went home and shot himself. And it affected me. I felt terrible. Even though I had no part in it, he pulled the trigger, he bought the gun, but it still, there's just things that bother you.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	But you have to kind of let them go to the back of your mind because they would eat you up. But I think that I have feelings and I have thick skin but I'm not completely heartless because you do feel bad sometimes when you hear of-- and I guess you get discouraged because our society is so messed up.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	... Not everyone that works in law enforcement is bad, because I consider myself to go above and beyond for anybody who walks through the door. But there are departments that are big, and they have bad apples, and those bad apples give us a bad name. But it's hard too when you turn on the news every day and you see all the police shootings. And you think of the families and the senseless act that someone can just take a life.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	But I mean, I guess those are some of the things that sometimes eat at you.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	...They say, as long as just one line's ringing at a time and they only have to do one thing they're okay. But if four lines light up, and then a [PB-teer?] comes in, and somebody comes to the window, they just want to get up and run. And they would tell you that they'd rather deal with a barricaded gunman than sit here and deal with all this nonsense.
Context_of_Work -	COMMS	R	Manager	36-45	6-10	Female	COMMS-	Sometimes challenging, very challenging, 'cause it's a bit much when I

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Stress-HW							R-010	took on a task as a supervisor and knew I would be monitoring and watching over or helping out more. But sometimes it's a bit much. If we're short, and I have nobody else, it falls on me. So I'm always available, ready and available. And it's time-consuming. A lot of time-consuming, sometimes I have to break away from okay, I have to break away from work so I can have at least some home time with my kids.
Context_of_Work - Stress-HW	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Yes, that's a big part of the challenge. Learning the ins and out and the different programs, the different systems that we use, the radio, reporting programs, and the different schedules of each shift, that's the easy part. The challenge is when you get a call, a certain call, or we call them hot calls. And you have to handle that accordingly to make sure that that person that's on the other end that dialed in, get the help that they need, but also that officer that's responding or the firefighters that's responding have the knowledge and know just what they're walking into, so they can give that person the assistance that they need.
Context_of_Work - Stress-HW	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	... So when the girl that we was doing the reports with, she gave me the address, and I said oh, yeah that's the house fire. We couldn't get her out. She said you remembered that; that was like last year, the beginning of last year in 2016. You seriously remember that. I said some calls you don't forget. And those calls you don't forget, I said I can tell you a couple of them that it's very, very vivid in my memory, and I could give it to you call by call, play by play. That's a plus, because in the event that they need anything, any information, I can give it you off the top of my head. I know where to go and find that information. And it's not a problem at all.
Context_of_Work - Stress-HW	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	And when they call in, you're going to get that group, that one person that might catch an attitude. They might want to curse. They might want to say different things. But you've just got to know how to handle them. You handle them, and you forget about it. Don't take anything to heart, because that isn't making you a better dispatcher. It's not making you a better person.
Context_of_Work -	COMMS	R	Manager	36-45	6-10	Female	COMMS-	So that you don't take all of that to heart.

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Stress-HW							R-010	
Context_of_Work - Stress-HW	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	That's a stressor. That's a big stressor, because if you're busy, and they're on that traffic stop or they're doing something else, and it's one of the officers that, okay well [inaudible] I gave you this information, I need this information back. I understand that, but you have to take into consideration that hey, I was on another call, I was trying to help somebody else. So getting them to understand is a major stress. That's a major stressor.
Context_of_Work - Stress-HW	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	I would say some manning right now. Being short-shifted right now is causing, it causes a little problem with us, because sometimes you can't find, as I said, we can't find anybody to work that shift, and it's short, and we're already short. So myself and another dispatcher would have to split the two shifts. And it'll be 18 hours or 16-hour, 17-hour shift that we will work, which is, our 12-hour shift and half of the other shift. So that would be the, I would say that would be the most difficult part.
Context_of_Work - Stress-HW	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Not really because I think the boundary lines if you will, the areas of jurisdiction are pretty clear-cut. There's no gray areas. So I think that that really plays a key role. The two municipalities, one's a little bit smaller than the other, so naturally would not have the funding sources the bigger one has. So it's a little hectic sometime on the dispatchers insomuch that the smaller municipality does not always have a sheriff's, a law enforcement officer on call, and it may have to be the [County] backing up the municipality. So it can be frustrating at times, but I have to say they hold their own, and they do their best.
Context_of_Work - Stress-HW	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... So lots of time, it is very, very, very stressful that people are not trying to help themselves. And I didn't grow up in a culture like that. And it's, granted, times change. But at the same time, it's like folks, we cannot buy 9,000 tarps for 9,000 residents in [County]. [Inaudible] residential structures. I mean it's just, can't do it. Right now is the time to prepare in February 20, whatever we are today, not June 1st when hurricane season starts. I try to preach as many places as I go, if I talk to a civic group or some kind of group or something, have a plan for hurricane.

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								Have a plan for tornado. Have a plan for cold weather events when the roads are closed and you can't get to the grocery store. We're not used to that like you are in your part of the world. But that's really the most stressful thing, really is.
Context_of_Work - Stress-HW	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Correct. And it's just deadlines of trying to get whatever needs to get out in a timely manner or God forbid we need to put an extension on something.
Context_of_Work - Stress-HW	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... Number two, what about the trauma on the dispatcher God forbid something goes awry? If the dispatcher sees the law enforcement officer doing something wrong, that's blatantly wrong, that's malfeasance in office, that person's just as much on the hook as the, I think it's going entirely too far.
Context_of_Work - Stress-HW	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... There was a push sometime back for the cameras in the schools to be monitored by our dispatchers, and we just can't. We just can't do it. There's too much, why you didn't answer the radio in time, why you didn't answer the telephone in time? Well, I was too busy watching the camera. I mean you have to draw a line somewhere. That line has to be drawn somewhere. As good as it is, it's good in the back end, but not in the front end, for a lot of it.
Context_of_Work - Stress-HW	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	It can be, especially if the name sounds familiar, someone that we dealt with before. Like especially, I think a lot of the times what bothered me the most is like people you know that they're on the wrong, they fell on the wrong side of the track, they're having a rough life, they're on drugs, and you get the call, and they're passed out dead in their home. Or not passed out dead but like passed out, possibly dead in a home. You kind of wonder where did everybody fail that person in getting them help, which sometimes they're not, they're not passed away sometimes. They're very much alive. They just, they were almost...
Context_of_Work - Stress-HW	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	I think sometimes it's just the call volume. I think that's the main stressor. That sounds strange 'cause that's what we do. But when you surpass 300, 400 calls a day, and that's all you do is picking up a phone,

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								you can't do your other tasks, it definitely stresses you out 'cause you feel like you're not, you didn't do your job to the fullest, or you didn't pay attention to your deputies or your fireman as closely as you could've, because you were picking up the phone.
Context_of_Work - Stress-HW	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	..And then as soon as you said it, they start over again. So that could be stressful for sure, 'cause you got, your phone's ringing, you're trying to do your job, and you have somebody on the line that just, I know they just want to be heard. And you tell them that I hear you, I'm sending help to you, and they still want to make sure they're heard
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	It takes a certain person to work in a dispatch center. You know you have those people that get that call and they want to go out there and do it. It takes a certain person to sit behind a desk during that call and manage all that chaos that's going on with it and be able to sit there and hold it all together and do your job.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Over here, we work 12-hour shifts on the station at terminal one. So you day starts with that station and it ends with that station for the most part unless someone needs to switch during the day for whatever reason. I don't know that it starts and ends the same. If you're on day shift it starts really, really slow. 6:00 o'clock in the morning not a lot of people are up for the most part. But by the time you get off at 6:00 p.m. it's [Laughing] extremely chaotic in here. And then if you're night shift you're coming in at 6:00 p.m. So you're starting it off on your busy time and you're ending at 6:00 in the morning really slow.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	I think sometimes the hours in itself gets to you. You know some people aren't cut out to do a 12-hour--it can get mundane at time even though you're not knowing what you're picking up on the next telephone call it can still be mundane in a way. And I think sometimes being cooped up in a building for 12 hours is enough, with 2, 3 or however many people you have on shift at the time and you just need to walk away from them. It's kind of like family every now and then you need a little break. Sometimes that's what needed [Laughing].

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Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Q: Okay. And if you were going to use adjectives to describe that, how would you describe it? SME: Stressful.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Enjoyable at times. Good feeling. Serious. Absolutely serious at times. And... hmm. It can be tedious also.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	So yeah. And it makes working here and doing what we do a lot easier to deal with when you have someone that you can--you know, kind of destress with after something stressful happens. So.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	It's good. It someone who can relate to what you're doing through.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Well just recently I had a caller, a daughter who found her mother had passed away in the bathroom. And you know just trying to--well you can't calm someone down in a situation like that but just trying to talk to them and get them to kind of calm down and just trying to keep them from... from getting too upset, too, you know, emotional, you know it's impossible to do and then trying to keep yourself in check as well because that's just a hard situation for anybody. And then you're on the phone and, you know, it's just real hard especially when you know the people 'cause I've had those situations, too
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	So you just try to, you know, talk to the person, you call it through and just stay with them until help arrives and then after they get help and you disconnect you know you just take a minute to just kind of bring yourself back down and calm yourself down.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	[Chuckling]... hmm. It's entertaining. Sometimes it's fun. Sometimes it's stressful. Sometimes it's difficult. It is... it's a lot of stuff [whispering] [chuckling].
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	My partner is fun [Laughing]. My partner is one of my dear friends now since we have started working together. So that helps also. I mean you can work with somebody that you--I mean you have to be here for 12 hours, like you're basically here just as much as you're at home. Like sometimes I feel like I'm here more than I'm at home [chuckling]. So it--that helps, too, being able to have a partner that's good and, you know,



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								does her part as well and then you can talk to her and whatever after that.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Hmm. I, huh, honestly the most stressful thing about my job is the people that I work with. It's not even the people in the public 'cause I actually love to work with them and I love the--you know be able to talk to them and solve their problems and even just listening to their stuff, like I said, it's entertainment [Laughing] it's like it's really entertainment to me. But I think the most stressful part is the people that I work with. And sometimes you kind of feel like, especially in communications, like you're not valued I guess 'cause you're not the one that's going out and doing it. But I'm like, well baby, 'm the one that sent you so [chuckling], you know, my job is important also. That to me is the most stressful part.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	The whole time I'm sitting here anything could happen within a second, like every--it's not like I'm sitting here relaxed. I'm sitting here like if that phone rings there's no telling what's on the other end. So. Yeah.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	It is sometimes, yes. 'Cause it's kind of like... I don't know like... I can't--I don't know a good way to explain it but like every time it rings it's kind of like you get a little extra beat to your heart like let me see what's going on with--especially now, I'm like the 911 line can be scary sometimes. 'Cause it's like what do you need? And when people start screaming on the other end that's like the worse 'cause you're trying to calm them down enough to get the information from them and it's like then you get excited when you get--but you can't sound excited, you still just got to sound calm and everything.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	[Laughing]. And the ones that are not so perfect, those are the ones that you have to--the main thing that stresses me and the main thing that we worry about is making sure we know where you are because I mean once they get there, even if it's something a little different like you tell me they took, like if it's a death call or something, we had one of those this morning, let's not think about that, but they told me, oh, he took my gun. But then when the officer gets there you say, well he took my gun

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								and he took my money. Oh, that's little. But my main thing is always am I sending you to the right place?
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	So in a non-ideal call it would be, okay, well can you walk outside and tell me, you know, do you see a number on the house or a mailbox or anything like that? So that's my main stressor like I always want to make sure I'm at least getting somebody to the right place. And also that whenever they get there the officers are going to be safe also.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	It is a little more stressful because sometimes like if we have a 911 call, sometimes I can sit there on the phone with you until the first responder gets there. But if we're very busy I can't do that. I just have to take your information and get off the phone and just hope you're okay and you'll call me back if you need something else. But I kind of like when it's a little slower so I can just on the phone and listen.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Sometimes it is, yeah, especially if it's like somebody you sat on the phone with for like 10 minutes or so. Like 10 minutes can seem like a lifetime in an emergency. So it's like well, I wonder what happened. But you never know [chuckling].
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	And I'm seeing that coming about from some of that in the military. Being able to help them with recovering from PTSD because I don't think that's taken seriously enough in the dispatch side of things.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Busy, something new all the time. Challenging. Challenging just to wrap my head around and even to get my arms around the technologies but the personnel issues also because it... with Next Generation 911, with FirstNet, with any of these technologies, it's... we see it from the line level. We see it as something that's far off but in reality at my level we see it as it's just around the corner. But it's a blind corner in many cases that we don't know what it's really going to be from there. So I know what its intent is. I know what it's supposed to be. But what's it really going to be when we get there and we're staring at it and saying, okay, implement it.
Context_of_Work -	COMMS	R	Comms	46-55	21-30	Male	COMMS-	[Sighs]. Busy. Many times overwhelmed with... with the amount of

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Stress-HW			Personnel				R-016	responsibilities that they have. They are expected to do so much with... with not just the technology but with learning new things, keeping up with multiple policies and procedures and being able to apply them in a situation that is very, very fluid. An emergency situation is not just, oh, it's the same old thing. Every one has its different challenges. And...I don't think that it's a job, I think it's a career and I think it's a specialized career. There are many, many police officers that walk into this room, firemen that sit here and go, God, I never thought it was like this. I mean I thought you were just a secretary. Just answering the phone. And I couldn't sit here all day and do that. Well it's a specialized job.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	[Sighs]. I think it's probably multifaceted stressors. I think one of the biggest ones is that they don't get the closure that a responder gets to see. And me being coming from both side of it, I've been behind the radio but I've also been that responder in the field and being able to look at that person and say, wow... what the dispatcher did, what the call taker did that made a difference. They don't hear it. They don't get to see that difference that they made whether it was calming someone, whether it was giving them instructions or whether it was just being there to listen to that person made a difference for them. For other things, just the change, the day to day change in how busy they are.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	They may go from--they can take 2 calls in the last hour to taking 30 or 40 calls in an hour. And those 30 or 40 calls may have been some really significant events. And it's the adrenaline rush that we're really busy, we're not doing anything, is a big stressor. The lack of understanding of what those responders look at and see and feel and hear and smell and taste and everything in the field, we don't get to see that from the communications side so often. So I think those are probably the biggest of the stressors is the actual work that they do, not having any closure is probably one of the big ones.
Context_of_Work - Stress-HW	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Crazy is bland, doesn't even remotely cover that. It varies day to day. It's always, it's ever-changing. It's never the same. I would say wild some days. Some days it's very easy. It's fun. It's exhilarating at times, very

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								stressful at times. I don't even know. Exciting at times. Could go either way.
Context_of_Work - Stress-HW	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Stressful is like today. My computer does not work, so my co-partner, if she's here, which is usually two of us at all time, but if one of us is gone, we have to handle everything from traffic stops, phone calls, we field everything. That can be so stressful. My computer being down, I can't really do anything but answer phones. I handle walkups. So that's also different from other departments. Most, I think we're one of the very few departments that actually have walkups to our window. We're not really supposed to interact with people. We have a bulletproof glass for that purpose. So I guess you could say that's the stressful part. I like dealing with just police stuff. I don't really like dealing with, I wouldn't say the public, not face to face. I can deal with them over the phone; I don't really like face-to-face contact with the public. So that's kind of stressful. Having to do office stuff in there, that's kind of stressful, 'cause I'm more call-oriented. I'm more, I like that kind of stress, not office stress.
Context_of_Work - Stress-HW	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Not people listening. Language barriers could be. But I've really learned to just be like I understand you're kind of new here too. I get that. We're new to each other; we need to listen. But that can still be stressful. You have people that are rude. I don't deal with rudeness well at all. You have people who might be a little mentally off that I have to deal with. And I've recently taken courses to help deal with that. Not all of us have taken them, but I have. That has helped a lot, to really understand like the mental side of that, of this field, which there's a lot more of that coming on, you see. And so that's a stressor, because I don't know how they're going to act. And I guess those kind of things.
Context_of_Work - Stress-HW	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	I get more stressful. I try to get more information as quick as possible so I can get them off the line. Lately on day shift you usually have back to back to back calls. Some days like Tuesday, I had five, six calls the whole day, 12 hours. It was [inaudible]. The day before I had 22 case numbers. And that's back to back to back to back. So that got a little stressful. Sometimes it get stressful with your partner, and they're,

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								you're like hey, you're miscommunicating with me. I do that too. Sometimes I'm miscommunicate a lot. It happens.
Context_of_Work - Stress-HW	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	... It's not like other dispatch agencies where I've worked where 911 has its own phone, and it's hooked up to a map. We don't have that at all. That gets stressful, but we do have Shield, which is the paging system.
Context_of_Work - Stress-HW	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	I mean, I wouldn't necessarily say stressful, it's just that you want to make sure you get all the pertinent information to give to the officers. It's just sometimes, trying to talk to people, like, we're trying to get-- especially, like I said, it keeps going back to this, you get a hot call, and you're trying to get information, and you're trying to relay the information from the person that's telling you to the officers to make sure that they have all the calls, I mean, that's kind of stressful when you're trying to get information, and you know, they may not know everything that we need to know, but other than that, I mean, it's not--it's not bad. It's definitely not as bad as other agencies, so I definitely enjoy it here.
Context_of_Work - Stress-HW	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Just sometimes it gets hectic, but I mean you've got to love it. 'Cause it just is what it is.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well I would say that you know again sometimes it's boring and I was a little surprised by that when I started here. Nobody kind of prepared me for that and yeah it's there are times when we just don't have a whole lot of stuff to do and there's a lot of sitting so that's sometimes hard but I'd also say you know we deal with the public and we deal with the public when they're having problems and so that sometimes I'm going to say it's painful. That might not be the right word. I don't know what the right word is there but I think you know people call us when they are in their time of need. They call us when they have a problem and so that's hard I think to be able to respond appropriately and in a way that can calm them down and make them feel better even though you're not there and that's I think is another hard piece of all this but being a dispatcher especially is that you're not there. You're on the phone and so you're kind of once removed from the problem but you're still trying to help with the problem and I think that that's hard too so I would say that it's a hard job

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								some days. Some days it's easy, it's boring, it's you know you've got to just kind of go with the flow but it can also be really painful sometimes and mostly when there's a call that's you know that is really difficult. We get those calls sometimes medical calls or accident calls and you know that it's bad there on the scene and you want to do everything you can to help but part of it is you're not there and you're kind of this middle person so you're kind of limbo almost.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well that's the biggest one I'd say that yeah that's hard. You want to help and sometimes when you're not there physically you know I know we're helping, we're helping but you're not there and so yeah I would say that that's hard. Like I said it's complicated sometimes when you're on the phone with multiple people that can be hard but otherwise it's not a real stressful job. Maybe sometimes it's stressful to be bored so and to you know keep alert but that's about it.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Oh our responsibility is about getting the information from the person and communicating that to the right people so they can go and help with that situation. That's our responsibility. Sometimes our responsibility I won't say it's really our job responsibility but I think maybe we feel a sense of responsibility to stay on the phone with people and keep them calm and keep them focused. You know if there's been an accident sometimes the person who is calling is the person who is not hurt and they're seeing their loved one in pain and they're then in pain too so part of it is for you to stay calm as a dispatcher in those situations and stay on the phone with those people so we can kind of be the anchor we're the anchor then for those people.
Context_of_Work - Stress-HW	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	S2: Stressful at times. [when asked to describe work]
Context_of_Work - Stress-HW	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: Type A. That's probably the best; it's like the type A personality makes the best dispatcher because there are the go getter. They want, they will research everything to make sure that like it's done and done correctly and they would go above and beyond mostly.

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Context_of_Work - Stress-HW	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: Work load. Like, if you are getting calls back to back to back to back. That's -- I will say this and I know we are being recorded, but the Police Chief would love for me to be saying it -- we take calls at a certain rate. If we have a policeman or fireman ready to take every call that comes in -- it would be great.
Context_of_Work - Stress-HW	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: I guess, the next biggest would be the bad calls. The ones nobody wants to hear. The ones you should never have to hear. Yeah. So those -- and then on the other side of dispatch, you know, when you get an officer shot and you are responsible for it, you know, that's -- that's high stress. Well, we teach them downstairs, you know, what to hear, what to listen for, (not what to hear but what to listen for), things like that. We don't see what the officers in the street are seeing. We just, we hear it and we maybe get a picture of it, you know, what we think it might be, but if we start getting video, I don't know how that will handle.
Context_of_Work - Stress-HW	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: Right now, we can still keep it separate because we are not really seeing it, you know, we have heard it, not to say, you know, we have got several people in there and somebody calls and will say "I'm going to kill myself" and then you hear Boom. You know? So, you are the last person they talked to. What if -- you know, and that's -- that's bad.
Context_of_Work - Stress-HW	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: But still not seeing it is different than when where we are going to able to see what is [crosstalk].
Context_of_Work - Stress-HW	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: That's the first in a while somebody out as far as coming out of the training coming into the centre, you know, that could be on there, some people just don't want to have to deal with, you know, " my baby is not breathing" and dealing with a screaming mother or something like that. When we are going to lose the first one, that's where we lose them.
Context_of_Work - Stress-HW	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2] ... You know, I am just talking about the whole mental viewing that -- I don't think that that should something that when we answer 911, that there is something that pops up in front of somebody's face. The locations, I would very much love to see the locations and not have to use a third-party app on phones, that that is something that is more

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								streamlined that we are able to get that that better location, you know, being able to get the X would be awesome.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	That's a good question. The first thing that comes to mind is hectic.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	It's very stressful, it's very busy and to someone that's never done it, it's very hectic. It's -- once you get into it, it makes sense; it's a system that works. Just stand on the outside watching, it's very stressful and very hectic... It's so tedious... It's the same things over and over and over, you know, the tedious part comes in to we build -- all we do is -- so the basic job of our tele-communicators is they receive a call... they have to code it correctly: emergency / non-emergency. Build it very quickly; as quickly as they can, with as few questions possible to get that right: emergency or non-emergency; get the ambulance dispatched or the fire truck dispatched as quickly as possible; and then keep up and maintain that the crews are safe, and it's that same repetition, that's the basis of what we do. There's a lot more into it, there's a lot more record keeping, all those things; but that's the basis of our job...
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	... So our supervisor steps in, takes -- so when they have a fire they're supposed to stay on that fire and let everything, all the rest of the work load is supposed to go to the other people and that 99% of the time works, but we can have other major events like a hurricane or a tornado that's come through. It's just chaos.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Stressors. There are some and it ebbs and flows, so most stressors...all stressors are tied to money. Well there's a stressor for the employee, there's stressors for me, there's a stressor for the system. It's usually because we don't have the money to fix something real quick that we need to fix. Not that it doesn't get fixed or taken care of, but if it's more than \$10,000 it's a capital request. If you don't get capital approved the year before, you don't get it, so then you have to declare an emergency and you have to go before the board and you have to do all this stuff to get it done. So that takes time. AMR is a lot better with this new company. The radio system as well is unbudgeted, totally unbudgeted



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								and we got to a point I couldn't get a part, I called them and said I can't get parts for this, one other failure and I'm in trouble, we do. They found the money, so they're really keen on keeping technology and stuff up to date too. It's not been as difficult. Right now, it's probably the workload for them; it's a stressor for them.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	The workload's high because the flu is running rampant, so we're short on ambulances for short dispatches. The guy that went out today has probably got the flu. He's like I can come in - absolutely not. We're in a closed locked in building, once the flu gets in here it'll run to that end of the building and then it'll run back and we'll keep it for an extra month that it shouldn't be in here. So no, don't come to work. So, we're on our second round of flu.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	And it's more a stressor probably for our new people than it is for our old people. What I mean by that is when I said earlier, so one of them went through the whole training program got a child CPR call, had to give the mom direct instructions on how to give CPR to a 2-year-old, went through all that, that was it, she quit, can't do it. So if you're a parent and you have a 7-year-old and you have the 7-year-old call that day, it's close to home, it's a huge stressor. It's the same when I was on the fire truck and the ambulance, you know there are many times I've walked up and seen the back of a kids' head in a car wreck and it looks just like your kid and it triggers that in your mind. The longer you do this, the more callous you get to those things, the more cold you become, which can also be a stressor for other things at work, so it is, and its different triggers for everybody, just like people are motivated differently. And employees that - money, I'll cut your overtime off and I'll get your attention quickly, but the other guy could care less and never works any overtime, so I can't use that to motivate him.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So the same as what motivates people will also have the differences in what triggers people, or what's going on in their life you know. They could be going through a divorce, their mom and dad could be going through a divorce, they had a sibling die, they had or grand...you know

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								you just never know what those stressors are outside of here.
Context_of_Work - Stress-HW	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	I'm telling you it's just insane. And then you have calls that are legitimate; now the true measures are unconscious- I'm calling, he's not breathing. Those are the easy ones. The hard ones are those that, is it a kidney stone or is it an aortic aneurysm?
Context_of_Work - Stress-Overload	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	I mean, obviously, there are some [spin-up?] costs, and training costs, and just getting to know your job. Likewise, same with a canine officer, or a detective supervisor, or something like that. So it is a very unique challenging place to work at. There's lots going on.
Context_of_Work - Stress-Overload	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	We host fire academies, police academies, EMT academies. It's just a lot. There's a lot going on.
Context_of_Work - Stress-Overload	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	We are seeing hotter fires. The turnout gear is heavier. Our bottles allow us more breathing time on air. Our work duration cycle is longer than it used to be--
Context_of_Work - Stress-Overload	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	But that means you're exposing your people to more heat stress. When we rotate out of an operational assignment, we go from operations group [until?] we go to a rehab group. Okay. And so that formal rehab process includes kind of a cool-down period. And then we have a standby paramedic unit that's going to monitor them for pulse and blood pressure, and if they're not within the normal limits, they'll notify somebody. And then they will start looking at heart rhythms, and they have EKG, and all that good stuff. So from there, once you clear rehab, you go back to staging. But in that rehab section, we're very good at providing water, shade, rest, a little bit of food. We always laugh because the cookies [laughter] they give you--
Context_of_Work - Stress-Overload	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Because it makes us uncomfortable. We feel we're dealing with so much change within society alone that you start changing the way we do business, it's sensory overload.

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Context_of_Work - Stress-Overload	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	I think everything going on in society. I think it's just-- whether it's drug behavior, whether it's mental health behavior, criminal behavior, society perception, I think all of that right now has become kind of a sensory overload for officers. And what's sad is I think that the stress that we saw in the '80s and '90s which got the strong retirements for law enforcement, that got taken away recently and weakened those retirements, I think the stressors that officers are going under, I think it's going to increase again. I think we're going to see the shorter lifespan. I think we're going to see-- the only good thing is, is the health of officers is up.
Context_of_Work - Stress-Overload	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	And they were. And what happened was is when they took it to 12 hours they weren't recovering again. So they found kind of the sweet spot. And the 8 hours they showed that-- because what happened was, was the stress of the day was 2, 3 hours beyond the shift, so they were already in it for that. With the 11 hours, there was, with a little bit more overlap than the work schedule, there was more downtime that allowed them at the end of the shift to decompress a little bit before they went home. And then for 12 hours for some reason they said it just seemed like they weren't getting enough sleep. The sleep pattern was disrupted. Again, I think it's overall sensory overload with just society. I think it's the workload. I think it's the-- the volume of our calls is not going up. We're not seeing a huge increase. I mean, we ebb and flow. But I think the work product, or the work that our officers are dealing with-- I was just on patrol for the last few, four or five months, and I was riding around with some of my patrol officers watching some of the calls for service. And I don't remember 20 years ago dealing with the mental health issues that we're dealing with today.
Context_of_Work - Stress-Overload	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	And then the news media. So you run into-- I think that stress on officers right now is probably the number one thing. I think it's not under-- and it's hard because I think-- and I think there's some credibility, and I would say a small amount of credibility, to the fact that as a profession we've needed to adapt better. There's been times when we needed to adapt

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								better to things.
Context_of_Work - Stress-Overload	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	And then they say, "Oh, they're at the loading dock." Which means we now have to drive around. It would be much better to have that information.
Context_of_Work - Stress-Overload	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	Yeah. Exactly. "What's your birthday?" We'll ask it. Registration will ask it. And then once they get seen by the nurse in their room, the nurse will ask just to confirm the identity. So in the first 20 minutes they think we're a bunch of goons with no memory when in reality it's just separate silos.
Context_of_Work - Stress-Overload	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Typical communication, for the most part, is by cell phone... This is my county-issued cell phone. This is my personal cell phone... I carry them both with me. This county-issued cell phone-- when I get off in the morning, I hand it off to the next guy... This is a shared phone. And the county also gives us a county-issued personal cell phone so that we can take it home and be available for calls as needed... This is my personal personal cell phone [laughter]-- in which-- I typically don't carry my county-issued personal phone, but I call-forward to my personal phone... So if my boss calls me from his phone to my county-issued phone, it will go to this phone and I'm good. So I'm not managing three, four, five different phones at any given time.
Context_of_Work - Stress-Overload	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	SME: ...But it's well over a million people that we serve. Q: And at any point in time, you serve half of that? SME: Yes... And on particular instance like this little meeting we're having today, I know my counterpart, EMS704, he's covering the whole county right now. So if any significant issues occur, he's going to be the one-- he or she will be the one that would be handling all those issues...
Context_of_Work - Stress-Overload	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Yeah, absolutely. I mean things do happen throughout our day in which we won't be available for calls. It's typically for a short period of time, an hour or two whether we're attending a class or we also operate on calls for long periods of time so that EMS supervisor knows that he's going to have the whole county to cover and also we'll help each other out on big incidents. If we really have a significant incident where we are caring for

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								20, 30 people at any given time, he or she may need to come up and support what I'm doing or what the battalion chief needs.
Context_of_Work - Stress-Overload	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Sure. In our old system, which has kind of gone away now, let's say we're on a house fire assignment, by the time we even jump up into the rig we may have like 12 updates on a call. And we don't even know who the dispatch is anymore. So there can be information overload. And we understand why our communications center has to push it out, but certainly some things can be too much information, just because there's no way I'm going to comprehend it by the time I get to the scene of the-- excuse me, by the time I get to the scene of a call.
Context_of_Work - Stress-Overload	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...I am not embarrassed to say of the amount of information that I am required to know and utilize very much outweighs how often I use it...
Context_of_Work - Stress-Overload	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	So I mean, I've spent my whole career literally standing up in the back of a-- well, moving around during the call in the back, and it's not like I'm running around, or there's drama, or whatever. It's just like, I got to grab this, then I got to grab this, then I got to grab this. And there's railings on the top. So you're kind of holding on the railing, grabbing this thing. You're looking at the traffic, and you know where you are. So you're like, "Is it going to be bumpy," or, "There's going to be a stop." And your partner is also trying to tell you like, "I got to stop fast," or, "There's train tracks coming," or, "There's a bunch of traffic ahead," or whatever. So all those things are happening...
Context_of_Work - Stress-Overload	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...You learn how to use something, you get used to using it, that's obsolete, next generation, or that company just went out of business. I just got an email today saying that our scheduling program, which is very complex and I schedule 65 employees, they're discontinuing it... Now I have to go research all kinds of new schedule programs, what's going to work best for us, how it connects with payroll, how is-- you see what I mean? ... So one little change suddenly creates enormous amount of work... Everybody else in the agency has to now get used to doing this right. So it has payroll implications, over time implications, it's just-- in EMS, they say there's three things you don't fool with, the three Ss:

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								schedule, salary and spouse [laughter]. You don't mess with those three things.
Context_of_Work - Stress-Overload	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	So messing with people's schedules, even if it's just to go to a different technology platform, is stressful...
Context_of_Work - Stress-Overload	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	They won't do it. I mean, I can't make any of my employees do anything. Okay. They're here 24 hours a day. I've done their job. It's not easy. If you throw all kinds of harder stuff to make their job harder on top of it, it's not going to work...
Context_of_Work - Stress-Overload	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	They commute to work here. So I don't like that, but I don't have a lot of choice. My people live as far away as [City]. That's 150 miles. [City], we've got a bunch of people that live in [City]. We do 48-hour shifts, and so they can come up for 48 hours and they're off for four days. So they can make that work...
Context_of_Work - Stress-Overload	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	The tax payers say, "How much do you get paid to be a [Job title]?" That's how we have people because almost everybody has a working spouse. Well, it's tough to have a working spouse when you're away from home for 48 hours at a time, especially if you have a family. So it's tough.
Context_of_Work - Stress-Overload	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	That's probably one of the most difficult parts of my job, is adequate staffing so that they're not getting just beaten to a pulp in a busy season, and there's not a bunch of people standing around getting paid for nothing in the off-season...
Context_of_Work - Stress-Overload	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	SME: ...we just talk, and everybody can talk. So it's really kind of-- you got to get used to that because you and me can have a conversation, and then the other two people might be having a separate conversation, but it doesn't drown out the sound, so they're all right here...And dispatch... Everything... S1: And is it just when dispatch is talking to you or just you hear everything?

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								SME: No, no, only when they talk to us. And then the same thing goes for us. We can say whatever, but then the front seat, the engineer, and the officer has a button they can push and then they'll talk to dispatch. But they can only hear what comes out of that microphone correlating to that button they push, so.
Context_of_Work - Stress-Overload	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	So on paper, a firefighter paramedic and a firefighter EMT are paired together, where on a month-to-month basis, those two partners stay together and they rotate to an ambulance for a month, which is five 48-hour sets. And at the end of those five sets, they'll go to the engine for a month, and back and forth. So they have a partnership opposite of them, as well. And the reason for that is-- I think most people enjoy it because it divvies up the responsibilities between fire and EMS more equitably, and the EMS units typically are busier with longer utilization hours. So I think it helps paramedics with the fatigue and burnout of the EMS side of the system...
Context_of_Work - Stress-Overload	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] And I worked for another service where they would give a tone out before they dispatched a call so that you didn't really have to pay attention to every single word that's being said on the radio because they're talking almost every minute of every day. So we could be doing something, and then we hear that tone, "Okay, now I have to pay attention because they're about to call an ambulance. Could it be me?" Then once they say it's a different ambulance, okay, I can go back to not being as attentive.
Context_of_Work - Stress-Overload	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] Yeah. Trying to standardize that so when there's a big event. But at the same time, for me, I've done that so often, that was just refresher, but for my trainee, that might be his very first experience, so he's going to pay a lot more attention and might be more overwhelming.
Context_of_Work - Stress-Overload	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S4] And I was sort of promoted into this realm. During that time that I was in the garage and doing the VOC position until I was actually getting that promotion for those two months, I think that there was a lot of questions that I had sort of popped into my head, and I would say that yes, there was some overwhelming factors that came along with that as

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								well. Gosh, academy had a lot of information that was very important, but it was a lot. Probably I would say maybe six or five different sessions for the first week every day.
Context_of_Work - Stress-Overload	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] Nothing can really prepare you truly for the field. That's why it's field-training. The first couple of shifts in first week or two are generally a little on the rougher side.
Context_of_Work - Stress-Overload	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...they do seem a lot of trauma. As a matter of fact, I went out to the field just last week and within an hour, I saw how much trauma our young paramedics witness right now. So you have to be able to take that in and either talk about it and/or just keep going. So in order to be a paramedic in a fire department, you have to have a strong character because not everyone's going to approach you in a nice way.
Context_of_Work - Stress-Overload	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	The AEDs, they're bulky. They're heavy.
Context_of_Work - Stress-Overload	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...when they get an opportunity, they need to put their head down because you don't know what the night's going to bring. And that's the most difficult part of the whole 24 hour shift. Any time after 3 o'clock, if you haven't gotten any rest between the time that you start your day and then 3 o'clock in the morning, you're not going to get any rest for the rest of the night. So you know it's going to be a 24 hour, up all night kind of thing. And that's actually the most difficult time because you're exhausted, you're hungry, or [laughter] cold, or hot, and so.
Context_of_Work - Stress-Overload	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	...I'm able to listen to EMS, fire, and PD in my zone. I will listen to that... A lot of people don't like to do that. It's too much information to them...
Context_of_Work - Stress-Overload	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	...if I'm already hearing it on the PD side, I'm hearing it at PD-- someone's calling 911... Something critical like that and I'm hearing it, at least I'm ready... A lot of paramedics don't like that. It's just too much information, too much going on.
Context_of_Work - Stress-Overload	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	I know a lot that goes on at the OEMC and they're very busy and they get a lot of calls. I can just imagine them sitting there and get all these calls,



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								and I understand the call taker, they're trying to get all this information. But I think the information they give us is limited because I think it's just a lot of work... They'll let us know what we need to know. Because it's so busy in there. I just know it's just so busy in there.
Context_of_Work - Stress-Overload	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	...So you could have a big incidence up north where there's six ambulances and they're all trying to talk at the same time. And dispatch will say, "Okay. Hold on, guys." He'll triage via, he'll "Let me see what's going on first, okay? Ambulance 10, go ahead with your message. Okay. Now ambulance 15, go ahead with your message." So he has to triage that over them all... In the field if there's a lot of things going on at once. He'll, "Hold on, guys."... And when it's summertime, it's so busy. Dispatch is trying to send ambulances and send them here, send them there...
Context_of_Work - Stress-Overload	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	[RE: too much technology or information] I think that people might say that as far as like the heart monitor, [LifePad?] 15, it's a lot. That device does an awful lot. Just the recording alone and what you do and send those runs over Bluetooth and do all kinds of stuff with that. I think that the addition of having such intense technology is intimidating to those who were maybe skating by or the thought that now they might be of the mind-set where like, "Oh my God, well I could get caught for what if I didn't do that or--?" And it makes them fearful. So now that technology is causing anxiety because they're wondering, "Oh, am I going to get in trouble? I didn't send that run. They're going to know." We download the runs from a distance. We can do that like anytime we want.
Context_of_Work - Stress-Overload	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	At my other job the stretchers on our ambulances are not like here. They lift up on their own and all you do is just pull them out and then you press a button and they go down so you never have to lift which is a huge deal on your back. I mean they'll lift 700 pounds or 800 pounds really so that's huge. I mean you don't have the issue of throwing your back out you know trying to lift a big patient, having to call for extra trucks but it's just you know it's money. I mean it's a \$30,000 system.
Context_of_Work - Stress-Overload	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	... If you can't communicate think about the firefighters in [county name] County that were taken hostage in 2010 I believe. If they didn't have

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								<p>radios that worked I mean how would anybody have ever known? Out here you get taken hostage something happens to you and you can't get out what are you going to do?</p> <p>You going to crawl till you get service somewhere? I mean so it's the communication technology is pretty primitive and nobody seems to want to pay the money to fix it because it's not a big deal to the commissioners. You know they can't just spend the money on it so I fear it'll take somebody getting hurt or a lawsuit of some kind because the crew couldn't get somebody out ended up passing away or having long term effects from a stroke or something like that, the crew was trying to get on the radio, couldn't get out, the family sues. I think you're going to see something like that that's going to change this before pleading with the administration to change it.</p>
Context_of_Work - Stress-Overload	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	<p>They are. I love my job. It's very rewarding. It's great to help people when they're in need. When they're having the worst day of their life but it can be stressful because not every day, not every shift ends well and there are times when you just can't help someone as best you want to you can't.</p>
Context_of_Work - Stress-Overload	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	<p>It is. When you can't do when you're limited to what you can do or when you've exhausted everything that you know and given every treatment that there is and it's not enough that can be frustrating. It can be stressful at times. You deal with not only your patient but a lot of times family members especially if it's a bad call.</p>
Context_of_Work - Stress-Overload	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	<p>... It took 2 to 3 times as long to do your report which when you have a day where you only have 2 calls it's not that big of a deal because you have plenty of down time to get that report done but when you're running back to back calls and you're on a second call and you haven't even gotten to finish your first report it's very frustrating and they shut down a lot especially when these things depend on internet and we are so you get out here somewhere and then the information the things that you need won't load so then you just kind of got to wait until you head toward [City] and pick something up and go from there.</p>

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Context_of_Work - Stress-Overload	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	... They may not be angry at me but I'm the person they're going to take it out on because regardless of how fast I move or how efficiently I'm doing their job all they can see is that their family member is hurt and no matter what I do it's not going to be fast enough or good enough at that moment so those are the ones when psych patients and things like that those are the ones that it's scary not to have a working radio because if I need help I know I'm not going to get it because they don't know so I think if there was a way to take the general public out of being able to hear our traffic and us be able to communicate easily and efficiently with each other without all of the areas that we don't have coverage it would be much better.
Context_of_Work - Stress-Overload	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Because if you take this table and cut it into eight pieces, I have one eighth of it, but my team is a little different in that most of the teams are in their geographical piece of pie, so there's a battalion chief, a coach, with his team. But I have a piece in almost every part. So the whole city is my domain, because hazmat could happen anywhere.
Context_of_Work - Stress-Overload	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So if I am sitting here upfront and I miss something, there is no such thing as multitasking. We can only focus on one thing at a time, be fully engaged. It's a life. You think you can do two. It's just those. So if I'm focused on this and something comes up, and I'm talking somebody and they say, "Command, I need blah, blah, blah," I could totally miss it because I'm auditorily excluding. And dispatch comes in and can say, "Command, the inside crew just asked you for some help. Thank you." And we also bring other people to bear at our command post to help us listen and to be a second set of ears, too. But it takes time, of course. The bad part is that most emergent things happen in that first 10 minutes and you may not have that help quite yet to hear.
Context_of_Work - Stress-Overload	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Right, earlier. Just overwhelm with information because if it's really big and you've got, let's say, 100 people to evacuate, the building is half on fire and the water supply is jacked, not very good. You have 30 things to do and you've got 4 people to start. And so what you pick and how you start to act and operate, just that whole communication stream is--

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								somebody else isn't on the page as you, it could just be muddled. Because we don't have the luxury of, "Hey, I fly there," and I'm their first as a coach and say, "All right, let's bring in a couple of the fire attack and backup and let's make it smooth.".... . So if you're emotionally connected to what's in front of you or it's just too much, that will shut you down too. It's like we're a cup, and once that cup is full, anything new just bounces out. You don't hear it or see it even with your eyes open and your ears open. You won't.
Context_of_Work - Stress-Overload	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	And I'm reflecting back, because when we play back the radio and listen and watch, the after-action, I'm like, "They totally set it." So all I could think of was, "Was I turning left? Was there a car coming? And suddenly all my energy and effort, I'm driving, now suddenly focused on this thing outside the car and I just missed it? What is it?" So that's definitely a barrier. Someone walks up to the command post, you say, "Hey, I've got my baby in there." I just missed everything that was said to me in this ear right here. I missed it all.
Context_of_Work - Stress-Overload	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	Q: this is gear as physical overload? SME: Well, with the heat index. It's probably 98 in the heat index. It's triple digits anyway so, when you're wearing that gear, you're going to lose weight.
Context_of_Work - Stress-Overload	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	Absolutely, people I know and myself [laughter]. And depending on what you have, it can be very overwhelming. That just goes down to just being there and doing it, getting the experience, and practicing. The best thing you can do is when you are overwhelmed-- everybody's going to be overwhelmed in a big two-story apartment fire at 3 o'clock in the morning where people are still in there. But the best thing that person can do is not let that show over the radio. J
Context_of_Work - Stress-Overload	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	I think the most times that people, and I'll say I get overwhelmed, like when we go to a high-rise alarm and I'm the leader of the fire attack group. I'm in charge of three to four units inside and we're going up the stairs to the 18th floor. And command shows up, all the other logistical units show up outside. We're all on one channel initially. So on a high-rise alarm, we have like eight trucks and two chiefs on one channel and

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								<p>everybody is showing up about the same time because we're all pretty congested. Everybody starts giving their radio reports and then there's little boxes that people have to check. "I'm going to check the fire pump. I'm on hydrant supply. I got these tools. I got these keys." And command is always harping on me because command wants to know what's going on inside. They say, "Inside truck, can you give me a report? Can you give me a report?" And a lot of times, I'm trying to get out on the radio. There's many times, on these high-rise alarms, many times where I'm trying to key up and it's not because someone else is talking about their hydrant supply or they're talking about building occupants. And then command's getting frustrated with me because I haven't answered back. And rightly so because when command is outside and didn't know, trying to talk and I'm not answering, command's thinking, "What's going on in there?" So it's very overwhelming in the first 10 to 15 minutes. I don't know what can be done to remedy that other than maybe reducing some of the little check boxes everybody is supposed to say.</p>
Context_of_Work - Stress-Overload	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	<p>Today, we do that to make sure the inventory is still up on par. In theory, if we did our jobs perfectly, each time we run a call, we'd come back and we would get all that stuff back right every time, but through the course of a week, as we're running incidents, things get distracted. You run back-to-back calls, things get missed, people leave in the middle of the shift for some reason, forget to do something.</p>
Context_of_Work - Stress-Overload	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	<p>Now, the challenge with that stuff is providing it in a way that is useful but it doesn't saturate the user. Because if you provide too much stuff, the user gets too distracted and they forget what they're supposed to doing and it actually becomes detrimental instead of helpful.</p>
Context_of_Work - Stress-Overload	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	<p>So, when I first started this position, I was a little bit overwhelmed. As a unit officer in the station, a captain, lieutenant, you really just listen to [County]. If you're on the border, you may listen to [Name]'s. [City], you may listen to [City], [County], [City]. You may listen to [County], right? But that's about it</p>
Context_of_Work -	FF	S	Supervising	46-55	21-30	Male	FF-S-041	<p>Own purpose. And when I first started this job, it was a little bit</p>

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Stress-Overload			Field Responder					overwhelming.
Context_of_Work - Stress-Overload	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	Well, information overload can occur by listening to all the radios. Someone told me that your train of thought should be on concentration on one channel of focus, but sometimes, my job, it makes me listen to different ones.
Context_of_Work - Stress-Overload	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	...So information overload I suppose is listening to the different types of channel. The emails, we at times are a Internet fire department. We do everything on the Internet. We document based on the Internet. We email upon email to verify that they receive the email, we read receipt things and it sends more emails back to us. We are a Internet fire department. Sometimes we lose focus of sometimes what happens on a basic station level because we're busy answering emails. So those two things are the biggest ones that come to my mind.
Context_of_Work - Stress-Overload	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	Yup. I do. Yup. Yeah. It's a lot of stimulus going on. It's a lot of stimulus. So again, it's overwhelming. I guess you get used to it.
Context_of_Work - Stress-Overload	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	...I think another, I guess because everyone of us has a radio, every operational person has a radio, a lot of times that incidents there's people talking over each other. And then that's our own internal issues because we should be able to really teach our people to practice better radio discipline. To only go through one source and not-- if you don't have a new message that's important, just [crosstalk]. Yeah. Exactly. But yeah, that every once in a while, you're like, "I really want to say something right now and I keep honking out and--" yeah. So that does get quite frustrating.
Context_of_Work - Stress-Overload	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...So if you have eight people on the rescue squad, you can accomplish a lot, but it's a little bit harder to keep track of as the officer just because... So you've got seven people riding behind you. Then the officer is responsible for seven additional people plus the driver, and that's definitely outside of their ability to manage... So they usually divide it up

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								into two teams.
Context_of_Work - Stress-Overload	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...there's 50 vendors. And there isn't one vendor that's done everything very well. And even at that, the vendors, the 50, or 100, or whatever, they've really focused on one area. And they try to do the other two or three things, but they never do them well. And so we've created work-around after work-around to try to get everything to work, but it doesn't work well. It creates a ton of work on our side to be able to make all of this work.
Context_of_Work - Stress-Overload	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	And then there's just the compatibility issue... And so, finally, they just said, "Okay, we're going to buy Excel for everybody." But then you could buy one for every desktop and then still continue a cloud-based service, which is now buying two programs. Or they just buy Microsoft 365, which gives you the web version, but then also gives you five free licenses, or desktop, or whatever. Then, that creates a whole nother problem for our IT department because... you have to support them, and you have to load it on the computer. And then access and all of that, so.
Context_of_Work - Stress-Overload	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...The stuff that's coming out, with the thermal imaging cameras, it's neat to have it in your mask. I don't know if it's necessary. It might bring a level of safety. But I don't know at that point, do you become sensory overloaded where you're getting information about where you're at, what's going on, when-- focus on the task.
Context_of_Work - Stress-Overload	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	There's a huge cost issue. And so I think that a lot of things can be done on a lesser scale. You can give one guy the \$10,000 TIC, but then give him \$50 worth of communication that he can now more freely speak and be able to communicate to get out what he needs to do that doesn't take over precious radio time. Because we're getting dispatch. We're getting command. We're getting all of these things that-- it's turning into a lot right now. And I think we're just trying to figure it out.
Context_of_Work - Stress-Overload	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: data link built in-house] So that's probably the biggest key, is do they have the capacity to get it done, the work capacity? Because we still have to keep the trucks maintained and all of these systems... So yes

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								and no. Not really. If I had more staff, it would be quicker. Unfortunately, now it's becoming a higher priority, so I might have to kick the can on some other stuff, and try to bring this together. So I have the talent, but not necessarily the work capacity... So it's a big undertaking, and it's heart-palpitating [laughter]...
Context_of_Work - Stress-Overload	FF	S	Manager	46-55	21-30	Male	FF-S-023	So there's a lot of emails...And quite honestly, that's a highly overused medium. We find that most of our emails are for trying to educate or inform through email, don't go out to the masses. It's just junk. In their head, it just goes away...
Context_of_Work - Stress-Overload	FF	S	Manager	46-55	21-30	Male	FF-S-023	...So I have a radio in my car, I have a portable that I have on the desk. So listen in on that. If I'm out and about, and a call drops that I'm closer to, I'll go to that. If it's a fire or something, I'll go to that. So it's all part of the gig. So radios, email, Skyping, or the video stuff, telephone, that's primarily how we communicate. I mean, face-to-face. But a lot of face-to-face stuff too, but. And then I try to to get out to each one of my locations frequently, and each one of those stations frequently, so that I can talk to people and try to get what's going on. Kind of that management-by-walking-around stuff... But it's exhausting... Eight stations and also we have-- so there's the eight stations. We have a maintenance facility. We have central supply and a training center and we have one storage building as well... Getting [them trained?] [crosstalk] maintenance, yeah and all that stuff. I try to get to one station every-- I try to get to every station once a month... And then my people, twice, three times a month. It's tough. That's exhausting.
Context_of_Work - Stress-Overload	FF	S	Manager	46-55	21-30	Male	FF-S-023	...They set up programming, and then we have to go through and touch every radio with a programming. We have to touch each console with programming. So it's a pretty heady and very time-consuming process. So we don't usually do like, if one person wants to change or if one little thing wants to change we don't do much. We wait, get a big change together, and go out.
Context_of_Work - Stress-Overload	FF	S	Manager	46-55	21-30	Male	FF-S-023	So the unit hour utilizations came from the ambulance community. And what they try to do is if they can get there-- what it is is how many hours



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								you are on calls over available hours. It's just a percentage... We're looking at it as to how we're burning our people out. If we go too high, tired people make bad decisions; bad decisions kill people...
Context_of_Work - Stress-Overload	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: dispatch] ...We used to have free standing fire dispatchers years ago, and they were really good at free-think. I mean they'd be like, "Have you thought about this? What about this? Do you want this resource? Should I be calling this?" That's just not the way our comm center works right now. They're super busy. They crank out a ton of calls and try to process a lot of information for us. And with priority dispatch, I think it's really increased that. I mean, the demand on them is tremendous, I think. Just trying to keep a full workforce for them, I think, is a battle, let alone teaching them how to be advanced in free thinking for the fire department. I just don't think they have that opportunity right now.
Context_of_Work - Stress-Overload	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...TAC four is almost always fire... If there are two simultaneous fires going on, house fires, then they'll open four and five. The biggest issue is the comm center has to have certified or trained people to function on those channels. And a lot of times, we can't get extra channels open. They just don't have the staffing to-- either the people trained or the people period to open extra channels for us, and that's where it becomes difficult. And you can hear-- they'll open it, but you can hear a dispatcher working multiple channels and trying to handle the call volume that's going on...
Context_of_Work - Stress-Overload	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...Yesterday, we ran with [City], so we went over to [City]. So now they were trying to monitor [City] and we had a working fire going and tons of medicals going on and a dispatch channel going on. So, it's interesting to watch them try to manage our call load, especially when we hit a peak, when we just get busy...
Context_of_Work - Stress-Overload	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: working in arson] ...we struggled back then trying to move to some kind of automated-- we really wanted a tablet back then, when I was in there, where you could do your sketches, and you could take your pictures, and you could do your notes. And we really struggled back then trying to find something that could meet our needs and could be

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								supported by not only the organization money-wise, but by the IT department who already has a ton of stuff going on. And then here we are going, "I want this, it's special." And they're going, "Right. You're not special. We need to meet the whole need of the whole city." ...
Context_of_Work - Stress-Overload	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We also live in a resort community, and we have a lot of transient population. And so as a volunteer comes in here, and the society expects them to have the same certs as a paid individual, even though they're volunteers. And we live in a high-cost area, so they have two or three jobs in order to maintain a minimum standard of living. On top of that, they're now required by the public to have the same certs as a paid guy, which takes time away from their job... the life expectancy of a volunteer to maintain that internal and external standard is really, really difficult.
Context_of_Work - Stress-Overload	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: apps for volunteers] Really, they need to interoperate, or if you could have some sort of single sign-on where it covers all of them, that would at least take some of the burden off.
Context_of_Work - Stress-Overload	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	I mean, gee, I have logged into-- between all the government stuff I have to do, I have 25 different web portals we're supposed to do something on.
Context_of_Work - Stress-Overload	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	I have 78, as a [Job title], to log, 78 different log-ins. This one needs characters. This one needs capitals. This one needs numbers. You can't just have one log-in for all this stuff either because they're all different... It's a nightmare... I enjoy the corner fetal position, a lot of tears [laughter]. No.
Context_of_Work - Stress-Overload	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...My wife works at the 911 center, and her concern for the dispatchers is there's a lot of stuff they don't want to see. So they want to see where you can get end-to-end information, but they don't necessarily have to be in the middle of it because they're worried about what happens when people start going, "I'm suicidal, or I'm going to videotape it so that everyone can watch me off myself." So it's those things that are unintended consequences there. So, just like anything else, information's

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								good, but too much in the wrong way can be bad. So how do we control that?
Context_of_Work - Stress-Overload	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...It's careful what you wish for, right? I would love to have everything--radio, everything into one thing. That's why we used to love our Nextels. When Nextel existed back in the day, the iDEN format, that was awesome because you had the cell phone. We could use them as radios. And then that technology kind of became unsupported and went away. But we really kind of miss that. But the challenge to us is then everything's in one thing. I lose the one piece of equipment, and now, I've got nothing. Or there's so much information coming into it that I can't sit there. It's just like when you're trying to type a text and things binging you, email here, calling here. It's like, "All I want to do is send a text. Knock it off." ...
Context_of_Work - Stress-Overload	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...But it would be nice to find a better mechanism of not so many different things. I mean, right now, on an incident, I'm carrying usually two 800 radios, a VHF, and two cellphones when I'm running an incident. And that's ridiculous... It's also too much information...
Context_of_Work - Stress-Overload	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...Our call volume has increased tremendously. We're reaching a place where, as we're looking and staffing and we're trying to track and trend the data that shows, okay, this is how our call volume has increased, and here's a direct correlation to population increase and some of the other various factors like marijuana. And so there's a direct correlation between the population increase and our call volume...
Context_of_Work - Stress-Overload	FF	U	Manager	46-55	11-20	Male	FF-U-021	...I've got an iPad that I can link in from home. So I can just log on to my computer from home see if I need to look at any files or folders on my computer things of that nature. So it's good and bad, it's good because it's convenient, but it's bad that you never get away from work.
Context_of_Work - Stress-Overload	FF	U	Manager	46-55	11-20	Male	FF-U-021	...just like everything else, we're running 40% more calls with the same amount of people and we have 40% more inspections. So you kind of hit a place to where you only have so many hours in a 24-hour shift...
Context_of_Work -	FF	R	Supervising	36-45	21-30	Male	FF-R-024	[RE: switching to new IC tool] Yes. We have an IT. So we had a battalion

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Stress-Overload			Field Responder					chief who sent us down this road and then left to go work somewhere else. So now one of our engineers, our drivers, is trying to keep it afloat, which is great. I'm glad he stepped up, but it's too much. In my opinion, it's too much responsibility to put on someone who drives the engine and is paid a certain amount and is already busy doing a whole bunch of other things. So we will see how it pans out.
Context_of_Work - Stress-Overload	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...The other thing about station alerting is right now someone answers the phone, they start taking information, who, what, where, why, what's going on, and then they hit a button, whatever their procedure is, and then it goes to the other consoles. Then the person who's dispatching sees the call, they read the notes, okay. They start building the calling CAD, and then they have to go to this other screen and they have to choose which radio channels need to be awoken, if you will. Then they use a button, they make the noise, and then they send out the dispatch... So we want them to get this done in under a minute, and there's no way... There's a lot going on...
Context_of_Work - Stress-Overload	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	My daily routine is very hectic because as the training division we're required to manage training curriculums, provide evaluation processes for probationary firefighters, to disseminate and deliver required training by the [State] Administrative Code, the National Fire Protection Association, as well as manage budgets and funding so we can provide those training with all our personnel.
Context_of_Work - Stress-Overload	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Yeah, it can be detrimental. With human nature and how you perceive your learning curve so to speak, if you're given this piece of paper to read, most people can read it. If you're given a tablet, "Okay, tomorrow morning we're starting on the tablet," and you don't have any technology background, it's going to be difficult. Whereas others look at this tablet and go, "Oh, no problem. I have one at home. I'm just going to log on and do this, and this, and this." The other opportunity where there's a problem is if you get so focused on this piece of technology trying to log on, you're missing key information as you're going to the scene or potentially could be missing key information, as well as personal safety.

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								If I've got my head down looking at this thing, and my driver's concentrating on getting through traffic, I'm not able to help him drive because I'm not looking around at potential problems of traffic control. So the reliance on him to be the sole responsible driver, when I've got my head buried, that could potentially be a problem.
Context_of_Work - Stress-Overload	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	. So that's an extreme example, but sometimes there's information that we just don't get by the time we get to the call because the call-taker is still intaking that. And he or she may have three or four more calls they're trying to send out. So we're not the only agency that they deal with. So if there's a fire going on in [City], and there's a car wreck going on in [City], that dispatcher has to manage both those incidents.
Context_of_Work - Stress-Overload	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	And in many times, almost daily, you're constantly bombarded, especially as a first responder, from an email to a phone call to a radio dispatch to an overhead page. All of that information has to be processed. And some people can do it. Others struggle with it. And that's where that information chain breaks down. So small increments of miscommunication lead up to a catastrophic failure.
Context_of_Work - Stress-Overload	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	I think the problem with it would be too much information. And what someone perceives, what the general public perceives as a dire emergency threat, we would perceive as well, it's not really a priority incident.
Context_of_Work - Stress-Overload	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	...But, inevitably, the other thing that's kind of a challenge is in those situations where there's a lot going on, the level of stress or the level of uniqueness to that call for us is also elevated, which kind of jeopardizes our ability to stick to that very short, succinct radio traffic, right? So typically on large-scale incidents, or typically on any incident where we have a challenge or where we have a significant issue where we harm or kill a firefighter, the communication is almost always identified after the fact as one of the contributing factors to it. So day-to-day, small incidents, pretty routine. Larger incidents, very, very limiting.
Context_of_Work -	FF	S	Field	36-45	6-10	Male	FF-S-032	It's a very stressful environment oftentimes, and so your capacity to

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Stress-Overload			Responder					think through complicated things diminishes.
Context_of_Work - Stress-Overload	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Yeah. I would say almost like any significant response that's not routine for you, everybody, to some degree, is overwhelmed whether they admit it, or whether they don't, or how they-- some people are much better at handling that than other people are. But, certainly, even if you didn't have any technology and you just showed up to a house that's on fire and you've got house that's burning, you might have some people inside. You've got five other apparatus coming that want to know how to be assigned. You've got neighbors screaming at you. You've got the news media, whatever. So there's certainly a lot of outside things on any significant call that can be coming at you.... But yeah, there's lots of stuff moving very quickly and coming at people. And it seems to just be, I think, experience, training, and just some just personal ability, I think, are the things that allow some people to filter that and make the right decision and some people to become just completely overwhelmed by it, so.
Context_of_Work - Stress-Overload	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	there's probably a trend with the ability to process and not get overwhelmed comes with more time and more training being in those situations where you are overwhelmed, you get better, but I don't think it's directly tied to that, or we don't see that it is, it doesn't seem. Some people are really good at it and some people aren't.
Context_of_Work - Stress-Overload	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	but our city's IT department is strained with other items on there, right? So we kind of got a little bit of help and then it just kind of fizzled. And that kind of model is not the most conducive to long-term success or adoption [crosstalk] because you kind of get it close enough and then it kind of has a bunch of bugs that don't quite work. So that kind of same model about how you'd make any technology, right? "Here are the things that we need help with. Here's the technology that I think is out there that could help better facilitate this. We need a better way to capture. We need a better way to display this information." Kind of going through the city's IT department is one kind of way to do it, but it has a number of issues.

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Context_of_Work - Stress-Overload	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] Does it emotionally wear? I mean, when you work-- if you spend three to five years in this area working this station, you see probably the worst of the calls. And I will hear from people when they go to-- end up going to in [City] or [City] for a while, that it is a-- it's a different-- it is different. And you realize sometimes, if you work in just one spot you can start to get jaded. If all you're seeing are drug calls, you can start to let that wear on you. So we tell them they're not supposed to-- everybody's the same. But it can slowly wear on you, but I think in general, most people deal with it well.
Context_of_Work - Stress-Overload	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] One of the biggest problems we have up here, too, is we're pretty much a medical provider to a lot of people. A lot of homeless and heroin overdoses and fentanyl overdoses. They go multiple calls a day now, homeless here, too. And that kind of wears on them. And 99% of those calls are somebody sleeping drunk. And we wake them up, and we leave. There can be call after call like that, so. That's probably more of an issue than the diversity and minorities, and other stuff is dealing with the homeless and the opiate issues.
Context_of_Work - Stress-Overload	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	...So, I mean, it kind of creates an added step, but I also don't want to carry two phones and have two different phone numbers. That's really hard to manage and track, and it just creates more headache for me to have two phones.
Context_of_Work - Stress-Overload	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	And just the fact that information is really at your fingertips too. You got to take the good with the bad. There's some frustrating parts to it, but there's a lot more positives than there are negatives. Having all of that information right at your fingertips.
Context_of_Work - Stress-Overload	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	So the actual work itself, how does a person feel about it? Okay. Yes, it's very challenging work and rewarding, and sometimes it's very demanding at times. I mean, our crews work 24-hour shifts. So depending on how things go, it can become physically and mentally demanding on the person, individual folks.
Context_of_Work -	FF	S	Supervising	46-55	31-40	Male	FF-S-038	Yup, exactly. So it's challenging.

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Stress-Overload			Field Responder					
Context_of_Work - Stress-Overload	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	So I think there's always room for improvement and communication. But that's just-- I think things like that are bound to happen, especially when you're behind an incident and trying to catch up. But it does happen.
Context_of_Work - Stress-Overload	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	I wouldn't say it's sensitive. It's just that everything we have is so big and bulky, that it just pushes it, you know.
Context_of_Work - Stress-Overload	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	So we are expected to be here at 8 o'clock in the morning but most guys come in earlier, around 7:00 so they can relieve the people that are here. You can imagine if you've been here 24 hours, you're dying to get out of here. Some of us. So we show up at 8:00 and then our day really doesn't start until 8:30. From 8:00 to 8:30 there's our coffee break
Context_of_Work - Stress-Overload	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	...I know the technology is there in our radios, but it's the fact that we don't practice it very often. And so I'm just trying to find it so, at 3 o'clock in the morning when your mind isn't working as sharp as it should be, that it's easy to get to that place. Yeah.
Context_of_Work - Stress-Overload	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	What I find after doing it for 15 years now is the relationships, and who your point of contacts are, and how you maintain those relationships. Because you don't always have a lot of time to start trying to figure out who's who in the sandbox when you need to make decisions and get mission-critical communications backup.
Context_of_Work - Stress-Overload	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	And to get them off and talking to somebody else, it makes them nervous if they're missing something over here on their primary dispatch channel. So trying to get that-- I want to say it's challenging to get the law enforcement to come over to the inter-op side of the world. They're learning ICS. As of 10 years ago, they couldn't spell ICS. Now through grant funding and kind of through Department of Homeland Security, it's becoming the norm of communications, clear text, and the structure of how we run incidents. It's using ICS. So it's becoming easier, but there's still that gap of having them come over to one of our inter-op talks to share information without going through the dispatch centers. I'm sure



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								it's better in other parts of the country than it is other places,
Context_of_Work - Stress-Overload	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	The cell phone is one thing because trying to make a phone call while their driving code three. I mean, that's not always advisable. But sharing information on a screen is focusing on the screen and having your awareness of what's around you as well. So it's multitasking, and it goes back to how much can we actually do in multitasking, and what do we have available to us.?
Context_of_Work - Stress-Overload	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	If you have a good training program and, people understand what you're training them on, and they don't get information overload, it's better. But we have 48 zones in radio that we've developed so we can guide them to a specific zone for a specific incident type.
Context_of_Work - Stress-Overload	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	I don't think anybody really likes change. And then when you put the stressful situation of life safety, and somebody's life is on the line to be able to communicate or declare mayday or call for help, that's a pretty substantial action. And they're used to having something.
Context_of_Work - Stress-Overload	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	I went away on vacation for the last week or two, 200 emails. And I still have to answer my phone, be available 24/7, because I'm a senior command staff person in the fire department.
Context_of_Work - Stress-Overload	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...I think it's a rewarding job for sure, and it's certainly a stressful job...
Context_of_Work - Stress-Overload	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...if I have a radio that's expensive and something happens, I lose the radio or it gets stolen, the officer gets time. So it comes out of his pocket or he gets time with suspension. So that's a big concern, is that, say I'm an officer in engine, we get these new tablets that are easy to break. I'm not going to be happy about it because then now, that's something else I got to worry about. And when you're slinging tools around and your big concern is getting off this rig, putting your stuff on, and getting in there, you're less worried about delicate things. We're not delicate. We're just not delicate people. So when you put something on there that is a level of technology that is where we are today but is not durable, that's a concern for us as firemen.

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Context_of_Work - Stress-Overload	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...one thing that can be overwhelming would be-- they would call them mayday situations. So where a fireman's trapped or injured or there's an incident and a mayday is called. So when a mayday's called, then there's a lot of-- there's a lot of things that go through your mind. What's happening? What's wrong with the situation? Why was there a mayday? And so for a brief moment, the situation gets chaotic and very uncertain. Those are situations that they can pose those stressful uncertainties...
Context_of_Work - Stress-Overload	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...And then other ones would be emergency evacuations. So when you're inside and you're fighting the fire, you're doing what you need to do, and then they tell everybody to get out of the building, they start blowing horns outside to let you know you need to get out, there are times where we're not real sure why they're pulling us out. So through time, we've learned that when you have somebody outside telling you to get out of the building, just get out. Get out and ask questions later versus being in there getting on the radio, "What's going on? We got it." There's been a number of situations where, I myself included, are guilty of that, slowed getting out because we thought we had it knocked. And we thought we had it under control. "We got this. We got this." I mean, that kind of thought. And then you finally back out slowly and then you turn around and look and you notice that the roof's getting ready to come in or the building's getting ready to-- and it didn't seem like that inside...
Context_of_Work - Stress-Overload	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...That can be an area of where it can be overwhelming. Sometimes even our radios, and I think the more features you add to something which is considered a tool, the more complicated it can get...
Context_of_Work - Stress-Overload	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	I don't know. Some of it's nice. We get it on the print-outs and the mobile data terminal. Like I said, they have to be on something that you can digest quickly. It may be too much information to put on any one thing, or it may not be able to process it as quickly as you'd like. But some of it would be nice to have on the screen. You could scroll down. We do have it on some of those where-- how many floors, because I go to high rises all the time. I don't know how many floors are on there. I mean, so I've got hundreds of buildings in my [inaudible] district of high rises. I don't

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								know each one how many-- what the floor is. Be nice to have that either on the printout or on the screen so you could access it.
Context_of_Work - Stress-Overload	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Yeah. I'm going to say this, but this is my explanation. I'm looking at a view of a first-end or a first-line company officer, is depending on the incident, you'd be task-saturated. So you have not only that incident that you've to contend with. You have to look at the fire, or whatever the emergency is at hand, and process a lot of data mentally in your brain...
Context_of_Work - Stress-Overload	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...But also the reliance and also these components that we've talked about. The computers or radio system that has some degree of complexity. Of course, you will get used to it. On the fire drum, there's a million things that are going through your head. There's a million things that must be observed to come up with the solution. Any incidents giving you the problem, it's your job, again, to come up with the solution. And it's not something that's just, "Let me go back to the fire truck and think this one out real quick." It doesn't happen that way.
Context_of_Work - Stress-Overload	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	So I call that saturation overload. And that happens a lot on incidents that are kind of beyond your scope. Obviously, a medical call is within your realm or your scope. It's easily handled. Bigger the incident, you're dealing with the human factor, the mind at the process. But if you coupled that with more degrees of difficulty with today's technology, you run into a-- it's like two trains running into each other. I have to go and get data from here, or from this computer, I have to listen to this radio, this channel has 20 different frequencies, 10 different-- there is a point that says keep things simple and you do have to-- because of the task at hand...
Context_of_Work - Stress-Overload	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...Again, what I talked about was the task saturation. You're overwhelmed with the incident itself. That's why today's technology, it should be very user-friendly and it should not require a huge degree of brain energy or expending mind-thought, when you have to actually use some of that, at an incident, and calling your plans, and your shots, and what you're going to do for successful outcomes. Everything we do is successful. It requires a lot of mind-thought. I would rather dedicate it

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								here than as opposed to technology or using things at hand. It might have it because there is an issue of complexity.
Context_of_Work - Stress-Overload	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	I can either want to do and too much-- remember picturing yourself in a conversation with five people talking to you, or you had to-- or being overwhelmed or being overloaded with stuff? If there's a way to just funnel one aspect, if you're receiving from one, maybe two, you might be able to handle. I think that's all you're able to handle as your brain is going to process. It's the biggest technology. Your computer is your brain that you're using. Funnel or filter or triage messages. What's important, what's crucial, what is information that we can actually hold off on for right now, what is crucial for the incident, what can we hold off and funnel it, keeping it simple. I keep going today. Keeping things on a simple basis...
Context_of_Work - Stress-Overload	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...Gaining complexity is the real killer of simplicity from my perspective. And how to improve that? A lot of face-to-face communication, maybe having one guy operate the radio. Giving messages instead of everyone having radios, and all this talk and garble. I have to be responsible for listening to all this, because it may apply to me. So funnel. So you take your five people in a room. You tell them all be quiet, one speaks. So that would be just a suggestion for that, just not being in a position where you're going to be overloaded with, where this technology has become rather burdensome in your decision making or thought processes right now.
Context_of_Work - Stress-Overload	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...And a big concern to me is I'm thinking en route of this thing, too. You're listening to your radio for any updates, looking for any updates from the MDT or further information. It's where, again, technology plays in your favor in that case until you arrive on the scene. There's so many things that go through your head. Not only that, you're responsible for driving, looking out for other cars. You're a second set of eyes. Managing a radio, a computer terminal. Now the mental process, four-story building: is it flat-roofed, is it pitched roofed? What's the construction? How many people are in this unit? Time of day, it's a

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								Friday. Everybody's home from work possibly. You're thinking, is this a kitchen fire? Ask people, eat dinner at 5:30 PM. Maybe it's burnt food. Perhaps, it's a stove fire extending into the cabinets. You're processing all this data as well. And you talk about hydrants. Where's your closest hydrant? Who's my second truck? Who's my second engine? Who's my first truck? The companies that are invited to the party. And there's more. Road construction. Scene size-up begins, it's a never-ending process. But getting on to the fire, putting ourselves on the scene now, obviously, life safety is number one. Making sure that the people of that area or origin are out of that building, too, when this occurs.
Context_of_Work - Stress-Overload	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	I guess chiefs could be overwhelmed. I mean, because they're talking [on main?], and then people are calling fireground. Still on the high rise, you have all these-- people are calling the alarm office and the alarm office calls the van and says, "Check on apartment 1023," and then they have a list of handicapped people to check on and they're sending people, so they're waiting for eight different people to get back to them, and I mean, I think that could be overwhelming. But to me, it's not about the technology, it's about trying to get the job done. So if the technology's not helping me I ignore it.
Context_of_Work - Stress-Overload	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	...in the near future I'll have a lot more information available to me en route, which is nice. We do have an enormous amount of information in a high-rise building given to us on a run sheet when we're en route from the firehouse... But the problem is, how about when we respond from another call? Now we don't have access to that. Now it will come up on our display, the same information. But it's much more difficult to get through and sometimes doesn't scroll right. And you're manipulating traffic and weaving it, you know what I mean? So you're moving and the lighting conditions may make-- you've got sunlight. There's a lot of obstacles to read it en route like that. Unless our displays change and it makes it a lot more easy to read or look at, or is legible from everybody instead of just the company officer. Because he has a lot going on in his head, he or she, and to have to en route, try to concentrate on everything

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								that's [laughter]-- it's a lot of information...
Context_of_Work - Stress-Overload	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	there's all these responsibilities that are general orders that can be followed up with discipline. For instance, if I'm trying to concentrate on all that information, I'm also responsible for the way this guy drives. For instance, if he's not driving right, I'm supposed to correct him. If everybody else on my piece of apparatus are not seat belted, I'm supposed to correct, I actually should instill that before we even leave. And that's just a tip of the iceberg for what's the onus that's put on the company officer. So if I have all that going on, how much am I going to concentrate on trying to read this? I'm not. The honesty of it is, if I got that run sheet before I left, I would try to scan it, and look to see if anything popped out at me, and then, I would throw it on the dashboard, I have other things to worry about. I have too much to worry about that I can't worry about that, I'll encounter it all when I get there.
Context_of_Work - Stress-Overload	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	...if I'm being honest here, which I am, I can't read so much information on a small screen like that, not while I'm en route. It's not going to happen. I mean, I may try, if I have a moment or two to glance at it, but it's too much, yeah. And I have a lot else going on. In high-traffic times when we're responding, I'm actually helping the driver. I'm always scanning because he may not see somebody... He may not see things that he normally should see at a time of day where the traffic isn't so heavy; kids running off the sidewalk, or what have you, or somebody going through a red light. I'm always trying to help with that because we've had some line of duty deaths in the last 20 years. I think we've had three or four that were just accident related... and it's always a main concern...
Context_of_Work - Stress-Overload	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Too much communication. I would say, yes, you can have too-- I'm not trying to dwell on anything specific, but you definitely can have too much at once, depending on how many players there are in the process. As a chief running a fire event, I've many times had to tell people, "Standby, because somebody's breaking in," maybe. And so, there's a problem there, too. I would have to wonder, "Why are they breaking in?" They

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								should be able to hear me having a transmission already, so possibly on their radio, they weren't hearing. So, you have to wonder. But then I would have to stop, contact that person, transmit a message to them, standby so that I could finish what I have going on here. But it becomes a juggling act because I have to decipher in an instant, is what he's trying to tell me more important than me finishing my communication with the person who I-- you know what I mean? So yeah, it could be a little hairy sometimes. So can there be too much? Yeah. I've had incidents where there was too much at once. But I don't know if too much is a word you should use with communication, because the more, the better, right? I mean, the more, the better.
Context_of_Work - Stress-Overload	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Yeah well we had a [Event] just west of town here and I was first on the scene in my personal pickup because it was between my house and the station. I knew we had guys in route I didn't know how long. I had a guy I'm not trying to be graphic here but he was basically it chopped the cab off the semi-truck. We're talking an oil field tanker truck and the truck was on its side and his legs were pinned underneath the dash and he was literally dangling, screaming. I'm there helping there was 2 bystanders that had called it in and that's a helpless feeling.
Context_of_Work - Stress-Overload	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	You got a helpless feeling that you can't help you can't do anything. I mean yeah we can support and kind of you know our EMR's can you know get the guy stabilized. Yes the guy survived I mean we may have flighted him out and he did survive but I mean that's seconds, seconds matter you know and what makes it harder in this area I didn't know him personally but when you're on a scene and it's involving your friends who people that you know and treat like family it makes it harder and everybody knows everybody you know ...
Context_of_Work - Stress-Overload	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	And really you have 12 stations because the town fire department is on our radio system. So we can do different tones for each of those stations. The problem we run into is that that system, like I say, it's up for dispatch purposes, it's not necessarily up for radio or portable to portable communication. That's--we've got an antenna to replace. The

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								700 system has 3 tones. That's it. Or 3 toning capabilities is my understanding. It's limited in what it can do dispatch-wise. So we're currently carrying multiple radios or multiple systems to get alerted because like this one does not work in this building. The 700 system does not work in this building. I cut it off 'cause it was beeping tell me it didn't hear.
Context_of_Work - Stress-Overload	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S1: Okay, so it is a hop and jump then. S4: Kind of thing yeah, which is kind of crazy. So as far as that goes then, we have what we call hand held units or walkie-talkies so to speak with portables. They have same capabilities usually but now it is away from the truck and we have it in our pocket or on our hips or on a chest strap of some sort that we carry with us so we can stay in constant communication. And then obviously we have our cell phones and iPads and laptops, things where we do write reports on and medical reports on that kind of stuff and it is all monitored through a lot of company especially this stuff when we do a medical report you know the big leagues and the CEOs of our company can monitor and watch it, they do what they do quality assurance and things like that to make sure they are done right and are following protocol.
Context_of_Work - Stress-Overload	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Oh Lord. We help the people that need the help on their worst days of their lives. So, usually we see people when they are at their lowest. House burned down. Child dying. Car wreck. You get a parent that runs up and screaming at you, let my kid go and you can't, you've got to restraint that parent, and sometimes you get parents that their kids are pregnant and you got to sit and hold that girl down because she is trying to run to her mom and dad, I mean, it's --
Context_of_Work - Stress-Overload	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	It's physical, it is a lot of mental -- it's a lot of mental especially when being a volunteer, when you go home. I help my kids a lot and I play with them a lot. They are older, they are teenagers, but I still nag them. It shows a caring side. I mean, sometimes you got to pick up a little kid or take care of them, caring, loving, I hope that is --
Context_of_Work -	FF	R	Field	46-55	5 or less	Male	FF-R-055	Primary stressors. Oh, there is a lot. [Everyone laughs]. Well, sometimes



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Stress-Overload			Responder					you get too many chiefs and not enough Indians sometimes, and you are like who is in charge. And you want this one guy to be in charge because he has got more experience, but this other guy knows what he is talking about, so you are kind of like -- okay, y'all decide, y'all figure it out and I will be over here, you know?
Context_of_Work - Stress-Overload	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	And I mean, we have got a couple of guys there -- they are on it and we try to save the building or whatever is in it. But sometimes you know the older structures hold up -- like this house would hold up 10 times better than the new one. The new ones burn like paper -- like toilet paper because of the building materials and I mean, you -- sometimes the stressors in family life, you've got to be able to get up 24x7. If I'm not at work, I am usually listening for the pager. Because if it is going to go off and I know someone else is at work, there are so many guys at work, I am the only one down at [City] and I will have to go get a truck if I have to get a truck. Most of the time, there is a guy there that usually gets a truck and he is gone and I am behind him. If he will call me and go -- where you at? I'm like -- right behind you dude, let's go. But sometimes, you get people that want to fight you. I had a guy who wanted to fight me one time.
Context_of_Work - Stress-Overload	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	You know, I have trying to help him. He [Event]. And sometimes there are numerous stressors and sometimes the communication is the problem with as far being in the fire, you can't hardly hear sometimes, you got to yell on the radio or, down here is a big problem. We need a repeater down here.
Context_of_Work - Stress-Overload	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	You are like [laughs] Oh, err. Especially if it is somebody you know, because in this area, a lot of people grew up together, lived here for years. Like my wife has been here since she was born but sometimes it's -- it was so and so. And you are like, oh my God -- are you serious? And they are like, Yeah. Yeah, they passed. And she is like -- oh crap. That's like got off the road here, [Event]. Well like, it felt like 30 minutes. It was probably 10 minutes. But they got there and [Event] and I'm like oh crap -- and he knew who I was and I was like, ugh -- I'm sorry. He was like --

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								no, no. You did what you could. You did what you could. And I am like --.
Context_of_Work - Stress-Overload	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Yeah. But however they were doing it I don't know if it was but we would be sitting there, we got 15 minute breaks to sleep and that was a 15 minutes and you got maybe a banana and you would sleep for 15 minutes and the next thing they would say is [City], you know, you are going back in. You know, you are up -- go. And you are like -- oh man, 15 minutes, I just felt asleep.
Context_of_Work - Stress-Overload	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	They are supposed to be. [Organization], the air tank company, they come out and personally fit and give you a test to make sure you had your breathing. That's how ours is. Because that's your most important piece of equipment right there besides the water and the hose. [laughs] So, this -- it's a lot different. I mean you've got a lot of people that -- oh, you are just a volunteer, you know, you get all the time and you are like -- okay, let's see you get up 24x7 hours a day, you leave the dinner table when you are eating dinner, or if you are wet, tired and you have had no sleep for three or four days and people don't understand that. A lot of people are like -- I want to be in this. I want to do that. It's like, I tell some of these new guys, you got to pay your dues. And they are like -- why you get to do that? And I'm like -- because I've done it for a while [laughs].
Context_of_Work - Stress-Overload	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	I don't want us to you getting hurt because of something stupid that you did that I don't want to get hurt because I want to go home, you know? I mean, it is a totally different world and I think a lot of people like I was saying -a lot of people don't see it until they -- I'm trying to.
Context_of_Work - Stress-Overload	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	And she was like why don't write this stuff down? Write it down. I'm like, I'm writing it down but I don't want to think about it, you know, because we had a bear run beside us one night. He was on fire. His butt was on fire.
Context_of_Work - Stress-Overload	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	It came too fast because that's what we thought but we were on this one ridge and we got it put out and we turned around and the other side house is on fire. And then we were standing there and we felt stuff painin in the back of the helmet and I was like -- what in the world? I

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								thought it was acorns or something. It was shingles flying off and hitting us in the head, off the roof and then guy that was with us goes -- look out. And that's all we heard and this tin roof went [whoosh] right over the top of us and it was about a 12 ft x 5 ft section. And if it had hit us, it would have -- it would have hurt bad, let's put it that way. But, there was all kinds of -- I was with [city] for that night. They assigned me to go with [city] Fire Department -- and those guys -- one of the guys, I will never forget his name, [name], fire fighter [name] at Fire Station #9 over their downtown. He's like -- you are volunteers? Yes sir. And he goes -- awesome, come on. And he took me under his wing and he is like -- my dad has volunteered for 30 years, come on. And I was like -- oh, this is awesome. So, we were -- he was from Detroit --
Context_of_Work - Stress-Overload	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	I don't know that overwhelmed is the sense I get, but certainly flabbergasted or-- it's more of a sense of, "This again." As opposed to, "I can't handle it," it's more like, "Why? Why do I have to have two hand-held devices?" We had talked about rolling out an iPod or a phone with our cameras. We're going to have a Windows device, mobile device, that could be a phone. It is a phone. You could just turn it off. And a phone for our camera, and again, we're talking extra logins, more stuff to charge when we get home. You have officers have to run these banks of charging bays so they can charge everything every night. So I don't know if it's overwhelmed, but definitely, there is a sense of exhaustion, maybe. Just more of the same.
Context_of_Work - Stress-Overload	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Now, EJustice, it allows folks to communicate better, but we spent five years and spent hundreds of millions of dollars on a program that was inadequate. And it didn't do the job that it needed to get done. Again, we're a day late, a dollar short.
Context_of_Work - Stress-Overload	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	...So in one of the richest counties in one of the richest states on the East Coast, we were using outdated equipment and outdated report writing and information sharing capabilities while other folks had been using these programs for years and years and years. Now, I don't think that has anything to do with dollars and cents. That's bad policies and

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								that's bad politics. That's administrators not being able to do things and all that other sort of stuff. But as an agency, [City] uses the same stuff that [County] uses. And [County] has no excuse to not use the latest and greatest technology because of the money that we have here in this county and in this state. So that is a glaring example of why that report writing system, in terms of the technology, we couldn't even search a name.
Context_of_Work - Stress-Overload	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	No. I mean, even the radios, for example. I mean, post-9/11, the fact that we can't immediately switch to a mutual A channel immediately-- I'm sure our radios have the capability of doing it, but we don't know how to do it. I don't know how to do that. I mean, I've got an \$8,000 mobile radio that I have on my belt. Technically, I can dial a number on it and I can call you on your radio and we can use it like a telephone.
Context_of_Work - Stress-Overload	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Yeah. Probably. Probably less than that. I mean, it's an \$8,000 radio, you know what I mean? and you turn it on, turn the thing off.
Context_of_Work - Stress-Overload	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	No. I can't think of anything off the top of my head. Like I said, the information is there. It's just a matter of how much of a nuisance it is to go find it. But there's a lot of databases that we can gain lots of information from folks.
Context_of_Work - Stress-Overload	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	If technology could do whatever it wanted? I think in our region, I think an ability to identify folks, whether it would be using the new retina scanners or the fingerprint scanners. We have fingerprint scanners.
Context_of_Work - Stress-Overload	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Go to software engineers, go to the folks that are developing these programs and say, "What are you working on in the future?" and "Is this compatible with that so we're not wasting hundreds of millions of dollars on all of that sort of stuff?"
Context_of_Work - Stress-Overload	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Because we have a [City] court system you have to log in for. There's a national system that you can check. I mean, it's ridiculous how many passwords we have for everything.
Context_of_Work - Stress-Overload	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Well, that's the biggest thing with a lot of the stuff is you make it, but you never test it out on the real person who's going to use it. And then will it

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								get lost in translation, and then it becomes useless because--
Context_of_Work - Stress-Overload	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	And they're wanting to do their job and just waiting for it to be safe to come in. It's just a matter of getting around that circle to get to it.
Context_of_Work - Stress-Overload	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	But it's not when you go to other portions like our-- unless you make it a single sign on system with your, how you set up your ID and things like that. But when you log into the mobile data computer, it's different than it could be log in for the body camera system on your phone, or it could be different than the one you have for your desktop. And patrol district personnel don't have a specific desktop assigned to them, so they're always using group computers. So you can never-- like I can, in my own office, I can have stuff right on my desktop where I can access it very easily.
Context_of_Work - Stress-Overload	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...But it's getting to the point of there's so much stuff in the car. You're like Emerson, Lake & Palmer trying to go to a call. There's a computer here. And it's giving you dispatch updates. You've got siren controls. You've got a radio. You may have two or three radios. And then, what burns my ass is when dispatch tells to switch a channel. And you're like, "I'm doing 100 and I'm driving, and I'm dogging man, and machine, and [critters?], and everything"... But there's tons of technology in the car.
Context_of_Work - Stress-Overload	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...you're in a car. It's 2 o'clock in the morning. It's a well-known fact. People don't like cops, especially at 2:00 in the morning when you've pulled them over, and they've probably had a few pops in them. So you've got video in the car. You've got your radio. You've got your computer system, whatever the hell you want to call it. Hopefully, you've remembered to just turn your XM, or whatever the hell you got, Pandora down. You turn that down. But you got to do all of this. You got all that going on in the car. You've got to keep track on your suspect, who's in his car, who knows he's going to county and may or may not want to fight you, and he may have something hidden under his seat. And you're trying to type an e-ticket.
Context_of_Work -	LE	R	Field	36-45	11-20	Male	LE-R-017	...we do e-tickets for warnings and tickets... put it on my phone, so it's an

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Stress-Overload			Responder					app... I still have to go back to my car to get the ticket, which unless-- and they have a thing we can wear, the printer, hook it onto our belt but it's a pain in the ass because you've already got gun, taser, bullets, handcuffs... You got utility belt...
Context_of_Work - Stress-Overload	LE	U	Manager	46-55	31-40	Male	LE-U-020	In the process of doing a CAD upgrade. So my week started Sunday morning at 2:00 AM... we were doing the CAD upgrade and we're supposed to be done by 8:00. I didn't leave till 6:00 in the evening, and it's been going since.
Context_of_Work - Stress-Overload	LE	U	Manager	46-55	31-40	Male	LE-U-020	RE: checking email ...I have so much... I'm doing them constantly... I have to keep up or else there's no way I can come in at 8 o'clock and just start from scratch.
Context_of_Work - Stress-Overload	LE	U	Manager	46-55	31-40	Male	LE-U-020	...you're down 50%. So then your scheduling becomes a problem... and initially people like over time because you're getting the money and then you get to the point where, I need a day off. I don't care how much you pay me.
Context_of_Work - Stress-Overload	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	And really from my perspective what's happened over the last probably five years is that there've been so many advances in technology that's related to law enforcement that it's, I guess, I don't know if overwhelmed is the proper term, but it's overwhelmed some officers that worked for years with really the only real technology they had was the laptop in the car, the MDC, but really nothing else, and now with the advent of the body cams, the surveillance cameras, the license plate readers, we have our motorcycle enforcement team has hand-held e-citation devices. Or exploring now, putting printers in all of the patrol cars, so we can do more electronically and print in the cars...
Context_of_Work - Stress-Overload	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...So I think particularly a lot of the younger officers that don't have that history of doing a lot of the paper, it's probably not affecting them as much as the officers who have been around for at least 10 years, and they're getting hit from all sides of okay this is all being changed now, and we're making things-- this technology is going to make things easier for you, and really, it's not. From their perspective, it's, "Gosh now I've got

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								to make sure all my video from all day long is tagged correctly." And so it's creating a lot of--
Context_of_Work - Stress-Overload	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	I think we have over-- like it's already said, we have over the last few years any of those things about as fast as we possibly could because of all the new advances and stuff. A lot of the officers-- I don't think I want to go any faster, and I don't think the officers out there would want to go any faster because it's about all they can take.
Context_of_Work - Stress-Overload	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...A lot of agencies move a lot slower than we do, and some of that has started to detriment. I mean, I think kind of like these guys said, we've introduced so much so fast that I think sometimes that gives officers on the street kind of overwhelming feeling using it. They just hit me with this, and now they hit me with this, and so. I mean there's some stuff that I'm actually kind of putting the breaks on. Okay, let's make sure that this stuff is working before we now take a leap on the other things anywhere...
Context_of_Work - Stress-Overload	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...Technically, our printers are not mounted in the car. So I got a little belt clip. If I wanted, I could carry it on my belt... it's not very comfortable. It's cumbersome...
Context_of_Work - Stress-Overload	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...Like you said, we carry a lot of crap. And I think technology is fantastic, but finding one thing that does everything, I don't see that ever happening. You have some things that do something very well. And when you try to combine that stuff together, then you have one thing that does everything kind of half-assed. So I don't ever like that. We'd had a deputy chief here for a while that he didn't like the one-trick pony. He didn't like our etickers because that's all it did. But our taser, that's all it does. And so I think if you try to combine everything, you're not going to get the best use of anything. So the more things I can put together, that actually are the same thing, I think you're better off. But trying to combine a lot of stuff that doesn't naturally go there, isn't going to work.
Context_of_Work - Stress-Overload	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...I'm trying to think. I think my biggest gripes are that e-ticketing machine and just the fact that it's not well thought-out for the

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								application. I don't think there's any reason why it couldn't be done on the phone that I already carry or the computer that's already in the car. So integrating technology with stuff that we already have, that we already carry. Because when I'm on patrol, I carry 30 extra pounds of stuff, which doesn't count the two bags which are probably 30-pounds each of stuff that I keep in the car. So adding more stuff to all my stuff is more weight and redundant. So I think finding ways to use what we already carry...
Context_of_Work - Stress-Overload	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I've never heard about dispatchers getting tunnel vision or auditory exclusion or all the other things that we're regularly trained on and discussed to recognize in ourselves and in others because it creates a safety situation that can affect others...
Context_of_Work - Stress-Overload	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...You can't give people more stuff [crosstalk]-- on my radio, I can talk on my radio and watch and see everything that's going on. We all practice and train for that. Now, you give me something I have to hold and I have to data input. You can't maintain both of those...
Context_of_Work - Stress-Overload	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...So that was one of the things that came out of is recognizing you're deploying more and more of these devices that give you the security and personnel. And if it's truly a tough environment, you need to pair people up just for that purpose. Kind of go back to have one person who's running all the devices in communications and someone else who's making sure you're safe.
Context_of_Work - Stress-Overload	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...this time of year is when we get all our new cars that are coming in so there's been a lot of driving to [City] to pick up the new cars as they're getting outfitted at the electronic shop. The duties that someone has to do and you can pull guys in for overtime, but they can get burnt out on that.
Context_of_Work - Stress-Overload	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	We all know who likes to ramble on the radio. As we said, if you have to say break when giving notes about a call, you probably should have typed it to your computer by yourself. That's just a little much for the dispatcher to be hearing and typing and doing everything...



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Context_of_Work - Stress-Overload	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...We all joke about the guy driving down the road, talking on his cellphone, typing on his MDT. We've seen it. Certainly, MDT blocks some of what you can see. I think we're getting closer to being overwhelmed. From a liability standpoint, there's too many things that we're telling the guys you have to do, that if they forget to do one of them, forget to use one piece of technology, and it comes back on them in a negative aspect. I guess that's my concern, of keeping it efficient enough and reasonable enough.
Context_of_Work - Stress-Overload	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...let's not ever try and forget the human factor and the great things we can do as we keep bringing in more and more technology or making it so burdensome that they feel they can't do their job. So I don't feel we're there yet, that they're overwhelmed...
Context_of_Work - Stress-Overload	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Well, technology was great because we had a tracking device that the bank teller had given the suspect. So we're trying to track through that but here's your problem, is you have the Feds that are doing their Safe Street program for the bank robberies, they have the tracking device. We also have a tracking device here or a tracking system here, [County] has one, I don't know if [City] does or not, but all of them are looking at their systems. They're then all calling up to our dispatch, so our dispatchers who are already handling two channels are now handling three different people calling into them to give them information instead of that source coming straight to the officers on patrol. So if they could just air up with us and then give us the information straight, that would be great...
Context_of_Work - Stress-Overload	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: tracking device / suspect] ...And then there's the relay to the dispatch and then our dispatch has to relay to us while they're trying to maintain the channels and then also provide the information that we're giving to them to other people. So then they have to run a third channel, MetroNet, so they're relaying out all of our information to the rest of the metro area...
Context_of_Work - Stress-Overload	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	...When you go through the academy, there's just certain things you can't replicate until you're actually on the streets and working. So you have to really focus on a million things at once. And if you're not good at

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								communicating and you're not listening to what other people are doing, then you're going to be lost...
Context_of_Work - Stress-Overload	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: vehicle internet connection loss] ...On a Code 3 run or something like that, it'd be kind of-- because you're higher stress, you're driving faster, you have lights and sirens on, so that makes it more intense. I don't have the time to pull over and write that down, so you just have to function at a higher level, I guess, than you're normally used to.
Context_of_Work - Stress-Overload	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	So it's challenging. I think the biggest thing that's challenging is I get pulled in a lot of different ways, and there's a lot of different problems. Not all the problems are the same in our job. So challenging just that you face new things. Everything is new. It may seem the same, but it's not the same. It's a new situation--
Context_of_Work - Stress-Overload	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Yeah. Some people say too, "How do we do it?" Like we're heading to a high-risk violent call or something and we have our MDC with all this information popping up, we're trying to read it, and we're dealing with stop lights, and we're dealing with pedestrians, and we're trying to get there. I mean, we're running cold. How do we do all that? And people think we're crazy, and we're not safe. You learn to be safe. You learn to do it properly, and you multitask. We learn to multitask. I mean, we have to. But we don't want to add anymore crazy technology necessarily to that scenario. But what we already have, if you can take and just deliver the right pieces to us at that time, I think is the key.
Context_of_Work - Stress-Overload	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Q. Got it. So if you had to put an adjective describing your job, what would you use [laughter]? SME: Exhaustive.
Context_of_Work - Stress-Overload	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Well, I mean, technology, in and of itself, is always a blessing and a curse because you're expected to be able to do more, and more, and more, and more things, and more things more efficiently with technology, so.
Context_of_Work - Stress-Overload	LE	S	Supervising Field	36-45	21-30	Male	LE-S-028	Some information overload there. So you can see underload and then overload.

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			Responder					
Context_of_Work - Stress-Overload	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Yeah. We just have to be able-- there has to be a [funnel?] point in there at some place so that my dispatcher isn't completely overloaded with videos of what is nothing or could be communicated in a phone call, and now they're trying to figure out what's going on. And does it create a concern for more seriousness or less seriousness? There's a lot of moving parts, so it will be interesting to see how that will mix.
Context_of_Work - Stress-Overload	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	...So the difference between then and now is significant. I mean, there you were metered out a certain amount of information and now it's almost like drinking from a firehose for the new officers because they have information coming at them from so many different sources.
Context_of_Work - Stress-Overload	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	I think there's a lot of pros but my standpoint, I just don't want people to get overloaded with information. Sometimes you can. So I would love to come up with a way for communications to be able to prioritize on safety issues first. Because now they've got computers, they've got cell phones, they've got so much technology stuffed into the cars. And so I don't want that important officer safety to get lost in the snowstorm of information coming towards them.
Context_of_Work - Stress-Overload	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Yeah. I mean, it's overwhelm-- you have so much coming at you that. For me, there will be times where you'll just kind of freeze for a second and then your training kicks in. Because, like I said, I was in SWAT and all that kind of stuff, that you just go and then you start recognizing, "Okay, listen. Break it down. Officer safety, that's number one. Public safety, that's number two." And you can start breaking it down. But yeah, there will be times when you have so much stimulus coming towards you in the form of people coming up wanting to talk to you, your phone's going off, you're getting called on the radio, the texting. All of this stuff will be going on that you don't have time to actually just stop for a few seconds and think.
Context_of_Work - Stress-Overload	LE	U	Supervising Field	46-55	31-40	Male	LE-U-029	I'll make a quick assessment of, "Listen, is there an officer safety or public safety threat right this second?" And if the answer is no, it's going

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			Responder					to be, "Stop," because sometimes people-- it's almost like it becomes almost like a fever of people start going faster and faster and faster and faster and it's like, "Stop." If you can get them to stop for just 10 seconds and it's like, "Listen." And people can kind of slow down, kind of recalibrate their heads a little bit of, "Okay. Listen." And then you can start giving direction. But for me, the big one is we have so many different ways to communicate that it's easy to kind of get overwhelmed.
Context_of_Work - Stress-Overload	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	And then I will, generally-- as the incident commander, I'll be trying to pay attention to what's going on there. And I'll start getting a lot of phone calls whether it's from my bosses or other people. And so, again, trying to figure out, "Okay. Can I talk on the radio or do I talk on the phone?" I mean, you kind of get overloaded with people asking what's going on.
Context_of_Work - Stress-Overload	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	It's both fascinating and challenging to provide police services because not only do individuals expect different things from the department but specific neighborhoods expect different things. And so it's a bit of a challenge to deliver the services that those neighborhoods asked for in a consistent manner.
Context_of_Work - Stress-Overload	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Yeah, in broad terms, I think it consists of keeping a clear vision of what you're trying to accomplish and then trying to filter out information that is not useful in obtaining that objective, right? But then you always run the risk of ignoring something that actually will help you, and so I think you have to develop the skill of assessing and analyzing what information truly is useful and what is just white noise, and I think if you could develop a way to teach that to people, you'd be a millionaire [laughter]. But because there is just so much information being pumped out, I mean if-- I can easily conceive of a scenario where you're trying to get information, reading the information on the screen on the in-car computer. You're listening to information coming over the radio, and you have a citizen or two or three telling you things all at the same time, and it is. It's sensory and informational overload, but you just have to, as best you can, not get overwhelmed and snowed under by that and just, again,

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								keep a clear vision of what you're trying to accomplish and which pieces of all this information, which pieces that are coming your way are going to be of use to you and which are not? And I don't know. It's neither an art nor a science. It's just the reality of the situation that police officers find themselves in very chaotic situations, and you have to be able to bring some level of order to that chaos.
Context_of_Work - Stress-Overload	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Yeah, I mean it's not every day is a running gun battle with car chases and foot chases but even just sorting out an accident scene. An accident scene at a major intersection during rush hour, there's just going to be so much going on that it's easy to fall victim to the information overload.
Context_of_Work - Stress-Overload	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	...and I have all their numbers into my phone, but it also means that they can reach me at any time [laughter], which in the huge majority of cases is absolutely necessary, but sometimes it would be nice to be able to just turn off the phone and not worry about it. So yeah.
Context_of_Work - Stress-Overload	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	--reciprocal conversation now. But if we're in the midst of chaos, we might not even be able to understand one another just because of the impact of stress on both of us. And so that's far too broad a question for me to answer cogently.
Context_of_Work - Stress-Overload	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Long, hard, tiring. It sounds like I'm old, doesn't it [laughter]? It's just not easy. It's hard work, and you have to have an aptitude for it and hone your skills, and--
Context_of_Work - Stress-Overload	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Fatigue is an issue but nobody will look at that. Anyhow, I don't know how I got off on that.
Context_of_Work - Stress-Overload	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Well, as I'm preparing for roll call, that's exactly what I'm looking at is-- I'm looking at information that I think is important to the officers but if I give them too much, they're not going to remember it all, or--
Context_of_Work - Stress-Overload	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Certain categories, some really just pretty serious felonies, and then some larcenies, and thefts. But these, for the most part, are all felonies. I'm down here in the weeds and most of the stuff that starts, starts as misdemeanors. So when he sends me this information about these

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								crime trends in my precinct, about robberies and-- well not robberies - that's not exactly true - but some of these other crime trends, it's like, I can't control those. I can't control trends. I can control specific incidents. Anyhow, so he shoves that information down to me. He sends some other information down to me and I've even turned to the other sergeants, I said-- I've asked them, "How do use that information you get from the captain? What do you do?" and they go, "We don't even read it."
Context_of_Work - Stress-Overload	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	So I know that if we had those devices what I would tell my officers is, "We need one person just watching while somebody else is doing something." So that's why I would go back to my desk to pull that information. I wouldn't want to do that out in the field.
Context_of_Work - Stress-Overload	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] And [Name] and I-- I think that I can speak for [Name], too, because we've kind of talked about it and it's a little frustrating because there's all these initiatives and things happening all around, but the number one thing that we have to remember that is the most important is keeping the lights on at that com-center, answering those phone calls, getting those dispatched and keeping the officers safe. Sometimes it can be challenging to try to brain in everything happening around us.
Context_of_Work - Stress-Overload	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	Q: That was a nice lead in actually to this next question which you mentioned the day can be very routine sometimes and then just-- [S2] SME: Explode.
Context_of_Work - Stress-Overload	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Not only the day-to-day stress of answering people's phone calls who are more than likely having the worst day of their lives, and we do over a thousand calls a day, anywhere from 1200 to 1500 sometimes during the summer. So that's a level of stress in its own regard.
Context_of_Work - Stress-Overload	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] Yeah. I've heard that we have-- it was staggering to see the lack of service time. It was something like 80% had been here less than I don't know three years or something. That just was mind blowing to me, yeah. A lot of turnover.
Context_of_Work - Stress-Overload	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] So, yeah. I've seen, yeah, a lot of retirement. Has been some attrition naturally because people leave or whatever else. But again, overall,

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								tough and resilient. No matter what, they get the job done. But you're going to-- in a high-stress environment like that you're always going to have some fireworks potentially in relationships. Not the good kind.
Context_of_Work - Stress-Overload	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] And I was a dispatcher, so I mean, I'm right there too. I understand that there were certain things that really were a big deal to you because of the environment you're having to work in, so.
Context_of_Work - Stress-Overload	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] That made me think of something too. I might be interfacing for example with somebody in the dispatch center, and they could have just had a horrible experience with whatever they were just dealing with, and I asked them something simple and they snapped back at me. I've just been in that job long enough and worked also as a dispatcher to know I don't snap back at them, I just give them their space and then we'll talk about it later on, and usually everything's okay after that. So it's the stressors is what you said that cued me into that.
Context_of_Work - Stress-Overload	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] ...Every day it seems like we're adding more stuff into the dispatch center. More responsibility, more technology. And you do. You see that kind of fatigue or burn-out already happening.
Context_of_Work - Stress-Overload	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] You're right. The parameters have not changed but the body of work is almost pushing those parameters at the edges there.
Context_of_Work - Stress-Overload	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] Yeah. I mean, we argued as trainers and things like that in the comm center a long time ago. "Hey, they're going to be doing more. They've got to make a callback on all these cell phone calls now, and they have to triangulate almost and on and on and on," and it's just not the same. It is not the same anymore. It's changed. It has to change.
Context_of_Work - Stress-Overload	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] Well the thing that keeps me up kind of at night wondering about next generation 911, I think of-- okay, so this video comes in and we're watching this crime happening in front of our faces, right? So you've got a call taker, you've got a dispatcher. Let's just say that I've got some technology that's allowing me-- all of us to see it at the same time, the call taker, the dispatcher, the police officer on the street.
Context_of_Work -	LE	U	Not	46-55	Not	Male	LE-U-041	[S3] Sure. Sure. It's a stressful job, but they're given very, again, very

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Stress-Overload			specified		specified			generous breaks. And we have, basically, a policy, where if anybody is stressed out, we have an employee assistant unit, and we can understand. Say they handled a very bad call with a child, a victim, or any bad call you can think of. Somebody dies on the call, somebody attempting suicide..... It's a stressful job, and we do our best to help them. And they have a very active union here that they can also speak with the union or get tips or pointers.
Context_of_Work - Stress-Overload	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] Yeah. There's one zone that's so busy that I assign a backup dispatcher every day. Every day, every single tour. And that zone's so busy, it's the busiest zone in the city that that backup dispatcher is to look at the radio runs, the events, the 911 causes, and make sure everything is being done correctly, and help out on callbacks when they call back a complainant.
Context_of_Work - Stress-Overload	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Most officers at this station, they normally don't even get off, say they work a 10-hour shift, they don't get off at 10 hours because they're writing police reports. It's not like TV where you're going to make the arrest, and that's it. Now, you have to dot your I's, cross your T's, and then the sergeants have to read the reports to make sure everything, you know, all the elements there. Because once it goes to court, if it's not there, it's thrown out.
Context_of_Work - Stress-Overload	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Exactly. What do I tell that new cop? Say, "Sorry that's the way things are, but go out there and keep on doing that good work. You got 30 more years to do." Right? Or the burnout that they get some of the cops that they're on video, part of it and so departments have a jerk reaction. Pull that cop off the street. Get him off the-- the cop thinks he did something wrong. He didn't do anything wrong. He's just in that part of the video, and by the time the investigation is done, six, seven months then they go and tell that cop, "Oh, go back there, you did everything fine, go back out and do the police work you used to do." You just ruin-- he's done. How can you get that [inaudible] to go out there again? So that's where you get the burnout. [inaudible] some of the cops filter out because you see so much here and after a while--



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Context_of_Work - Stress-Overload	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	The people that do the child porn and stuff. How they could do that, you know? And then they're done, they're just like-- they quit, usually, they quit early, and we do have advantage where you can go to other stations, you can put a transfer request in to go to other stations. Specialize [usually on the horses?] but it's like a waiting list to get on stuff like that.
Context_of_Work - Stress-Overload	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Especially once you're out of your car. Once you're out of your car, there's no MDT. If you're going to run a subject or you have the parties separated, all these things. And that puts a lot of stress on the call-takers and the dispatchers, people operating the channels because they're doing all your queries.
Context_of_Work - Stress-Overload	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah. The dispatcher that someone's called and says, "Hey, my son is--" because the call taker is only going to listen to so much of your input before they have to get the thing up. So they're not going to listen or they don't have the capability to process the nuances of what you're telling them so they can type it, answer the little questions that come up on their computer-generated checklist, whether they should dispatch who.
Context_of_Work - Stress-Overload	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...But when they have a robbery or a suspect or something that is now in pursuit at our direction, that once it starts to get to an automatic area, it should automatically notify the next district that this is coming. And currently, it's when dispatch gets a break because they're multitasking trying to communicate with the supervisors, notify the officer that's in pursuit, notify somebody else, and at the same time, they may have a call taker on the phone that's trying to give them information. So those dispatchers are kind of inundated with information.
Context_of_Work - Stress-Overload	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...Some calls tend to have a little more information and it's as much as good as it is to have, sometimes going to a call and trying to read and drive at the same time. If It's a big block of text and you're trying to fish out the information you need, it can be a little difficult, especially if, for example, if they run a plate and they put all the plate information in, really all I'm concerned about is the plate number, the year and the make and that's about it. But then I have all this other stuff that I don't necessarily need at that moment.

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Context_of_Work - Stress-Overload	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	... Especially on days when they work 99 and you have to pay attention to where you're driving, and you still want to run plates. You've got this talking, you're trying to do something here, and you still have to pay attention to your surroundings and the road.
Context_of_Work - Stress-Overload	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: using body cameras] ...sometimes you're figuring out your route and you're doing a lot of other things in your head and you get to the call and you're like, "Oh, I forgot."...
Context_of_Work - Stress-Overload	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...at this point, I mean, they're signing out [laughter] a radio, they're signing out...a phone...a taser...their car keys, and then everything else that's on your vest. It makes it 10 pounds of equipment is now 15 pounds and you have to make sure you don't lose anything because if you do, it's on you.
Context_of_Work - Stress-Overload	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	On the street, I preferred the radio as opposed to PDT just because you can hear it and you're still paying attention. If you're trying to read it off the screen, you're distracted...
Context_of_Work - Stress-Overload	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	And the computer where it's at, it's not really comfortable. I mean, I would hate to have to write a report in the car. My back would be killing me because you have to turn, and lean, and type, and it's not-- it'd be nice-- it's supposed to be a portable data terminal but it's not. It's fixed in the car.
Context_of_Work - Stress-Overload	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...Around the 4th of July, you get 3,000 calls of disturbances with fireworks. And we'll tell the dispatchers [not to?] call them unless there's a caller that wants to be seen because, literally, you can't handle-- you're going to be in a back log all day...
Context_of_Work - Stress-Overload	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Between the computer making noise to you hearing, like you said, you listen to the radio, but not always, it's just kind of it almost becomes chatter some days, and then if you turn the talk show radio on and then you hear this thing go, "Boop, boop,"...
Context_of_Work - Stress-Overload	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Sometimes we have problems with dispatchers, and they're the ones who are relaying the information. For instance, somebody is chasing somebody outside and we can see it on the cameras. The dispatcher

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								doesn't always acknowledge the people in the room. She'll purposefully not listen to them. Or if ShotSpotter goes off and, "Hey, there's nine rounds here. Now there's seven rounds," you can clearly see people are shooting at each other with the way that it's going off, she'll purposely not answer. Just disregard, "I have other things to do. You need to wait."
Context_of_Work - Stress-Overload	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...Logging in is a big deal. Yeah, it's very difficult for some people. They have all this stuff going on in their personal lives and now I need them to remember more passwords.
Context_of_Work - Stress-Overload	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Q: How would you want to get that information? SME: Via the radio and via the PDT... Because I could be driving, if I'm 99 I may not hear everything she says but I can read it on my PDT.
Context_of_Work - Stress-Overload	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	A lot of the time we focus on always the bad guys, bad guys, bad guys, but I think cops here, they say, "Oh, this neighborhood's shitty. I hate working here." But it's not all shitty. I think a lot of coppers lose that perspective where, yeah, you're dealing with the 3% of the population that are bad. That little kid walking on the street nobody ever-- do you wave to him? Do you say hi to him? Most of the time they're going to wave back. I think they look up to the police. Even if they get a little wave from them, that makes their day. So I think that's kind of lost nowadays. The cops has become jaded for the communities that they serve.
Context_of_Work - Stress-Overload	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	[RE: SSO] I think obviously that would be helpful. I tried to put one or two passwords the same for everything. I know that's something that IT guys don't like. They want real long passwords with numbers and letters and commas, but for functionality, the average officer doesn't want it. They want the simplicity of using one or two passwords only. And then e-learning on the computer, that's a different username and password. I mean, it just kind of gets-- I could see how officers get overwhelmed by having different usernames and user passwords to access all these different systems and that's why I think a lot of them don't take advantage of it.
Context_of_Work -	LE	U	Field	26-35	6-10	Male	LE-U-023	...we came up with something called SDSC Live [laughter]. We want to

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Stress-Overload			Responder					call it SDSC Live, and it would be a PCAD-based software which we could push real time-dynamic data to people. Data is dangerous. Big data is dangerous. Too much data's dangerous. Data's powerful, but data dosage and delivery is the key to data being used. Otherwise, if it becomes too much, it's as good as not having it.
Context_of_Work - Stress-Overload	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	I think we have a problem with that now. I think we have a problem with too much data going out. We need actionable intelligence. We need actionable data. Someone in the department needs to be responsible for analyzing the global data picture, absolutely. All that data, again, disseminated down, it just creates data confusion, if you want to call it that. It's too much. You need to figure out-- you need to vet that data. You need to then send it to the right people in the right format. That's the other thing. You need to send the right information to the right people in the right format...
Context_of_Work - Stress-Overload	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	[RE: visual information from dispatch] And that visual has to be pushed. The push is important, how it gets to the officer. Flying, ping, and you just see a big picture, "This is the car we're looking for." That's awesome. If it's an email that they got to open up or this and that, it's not going to work. The format's wrong. It's a dynamic situation. They can't get to it. It needs to be boom, "Wanted vehicle for this," boom, and just the picture of it. Simple, bold writing. That's the key. Now, if you give them too much information, if it comes up in a format where, "Year 1997, Ford Taurus, VIN number." I don't need all that. Let me see the car. Let me know what well, now I know what I'm looking for... Give it to me so I can digest it. If you eat too much, you can't digest it [laughter]. If you can't swallow it, it does you no good. That's kind of what happens with that information, the way it gets sent out.
Context_of_Work - Stress-Overload	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	[RE: over-communication] No, I don't find that problem on the radio. The radio, through the limitations of technology, it actually serves as-- it has its own discipline mechanism built into it [laughter], into its limitations, yeah. So it's good. One person speaking and everyone's listening, and that's the nice thing about it. On the mobile phone, which we've done this

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								when we're doing surveillance and stuff, and we're in multiple cars, and we're following people, it gets crazy. So-and-so's talking, and they feel like the most important thing that needs to be said is what they're saying right now. They're saying it, and now you're saying it, and it's getting confusing.
Context_of_Work - Stress-Overload	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	It can. That's the most important thing I would like to leave you with, is if you have too much data going at people, it's almost as good as no data going at people because they're just tuning it out.
Context_of_Work - Stress-Overload	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	... How's that? Because you know some days it's a lot, somedays it's all meetings, someday like you know you're off doing training for whatever especially since I just started the position I've been doing a lot of training with the emergency management side or even you know webinars for the GIS for the technology you know for that stuff so software updates and things so yeah I don't know. Webinars, updating data, updating plans, going to meetings, eating lunch.
Context_of_Work - Stress-Overload	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] Stressful, demanding and I say that not necessarily because of what exactly we're asked to do it's you do your job but you also have to really take care of the people that you're working for and understand trying not to pick a side.
Context_of_Work - Stress-Overload	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] It's never the same call. You know you can go on four or five domestic calls a night and they're all going to be different you know one can just be yeah we drank a little bit, we argued a little bit that's it. You know the next you go on it could be running lights and sirens doing a hundred miles an hour you know kicking in a door and walk in and seeing someone physically assaulting their wife or husband and it gets to the point where it can be pretty wrecked. There's so many different situations that we walk into that a lot of people don't see and they also don't know how to see that through our eyes because they've never dealt with that. There's so many different situations.
Context_of_Work - Stress-Overload	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	And body cams have been it's been an ongoing process. It's new to us. We've only had them for about 2 ½ years or so. So they're going the

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								company that they go by and we use two we only have a couple of Taser Axon body cams the main company that they use is Wolfcom. Wolfcom has had their troubles as far as position and stuff. They pretty much based on policy we have to wire them on our heads. Comfort is a bad thing because it's a one size fits none type headset. I got a big head. I don't my Taser one was uncomfortable and it wasn't adjustable at all but as far as the quality goes when it worked awesome. The battery life was really short for the most part. You'll see all the ones that have their body cams when they turn them on before their shift is done they've already had to timestamp their body cam out of service so battery issue (00:46:25) is a big thing. The video quality is usually really good. Getting it to actually turn on there was a couple of problems but that might just be due to normal wear and tear. I wouldn't necessarily put it on the product itself it's just the stress that we have to put on it because when we take somebody to the ground we're falling on all this stuff so my radio gets smashed, my Taser can get wet these things are subject to break. The only thing that's really going not get hurt is going to be a mag and that can actually still pop out but and my cell phone. I go through screen protectors almost monthly.
Context_of_Work - Stress-Overload	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	So these are notifications that are coming in to dispatch and popping up so they have to be able to be trained, keep up on the changing technologies or the advancements in existing technologies and then of course as new tools are implemented they're trained on those so for a dispatcher it can be somewhat overwhelming. Those individuals it takes a special breed.
Context_of_Work - Stress-Overload	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] We have so many responsibilities here we just get so spread thin because there's so many things that we're tasked to do in this division.
Context_of_Work - Stress-Overload	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[RE: typical communication] [S4] It is beyond multi-tasking.
Context_of_Work - Stress-Overload	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] I cut it off on my way here because it's too much.

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Context_of_Work - Stress-Overload	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] Well and for instance like if he was in his car by himself okay and he's on the laptop and talking on the radio and probably has his Bluetooth thing in his ear okay it's nearly impossible for him to even think about concentrating on driving okay so if both of us are in the car I can concentrate on driving while he's working that. I can work a radio while I'm driving but he's typing in talking on the phone you know and listening to other radios so I mean I think doing it by yourself with all those lines of communication and attempting to drive it works a lot easier if we have somebody that is stationary sometimes to be able to look at all this stuff and not worry about that outside environment of you know what's driving you know so I think for him to be able you know somebody to look at a computer what's going on, relay information at the same time it's a lot easier when you're not having to deal with driving.
Context_of_Work - Stress-Overload	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] Yeah I mean as far as accomplishing our tasks in our job I think it does but along with the hectic thing has become with so many lines of communication in ways of receiving information is has become a lot there's so many different things going on you got to pay attention to 20 things rather than just listening to the police radio.
Context_of_Work - Stress-Overload	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] ...you're getting lists like this daily from other jurisdictions along with our list of stolen cars so you go down the list of 15 different cars you know what I'm saying it's an overwhelming amount of information you know so you're not just looking for that one red truck now you're looking for 15 from [City], 10 from [County].
Context_of_Work - Stress-Overload	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] It used to be like you said look for a red truck and that was easy every red truck you'd be like oh, there's a red truck. Now you've got everything from a Toyota to a Land Rover to a Hyundai. There's 6 silver cars on the list. I mean how do you decipher which car is where?
Context_of_Work - Stress-Overload	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	... So when you have about 18 or 20 people, and you start getting phone calls and you only have three supervisors, it starts to get a lot of phone calls. Because under me I have two sergeants that run also help the shift. But you start getting those phone calls.

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Context_of_Work - Stress-Overload	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	... So it's no boredom, other than your early mornings but that's normally when they spend time writing most of their reports. They'll knock out as many reports as they can in the morning because they know come lunchtime when people start moving and getting up and about, were going to get hammered.
Context_of_Work - Stress-Overload	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Most of them like it. Some don't, because they think that's just how they feel that they're being watched. And it's just trying to convince them that look, honestly, I don't care where you eat lunch. I just like to know where you're at in case something happens that way; I know I have a deputy in that area. For supervisory skills, that's what we're concerned about. Where they'll at, who they're, I couldn't care less. It's more about performing the task. And just to convince them otherwise. They feel like big brother's watching them. More technology means more, more ways for us to track them.
Context_of_Work - Stress-Overload	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Well first of all it's demanding. Very, very, demanding. I mean my phone goes off 24 hours a day, there's always something going on. I mean the city never sleeps so as far as that. Prior to my job, as being in charge of Special Operations I was in charge of detective division, which was, that was a very big burden on me. I mean that was a never stop job, so I just kind of, I did that for a couple of years and I got kind of burned out on that.
Context_of_Work - Stress-Overload	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Well I teach at the academy here and I can tell you this that law enforcement and not just say law enforcement, but first responders throughout America, throughout the country, deal with things on a day to day basis that the average citizen deals with once in a lifetime and considers it a tragedy. I'll give an example, the police department especially when I was in detectives; we dealt with death every day. There wasn't a day go by that some--not everything was tragic, natural causes and stuff like that expected, but every day we dealt with that. And I mean look some of the hardest things that I've had to do in my career has been involved in that, showing up at somebody's doorstep, and telling them that their loved one is not coming home today, or working a case



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								where a father cut his baby up in pieces. So we do things on a day to day basis that the average citizen deals with once in their lifetime, and considers it a tragedy. So it takes special people to be able to do these things and to keep going.
Context_of_Work - Stress-Overload	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	I think it's, I mean they always say that first responders kind of like a paramilitary type organization whether it's the fire department, ambulance service or the police department you kind of have that bond and I guess you kind of understand what the next person goes through. Like a lot of times, a lot of times you go to a real horrific scene and you see the officers on the side and they're laughing and joking and it's really not good for the public to see that, but what they don't understand is that's the way that we deal with them problems. We laugh and joke about it because when you see that every day, it's not that you become kind of demoralized by it but it's a way to relieve the stress. Because I mean look, just recently we had an incident where a guy shot his neighbor, and then he set her on fire in the front yard and I was on my way home, responded over there, we actually had to stomp the lady out. I mean she ended up dying, but I mean how do you try to deal with that? How do you--if you don't, if you don't somehow just get it off of your mind, and talk about it amongst your peers, people that understand, you've got to live with that. So once again I think it's a real, it's a tight bond, it's a tight bond among first responders and they kind of really, everybody has an understanding of what each other goes through each and every day.
Context_of_Work - Stress-Overload	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	...they're putting more, more and more on you. They're putting more and more on the fire department. They're putting more and more on the first responders. We're having to do cross training things, like years ago when I was growing up when my daddy was the fire chief, the fire department had no responsibility on medical emergencies. The ambulance service takes care of that. Now, across America, when the ambulance is dispatched, the fire department is dispatched. So now what you did is that you've taken this guy that may have to leave work

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								one or two times a day where now he's starting to have to leave work five and six, seven times a day to respond to calls that when I was younger we never had to go to. We never had to go to. Or fire department backing up the police department for certain things. You get a big incident; they're calling out the fire department to use the lighting equipment. They're calling out the fire departments at major scenes, washing off the roads and stuff like that. So it's putting a strain on the volunteer fire service. Now, across America, when the ambulance is dispatched, the fire department is dispatched. So now what you did is that you've taken this guy that may have to leave work one or two times a day where now he's starting to have to leave work five and six, seven times a day to respond to calls that when I was younger we never had to go to. We never had to go to. Or fire department backing up the police department for certain things. You get a big incident; they're calling out the fire department to use the lighting equipment. They're calling out the fire departments at major scenes, washing off the roads and stuff like that. So it's putting a strain on the volunteer fire service. Like the other day, they called the Sheriff's office, called our fire department out there for a big scene that they had. We spent five and six hours out there lighting up the scene and helping them out, and then at 7:00 in the morning, we've got to get up and go to work. We've been out all night. So it's things like that I think... it hurts the volunteer fire service.
Context_of_Work - Stress-Overload	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	It's--how would you describe it? It's probably 90 percent boredom and 10 percent of--just panic sometimes, so it's interesting, it's--you never get the same thing twice, it's pretty interesting.
Context_of_Work - Stress-Overload	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Demanding, stressful, hmm... rewarding... there's a good one I'm trying to think of, I just can't think of it I guess. But I think the easiest way is high stress, high responsibility, high reward, you know, at the points where you feel like you're making an impact on what your agency's doing.
Context_of_Work - Stress-Overload	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	I kind of stay in my office most of the time unless I'm meeting with my guys. I have a lot of paperwork to do, so I don't really get out and talk to the officers too, too much. I kind of worry about my detectives and the

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								people under my command, and I take care of my paperwork and the reports. So I would say I don't interact with everybody in the station as much as some of the ranks do here, other officers.
Context_of_Work - Stress-Overload	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Oh, that's an interesting question. I have never really considered that. Hmm..I am not sure that there is really one or two that honestly encompasses everything; you know, certainly it is difficult, sometimes tedious, how do you wanna, gonna..
Context_of_Work - Stress-Overload	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Yeah, I have never really considered it. It certainly, I would go rewarding, it's certainly something that I would do, would describe, again; you know sometimes, it encompasses a lot of different things. It's very rewarding at times but again, you know I use the word 'tedious' at times because it is so, I wanna - I guess I don't really know how to encompass everything in just a couple of words. It really runs the gamut from, all the way from rewarding to days that, you know, are dreadful, quite honestly.
Context_of_Work - Stress-Overload	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	You know, for us being successful in accomplishing our mission and that being, being able to help somebody in need, you know, having proper resolutions to criminal cases where people were victims of, getting that satisfaction for those people, if you will. Satisfying is a good word to utilize to describe the position; it can be very, very satisfying, but then again, the flip side of that is sometimes it can be struggling, and like I say, sometimes very mundane, dealing with some of the personnel issues - it can be very, very difficult because it's like a family and you know as well as I do when you have to discipline somebody in your family, it's never an easy thing. So that is some of the things that I would describe as maybe tedious or, you know, certainly not desirable, those type of things, but you know, as far as day to day you know, it's a lot of paperwork and that is where maybe some of the mundane comes in.
Context_of_Work - Stress-Overload	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	It's very challenging because of the limited amount of experience we have in our department because it's younger. We have to constantly guide and change officers' behavior by how they do things because again with the FTO program, I have such a young department that now I have got guys who have got 2 to 3 years on - these guys are my FTOs,

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								and before when I started, they wouldn't even look at you until you started having 15 years on to start training people.
Context_of_Work - Stress-Overload	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	So one of our biggest obstacles as far as challenging is making sure that guys are trained properly because you lose the experience and training as the younger guys are teaching the newer guys - I don't have 20-year veterans like I used to, so my experience is gone, so that is very challenging. Very challenging because -and relates to I don't have much assistance because the younger guys, they don't understand what it takes of all the behind-the-scenes stuff. So they don't know that I gotta do, you know, all the inventories and the grant work and everything and ordering stuff to keep the department running; they just are - so, police work, you get in a car and drive around. So that is challenging. I mean, overall, it's rewarding; the detective bureau part is the rewarding part because you get to follow through on cases and stuff like that. But I don't believe it is as rewarding as it used to be because such a negative impact from the cops [unintelligible] now; I see the guys, they get burnt out quick, they get jaded and you know, whether it is political or if it is from the public, they feel like they are getting it from both ends.
Context_of_Work - Stress-Overload	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	with everybody leaving, it caused - it did the opposite of what the city wanted to do. Instead of saving money, we just spent \$ 400,000 in overtime, because now we had to cover the road. Guys got burnt out because you didn't know when you were going to go home and that contributed to guys leaving. They didn't want to work 70 hours a week.
Context_of_Work - Stress-Overload	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Yeah. I carry two extra magazines of ammo in my firearm, my pepper spray, taser - I don't have it on me now, it's in the car, but flashlight, I got my keys. I generally carry gloves with me, notepad and pen, extra handcuff key, and in my work bag in the car I got a lot of gear too, but as far as just one me, I try to limit it as much as I can because it's just so heavy.
Context_of_Work - Stress-Overload	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	No. No, we have done more with less than at any other time in history. [Inaudible] you know, the toughest economic down time in modern day history. We have done more with less. We've had things shoved upon us

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								though we have had now in position since 1998 law enforcement. We've double bunked two pods out of the [inaudible] facility without hiring a soul. So --
Context_of_Work - Stress-Overload	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	But now, we are very, very stretched, very stretched. Closing [City], we take all of the mentally ill that are up for evaluation to [inaudible] in [City] now, did that on our own.
Context_of_Work - Stress-Overload	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yeah, incredible. And we do it all with, you know, we used our reserve unit, that are people that volunteer for our agency to work for free and to do the mental transports. We lost 21 reserves this year. I think a lot of it was -- some of it was attrition, some of it was, you know, I've done this long enough, I want to do something else and but I think some of it, you know, this isn't what I signed up for. You know, I am not Uber for, you know, the mentally ill, you know, and they are spending their volunteer time doing that instead of doing other things they could be doing. So, I think that was a big part of losing some of our reserves, but just can't continue to -- we were just talking in here already. We have not had any -- although our budget has increased but it is we picked up juvenile or because we picked up, you know, animal control or other things have been handed to us to do and it comes with that budget increase but as far as us getting law enforcement positions because we have more people, we need more policeman on the street, we haven't. We just went from five shifts to four shifts so we could put more officers on the street. These guys are working 12 hours a day now and we got to stop that.
Context_of_Work - Stress-Overload	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	know, I get 70 phone calls a day plus text and email and so it just gets sometimes I didn't breathe and you can't you know.
Context_of_Work - Stress-Overload	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	No, I mean it's hands on, it is weapons, it's you know as batons, chemical spray, it's the taser, you know, it's the cellphone, the body camera is either it is on glasses or it can be on your lapel, your collar, or we have some that have a magnet in there, about that size right there, you know.

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Context_of_Work - Types_of_Calls	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: 90% of those are wireless. [I am sticking into 700 -- around average 700 dollar calls a year, that's --
Context_of_Work - Types_of_Calls	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S1]: Yeah, yeah, yeah. Yeah, or a lot about AT&T too. [Everyone laughs]. I will write you are not many people's first choice. But, and the calls are mostly Fire, EMS, Police or equally?
Context_of_Work - Types_of_Calls	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S4]: I think EMS is running around 13%, and Fire Department is probably roughly the same.
Context_of_Work - Types_of_Calls	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S4]: Police Department, Sheriff's Department and then Fire and EMS.
Context_of_Work - Types_of_Calls	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2] ... On Fire there usually is, because we don't get that many, you know, calls at one time. But on Police, it is nothing unusual about "I don't have anybody to send." Or "I've got to stack this call." Some officer would be one call, have another one stacked, and they got to get to next and maybe even have another one stacked on. So, what we have to do is we -- we are not allowed to hold the call without permission. So, I get a call from the call taker. I pull it up. There is nobody to send. I've got to call the Sergeant or Captain, you know, whoever the supervisor is and say I've got so and so call here, permission to hold. And he really doesn't have an option other than say -- "Go ahead and hold it," because there is nobody to send.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So I also have the third party compliance software called First Watch. We worked with them and we built a lot of triggers, we also built triggers for the health department. So there's things they watch during the year, such as heat emergencies during the summer, cold emergencies. Right now it's narcotic overdoses we're looking at, anytime those things come up, and they'll trigger in First Watch and they'll be able to go in and get that data out of our CAD immediately and by going through that third party there's no HIPPA data exchanging, all that stuff's clean, and I also pull my daily reports, hourly reports, compliance reports, because we have a county contract. We have to be at all emergencies in 10 minutes or less, 90% of the time. If we don't, we pay fines. We have another thing

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								set up to where we have first response for ALS engines in the county. So if an ALS engine gets there in 10 minutes it bumps the ambulance time up to 17 minutes, so we still got Ucare in 10 minutes, and if we don't make that in 17 minutes it's a fine of \$250 and in a minute it's \$500 and then in three minutes, it's \$1000 and it goes up, to be allowed to do that; so there are economic reasons for us to be efficient
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	And it's more a stressor probably for our new people than it is for our old people. What I mean by that is when I said earlier, so one of them went through the whole training program got a child CPR call, had to give the mom direct instructions on how to give CPR to a 2-year-old, went through all that, that was it, she quit, can't do it. So if you're a parent and you have a 7-year-old and you have the 7-year-old call that day, it's close to home, it's a huge stressor. It's the same when I was on the fire truck and the ambulance, you know there are many times I've walked up and seen the back of a kids' head in a car wreck and it looks just like your kid and it triggers that in your mind. The longer you do this, the more callous you get to those things, the colder you become, which can also be a stressor for other things at work, so it is, and its different triggers for everybody, just like people are motivated differently. And employees that - money, I'll cut your overtime off and I'll get your attention quickly, but the other guy could care less and never works any overtime, so I can't use that to motivate him.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So yeah, we had APCO cards for a long time, so you ask the same questions: where are you calling from, the number you're calling from and what's your location? That way if we get disconnected we can at least or help that way and then try to re-establish to find out. And then the next thing is so in the medical field, it's very difficult when you want to talk to someone that has no medical training, to give you enough information to know if it's a life-threatening emergency or not because we get calls for '[indiscernible]' for 3 weeks, I need an ambulance'. We get calls for 'I called the doctor and I let him in, so I need an ambulance to go to [Hospital] to get meds'.

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Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	I'm telling you it's just insane. And then you have calls that are legitimate; now the true measures are unconscious- I'm calling, he's not breathing. Those are the easy ones. The hard ones are those that, is it a kidney stone or is it an aortic aneurysm?
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Similar answers to similar questions. Those are the cards we...so, I mean, for instance when I took over up here, I started to pull data and look at things and we were having - I say a lot- it might be two or three a month before we send an ambulance to non-emergency, and the ambulance transported emergency to the hospital because it ended up being an MRI or a stroke. Now that still happens occasionally when we review it, it's because the call taker is a third party, they got to call there or somewhere else, they're not with the patient.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	The family's [indiscernible] so he's taking care of you, he's frantic, he calls one of your kids, your kid calls us, I don't know, they don't know the answer to the question. So anytime we have anything that's a flag like that, an emergency to the hospital, we look at every one of those calls; two reasons, one is the medic new and should've been an emergency to the hospital, did we code it correctly, so anything that we could learn from any of those calls we do. So we don't have those much anymore, rarely have those types of calls and then we really, we went from the cards to the software on the screen, so it pops up because the cards are hard, you got to know where the card is...
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	[RE: call-taking software] ...We found out there were some issues when it first got set up, anything that is an extremity fracture is automatically a non-emergency, that's a national standard. I don't agree with that... Now if it's a femur fracture, that's an extremity fracture.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	And there are a lot of older people in our community right now that have, especially in their 70s and 80s that's have spontaneous femur fractures, they'll have a foot turn and snap their femur. Now that we know that's what it is on the phone though, so if we want to ask pertinent questions without talking to you for 30 minutes to figure out what's going on.



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Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	We'd get Narcan because we give directions so we had the direction cards: how to give CPR, how to control bleeding; so if those things are going on we will give those instructions to the layperson on the phone. So we will ask, he's not breathing and I can't wake him up - do you want to do CPR? - I don't know how - I can walk you through it, do you want to do CPR? And we walk them through to do CPR on the phone. So we had to add Narcan administration because we've never done that before, so it's really simple with them. It's easier with that; with cards, you had to pay money and print out all the cards. With the new, we will pull off a script, we write out what we want it to be, how we want it to flow, we send it to our medical director, he approves it, same as we do with our policies and procedures for standards of care and then we send it to APCO, and they add it and we load it into the software.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	But if you don't know when you call a cell phone, you say road, but you're on trail, it may not trigger, and we may go to the wrong address, may go to the wrong street.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Right, so instead of, instead of finding the root cause, these are going to happen in our community. My biggest are these medical one's, I hate them, oh yeah because only 2% of all those calls are true calls.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	And we get so many calls, you get to them and it's "oh I didn't push the button."
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	The federal government I guess, there's nobody that regulates it. Now we have put in ordinances that says if you're having an alarm and you sound it so many times, we could start going after you for a penalty or a fine, or whatever, but until that happens there is no regulatory. It's a call. I can't say let's send a non-emergency and then well the first time I do it's going to be a cardiac arrest and then we treat everyone of those as an emergency. Because all it is an alarm.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] ...In the winter we handle a number of ski calls injuries, motor vehicle accidents just because of slick roads and that sort of thing some avalanche calls. I guess exposure calls would be other ones and

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								then the typical you know vacationers and that can be at any time either summer or winter with the bar fights or the things like that so during when summer is more outdoor we have a lot of tech rescues that happen in remote areas of the county that often have to have extra different types of apparatus to get to the location and sometimes swift water rescues so a variety. Many people don't know where they are so our interest in technology that helps us to find people is important.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Summer it goes up. There's two months in the summer it pretty much doubles which is July and August and then winter so our average is about a hundred calls for service a day and so in the summer it's you know 200 calls a day. Some winter we will get it in the winter at certain holidays like president's weekend is a big ski time so everybody you know have a bump up in calls then so certain if there's certain events going on so it's very driven it's driven by tourism.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Yeah I mean if they have somebody that is maybe not breathing and you know what I don't know if they're breathing and they have to go straight into determining is it trying to get the caller to focus long enough to actually say no this person is not breathing so they can give them the next steps to start CPR or whatever the case may be so they just have to be ready, ready for anything.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] We get a lot of 911 hang ups mostly off the mountain. Now with the smart watches doing 911 hang ups. They move their wrist. That's a real pain. That's worst than the pocket dials.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Yeah it's because their doing that and it just dials 911. So we get a lot of those off the mountain. The wildlife we get calls on those everyday or livestock. If it's a sheep we run sheep from spring to fall. They go back and forth and it just becomes just people calling in you know one lone sheep will get left and people don't like seeing lone sheep out.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S3] And the ten administrative lines are mentioned all of the law enforcement agencies in the [County] don't have staff in the evening until all of those standard DID calls roll into dispatch as well as all the

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								administrative calls in this facility. So somebody calls at 9:30 to report a dog barking or something that's going to roll onto a call on dispatch and maybe that's a fair volume after hours.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] ...we actually had a 911 call where we used the app to help the rider get back because he was like I don't know if I should turn here because you end up (00:46:48) with like four different choices of forks in the road or whatever to go so he wasn't sure where to go so we were able to use that app based off of what other riders had done to go okay well you're trying to get back over to [town] okay don't turn left there, don't take that one, go this way so we've used that one before.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	It's not. We would like to have them do Spanish, but-- And it works in different situations. We're actually looking into now that a lot of people will answer a text and they won't answer their phone. So we get a lot of butt dials here - a lot of 911 butt dials - and about 30% of our 911 calls are butt dialed, so we call them all back. Every single one of them.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	So we're looking into that. But our gen also doesn't text out. So we have a cell phone in the center that we sometimes use to text out and try to initiate contact with people. Once we've got contact then we're good. We had one kind of high profile call that went early when we first got text to 911. And I don't think anybody else in [name] had it or not anybody in this area. And we got a text from a woman whose boyfriend was suicidal, and he had a gun. And they were in a car. And he was driving. And she had called 911, but he overheard her, and he got mad. And she didn't want him to get mad. He wasn't threatening her or anything, but he was threatening to kill himself in a car.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	And she was traveling westbound on the interstate. And we had vehicle description, we had a couple state troopers behind the car, and we just kept with her, and the call-taker just kept talking, and talking, and talking. Finally, down by [name], she texted that she had taken the gun and thrown it out the window. And so we got the troopers to pull them over then, and everything ended peacefully. But two hours away and it's about 115 miles I guess. So that was a very good success story. And we

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								promoted that through [name] and APCO both. And it made [Name] national website for a while. So it was a pretty cool deal, and it made a lot more sense to a lot of us to say, "Oh, this is something that could be handy. It's needed."
Context_of_Work - Types_of_Calls	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	... So we have 53,000 people that live here, but in the winter time, the population of our county is closer to 85 because of all our skier visitors. And a lot of those people call 911. They're lost. They're hurt on the ski mountain. They've crashed their car because it's snowy. All that stuff, and so, a lot of that impacts our business. But their surcharge goes to wherever they live. So we don't get that funding from them. That's one thing. Location information sometimes is difficult to get from a cell phone. And again, we have a lot of visitors here. And they never know where they're at. Had no clue.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Don't have a clue. We do get phase two data from most of them, eventually. And we can usually track people down just by talking to them and asking them questions. But not always. And so that's difficult for all of us and for our customer, too.
Context_of_Work - Types_of_Calls	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	I like it because not all calls are the same. Some calls are boring, typical sick person that is in their mid-twenties and just doesn't know how to take care of themselves [laughter], that you really think, "Why are you calling 911 for this?" But regardless, they're calling 911 anyway, all the way up to the person who's gasping for breath, or someone who's screaming and you don't even know what they're screaming about...
Context_of_Work - Types_of_Calls	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Yeah. It's funny because time of day, in the morning you have all your car accidents here in the [City] area, between like 5:00 and 9:00, you have a lot of that. And then you get a lot of the medical facilities...Or their blood pressure's too high or something, and the doctor feels like they need to go to the emergency room. So they call an ambulance for that.
Context_of_Work - Types_of_Calls	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...And then also at the end of the workday it seems like kids are out of school, there's a lot more activities, so there's a lot of kids with accidents on the playground, at different sports fields, depending on the

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								time of year, soccer, football, baseball, swimming, all that other stuff. You have accidents after school... Summertime, school's off and they drink a lot, and so you get a lot of drunks, drunk driving accidents, people hurting themselves because of alcohol-related injuries, anytime during the week. But then when school starts it's usually only on the weekends... So any Friday night, because of our geographical location, because of the local gangs that we have, Friday night we always have stabbings and shootings.
Context_of_Work - Types_of_Calls	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...Always, always, always we're going for stabbings and shootings every Friday night...
Context_of_Work - Types_of_Calls	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	... So this massive river that is very fast and very dangerous, around a lot of people who may or may not know the dangers. And there's people that unfortunately drown every year in the [name]. And we do all the rescues and all the body recovery and everything else.
Context_of_Work - Types_of_Calls	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	... and people call 911 only if they've shot themselves or there's a hunting accident or they're missing a [inaudible], like a legit crazy call.
Context_of_Work - Types_of_Calls	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	So you call 911 because your roommate, spouse, family member, neighbor falls down, split their head open, they're bleeding, they're unconscious, and I'm asking you what the address is.
Context_of_Work - Types_of_Calls	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	I've also been out in the field where I've rushed into a door, and I've taken a 13-year-old off of the back of her bedroom door because she hung herself from her metal coathanger. And I've had to see that. I've seen a 12-year-old transgender boy who was having a hard time in school, and went home and slit himself up the arms. His mom came home to a bathtub full of blood and her son dead. I've seen a husband who was divorced, took his three children into the woods and hung his three children, and then called his wife, and as soon as she showed up he shot himself. I had to jump up in the tree and cut those children down. I've actually gone to a car accident where a teenager girl was drunk and she was trapped and the car was on fire. And we were able to get the passenger out. But here I am inches away from this girl who is on fire

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								screaming, looking at me, and I'm pulling her friend out.
Context_of_Work - Types_of_Calls	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Most of them we get medical calls.
Context_of_Work - Types_of_Calls	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	... So we deal with a lot more medical than fire and within that medical realm, we deal with a lot of just typical things. People in their 40s, 50s, and 60s have chest pain, trouble breathing, stroke. So any sort of cardiac, breathing, stroke, diabetes, seizures, those are our main ones that we run a lot of. Then you have this massive group of just generic sick people. Everything from headache, fever, nausea, to stomach pains and just simple little-- and then we have a traumatic injury card that goes to anything from they stubbed their finger, to an amputation. So we don't run those too often, but I would say the majority of our calls are the sick people and then you have the chest pains, trouble breathing, strokes, seizures, diabetics.
Context_of_Work - Types_of_Calls	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	I think I would describe my job as making sure that-- someone needs help and they call 9-1-1, it's my job to ensure that they get the right help and that the right help gets there as quickly as possible.
Context_of_Work - Types_of_Calls	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Let's see, well, I talk to the public if they have a complaint, for example. That will immediately come to a supervisor. So I will get their name, phone number, what the gist of the complaint is, and I will forward that information to my boss who will then figure out who it belongs to and distribute it to that chief.
Context_of_Work - Types_of_Calls	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	... And then if we get a fire call or a big major incident, that will go on a separate talk group, and I'll listen to that as well. So there's times when I have nothing but chatter in my ear from four different radio channels, and I'm trying to decipher--
Context_of_Work - Types_of_Calls	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Usually so for a perfect example would be one that I took a couple days ago in which a person kind of expressed that they didn't like the look of a vehicle and there was nothing that they could express about why they found the vehicle to be concerning.
Context_of_Work -	COMMS	U	Comms	18-25	5 or less	Male	COMMS-	...So my main interactions are with the public obviously is the biggest

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Types_of_Calls			Personnel				U-006	group of people that I speak to mainly taking calls and things like that and with the public I would say most of the calls we receive are non-emergency even if they come in on a 911 line most of them are not emergency
Context_of_Work - Types_of_Calls	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	... You know suspicious vehicles, suspicious person, minor vehicle accidents, accidents with injury that sort of stuff
Context_of_Work - Types_of_Calls	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right, right and then of course that's also not counting the actual emergencies and then I would say for emergency calls most of the time we're taking calls for medical and I think any piece app will tell you that that's--
Context_of_Work - Types_of_Calls	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yeah a lot of their real true emergencies are going to be medical and those can get pretty stressful but you know a lot of it is elderly people with chronic conditions and then they flare up and so they need assistance from medics and then outside of that I exclusively communicate with other agencies and police officers and so those are my main people that I speak to.
Context_of_Work - Types_of_Calls	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Okay so let's say I'll use a domestic because a domestic I think is a pretty good example of a regular call that we take so the most important question that we ask always is the first question we ask is what is the location
Context_of_Work - Types_of_Calls	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	...you know if there's type of whatever they say you know say like arguing with my boyfriend or you know my girlfriend just hit me or my wife is you know doing whatever I'll enter that information and then I'll get them started. That usually takes maybe 30 to 45 seconds for me to get that call in and depending on the cooperation of the caller, the clarity of the information they're giving me and then I'll go straight into my main officer safety related questions
Context_of_Work - Types_of_Calls	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	... You know you never know what's going to be on the other end of the phone you know I was having a really slow day one day and like nothing was happening and then I took a double stabbing in the parking lot outside. So it can just go and you'll be taking calls all day and you'll think

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								they're kind of you know kind of silly you know like parking complaint after parking complaint after you know this guy just doesn't look right you know that type of stuff. You take those calls all day and then right in the middle of your day you can just have I just saw this lady stab this lady and now she's stabbing someone else while I'm seeing it in front of me. Can you get somebody out here right away blah, blah, blah you know screaming on the other end of the phone you know and then you could go from that and then the next thing is help my wife is having a baby and I don't know what to do. You know it just it could it's that unpredictability that makes it fun but it is also very stressful.
Context_of_Work - Types_of_Calls	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right or if you get the first chunk of it wrong then it's just not you're not going to be able to find it so the other part of it is too we have a so there's a in the cemetery in the national cemetery there's a visitor's center we get a lot of calls from the visitor center especially in the summertime medical usually, elderly people who are out there at the cemetery visiting family members, gravesites or if they're just there to see the cemetery or whatnot heat stroke, a lot of people fall down because they don't realize that there's a lot of walking involved you know we get a lot of people with basic injuries and then we do have a few very rarely but sometimes we do have some police calls out there as well...
Context_of_Work - Types_of_Calls	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Exactly. You know I had a call one time from a woman this was like the worst scenario. A woman had received a call from her father who is having a diabetic emergency in [City].
Context_of_Work - Types_of_Calls	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	He's having a diabetic emergency. I don't know what's going on. He's in a white truck on the side of the road.
Context_of_Work - Types_of_Calls	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	And then with that we have received somewhere in the range of two hundred and thirty texts. A good probably 80% or more of that are accidental texts to 911.
Context_of_Work - Types_of_Calls	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Of the actual calls that we've gotten that we've placed a call for service in a few of them were medical, some of them could have been phone calls but we did have some we had someone who thought someone



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								was breaking into their home so they were able to text 911 and we were able to have a conversation with them and then we also had someone who their friend was overdosing on medication and he didn't want his friend to know that he was contacting 911.
Context_of_Work - Types_of_Calls	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	...We've had-- five is our bare minimum and we've worked with five on midnight shift often and we have structure fires and we have robberies and we have to do all of this plus the additional technology that the citizens want...
Context_of_Work - Types_of_Calls	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	We have lots of non-emergency calls stuff that during the day other county departments instead of knowing where to transfer them they're like we'll just transfer you to the non-emergency number and then we are then tasked with trying to figure out where this person who this person really needs to talk to. We have citizens who call upset because there was Canadian bacon on their pizza and not American bacon on their pizza.
Context_of_Work - Types_of_Calls	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	We have people that call and ask us what time it is. We have people that call and ask us what the animal hospital in [name] phone number is. We have people who ask us almost like we're a 411 call information center and that adds an additional burden onto the dispatchers which is something that we do have to be careful with the new technologies that the county that the citizens want with photo and video to be able to come into us.
Context_of_Work - Types_of_Calls	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So you kind of know certain times of the year when you're going to start getting influxes of certain types of calls but it really goes up and down. We get more calls during the day that are less severe. We're getting the parking complaints, we're getting the barking dog complaints, the dog is off a leash, we're getting referral calls where someone calls us and asking us you know who they need to call that kind of thing. At night we may have a slower call volume most of the time but they're usually the more severe calls.
Context_of_Work -	COMMS	U	Manager	26-35	6-10	Female	COMMS-	We know we're going to get those calls and unfortunately there's nothing

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Types_of_Calls							U-007	we can do. If there's a big storm and trees are being knocked down and wires are being knocked down we're going to get a ton of calls of people calling in trees are on fire. There's nothing we can do. If the wires are live all we can do is wait until the electric company comes out there turns off those lines, can't move the tree, we can't put water on the live lines to put out the fire, it's raining so the fire will go out, it'll go back up, it'll go out, it'll go back up. If it approaches your house call us.
Context_of_Work - Types_of_Calls	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	We've had people call with a tick on the toe. She refused to pull it off herself, she refused to drive herself to the hospital, she wanted a medic, she refused to let the medic to take it off, she wanted to go to the hospital and have a doctor take the tick off of her toe. So we've kind of allowed those expectations to also hold true so we've kind of also perpetuated this [name] kind of view on life.
Context_of_Work - Types_of_Calls	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	If we need to give lookouts for a vehicle that we're in pursuit we can get on to that radio channel and blast it out to the area and everybody gets the same information at the same exact time versus making individual phone calls to each jurisdiction. So we do have some of those resources to us to contact each other. We also can call each other on the non-emergency line and things like that but again you're having to verify who you are.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	... You have people calling who may have just lost a loved one, or could have a loved one that it's not doing well and is on their way to the hospital and maybe not expecting to make it, or someone's calling in to say that their child's been raped.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Well, generally my customers-- I mean probably 90% of the time-- I shouldn't say 90, but usually it's someone that needs some type of police service.... I mean, you still get-- that phone call was somebody that is starting a new business, and is applied for a liquor license, or a beer and wine license.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	I mean we have a lot of domestic violence. So someone might call screaming saying, "My boyfriend's beating me up." Or I mean it could be

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								a parent. It could be a child saying, "My mom just hit me." I mean, we have another sad situation in our society is the mentally ill out there. We have a lot of people that are living out on their own that are severely mentally ill. I mean we had a lady a couple weeks ago. She had just moved to town... she was calling three, four, or five times a day. And then we had another one that lives here in town, same thing. Somebody was out to get her. And again, you get to know all these people. Even if they're here for a short time you know their voice as soon as they call, you already know where they live, you already know their address. And that's the beauty I guess of a small town. But we get a lot of unlocks, a lot a lot of private property crashes, a lot of crashes on the streets. But we get a ton of unlocks and I think we're still the only agency in [County] County that does unlocks. We carry the tools in our car and that's a service that we provide for free, so we do get a lot of calls for unlock. I think I had two yesterday. You'd be surprised how many people lock their keys in their car.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	...Some days it's easy, it's boring, it's you know you've got to just kind of go with the flow but it can also be really painful sometimes and mostly when there's a call that's you know that is really difficult. We get those calls sometimes medical calls or accident calls and you know that it's bad there on the scene and you want to do everything you can to help but part of it is you're not there and you're kind of this middle person so you're kind of limbo almost.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well we've got the public certainly. Sometimes they come in here so sometimes they're in here and we're just talking but usually they're calling in and so they'll call if they got a problem. This time of year it's a lot of we get a fair amount of accidents this time of year so generally the public... We do dispatch all the 911 calls in the county so usually we're talking to law enforcement, we're talking to the Sheriff's deputies but sometimes we might have to send a call out to fire and so each of these small communities have their own volunteer department but they'll all be notified when something's going on because often times they'll have to

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								send trucks from different towns to help in the case of a fire and here we've got a lot of wild land fires, we've got a lot of brush fires and so often times it's bigger than just one town can handle so fire and we've got also got an EMS.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Is there anything else we need to know? If it's a situation where somebody's called in with a robbery for example we need to know if the robber is still there or if the person is gone. Was there a weapon involved? And again these are really rare situations for us but they do happen occasionally so that's information we're going to ask about. Sometimes we'll get off that call with the person unless you hear that they really need you there or it's the type of call that really means you need to stay on the line with them until somebody gets there. And again we'll have dispatch to either the deputies or fire or EMS sometimes all three depending on what's going on and that location.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	... The challenge is when you get a call, a certain call, or we call them hot calls. And you have to handle that accordingly to make sure that that person that's on the other end that dialed in, get the help that they need, but also that officer that's responding or the firefighters that's responding have the knowledge and know just what they're walking into, so they can give that person the assistance that they need.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	... We do have them, and we have had issues where we would have those hot calls. And we have to make sure that we get all the pertinent information, such as how many weapons they have, is that person still armed, can you see him, are they irate? If they are, can you put yourself in a different area? ... You have to deal with, we have a lot of accidents. So being that we have [Street], which runs off of a river, it's a very, not as big as the [river], but it's big enough, and we have lost a lot of people that'll lose control and go into that river. Those calls there, me myself, I've worked three that we actually saved, and two that we actually lost.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	...And we know how to handle that call, those classes. Because we know how to talk to them, and it makes it easier, rather than we get a new dispatcher in, and we have to train them.

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Context_of_Work - Types_of_Calls	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Mm-hmm. Sheriff, fire. We have the two police departments, which is [department names]. We dispatch for both. For EMS, we transfer straight to their dispatcher. Now we do assist their dispatcher in getting that information. If they lose the call or if they couldn't hear the caller, and they call back, we already got that information, so we'll in return give it to them and make sure they have the assistance if they need any assistance going in. Then we assist them in doing that also.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	... How we deal with it, when one of them is not busy, not on their busy days, or they have to go on light duty, you come and sit in with us. So that way you can see how hectic it can get in less than five minutes. It doesn't take long. It doesn't take long at all. Another is some of the calls, those that you can't help, it's just like you just have to sit and try to be that calming voice until somebody gets there, or even if it's down to the last, that's the only thing you can do. Those are stressors.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	... So once you have your location and what's going on, you can get that deputy or the fire service or EMS headed that way. I don't have a caller's name at this point. I know it's a female, it's a male. I know there's kids involved. I know the basic. The rest of the information can come afterwards.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	We're one of the [County] that still go and unlock vehicles. So we have the services of unlocking vehicles if we can. If we can assist you, we'll do it. We have, like I said, we transfer to EMS. So we have those. We have the EMS calls that we transfer to them. We also, we build the report for those. So that way when we transfer, we have our tracking system on it also. We don't just transfer it to KD [phonetic] and then hang up. If, in the event it's something that happens on [Street] or something in reference to troop, we transfer to state police. So we have those calls that if you need state police, we have those that we generate also.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	EMS is a bit, it's a bit difficult. It's not all bad, but their system, their mapping system isn't the same as our mapping system. So they have a, older version. So sometimes we have to, we can't disconnect that call. We have to stay on that call to make sure that they have the correct

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								addresses, to make sure that they're going on the current highway. 'Cause in some calls, some instances, they'll pass it up. Because in their mapping system, it's showing a little ways down the street. It's on the same street, but it's showing somewhere further down. So EMS is I would say the most difficult rather than our sheriff or our fire services. Our fire services would be second because we dispatch to them in the event of a residential fire, which is a structure fire, you have a house. We have two on the east bank and two on the west bank. So normally for a structure fire, if your house is on fire on the east bank, we dispatch both departments. Now monitoring both departments is kind of hard, so we set up a channel for them to all switch over to, and they don't always switch to that channel so we can monitor all of them at once. They'll talk on each other's channel, and you have to flip back and forth and also flip to the sheriff office to the main dispatch channel. So it's three channels that you're trying to monitor. And so that's another task on that one.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	With state police, it's mostly on [Street] that we normally have to call them out for, or if we have an accident that happened on our highways, that it's multiple vehicles, and the deputies will say we're going to let state do this one because it's multiple vehicles. So normally getting in touch with state police is very, that one is very easy. We don't have any complications with them.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	We kind of strayed away from that. Sometimes the deputies will call us and ask us can you send me, because they're, in their units their laptops go out all the time. So they mainly work off their phones. Can you send me a picture of the subject? Can you pull this information, send it to me, text that information? So we can't stray directly away from it. So yes, we do use it, and we're trying to minimize it, use mostly the computer, but sometimes it's hard to do that.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Our call volume goes up. Our call volume goes up extremely. And it's like the phone is nonstop. That's when we bring in our three laptop positions, which are call-taking stations. So that'll be the biggest difference in the event of a natural disaster, the call volumes.

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Context_of_Work - Types_of_Calls	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... We have a population of right over 22,000 people. We average about 16,000 911 calls a year, and probably close to 12,000 calls for service a year. Our dispatch center is a little unique in that we have a consolidated dispatch.
Context_of_Work - Types_of_Calls	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	...It's something we kind of, sometimes the only thing you do is laugh at some of these phone calls you get or phone calls that come in the radio room. And it was a group of guys in my office at the time. And I came up with that word, and it's pretty much stuck, and I'm not one to get on my soapbox and say how great [inaudible]. But at the same time, we use it every [inaudible], and we have to be careful how we use it.
Context_of_Work - Types_of_Calls	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Correct. So a lot of calls that we take that can be handled by phone, mainly child custody issues or civil matters, anything that can be handled on the phone with like how a deputy would handle it, we would basically handle it.
Context_of_Work - Types_of_Calls	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	So definitely being able to listen, but at the same time you have to be able to multi-task while you're listening because not only are you talking to somebody on the phone, but you have deputies asking you for information, calling out traffic stops, or you have a fire department talking to you. Or you have to dispatch the fire department while you're on a call.
Context_of_Work - Types_of_Calls	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	No. They just kind of, like a probability, basically what you pick out the hat is what you get. I mean some days, like certain times of the year you'll get the same calls. You get your you're not happy [inaudible] calls towards the end of the year or during the holiday season.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	It can be officers from our agencies. It could be other agencies. Citizens that call in. It's such a wide range of people that they talk to. You know you can be on the phone talking with someone at... wanting a legal advice of what should they do and of course they get referred to contact a lawyer because we're not going to give them legal advice. You know and the next call you pick up is, you know, someone needing a dire emergency going on. So I mean it bounces from one thing to another. It

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								could be someone calling in to see--get connected to tickets because they need to pay whatever the ticket they have or fine or a warrant check. It just... it ranges from everything you can think of.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Like why is my power out. Sorry, you need to call energy [Laughing]. But.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	It starts with the people... we of course immediately ask is there an emergency. Because whether you're dialing 7-digit or 911 it could be either/or if it's coming in on. And once they've identified whether it is or isn't then, you know, there's a procedure after that. But a routine call is normally not an emergency per se. It may be an emergency to that caller, it's just not an emergency to the actual police. But they take that information. They figure out what's going on. Where can we send the deputy to, to speak with them? Take down their contact information in the document, who we're speaking to and what's going briefly in the call.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	But the fire department, you have to do that before each and every call. All of our fire departments are volunteers. So you're calling them out of their house or their vehicle or their job. Some of them actually are able to leave and go. So it's a little different. The deputies you're telling them to go there. And this is where you need to go. It's not exactly an option, huh. Whereas the fire department sometimes you--they don't go en route fast enough or what you feel would be fast enough so you're setting a second tone off trying to figure out where they're at. And you have to remind yourself that they volunteer. They don't get paid. You know they do this out of them wanting to help their community. So. It's different.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	I answer 911 calls and dispatch out fire, EMS and patrol as needed.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Okay. Well we get all sorts of callers during the day. People call about tickets and, not so serious stuff, and we get people who call about pretty serious stuff also. People who are scared and, you know, are looking for help. Who some people can be agitated and, you know, pretty nasty. And we get other people who, you know, sometimes we get people who just



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								want somebody to talk to. So. Yeah. And the people during the day from the, like the guys, the road patrol they're pretty easy to talk to some of them.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	It's not very high. Like I say we're small. We don't see as much... as many calls as other agencies do. We actually did some training, where they took us to a larger facility [city] and we saw their call volume compared to ours, oh my God [Laughing], oh my God. Yeah, so we maybe get, on a slow day we'll get anywhere from 2 to 3 calls. And on a busy day it could be anywhere from 10 to 15 calls.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Now that's emergency calls. That's not including like ticket information or report stuff like that, yeah.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Well just recently I had a caller, a daughter who found her mother had passed away in the bathroom. And you know just trying to--well you can't calm someone down in a situation like that but just trying to talk to them and get them to kind of calm down and just trying to keep them from... from getting too upset, too, you know, emotional, you know it's impossible to do and then trying to keep yourself in check as well because that's just a hard situation for anybody. And then you're on the phone and, you know, it's just real hard especially when you know the people 'cause I've had those situations, too.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Your location. And depending on the type of call it is, if weapons are involved. If they need--what type of help they need. Whether it's fire or just patrol or just EMS or, you know, just that. But, yeah, location is the most important.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	--I mean it's supposed--it should be like we have--we're trained that it should be, you know but [Laughing] everybody's different. So you just never know how a call can go.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Mostly are police related. And, huh, we send police on animal calls, on just public assist, I need this done or, you know, not--it's not always like legal, like real legal issues, it's just, you know, yeah, but it's mostly police calls. Yeah.

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Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Absolutely. Absolutely. I had a lady call who her refrigerator door was stuck she needed her refrigerator opened.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	[Laughing]. I would say I'm a 911 operator so I take emergency calls from the public, emergency and non-emergency calls and I talk to police, fire, and EMS via radio and just relay basically everything I'm told to them. And I have to talk to the public a lot.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Okay. Basically on a, just a regular day, on most days, we just--our main focus is the public and so basically keep them happy and keep their needs met. So if it's something that they call in for, there could be a dog barking to somebody stole something from me last night. We have a lady that always calls us about... she thinks somebody came into her place which we know she doesn't but I mean basically just on a daily basis--we just take calls from people and... try to not be... I guess mean or have an attitude, things like that. Basically talking to the public is what we do all day. Then we'll talk to the officers and get them where they need to go. We do NCIC entries like putting in people and stolen property and things like that. We talk to EMS and the fire department every day.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Well if it's a--I mean I don't ask that on every single call but if it's a call that's like a fight or a disturbance or something like that, I'll say, well, did they have any weapons or are any weapons involved or do they own any weapons, you know, something like that. I'll just say, well make sure all your weapons are away and let the officer know if you have weapons or are in possession of weapons.
Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Well I would say that first of all I am the director of operations for all emergency communications for the [County] first responders. For police, law enforcement, and fire, we handle all of the operations of their dispatch systems. So we answer the calls, the 911 calls, my division answers the 911 calls, administrative, non-emergency calls, and then we take those calls for service, put them into our computer aided dispatch and then dispatch the appropriate services for any particular event whether it's unlock of a vehicle or it's a mass casualty event, whatever it would be.

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Context_of_Work - Types_of_Calls	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	They're going to talk to a wide range of people. They're going to talk to anywhere from callers having medical emergencies to fire emergencies, to law enforcement. Things that they're going to interact with: deputies, administrators of the sheriff's office, and so forth. They're going to... we don't do emergency medical dispatch. We transfer medical calls to the private ambulance service. So the emergency medical dispatch instructions and pre-arrival instructions and things are given by the private ambulance service. They will talk to firemen, different municipal police departments. We have I believe it's 7 municipal police departments here in the [County]. We dispatch for all of those. And so the dispatchers will talk to those people.
Context_of_Work - Types_of_Calls	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	We always have some fun calls. I like dealing with the people. I like dealing with officers. When I can get them all their information, and the call is easy, and it's set up, and we can do the steps that make it successful, that's when it's exhilarating. It's exhilarating when I can catch the perp, when we have someone, that we're behind someone chasing them, or we're dealing with possible bomb threat or something, we're able to take down that individual through protocol, properly, without any things being crossed, that's the most perfect, exhilarating day.
Context_of_Work - Types_of_Calls	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	... I love night shift because the more serious calls happen at night, and I'm more serious-oriented, not as office-oriented. So I guess you could say that we alternate, and we've put in votes for who could get I guess, if we wanted like straight shifts. But I guess it kind of works rotating.
Context_of_Work - Types_of_Calls	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Mostly unless it's, unless there's radio traffic, it should be given over the radio like if it's not serious or if it's, their wife is calling 'cause they can't get a hold of them. That's rare, but I do get those. Or someone's looking for them, but we have a call going on. So I'll either tell them to give me a 21 or a phone call, or I will contact them myself.
Context_of_Work - Types_of_Calls	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	For example, on an alarm call, I will have Complete Wiring and Security contact me. They're one of our many that we use.
Context_of_Work -	COMMS	U	Comms	26-35	6-10	Female	COMMS-	Q: Okay. So what do most of your calls have to do with? What are they

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Types_of_Calls			Personnel				U-017	mostly about? SME: Either thefts or wrecks. Thefts or wrecks.
Context_of_Work - Types_of_Calls	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	We take phone calls from people around [inaudible] college campus, we take phone calls about--you know, if there are thefts or any kind of emergencies, we dispatch officers, if there's a medical emergency, we get in touch with EMS, which EMS would get in touch with Fire and have them sent out. There are a lot of different things that we send officers to do. We'll send them out to motorist assists, if it's somebody who needs a jump or anything like that, or we can also send an officer to do an escort, like if a student wants to get from one location to another on campus.
Context_of_Work - Types_of_Calls	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Okay, so let's say if we have a subject that is--let's say they're breaking into a building, or they're going inside the stadium. We usually have the cameras pulled up, we'll have those pulled up, we'll try to locate them, we'll get as much information from the complainant as we can, you know, get their race, what they're wearing, if they have any accessories, like if they have a book sack or anything like that, we'll get that information, and we'll send the officer out there. Now, if it's a theft case, we'll send--we'll get all the information from the person, and usually, I mean, the usual theft cases we have here, sometimes it's usually technology, iPhones, it's computers and stuff like that, so we'll get all the information from the person that--you know, if they're on campus, and sometimes, they'll call, and they won't be on campus, so we have to tell them, you know, call back when they get on campus, or to come in here, and then they can make a report that way.
Context_of_Work - Types_of_Calls	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Well, we get their name, whether they're involved or if it's third party information, if they're calling for somebody else, we get all the--basically, all the information that we can, like if it's--you know, if it's a person that we're looking--that is out doing something, we get their race, what they're wearing, all that information. If it's a wreck, we get the vehicles that are involved, make sure that the vehicles are still there, make sure it's not a hit and run, then, you know, we give all that out to the officer, whether they're in the roadway, whether they have injuries, if they have

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								injuries, then we contact EMS and get EMS and Fire out there, so I mean, every call is really different. There's no real perfect call, so--
Context_of_Work - Types_of_Calls	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	It's very simple. Basically, what we do is like, if we get a fire alarm, see, this is the Celtron [phonetic] right here, and we get fire alarms that come through there, and they'll ring like an alarm through here, so it'll show up where the--whatever--let's say it's the [Team] Stadium, so it'll come up, Tiger Stadium, say the fire alarm is going off.
Context_of_Work - Types_of_Calls	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	...We tell them, and if our officer gets out there, and they say it's a false alarm, to cancel the fire, we'll call them, let them know that it's a false alarm, and then they cancel them. Now, if it's a medical emergency, it's the same way.
Context_of_Work - Types_of_Calls	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	I mean, like, the other day, we had a couple of officers that were on their way home from work, and, like, they'll come up on a wreck, like, I had one of my officers on the Interstate, calling in, saying he was at a wreck on the Interstate, and it was going to be for city police, so I called them, let them know, got the vehicle information, all that. One of them was still in the roadway and wasn't able to move, I let him know all that. My officer stayed out with them until City got there. There are cases where students will call up here, let's say they have, like, a--they need, like, a motorist assist. Sometimes they'll be right off of campus, like, if you go north up here, you have businesses and restaurants and stuff, and they'll be parked out there. Well, that's technically off campus, so it goes to city police, so usually, we'll transfer them over there. Sometimes, we have vehicle pursuits that lead into City's jurisdiction, we'll call them, let them know that we have an officer that's behind a vehicle, or if they're on a foot pursuit, and sometimes they'll send officers out there to help, but yeah, that's usually when we call them.
Emotion	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	So he got passionate about that because of a call that we had where a fellow died because he didn't know he could call 911 because he didn't speak English.
Emotion	COMMS	R	Manager	56-65	11-20	Male	COMMS-	Q: So your dispatcher's pretty happy with that? [talking about new

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							R-002	console furnitute] SME: They are. And these are-- our dispatchers are-- our centers' pretty fit, pretty active bunch, young kids and these grow up-- we've got a guy that's 6'5, he can stand, and it comes up high enough for him. And then some little ladies like to sit on the floor like cross-legged, and so we got some cushions, and these will usually go down far enough to take up and sit. Sit on a pillow and work. So it's yeah-- it's really positive and be a good thing.
Emotion	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	.... I'm a little scared about when some of the old timers start going, and it's all people that are new. Then I think that might be more of an issue but right now, no. I don't really think we have a communication issue between me and my staff, anyway. And we're trying to iron it out.
Emotion	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	...And if you pooled them all and made them as one dispatcher, they wouldn't have PTSD. But if you look at the results individually, a lot of dispatchers probably do. And some of them are diagnosed as having full-blown PTSD. So I'm worried about that. These young kids, especially, when you get old like me, then you worry about other people.
Emotion	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Well, I kind of am a little bit concerned. And the professor in [County] isn't-- they don't have any conclusive results yet. But she's not that sold on the idea that it's going to be worse for dispatchers because call-takers are trained to insert themselves into situations that they can't see. Well, how do you do that? Well you use your imagination, and you build a little living room, and you build the people, and you put yourself in there when you're talking to someone. Basically, it's like you're in their house.
Emotion	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	...In 911 of the CAD administrator [name] has been there for [number] years. You don't want to sit there and watch her do what she does because it just makes me crazy. So it's all in the backside of the database, Awful.
Emotion	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Well, I think that-- not necessarily but the thing that worries me about technology and our vendors, bless their hearts, they are for profit

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								businesses. They want to make money, and you can't blame them for that.
Emotion	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	So you have to-- there's a fine line being empathetic and being stern, I guess. You can't take it personal. "My mom's not breathing," "okay, what's the address?" The caller thinks that they've given you the address, they're good. They can hang up now. And that's not the case.
Emotion	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	...Then we got to go into PAIs and take them off the bed, and get them on the floor, and people get really frustrated with that. They start to yell into the phone, and for me, I'm the totally opposite. It's not my mom, so I really don't care.
Emotion	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	--call. We have something called condition red, which means that We have so many calls to answer that our resources are very limited so We go on condition red and that means that I can send whatever I want to a call. so, I love condition red.
Emotion	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yeah a lot of their real true emergencies are going to be medical and those can get pretty stressful but you know a lot of it is elderly people with chronic conditions and then they flare up and so they need assistance from medics and then outside of that I exclusively communicate with other agencies and police officers and so those are my main people that I speak to. Police officers I would say public, police officers and other agencies.
Emotion	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right so and again and the reason is that because I had really good training and the other stuff will come with time but those core competencies and that's why I was saying moving to a core competency model is I think where we should go but like being able to get I think of it like blocks yeah so I think of it as having like little blocks. Being a call taker gets really easy once you learn like kind of your own scripted information and if it makes sense to you and you're able to take control of the call. Once you're able to take control of the call and you have certain questions that you're able to ask about certain topics the nervousness and everything goes away because you're just going to the

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								questions and you know what you're dealing with. You know I ask the same questions that I ask every single time about people.
Emotion	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	And so there's always this baseline level of tension that you never know what's going to happen and then the other part of it is too once you become more experienced in this job and you do start doing other things like police dispatch and stuff you know I'm starting to recognize the officer's voices and I know some of the officers you know now that I've worked here for a while because we do ride a long a lot, we work with them, we meet them in teletype and stuff like that and so I know them as people and if in addition to me being nervous for perhaps the person on the line because you do get invested in these people even though you don't know them you're still worried about them you care you know.
Emotion	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Even if it's a very non-emergency they expect a certain level of response. So it's hard for us to keep up with some of those expectations. Some of them are very disappointed that we don't have certain applications that are out at the moment.
Emotion	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Have downloaded it and it's not cheap for the jurisdictions to pay for. So we do have citizens who are upset that we that [name] County is not purchasing it.
Emotion	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So they'll eventually be working towards trying to integrate it into the firefighters current equipment and gear versus having a pager that they need to clip on to their belt yeah it could be lost, it might be damaged because of fire so they're trying to find ways of course that's going to be well off in the future because once it's available then jurisdictions have to buy it so we're pretty excited about things like that.
Emotion	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	...Where you may have something that's really cool on the operations side but really lacking on the technology side so that's something that I am really passionate about.
Emotion	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	...It's kind of like an integration of the tiers so it's kind of a fun time to be on the technology side of this scenario because within the next five or



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								ten years it's going to be completely different in this area.
Emotion	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	... Well, he went home and shot himself. And it affected me. I felt terrible. Even though I had no part in it, he pulled the trigger, he bought the gun, but it still, there's just things that bother you
Emotion	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well I would say that you know again sometimes it's boring and I was a little surprised by that when I started here. Nobody kind of prepared me for that and yeah it's there are times when we just don't have a whole lot of stuff to do and there's a lot of sitting so that's sometimes hard but I'd also say you know we deal with the public and we deal with the public when they're having problems and so that sometimes I'm going to say it's painful. That might not be the right word. I don't know what the right word is there but I think you know people call us when they are in their time of need. They call us when they have a problem and so that's hard I think to be able to respond appropriately and in a way that can calm them down and make them feel better even though you're not there and that's I think is another hard piece of all this but being a dispatcher especially is that you're not there. You're on the phone and so you're kind of once removed from the problem but you're still trying to help with the problem and I think that that's hard too so I would say that it's a hard job some days. Some days it's easy, it's boring, it's you know you've got to just kind of go with the flow but it can also be really painful sometimes and mostly when there's a call that's you know that is really difficult. We get those calls sometimes medical calls or accident calls and you know that it's bad there on the scene and you want to do everything you can to help but part of it is you're not there and you're kind of this middle person so you're kind of limbo almost.
Emotion	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	To its own demise. It's its own worst enemy. Lots of things that we, let's take social media. I hate it, especially in emergent situations.
Emotion	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Depends on what day, I guess it depends on what day, 'cause some days it's aggravating. Some days it's easygoing. It's a roll of the dice. You never know what to expect. So I think that's probably the reason why I'm still here after so many years. It's ever-changing, so I never expect the

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								same thing every day.
Emotion	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	... And the computers are much up to date, so they move a lot faster, and we don't have to worry about officers being in danger 'cause our computer is frozen, we forgot where they were, or having to go to paper and then back, back and forth from the computer to paper.
Emotion	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	... So when he and I worked together, I knew what he wanted to work, which is the radio. That's his favorite thing. But like it wasn't I had to worry about whether he covered his job duties while he's sitting at the radio. Now that I have new people I have to worry, are they doing what they're supposed to be during each situation, so now I go through, and I replay the calls that are dispatched and the calls that are taken to make sure that they are operating on the level they're supposed to versus under, I guess under with at least an okay...
Emotion	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	It can be, especially if the name sounds familiar, someone that we dealt with before. Like especially, I think a lot of the times what bothered me the most is like people you know that they're on the wrong, they fell on the wrong side of the track, they're having a rough life, they're on drugs, and you get the call, and they're passed out dead in their home. Or not passed out dead but like passed out, possibly dead in a home. You kind of wonder where did everybody fail that person in getting them help, which sometimes they're not, they're not passed away sometimes. They're very much alive. They just, they were almost...
Emotion	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Like if you have, you have some employees that will get, not disgruntled, but like just aggravated, 'cause you're sitting in the same office with the same people for 12 hours. So you tend to get, I wouldn't find a single dispatcher that wouldn't get irritated. So like you got that. Like me, I come in at 6:00 in the morning, I'm happy. I don't need coffee. I don't need, I am a morning person to the T. Like no matter what time I wake up, 3:00, 4:00, I'm awake. I'm probably the only one in this building that does that though.
Emotion	COMMS	R	Field	18-25	5 or less	Female	COMMS-	So I come in, and I'm happy. You got the same people you're working

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			Responder				R-012	with, and they're all like I cannot deal with you right now, I am not awake enough, I need coffee. I'm ready, I'm ready to have conversations. I'm ready to talk. How are you? How was your weekend? And they're just like leave me alone. But they don't want to say that. They just end up getting snappy, you know. So it does tend to, I think that causes a problem is people failing say to hey, can you just give me my space, we'll talk in a little while.
Emotion	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Hmm. It is... I never thought about that. Hectic.
Emotion	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Enjoyable at times. Good feeling. Serious. Absolutely serious at times. And... hmm. It can be tedious also.
Emotion	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	It's--sometimes it can be difficult but you just have to stick with it and try to be as patient as you can, try to be as understanding as you can, and as calm as you can be. And try to keep your emotions down to, you know, so you can get the information that you need.
Emotion	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Just know that I love it. It's very rewarding and it takes a special type of person to do it, what we do.
Emotion	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	But I got the job years later and I just--I love it. I do. I love helping people. I love talking to people so [chuckling].
Emotion	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	I think the--I think it's the in--an in-house thing. I think it's like first responder type of thing. Like I think it's like either they think like we don't give them enough information or we didn't ask or something like that but it's like how could you not get enough information. Like I understand you're going but there's no way for us to sit there and tell you every little thing. All we can tell you is what we were told. And we have questions that we ask. We know the questions to ask. So sometimes it feel like belittling, like well I'm the one that's doing this and you just sitting there all night. Like they'll say stuff like that. Like you just--I mean you just sit there all night. But I'm not just sitting here like...
Emotion	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	It is encouraged but it is limited. Because we don't want people just packing in here and having a social hour in here when these guys are

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								really taking 911 calls and dispatching real emergencies, the background noise will get there. But they try to encourage people, as you're in the courthouse, stop in and see dispatch and stop in and say hey to these people that you hear all the time but you can't put a face with the voice. So I think that helps both sides realize that that's not just some animated voice, it is a person that's sitting there who is really--they have feelings and if you're ugly to them on the radio... then, hey, you know... that's a real person whether it's the dispatcher being ugly or it's the responder being ugly or short or snippy on the radio or even the phone. They're real people up here.
Emotion	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	It's basic. It's not, the ones that I've seen over, I guess you could say at the bigger location, which I don't know if you've been there yet, they've got some amazing stuff. It's basic compared to what I've seen. For example, I like the idea of the patrol car showing up on a map, on campus. I love that a lot. That way if we don't hear from them, I see where they are. I love the idea of our Motorola radio system, how it can go to different agencies,..
Emotion	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Computers failing. That is probably, I do know that every now and then, the few times that we have had the radios go down, we had to work off of portable, like the ones over there on his desk. I'll have to pull up the radio itself and key up like that. That's annoying, 'cause I need my hands free.
Emotion	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Just sometimes it gets hectic, but I mean you've got to love it. 'Cause it just is what it is.
Emotion	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: Misunderstood.
Emotion	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S4]: Neglected.
Emotion	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: It's in your blood to -- you got to, you learn to love it, you don't necessarily do it for money, if you know what I am saying, and I could say it because [name] used to a dispatcher, you know. He started out

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								and came up through the ranks [Crosstalk]
Emotion	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: Yeah. And so, that really does tie us for emergencies. My fear, and I don't know whether it can be fixed. I've got 62-year-old women and men both in their -- how are they going to handle a text call from a 14-year-old girl with TBT and just all the abbreviations and all that. Yeah, I think it is going to create a lot of in a bad way -- actually I think it is going to put a toll and take a toll and run off a lot of people because they can't.
Emotion	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	And it's more a stressor probably for our new people than it is for our old people. What I mean by that is when I said earlier, so one of them went through the whole training program got a child CPR call, had to give the mom direct instructions on how to give CPR to a 2-year-old, went through all that, that was it, she quit, can't do it. So if you're a parent and you have a 7-year-old and you have the 7-year-old call that day, it's close to home, it's a huge stressor. It's the same when I was on the fire truck and the ambulance, you know there are many times I've walked up and seen the back of a kids' head in a car wreck and it looks just like your kid and it triggers that in your mind. The longer you do this, the more callous you get to those things, the more cold you become, which can also be a stressor for other things at work, so it is, and its different triggers for everybody, just like people are motivated differently. And employees that - money, I'll cut your overtime off and I'll get your attention quickly, but the other guy could care less and never works any overtime, so I can't use that to motivate him.
Emotion	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	...I mean if you have a relationship with somebody that they like you and they somewhat trust you, or do trust you, it's much easier to conduct business than 'oh crap, here comes that guy again.' So I'm really big on that, so I take time to meet with [City]PD leadership outside of here, same with the communications liaison for [City]PD, he and I talk all the time. If an issue come up, I shoot him an email, 'go ahead and check into this', because I'm not first blush and there's personalities in there. It could be a personality conflict. But I look at everything as so we do adjust culture within EMR which is how I've always done business. I

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								don't headshot people or go yell at everybody when we have an issue. So I look at it as a system issue, is it a training issue? Is it a personnel issue? And I look through that. I end up at personnel last so by the time I get to the person I pretty much know the answers before I ask the questions and if it's a personnel issue I'll deal with the person. But a lot of the times you find out that 80% of things gone wrong, you find out it's a communication training issue. We taught it and it didn't stick, we taught it and it didn't hear right, we didn't teach it at all, or we taught it wrong, or we changed some things and missed that one, we didn't update them on the training. So you have to look at all that. You know they get upset sometimes, so if we don't get to that call in 10 minutes, we review that call; and it's either distance because they just couldn't make it in 10 minutes.
Frustration	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Going back and retrofitting it, and getting it tested, and all that probably takes months, and months, and months, but we're not at that solution yet. So you can imagine everybody's frustration.
Frustration	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	It's just I've noticed over the years, we are way more heavy of, "Okay, you got to go to this policy update thing, training or webinar." And I'm like, "Well, that's not the same." It's not the same. Talking about interior firefighting or talking about a tactical stop, it's not the same as actually getting out and doing it.
Frustration	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	And it's because the technology is so bad that it's not realistic. And for what it's worth, it's not-- when we see that on the agenda, we're like, "Okay. That's a check box." And that gets in the way to where you're like, "That's a waste of my day," because we don't have too many days that we can really either go train or do something that's very station-specific--
Frustration	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	But it's frustrating, right, especially when you're working with kind of the Type-A personalities that gravitate toward law enforcement or firefighting. When you have good training, everybody's rocked, right? They're like, "Wow, that was awesome. I mean, that was excellent. We worked hard." We had training--

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Frustration	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	But the minute you take that same group and you put them into that simulator, they're going. It's just a joke. And it's a joke because they already know how to drive well, and they do it almost every day. And in this department, because we have a whole bunch of unfilled positions right now, we do a lot of mandatory overtime on both bureaus. So these guys will be working here today, and then tomorrow, one or two of them will go work on patrol shift for 8 hours to 12 hours.
Frustration	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	It's amazing. Technology is amazing. It looks really neat. But with a \$100 smoke machine and a tower that I can lock down, and train with zero visibility, and then use a thermal imager in their hands, I can do the same thing. And so I couldn't afford VR, even if you discounted it to a point where you weren't making any money. And it's frustrating, right? Because everybody goes, "Oh, this is so awesome." [Jet fighter?] [inaudible]-- yeah, but the helmet on the Raptor is like 3 million bucks.
Frustration	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] I'll say Windows 10 has gotten in my way. I do not like Windows 10 and I know other people love it but I hate it and that's another special--
Frustration	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] We get a lot of 911 hang ups mostly off the mountain. Now with the smart watches doing 911 hang ups. They move their wrist. That's a real pain. That's worst than the pocket dials.
Frustration	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	We've had two people leave, one of them stayed within-- well, they both stayed within the town of [City], they just took different jobs. It takes us so long to hire somebody because it's a law enforcement job, so you have to go through the background check, but people that want to be dispatchers don't really want to be cops, and they don't understand that. That that's necessary so when I-- we do applications through the town, and then I have a dispatcher who calls those the first time, and she goes through and checks if they'd done everything right, or if they don't have a driver's license or they felonies, or they have whatever.
Frustration	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	They started July, January 3rd, which is way too long and the reasons are varied why their particular training took so long. But we added some stuff in, and we're going to take some stuff out, and we'd like to see-- I'd

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								like to see it in about five months, four, five months.
Frustration	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	[RE: training] It's a long time. One of these girls is 24 I think, and she's just tired of it, and she wants to be out on her own, and I'm glad she hasn't quit...
Frustration	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	... But for the government to say, "No, you can't spend this because of this amendment, because we don't trust your judgment." That kind of gets in my gourd a little bit, because now all my fire departments in the county want to get station alerting, and we can't afford it because it costs-- it takes another radio console. And the fire departments can't all afford it either because some of them are volunteer and some of them are this, and some of them are that. And the way that it works is it's hooked up through dispatch, so they have to have this equipment in order for us to dispatch for them. They don't want me to-- I can't pay for it because if I pay for it, I have to go ask them for the money anyway, and they just don't have it.
Frustration	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	... And in 10 years, I'm going to need a new one, which is stupid to me because we found another company called DSS. And they make a voice recorder that is very similar to NICE. It runs on a server. It's web browser-based and never sunsets. You pay a maintenance fee, though. So every year, you don't never buy another \$167,000 purchase.
Frustration	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	I like it because not all calls are the same. Some calls are boring, typical sick person that is in their mid-twenties and just doesn't know how to take care of themselves [laughter], that you really think, "Why are you calling 911 for this?"
Frustration	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Yes and no. Socially, no. Financially and retirement wise, yes. Socially no, because once you come up here, you're locked in, and the chance of getting out to ride fire trucks and ambulances and things are just here and there. It's not regular. Especially with this transition of the police taking over all the positions, we have very few numbers up here, so the few that we have up here are stuck here, until they get more staffing on the police side. It's coveted once you come up here and you know there's



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								a lot of overtime.
Frustration	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...so anytime we have a jurisdictional call that one of their units is closer, or when we need to go over into these other jurisdictions, we call either on the mutual aid radio channels or on our phone system, we call them directly and ask for mutual aid. And we have mutual aid agreements with everyone except for [name], [name]. They're the only jurisdiction around here that doesn't play with anyone. They're their own little sandbox.
Frustration	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Very minor things like, "I have a headache." "Okay. What were you doing?" "I was drinking." "Okay, how old are you?" "18." "Okay, first of all, you're underage." And they call 911 for these--
Frustration	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	And behind the scenes, we look at the ambulance and they're running some of these low-priority, minor accidents when a real emergency comes in. And we're like, "Sorry. We have to send the next closest." Fortunately for us, we have a large resource of ambulances, medic units, and every single one of our firefighters are EMTs.
Frustration	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Yeah, we should have the face to face type of phone calls but we don't. So we have-- it's a very large disappointment to us. The phone system is horrible. The mapping system is also a major disappointment, because before there were only a few hands that used the mapping system.
Frustration	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	It's all of that. Boring, exciting at times, stressful, empathetic, maddening, frustrating, I think all of those - [asked to describe their work and says is it boring, exciting, or-?]
Frustration	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	--they don't speak any English at all or what they do speak is not clear. And that can be very, very stressful and frustrating sometimes on them. Yeah, just all kinds of different socioeconomic backgrounds in this county.
Frustration	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	...But going back to the dispatch times, we have a station alerting program called PURVIS. And when we dispatch a call, the station alerting in the station, it starts out real low. So a tone will go off and it's low, and then there will be a voice which says, "Ambulance respond to

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								this address." Then it will do it again at a higher decibel. That takes time. So they tell us not to dispatch calls on top of one another. So if we have three calls and are pending queue to dispatch, we could be dispatching the one call and we just sit there for a minute waiting for the station alerting to cycle through. Then dispatch the call. Then go back and dispatch the next call. Well, by the time you get to the third one, it's been in there for over two minutes. That is stressful... what we do is we just dispatch them all at one time... Our job is to dispatch calls in a timely fashion. To me, it's not right to just let it wait. So we dispatch all three and we wait until all station alertings are done cycling, and then we'll dispatch all three at the same time vocally. So the technology, just because it's newer, it's definitely not better. That's one thing I've learned... That's frustrating.
Frustration	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	They get frustrated because they want an ambulance. They don't know the difference between advanced life support and basic life-- they don't care about any of that. They don't care about our response packages. They just want someone to show up at their door. So that can be frustrating, because I know I've dealt with it before in taking 911 calls. My philosophy on that is I don't care. It's not my emergency. If you're not willing to give me the information that I need, address and phone number, and tell me what's going on, then you're going to wait.
Frustration	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	--right, are they breathing? Then we got to go into PAIs and take them off the bed, and get them on the floor, and people get really frustrated with that. They start to yell into the phone, and for me, I'm the totally opposite. It's not my mom, so I reall
Frustration	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	If you don't want to listen to me, that's fine, but that's where a lot the frustration and stress come in with the call takers.
Frustration	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	... So that is great and that's something that's been expressed to the county but one of the frustrations I feel like that we have here is we do feel like they don't the county does not prioritize public safety as much as you know maybe we should and so when we've expressed that we need a geodiverse separate building for public safety specifically for the

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								piece app they're like you know interested. They don't want to pay for it because it is expensive to set up and they just don't really see the value because they don't think the way that we have to think.
Frustration	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	...so you have to start with [abbreviation] and then its visitor center. Okay? So everytime you enter the information when someone says I'm at the visitor center at the cemetery we say okay [abbreviation]-visitor and then it pops up and you can select it. Okay but if I type in visitor it's not going to come up. You have to type in [abbreviation] and I think you even have to type-- I have to go back and check but I think it's like [abbreviation]-visitor center because that's just the way that it's in there. So there's a lot of locations like that right, and some places like-- So, and again because it's all based off of how you put it in the system. It's verbatim how you put it in the system so we have a lot of giant food stores right so some places are put in as giant-[location] right? giant-[location]. Some others are some other places are giant-[location], giant-[location] so it's very much so it's basically like searching an excel spreadsheet right? It's very specific to what you're looking for and not only do you have to you basically have to learn how the common place is put in for that specific location if you want to use that.
Frustration	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right and also it would be extremely helpful to have that I don't know if crowd source is the best way to put it in but some type of system where we can easily search for a business even if that business has only been there for like a day or two or if it was an old business right and someone says I'm at the old Mister [Name] right and I'm like I don't know what that is right but if they say oh it existed there in you know 1960 I guarantee if you Google Mister [Name] and it was like a big place then they're going to be oh did you mean [Address] which is now blah, blah, blah? It's going to pop up you know so we don't have that ability so that can be quite frustrating.
Frustration	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So it's a lot of even bridging of SOP's and also setting the expectations for the city and council so they know what the expectations will be if we are put into one of those situations. You know we're not going to be able

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								to provide it would be impossible for us to provide exactly what the citizens are expecting us to provide if we're in one of those last ditch effort evacuation type of situations.
Frustration	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Yeah. It's unknown territory because we've never gotten to that point. I mean there was even issues when they told us on that July 4th incident you need to leave the building and we said and where do we go? And who answers the 911 calls because even though we're having an emergency in this area the rest of [name]County is still having their emergencies so how who do you expect to answer these calls? How do you expect to get them help? Where do you expect us to go to do this?
Frustration	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So it's kind of hard because we have to really start getting down on our builders to make sure that they're doing the right thing. Being a county it's harder for us than it is for like the City of [name]. We are for us we have to work with the state government. Our roads are state roads not county roads not city roads so we have to really work with the state government to be able to do some of those things and regulate. We can do some things but we can only do it to a certain limit before it's regulated higher than us because of the county aspect of it.
Frustration	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So it has been deemed not by us necessarily but by those who live in [name] as [name].
Frustration	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	...There's not many people that know both of them and that's where my interest in this world comes into because I want to take both of those aspects and worlds into it to make the best for both sides. So I think that's where we're kind of lacking in our technology right now is integrating those two sides together and making sure that if you're buying something for your folks you're not hindering them or adding extra steps for them to do because that just adds to the frustration.
Frustration	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	I guess I just-- for me it's just part of life. I know when the officers have to sit here they don't like it. They say, as long as just one line's ringing at a time and they only have to do one thing they're okay. But if four lines light up, and then a [PB-teer?] comes in, and somebody comes to the

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								window, they just want to get up and run. And they would tell you that they'd rather deal with a barricaded gunman than sit here and deal with all this nonsense.
Frustration	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	So you take all those things into consideration where you get into some of the bigger departments and they have beautiful stations that adjust, you can stand, and that's one of the other crappy parts of this job, is you sit in crappy chairs and your back and your neck and you leave here at night and you're like, "Oh my God, I feel like a truck hit me."
Frustration	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	...but then the guys have to go back into [name], which is a completely different program and then they have to write their reports and do all that documenting, so there's like all this duplicating of work because it's so expensive to get the whole system. It's frustrating for everybody because they think, "Well, the dispatchers should do all that." But then the dispatchers are sitting in here dealing with other stuff that we might not be able to get to that.
Frustration	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah, you've got to follow chain-of-command. Some things have to be formal, some things can be informal, but you just need to inherently know that. And so I think culture really is our biggest inhibitor to having better communications. One of the things that on the incident side right, out there, cost of technology is a significant inhibitor to-- not everybody can have a radio. Right? Even though they really need it for their job. To spend \$7,000, 8,000 on a portable radio is just, it's wrong.
Frustration	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] It's wrong, [laughter] just to be honest. To spend \$70 million dollars on the infrastructure is just mind-boggling to think about it. But there are other technologies emerging. Software applications that you put on your phone, integrate with those. What's inhibiting from that happening is, we really wanted to have a completely independent radio communications infrastructure from the internet. We don't want to open that Pandora's box from a security perspective. And so in order to facilitate that you stuff you actually have to have networks converge. That would make it more cost advantageous. And then people don't like to carry big bulky radios anymore. They'd rather have it on their phone. Now you spend a

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								bunch of money to give all these people radios and now they're just going to use their phone. So it's cultural but it's also cost. And grant funding has been the primary stream for all that. Most if it didn't come out of budget. Once this starts to need to come out of budget because grant funding isn't available or needs to be for other things, then that becomes kind of a challenge. A tug-of-war over what gets priority.
Frustration	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Sometimes challenging, very challenging, 'cause it's bit much when I took on a task as a supervisor and knew I would be monitoring and watching over or helping out more. But sometimes it's a bit much. If we're short, and I have nobody else, it falls on me. So I'm always available, ready and available. And it's time-consuming. A lot of time-consuming, sometimes I have to break away from okay, I have to break away from work so I can have at least some home time with my kids.
Frustration	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Sometimes with the sheriff's office, we have to get them to understand the way it is out in the field and on the streets. It's not the same as in dispatch. So you may be on a traffic stop or responding to a call, and you can just do what you need to do, give out that information, give that person's information. But you have to take into consideration your dispatcher is 90% on the phone. If we're not on the phone, there's two of us, if we're not on the phone, we may be [inaudible] on other calls. So we need you all to monitor your radios.
Frustration	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	That's a stressor. That's a big stressor, because if you're busy, and they're on that traffic stop or they're doing something else, and it's one of the officers that, okay well [inaudible] I gave you this information, I need this information back. I understand that, but you have to take into consideration that hey, I was on another call, I was trying to help somebody else. So getting them to understand is a major stress.
Frustration	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Because with so many moving parts, if I get frustrated, not say frustrated, but if something, if something gets the best of you on one project, you could easily swap over to another project, work on that for a little while.

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Frustration	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	So it's a little hectic sometime on the dispatchers insomuch that the smaller municipality does not always have a sheriffs, a law enforcement officer on call, and t may have to be the [County] backing up the municipality. So it can be frustrating at times, but I have to say they hold their own, and they do their best.
Frustration	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	...Man, you don't have too much going on right now, huh? What you mean? What, no hurricanes this year, nothing else going on, huh? And they don't realize what actually goes on behind the scenes. Yes, our normal working hours are 7:30 to 4:30, and 7:30 to 11:30 on Fridays. I'm here at 6:30 every morning and usually don't leave 'til 5:30, quarter to 6:00. Yeah, I'm salaried, but so what? There still is a lot of work that has to be done, that needs to be done behind the scenes when the phone's not ringing, the email's not coming through, to where you can have that zone, that trance if you will of trying to get something accomplished.
Frustration	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	The responsibilities are definitely to ensure that the call taker's safe or any victims are safe. And that tends to be frustrating too because you'll tell them if you're near this person, try to get away from them. And you have individuals that are like I'm not going anywhere, this is my house. And you tell them this is for your safety. You can always return to your house. You can't come back to life if this person is a danger to you.
Frustration	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	We typically call them. We don't have challenges communicate with them, but sometimes we do with other agencies 'cause they have different policies on how they work. Like I can call one agency and ask about a warrant check. They'll give it to me. But if I call another agency, they'll say send me a teletype, which is also ran through NCIC. So like you have to get off the phone and then type up, which takes, it takes a minute to type it up, 'cause you've got to make sure it looks professional. You've got to make sure, hand it off correctly. That way they know who sent it, where it came from, and who is it addressed back to. Which that's typically not a problem, but if it's a subject that the officer is potentially in danger from, like we're dealing with somebody that's like a murder suspect, we don't know, we got an agency saying oh, you've got

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								to send me a teletype. So that tends to be frustrating. And other times you have other agencies, if they're calling for a warrant, before they even handcuff the guy, even if they're in danger from this man, they want the warrants in their hands, when we're trying to express you're putting your officer in danger. It's just different ways, different agencies communicate, which this agency, we tend to be more, best way to describe, I just described it to one of my trainees. You have siblings?
Frustration	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	... Whereas the fire department sometimes you--they don't go en route fast enough or what you feel would be fast enough so you're setting a second tone off trying to figure out where they're at. And you have to remind yourself that they volunteer. They don't get paid. You know they do this out of them wanting to help their community.
Frustration	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	So. The amount of programs is... quite cumbersome sometimes because of the computers and the systems and logging in and keeping track of what's going on. That's why they range for 6 to 8 monitors on their screen and sometimes it's not enough.
Frustration	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Yeah, because there are people who have access to our radio channels that shouldn't so yeah.
Frustration	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	A lack of listening, a lack of understanding... a need to want to be right about situations. Pigheadedness. Stubbornness.
Frustration	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Yes. Huh. Just recently this weekend we had an accident, a lady flipped over and we were trying to check on one of our officers and because of the area he was in he couldn't hear us but he was fine but then we had to send another resource to go check on him and make sure he was fine when if the radio had worked we would have known he was fine. But that gets really, really frustrating. I know it gets frustrating for the officers, too. Because they think we're asking them something repeatedly because we're not listening but really I'm asking 'cause you sound like trash on this radio...
Frustration	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	So the relationship is really a positive relationship. Yeah, dispatchers are generally thought of as that... that entry level... position but I don't think



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								of them that way and I don't think our sheriff does.
Frustration	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	They may go from--they can take 2 calls in the last hour to taking 30 or 40 calls in an hour. And those 30 or 40 calls may have been some really significant events. And it's the adrenaline rush that we're really busy, we're not doing anything, is a big stressor. The lack of understanding of what those responders look at and see and feel and hear and smell and taste and everything in the field, we don't get to see that from the communications side so often. So I think those are probably the biggest of the stressors is the actual work that they do, not having any closure is probably one of the big ones.
Frustration	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Yeah. It's becoming a bigger--we've had calls where, hey, this large drone is flying over the interstate and we get 30 or 40 calls on it because people are seeing this unmanned aircraft flying. Nobody's told us. It ends up being, hey, it's a survey company for the Department of Transportation who's flying the interstate to get good pictures of the interstate but no one let us know. Mosquito control. We don't have a mosquito control plane here but we do as a [County] hire [City]'s plane to come and spray certain times and then all of a sudden somebody forgot to just let the local 911 center know, now we've got a bunch of people calling that there's this low flying plane spraying stuff in our neighborhood. We probably know it's a mosquito control but nobody's told us and they're supposed to.
Frustration	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	... They may not give us all the information when transferring a call. It's not always possible to get that. So it kind of gets frustrating. But most of the time, you are going to get decent information. I have enough to work with.
Frustration	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2] Now, at that rate, what does get frustrating is you got all these calls coming in, nobody to send them, so you get kind of a little traffic jam there and that gets stressful on everybody. But there is really no good way around it, you know, so --
Frustration	COMMS	R	Comms	46-55	31-40	Male	COMMS-	We are and I've been going to those meetings. I've been really keeping

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			Personnel				R-020	up. I've met with AT&T and I beat the crap out of that when I first talked to them because they are like, hey, we are gonna be the company and I go why? Your crap sucks.
Frustration	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	And they go like oh we know, we're going to put all this money in there and I'm like why are all the 911's suing you for money if you've got all this money? You know, it's a long story, but...AT&T here locally, it's terrible. I have seen huge improvements. We did a study when we did the ALLs. Those are off of SIM cards, just like you have in your phone. So we put AT&T, Verizon and...
Frustration	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	I don't know, didn't make the media and it was a psych patient that had been released from [City]. Turned out onto the streets. None of that hit the media, but we're going to talk about stupid crap, and you know it's just and I so -- why would we not talk about what the real problem is? I'm a root cause person. I don't care what happened, let's figure out what the root cause of the problem is and let's fix it and then it fixes all this other stuff, but let's know when out there, when we fix it, we don't undo three other things.
Frustration	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	But technically, I know there have been labor issues with if you're calling me on my cell or making me do something on my cell phone, but you're not giving me a stipend or giving me-- people get [inaudible]. It depends on the person, but some people get upset about that.
Frustration	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	and we're doing the same things over and over and over again, so we want those to be as efficient as they can be. Sometimes the software needs to be tweaked, sometimes I hit this button and it's supposed to do X, and when it doesn't that creates more work for me and I've got to do-- and it's gets frustrating
Frustration	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	Yeah, they (dispatch) could call and hang up. Yeah. So yeah, absolutely. I mean, my one thing would be with dispatch, but most of the time they're awesome so.
Frustration	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	I think for a while we showed our MDCs because when they were updating them, I think sometimes they were having bugs. So we would

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								drop our wireless connection and it was super frustrating because you're trying to go to a call and you're responding to a call and your laptop crashes. And you're like, "Whoa!"
Frustration	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	But the police could be there for 15, 20 minutes, and the assault person be another state away. But while they're doing their reporting and talking to one another, they don't realize that we're sitting two to three blocks away, so it may take me to call and ask, "Hey, are the police there? Did it?" "Oh, yeah, yeah. You can come in." To find out that it was safe the whole time. So there is a delay in that. I think we've gotten better with some time, but I also don't know every officer that's in my area. I don't know their first names. I don't have their cell phone numbers. I don't know their radio identifiers. We don't have that relationship to communicate that personally, I guess.
Frustration	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So it's not, it's just frustrating and then we-- I just don't listen to the call, what's going on. And it's just being, I guess, situational awareness. I'll even use the word just nosy. To just hear what firefighters are doing and the types of calls. We all try to see what other agencies are doing during their calls, from a tactical standpoint to evaluating it. Self-critique. If I was in their shoes, what would I do? So you try to listen what's going on to hear the calls, and sometimes you can't. And if they switch to another channel that we don't have in our radio bank, then you're done.
Frustration	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Technology getting in the way of if I utilize my phone and one of the applications, FireApp, to use that to get directions to a call, if the address isn't an updated address, or the mapping software, Google, or apps, or whatever browser you're using doesn't know it, it defaults to a generalized location. So I'll be honest when I say that, embarrassed as I may be, that I didn't realize it and that the app was smarter than me and took me way out of the way... Rerouted me to another location, and that I need to be smarter than the software to know that was in a complete different station's area, and that there was no reason for me to be there. So it failed me. It made me look bad, and I've learned from that.
Frustration	EMS	S	Field	26-35	11-20	Male	EMS-	So I get the basics of it's a sick person, it's a troubled breathing person,

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			Responder				S-015	but it's all very vague. So it could be trouble breathing, but the person also has been outside doing gardening work all day or playing basketball. Well, of course they're going to have trouble breathing. It's not a trouble breathing asthma attack. It's not a trouble breathing call. It's a heat-related injury. So I guess more specific type questions, or I feel like we guilt people into-- when the dispatch, guilt people into, "Are you sure you're not having chest pain?" "Well, I might be," and then they code it as a chest pain call and it's really not. It's more of a indigestion at a restaurant.
Frustration	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	SME: So that being said, it's not a ALS or a paramedic call. It's a BLS basic call to just go to the hospital. It didn't need to take an ALS unit out of service for-- and the way we call it is if anybody has any pain from their belly button up, it's classified as chest pain. Couple more questions should be-- Q: Can clarify. SME: Yes.
Frustration	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...I wish that the GPSs were more accurate and more dependable in the sense of I knew that it wasn't going to take me to a wrong location. That it knew steps and updated along the way, so if you're familiar with the traffic app Waze-- People drive around all the time know more than I know in public service, and I'm trying to get in. So if I know that we're getting close to 3 o'clock and traffic on [Street] is going to be increased and I need to get to the trauma center, my computer should auto populate-- something to give me the best route and think for me. And it's funny that - excuse me - it doesn't do that, but yet Waze does for the consumer trying to leave work. It just updated information along the way. Just being able to get that message out...
Frustration	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	And they may work in the building so they know their address, but they're actually going to exit the building on some other street side and if they forget to tell the dispatch center that, we will show up to the front entrance, which is where we were dispatched. But then we'll say, "Can you call back to the calling party? Where are they?" And then they say,

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								"Oh, they're at the loading dock." Which means we now have to drive around. It would be much better to have that information. And they do a good job and sometimes callers are not great. So the Beltway is a good example of people don't know if they're on the inner or the outer loop.
Frustration	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	Yeah. Exactly. "What's your birthday?" We'll ask it. Registration will ask it. And then once they get seen by the nurse in their room, the nurse will ask just to confirm the identity. So in the first 20 minutes they think we're a bunch of goons with no memory when in reality it's just separate silos.
Frustration	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	I mean, yeah. A lot of it has to do primarily with the patient care reporting software. A lot of it's just software configuration issue stuff. A lot of times, the information I'm looking to put in there, it's not available to put in or it can't be put in the way....
Frustration	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...And a lot of the issues that I brought up-- I was actually one of the 5 to 10 years they were using when they were pilot testing the new tablets with the new version of the software. A lot of the issues that I reported, that I told them, "Hey, look. You need to add this in there or we need to do something about this." A lot of this they couldn't do because of the way the software is tied to NEMESIS, which is the national EMS reporting thing, and they said that NEMESIS didn't allow certain things in there to be put in the way we would like....
Frustration	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...But a lot of that, I think, it still seems to be just general configuration issues that could be changed, but just hasn't been done very well. And how much of that configuration can be done by the department themselves and how much requires the software vendor to go and change the programming, I'm not sure either, but.
Frustration	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Well, I guess, the one thing I can think off the top of my head is oftentimes, asthmatics, we are giving nebulized albuterol to. The [stuff?] that I realized albuterol is in there, but of course, any kind of breathing problem, the software requires you to document that you gave oxygen, but nebulizer is not in the oxygen administration allowance. So you can't say that gave an [inaudible] nebulizer. I always end up working around it

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								by just putting blow-by or something else that's on the list, and then in the comments, I put the nebulizer and I just put no in my narrative. Hey, unable to document proper route. See comments. Yeah. So I can work around it but it's frustrating.
Frustration	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Yeah. Right. You're right. Exactly. It's frustrating and especially when they're trying to get us to finish our reports and get back to the service from the hospital as quickly as possible. It's like they want us to get all this done real quick, but they don't want to provide us the tools or can have them configured so that we can do it quickly.
Frustration	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	... So and then the radios have gotten smaller and lighter throughout the time that I've been doing this. I mean, they used to be like-- you could them as a weapon if you had to [laughter]. And now they're as big as old cell phones. It's happened so slowly that-- I can't really think-- I hated the chirp-chirp thing because I'd like to know what other people are doing, and where they are, and that kind of thing. That was the biggest reason why I hated it. And I also thought it was just-- they only did it for financial reasons. I mean, it was cheap, so that's why they did it.
Frustration	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...it's all about billing. It's because Medicare, specifically, likes to deny. They look for ways to deny billing. So they have all these codes, and all these different patient types, and all these different things that they want everybody to fit into, and it doesn't work that way. People aren't numbers. So there's a lot more drop boxing stuff into stuff in order to make it successfully billable. And less focus on just making it something that I can do that's accurate, legal, but also concise. And I can get it done in 15 minutes instead of 25. It makes a big difference...
Frustration	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...So we have one ambulance that has this newer technology, and everybody hates it. And so it's set up differently. The chair you sit in is different. The place where equipment is is different. The idea is to be safe, and I appreciate that. But moving equipment around messes with your mind memory. So you're like, "Wait, where is the--"
Frustration	EMS	R	Supervising	46-55	11-20	Male	EMS-	Especially when you're trying to work on a sick patient, or trying to direct

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			Field Responder				R-007	your partner who might be new or hasn't worked on the ambulance very much. You're trying to tell them where something is, and it's not in there. So that's stupid...
Frustration	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...they think that they've tried to set this up so you never have to stand up. And so basically, they've tried to design it with you can be harnessed in like with a sort of four-point restraint seatbelt, sitting on one chair that's like this big, on a patient where you're sitting right about up their waist. And then they've tried to set up equipment around you so you don't have to stand up and reach for it. Even though there's 40 cabinets in the ambulance, they've tried to think, "Well, this is just things that you use 90% of the time, so we're going to try to shove them all right here next to you." ...
Frustration	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...when you're running 120,000 calls as a system a year, you need to kind of-- spending an extra 10 minutes on every call makes it that you're going to need more ambulances, and that costs you millions of dollars a year. And the more ambulances you have, the less calls you're on. That makes your paramedics not as good as the ones that are on more calls. And so it's not like-- they're trying to solve a problem, but I don't think they're doing it in the right way. And some company came, a couple years ago here, they were all excited about this thing that they had with, "Let me show you how we can do this," and it was the beginning of this. I saw it coming, and I was all like, "Oh, no. Here we go."
Frustration	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...we used to have a technology here that would, you had fog and you would beep it in when you would drive, and it would keep track of your driving, your speed, around the curve thing. I'm sure it had some kind of driver scope inside the ambulance to tell you if you're taking the turn, all that stuff. Everybody hated it and the day it got uploaded every month. And they didn't really use it punitively. But it made noise. So it clicked when you come around a turn. And if you take the turn too fast at all, it would alarm. It was so annoying. And even if you were hitting this at a normal speed, it was telling you you were taking it too fast. Let alone when you were actually going fast, then it would just alarm the whole

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								time. So everybody hated it. We kind of mutinied. And when we merged, we got rid of it... The goal is safety, but it doesn't really seem to make it safer.
Frustration	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	You need stronger ambulances. You need ambulances that don't explode. Not explode, but break apart when you crash. I mean, it's like driving around in a camper. So that would be more helpful than affixing me to my seat better and making me do my-- not be able to do my job as well.
Frustration	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...I just think there's ways to-- some people think that the lights and sirens are there to save people's lives, and it really-- there's 1% of the calls, 2% of the calls, where it can make a difference. So that's where maybe people could chill a little bit and use research to prove something.
Frustration	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I mean, we have to, and there's technologies out there that I'd love to use right now but I refuse to implement because we don't have the-- I don't have the bandwidth, the personal bandwidth, to manage it. For instance, driver monitoring software and hardware is a big deal on the EMS industry. How fast are people going? How are they braking? How are they cornering? Are they having near misses? All those kinds of things. In fact, it's being mandated in [State]. If you get grant money for an ambulance, you have to have some kind of driver monitoring system in it. Well, all those things are connected technologies. They all have to be downloaded. They all have to be analyzed. They all have to-- and that's just one technology. That's not the radio system. That's not our patient care reporting system. That's not our scheduling system. It's a whole nother system that somebody has to deal with.
Frustration	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	No, it's just through one of our vendors who we get our software from, and it's actually online, but it's a-- I don't know if you're familiar with [Name]. It's a database and analysis program, but there's tons of proprietary stuff out that's not Microsoft Office [laughter]. And each one has to be learned, and you have to learn all of the little intricacies of them. And lots of times, that's not a big user base because we're not



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								that big an industry, and so it's very sort of-- what do I want to say? It's very specific. You have to learn very specific things to run a certain vendor's safe software platform.
Frustration	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: tech support] Well there's 1-800-HELP-ME [laughter]. And a lot of the training we do is find the help files and learn them. It's on you. My experience in most software companies, if it's a big install, they'll come out and they might spend a half a day or a day with you and they're like, "Here you go, good luck [laughter] it's all yours. And then as you use it, you go, "Okay, so how does this work, how does that work?" And this is not my full-time job, I've got things to do [laughter]."
Frustration	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...So it becomes a-- technology becomes a huge time suck and I mean, I just keep saying over and over the promise of technology is awesome but that actual performance is so much less most of the time... I mean, I waste as much time as my technology saves me every day, I think... I mean, and it's-- there are so many connections. Is it your computer, is it the connection, is it their website? Where's the breakdown? ... It's often impossible to tell. Okay, so I rebooted my computer. What do I do [laughter]? ... It gets to be very frustrating... Especially when you can't, like I said, pick up the phone and say, "Hey, get up here. Something's not working."
Frustration	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: electronic reporting] ...it's a hit or miss slow process because there's no one person who is the expert on that cause we got so many different technologies working at once. So it's a big source of frustration for the staff cause they can't go back to bed at 4:00 in the morning unless the report's complete because the computer won't let them close that report until all the information's entered. And if there's a software glitch or it can't connect to the server or something-- they can't close their report and they're just... They just want to toss that thing right out the window.
Frustration	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I find often, technology drives us in directions that we aren't necessarily ready to go yet as a small organization.

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Frustration	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...You learn how to use something, you get used to using it, that's obsolete, next generation, or that company just went out of business. I just got an email today saying that our scheduling program, which is very complex and I schedule 65 employees, they're discontinuing it... Now I have to go research all kinds of new schedule programs, what's going to work best for us, how it connects with payroll, how is-- you see what I mean? ... So one little change suddenly creates enormous amount of work... Everybody else in the agency has to now get used to doing this right. So it has payroll implications, over time implications, it's just-- in EMS, they say there's three things you don't fool with, the three Ss: schedule, salary and spouse [laughter]. You don't mess with those three things.
Frustration	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	So messing with people's schedules, even if it's just to go to a different technology platform, is stressful...
Frustration	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: troubleshooting] And a lot of times you give up. I'm like, "I don't have the time to waste on this anymore." I'm just going to set it aside and maybe tomorrow it'll feel better [laughter]. That's the frustration of technology to me. Because there are so many questions and there's not always an answer.
Frustration	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...Like I say, the promise of technology is always overshadowed by its faults or its unintended consequences or whatever. I mean, I think the whole AI thing, these things are going to kill us off in the long term. I'm serious. They're going to get so smart and then pretty much we're going to have hell. They're going to lock you out of your house. They're going to [laughter] make your plane crash, whatever. It's spooky.
Frustration	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I don't care if you're government, industry, whatever. If it can be hacked, it will. It's just a matter of time. So I use online banking because it's so convenient, but I understand the risk. I mean, how many times have you replaced your credit cards because somebody hacked it? I mean, who hasn't? What's the cost of that? ...

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Frustration	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...I mean, certainly, you access programs that say, "Okay, you have to change your password. It's the end of the month" or something. It's like, "Great. How am I going to remember this one?" Write it on my hand or use something stupid that everybody can figure out. I mean, I use a password manager, and we encourage our employees to, and we help them learn how they work, and stuff like that. They're not foolproof either. And it's just like, if you make it hard enough, people won't use it. And I'm dealing with mostly college-educated people who are smart enough to be paramedics. But even they reach their level of frustration. I mean, they're millennials. They'll go so far and [laughter] it's, "Screw it. I'm not using this."
Frustration	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Even what we have now, so our little Toughbooks, they have two jobs. You write your patient report, okay, that has to connect to our internal server to download that information so the billing people can get it. And then it's their mobile data terminal as well. So it has to connect to dispatch over the cell network and get that information. It just has such a hard time some days [laughter].
Frustration	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: MDTs] It's just like, "This shouldn't be this hard! How can it be?" It's like, "Oh, well, the cell is fighting with the network connection." Reports go missing and the staff gets yelled at, and they're like, "Where is this report?" ... I wrote it. It wouldn't download. It was 3:00 in the morning. I got frustrated. I just shut it down. Or they will type all kinds of information in their report and they'll hit download and it'll just, poof... Yeah, not often. But how many times does it take to do that before you park that laptop underneath the rear wheels of an ambulance and say, "I don't know what happened to it." I mean, technology can create terrorists, and by that, I mean internal terrorists. If you frustrate people enough, they'll find a way not to use your system.
Frustration	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...how much time does it take to get the ladder down because we have a hydraulic lift for our ladder rack. It actually takes 10 seconds for it to get down to where we can take it off. So if you got a family that's yelling at you, "Hurry up! Hurry up!" and you're just holding the button, waiting, it's

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								kind of nerve-racking...
Frustration	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...so my wish list, by far, is an iPad for those rigs. An iPad mini would be perfect. Put it in an OtterBox case or whatever and it's going to be fine. I mean, the doctor's office that I got to go to, they have an iPad just to tell me how my visit was. That's how cheap they are. It's ridiculous that we don't have something like that that is more reliable, doesn't need a strong IT group to manage and function. As you probably know, Apples are really easy to use. We don't use it for a lot anyways and for what we use it for, I think we could do our inspections right on that thing. We could do our EMS call all on that. Because as it is, we've got the CF-19 or whatever it is. That's our MDC up front. And then we've got another \$2,000 computer in the back that we use for EMS calls to do logging, to do one thing. A \$2,000 computer to do one thing. Just when we could have a \$300 tablet and do the exact same. And we don't store anything on the hard drive. Everything gets sent. You don't even need a big one as far as memory goes. So that's my wish list, for sure. And we would only need one, hypothetically, mounted where the officer goes and the officer just hands it to the firefighter behind him or the engineer, actually. Our engineer is the one who does the documenting on our EMS calls because we're fortunate with staffing that it would be so easy, for sure.
Frustration	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	...Because, obviously, the system is in place--which is a good thing, and there's policies and procedures in place, but a lot of times, I think when it's retroactive to the effect of if one of use needs help, we need it now. And it looks good on paper to have these policies in place, but I don't care. I just want the help I want and need right now. So I think there's always a time delay in that... So it's not that it's disheartening. It's just frustrating. I think it's frustrating for the end user when you need all that stuff now and it's, I think, hampered a little bit by policy and procedure, which needs to be in place. So it's a Catch 22.
Frustration	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	...we are so enthralled with technology, and we use it so much to become more efficient that when plan A isn't working, we are so deficient in our job responsibilities because everything was tied into plan

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								A. So if plan A is down, we get so backed up with reporting or trying to get back in service or whatever, which is frustrating to the end user. And obviously, the bosses do a good job of trying to understand that, but their company line is still just figure it out and move on. But when plan A fails and plan B is so negligent in trying to bridge that gap, I think it's tough and frustrating. I think that's where people get frustrated the most.
Frustration	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...Box, the one that really irks people is they made it so that you can't download anything to a local mobile device. So you have to be in continuous contact with the internet in order for it to function. And, of course, when you need stuff like that the most, when you're trying to move maps and stuff around, is the big incident at the football game and the cell sites are hopelessly oversaturated and you lose connectivity, and all of a sudden you can't rely on it anymore because you couldn't preload that information onto your device. That's the really big one that gets us there.
Frustration	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] And some of the things that we field-tested a few years ago with the two channels were a near disaster. They were incredibly trying and everyone, including dispatch and command staff, were immensely frustrated.
Frustration	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] And not my phone. I hate that I have to use my personal phone at work [laughter].
Frustration	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	I guess technology is constantly getting upgraded. As a matter of fact, we're in the process of upgrading our mobile computers, our patient care computers to newer versions, so they have to relearn it. Even if you've known the system for a while, even though we've kept the same company, it's still a new program. You're going to have to relearn the whole thing. So that may frustrate some people.
Frustration	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	SME: ...if the system's down, the alarm office will tell us, "We had a system failure or system's down," then it has to be done by hand. So that's when I would do it manually on the Toughbook.

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								Q: Creates a frustrating situation would you say? SME: When I have to do it by hand, it does
Frustration	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	...The biggest thing here is that they still don't pull to the right. They don't. They don't pull to the right. I'd say about seven or eight years ago, we did a campaign here. I think CFD did a campaign, pull it to the right. That was great. We had stickers. We had billboards. And I noticed that worked out great. And we haven't done that in a while. So lately, I've noticed that the community has failed on that because we could be stuck on traffic and everyone's pulling to the left. And we got to zigzag especially in downtown.
Frustration	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	[RE: radios] Well, I think for me I'd like to just keep it simple. I'd like to have a device that I can communicate without having to turn-- go to so many frequencies, or try and push a button on this front face of the radio in the dark. And I'm trying to change zones and that to me, I don't care for that at all.
Frustration	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	[RE: cell phones and social media] This is a very dangerous thing. It's extremely dangerous for anybody under the age of 18 to have one of these. And if they do have one of these, it should not have access to the Internet. It should be locked. It should be "Call Mom/Dad" "Text Mom and Dad." Do you know what I mean? Because these poor kids these days are-- their lives are changed from what they do with these phones. You try and tell the kids-- you take a picture, you send it, it's out there. I mean, it's scary is what it is.
Frustration	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	It's advanced far beyond us. Especially us older people where you see sometimes jokes on the Internet like, "Thank God I didn't have cell phones when I was younger." All the stupid stuff that we used to do as kids. But I find that to be very sad. And millennials again. I have a class of 42 paramedics in here right now. They're millennials. I cannot tell you how hard it is to educate them. Because they come in here, they've been on some sort of iPad or gaming device for their later part of their life, they're in their 20s. So for the last 10 years, they've been gaming, they've been on the computer, they're on their phone, they're not disciplined.

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								When you get in their face to discipline them, they shrivel up. They're freaking out because they don't do that. I mean, there's no-- my last candidate class, I asked a girl, I said, "Have you ever been yelled at?" She said, "Never." Never in her whole life.
Frustration	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	It's all plea to the public for money you know so it's frustrating but you know every day when you go out there you need to keep that in mind. These people are the ones that are paying for you so when you go out there you know you can't say oh you're an idiot you called 911 for this? You have to like I say solve the problem, fix it that's what they're calling you for so you know that helps you in the long run. They think back on that and say oh man, I think I'm going to vote yes for this cause because it helps the ambulance.
Frustration	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Rewarding, exciting, stressful, frustrating that's about it. That's all I got at the moment.
Frustration	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	It is. When you can't do when you're limited to what you can do or when you've exhausted everything that you know and given every treatment that there is and it's not enough that can be frustrating. It can be stressful at times. You deal with not only your patient but a lot of times family members especially if it's a bad call.
Frustration	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	We're pretty far behind compared to other counties in the state and elsewhere I'm sure. We're one of the few I think that even do paper reports. We did have a system they finally got one last year and it was horrible, didn't work out so they've done away with that so we're waiting now to see if the county picks up something different.
Frustration	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Yes especially when we had we had like an iPad system to do our reports and they were absolutely horrible. You know and the bad part is is that our county tried to get us a good system and unfortunately we can't afford what some of the other counties can afford so it is a price thing and it ended up being more of a headache than anything. It took 2 to 3 times as long to do your report which when you have a day where you only have 2 calls it's not that big of a deal because you have plenty

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								of down time to get that report done but when you're running back to back calls and you're on a second call and you haven't even gotten to finish your first report it's very frustrating and they shut down a lot especially when these things depend on internet and we are so you get out here somewhere and then the information the things that you need won't load. So then you just kind of got to wait until you head toward [City] and pick something up and go from there.
Frustration	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Yes ma'am. I think that when they're bringing in technology I think they and maybe they look at this but it seems like they don't to me because I'm on the outside. I'm just the person that uses it. I don't know the ends and outs but it seems as though when you're in a rural setting that those things should be considered when they're choosing yes. There may be a cheaper way to go and it maybe budget friendly to our county but when we're one of the more rural counties and we have all of these areas that we can't even get radio reception, we can't get cell phone reception then you need to recognize that some of these things are not going to work for us.
Frustration	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	You get to see a lot of those people you get to know them by first name and a lot of the olks are related and stuff like that but it's also difficult because they all listen and then so if Aunt Suzy down the street has had a cardiac arrest they hear the address on the radio and then you've got ten people at the scene that you're trying to take care of your patient then you've got family members and they actually had one this morning and they had all of this family that was rushing them. They were only on the scene for 7 minutes which is extremely good and so that's frustrating. I think I kind of went off on a tangent somewhere but---
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	"Hey, we're on scene and we're standing by." What's more critical? Like, "Shut your pie hole," overhear, and so we have those conversations about, "Don't talk. You just can walk up and shake--"
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	The bad part is that most emergent things happen in that first 10 minutes and you may not have that help quite yet to hear. So [Name] does rear its head. So technology with radios, technology with calling on



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								the phone, taking pictures, using thermal imaging cameras. Computers help us in staffing and doing reports and just, the more administrative stuff. Right now I find, kind of, a roadblock on the network part of it. So we're linked into a network, but as soon as I leave my desk, now I've lost my ability to operate administratively as a battalion chief.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	I know where it's at if I could-- and we have printers in the back of our car to help us, although I will tell you it's anything that's meant for a sterile environment. Computers are ready, printers are glitchy, mine probably works maybe 40% of the time, I'm saying. So I don't really-- I can still--
Frustration	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Sure. There's been times where, in a way-- I've been on incident scenes where the technology has failed. And radio systems or channels have failed, and completely prevented our ability to communicate with each other. Other than line of-- right? I mean right now I can communicate with guys in the next room, just by not moving, by pushing this button. If that fails, how do I communicate with the guys? And I can communicate with you, because you're right here, but I can't communicate with them. And so it's a communication failure, and it's technology failure, that complicates-- when we rely so heavily in our job for this to work. When it fails - which is rare - how do I communicate?
Frustration	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	But when people travel to our station, they get-- we tell them the game plan that we're going to have and how they fit into that game plan. And we go over what job they are to do at this type of call, and at this type of call, and at this type of call. And if we're going to each type of call that we haven't talked about, we talk about it on the way there and then we're ready to work. Whereas opposed if there's no game plan, then there's freelancing. And there's guy's just doing something over here and nothing's really getting done. 28:16 - Know your job. And like I was saying, if I was an electrician and you had to repeat to me every day what I was supposed to do, you're going to fire me. And we let guys be complacent, and we let guys as a-- I teach around the country - and I'm not talking about [City], I'm talking about as a whole - we let guys collect

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								a paycheck sometimes and that's not okay. And I think that that complacency and the hope is is that there's going to be enough good crews where we can pick up the slack and we'll still put the fire out, we'll still make the rescue, we'll still do whatever. But there's no pressure put on people because they're kinder, gentler age group now to where we don't put pressure on people to do their job well.
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	The old guys, I've heard them complain about computers and stuff. The young guys are obviously much more comfortable but on top of that, they haven't ever had to learn how to do it without it, so now that even makes it worse because now they're really dependent on that technology.
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	I think, the luxury of knowing now is, so being on that other side not too long ago, there was sometimes a lot of frustration with the dispatch center because you're like, "Why didn't ya'll tell us this or tell us that?" Now, I see why. It's not that they're withholding information. A lot of times, I've seen and heard how the 911 call goes and I know the dispatchers are trying to get information from the caller and they're giving you everything they've got but sometimes, it's just I can't get anything more. 20:47 - And then you have-- it seems like we're always kind of tweaking and changing things a lot and that gets a lot of people frustrated because they don't remember, "How am I supposed to do this now?" So sometimes if we change things too much, it gets some feathers ruffled.
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	But then people complain when they feel like, "Well, why did we go? We weren't closer. That person was closer." It's like, "The computer picked you because it thought you were closer [laughter]." Or when it breaks and it that-- because we do have-- people lose their, we call AVL, automatic vehicle locator, that sometimes it loses the signal because the modem or whatever in the truck broke. People will complain because they're not being tracked or they were not anywhere near that call because the last place the computer saw them was here, so--
Frustration	FF	U	Field	36-45	11-20	Male	FF-U-005	They say eight words when they could say two [laughter]. Or they say

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			Responder					eight sentences when they could say two sentences.
Frustration	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	There's many times, on these high-rise alarms, many times where I'm trying to key up and it's not because someone else is talking about their hydrant supply or they're talking about building occupants. And then command's getting frustrated with me because I haven't answered back. And rightly so because when command is outside and didn't know, trying to talk and I'm not answering, command's thinking, "What's going on in there?" So, it's very overwhelming in the first 10 to 15 minutes. I don't know what can be done to remedy that other than maybe reducing some of the little check boxes everybody is supposed to say.
Frustration	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	I mean, this might be a personal thing for me but just the emails that we keep getting. I mean, even personal life. If I want to get emails from somebody, then great. But when they just keep sending them it's kind of similar. I know that a lot of information, they need to get out in the department but half the time it's, "Okay. It doesn't pertain to me. It doesn't pertain to me." And each shift I come in there's usually anywhere from 8 to 10 emails, and half of them aren't pertinent for me. So it's kind of like, "All right. Well, skip through those. Okay. This one I need to read," and skip through a couple more. But I wouldn't say necessarily I'm overwhelmed with it, just I'd rather not sit there and have to read through all of them [laughter].
Frustration	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	Sure. Yeah, I think more frequently it's just too much radio traffic. And that's not really a technology issue either, just radio discipline. But yeah, quite often that happens and you have to wait to get your message out.
Frustration	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	Now, as it regards to interoperability, not to go down a rabbit hole, but a lot of people like this word, interoperability, but it's really-- yes, we can operate with them because we're under the same group. We can go to [County] or [County] because they're part of the same network as well, we have to switch over. But as far as interoperability, I think most of the public looks at that as if, "We're going to talk to the police, and we're going to talk to EMS."

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Frustration	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	Probably, from a technology standpoint, not strictly for communications, the use of drones in those type of incidents would be very, very helpful. It aggravates me in that my son could go out and use a drone, but I can't because we're part of an agency, so now we fall under the commercial guidelines. But I can take a million dollar aerial apparatus and stick in the air, or I could go and do \$1,000 drone and get that situational awareness. And then the ability to transfer that information to other people would be a key piece.
Frustration	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	And we certainly have the ability to do that, it's a question of imagination, one. And then the limiting factor in communications often times is that you go and invest in this system and it has boundaries. And then to change that or to add something into it is usually not compatible, so you end up with a situation of, "You do this with this system and you do that with this system," but they're not integrated..... [32:21] So our CAD system is not integrated with our reporting system. So that information, they certainly are there--
Frustration	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...So if you are the incident commander and communications are just becoming a massive headache for you, that person, that group that we send to you, can become your com unit.
Frustration	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...They get frustrated that we can do all this stuff but you're going to have to change channels and change zones, and we needed to come up with nomenclature and all that.
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Yeah, I mean, you really can't even filter the runs because by the time you get on the phone up to them, they've already dispatched it. So it's almost an hour of just pointlessness but--
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	To be honest, nobody wants to be in this position. I don't want to be in this position. We look at it as a punishment, almost. So they know it too. The dispatchers know we don't want to be there. They don't want us there. So there's a lot of-- there is some tension there.
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	So all I can do is go over to a watch commander who even isn't qualified to be a dispatcher on the fire side because all the watch commanders

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								came from the police side. They are not even qualified to help the fire side. At our communication center the fire side is like the-- the mentality amongst the police, and fire dispatchers, and their leadership is that the fire is bullshit
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	--there's a lot of-- we're kind of the-- even within the Office of Unified Communications, the fire side is kind of the redheaded stepchild
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	They call you an officer but you supervise no one. That's why we're Sergeants. We're the lowest level officer because they're not going to pay you for a higher expense officer because we still don't supervise anybody.
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	And then we weren't bogged down by running all the, excuse the expression, bullshit.
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	The bullshit EMS calls where you're just playing taxi cab. So I really enjoyed it. I hope to get back there.
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	--actually get more information because most of them will just put it just like an unknown. And then they'll send an ambulance whereas it could be a shooting, it could be a fire, it could be anything. So yeah, I deal with-- I guess, in the immediate interaction with other agencies, it comes from essentially that position.
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	--some of us carry it, some people don't. So there's no mandatory you have to carry it. So some guys just out of protest just leave it plugged in and don't carry it.
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Well, if they can't fix it with that then they'll just keep telling you, "Well, no you're doing it wrong. You need to do it this way", "No, it's fixed." No, it's not. So we just get to the point where us, as a department, or even us as firemen, we just stop asking. And we'll just let it stay broken and we'll never actually get it fixed because--
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Yup, and you're just wasting your time going back there so they can replug a cord back into a broken docking station that's not going to dock a tablet and shake it to death.

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Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Which is why they throw all the extra stuff at us because it's redundancy. Well, let's focus on making what we have work instead of adding new stuff that half-ass works.
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	Yeah. So even just things like getting computers fixed is a process. You know?
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	--put in a ticket, then somebody's going to call you back. And a lot of our stuff, we'll call; we'll put in a ticket. Specifically, I always give them my cell phone number because, especially when you're in operations-- I'm at the firehouse today. The guy's not going to answer the ticket till tomorrow. So I'm off shift. So now, what ends up happening is they usually call the firehouse. Even though they ask you what's your best contact number, and you say, "Hey, it's my cell phone number," they call the firehouse.
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	They're like, "Hey man, how'd you get that fixed?" I said, "Well, I called the help desk and I went up to the shop to go get it fixed." They're like, "Man, that's been broken for a year." Just go do it.
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	I don't like it because somebody that is not in my job is managing my stuff and may be responsible to me, may not, depending upon my level of authority.
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	And that's a huge frustration for the guys, because you have this technology that at one point lasted you 10 hours; now it's lasting you 8 hours. Well, now the batteries are two years old, so that 10-hour battery is really like a 4-hour battery, 6-hour battery maybe. And they're like, "These batteries are horrible." They don't last at all. So they're changing them three times during the day. And they don't understand, well, A, once it gets to about 70% of its capacity, we should probably be replacing them out of operations.
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	Being in the fire service, it's about running fires, and kicking doors down, and stuff [laughter]. I'm a geek. I like the radio stuff, right? So it bugs me more.
Frustration	FF	U	Field	26-35	11-20	Male	FF-U-043	I mean, just so many little things that create annoyances

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			Responder					
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	When they guy's radio would just start chirping, I could grab the one battery that was good, throw it at him, take his battery, stick it back in there, and use it by the time somebody else is chirping. I got a full, you know. So yeah.
Frustration	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	...So it's finding out from them, and nobody can just give me a flat-out answer
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	..I don't think we're breaking the barriers on anything. I tend to be more push it until we find the edges. So I'm usually disappointed with what we have.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	And our dispatch program has a map. And then there's a separate icon and Internet site that has our hydrant apps and GIS. And then I have to go to a third website to get the federal railroad map of the railroad system. And then I have a separate app for metro. And I'm like, "Maybe I watch too many movies. I want it all on one [laughter]." I want one giant thing with lots of different layers that I can turn off and on to get the data I need. That's my expectation as an end user and they're not there.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Yeah, so we used that. I often get frustrated by lack of technology we had. We once had a building collapse. The street grade was here, and it was a big basement that was dug out and there was-- dirt had collapsed and there was this guy stuck under. He was dead.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Well, yeah, but it's easy to say we can't. I think I reject that [crosstalk]. We can, but we just have to do certain things. And I don't think there's lot of [inaudible] to do it, which is frustrating because a lot of our people-- well, we don't do that.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	...So I'm like, "Why don't you guys buy me a Surface Pro?" And they're like, "Well, it doesn't have Internet." I'm like you're paying for unlimited data.
Frustration	FF	U	Supervising Field	46-55	21-30	Male	FF-U-044	Yeah, certain documentation agency-wide is horrible. So these tactical worksheets [crosstalk]-- well, pick a subject and our documentation will

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			Responder					suck. I guarantee you. So on tactical worksheets, we don't save them. They just go away.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	He claims that we're going to be in court one day and they're going to ask him if they recognize his worksheet, he's going to say no and anyway, it was stupid. Yeah, like that, I'll do that. I'll take notes over here and record and I like it a lot.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Well, I know what I want. I said I'll push the envelope of what I want and usually get frustrated. But--
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	That [inaudible] [where I am?]. We have a guy in charge of IT and he never comes out to ask the end users what we want or need. Or if he does, it's not in front of me. [inaudible] [stay out?]. Maybe he goes to other people. But--
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	I've been told that-- I think the radio bandwidth is always dedicated and gives a better product, more consistent data, where ours-- sometimes the whole thing just dies and you have to reboot and just-- it's frustrating.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	And even just trying to ask for help on that is-- I said, "Can I call help desk from that?" They called help desk and they created a ticket number. So then I called our head of IT and I'm like, "Hey, I'm clicking on this and nothing's happening.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Thanks. And in the meantime, I didn't know where any of the hydrants were, or you may because you're familiar with the area. But that seems pretty important to the fire services where the water sources are.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	The staffing office. It's ridiculous. So we have one guy who's supposed to staff the entire fire department. And we use Kronos TeleStaff. I just don't think it's up to the job.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	And they're usually the ones with all the hours. And everybody else, shut up [laughter]. You didn't want to work. I don't know what you tell you.
Frustration	FF	U	Supervising	46-55	21-30	Male	FF-U-044	..So then the overtime hounds will complain that the guy who never



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			Field Responder					works signed up and he got it, but I'm always-- it's--
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Yeah. And it's all over people crying about overtime. We're spending all this money slowing down the operation because we cave into our employees' complaints.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	So I have to use my phone to try to read the email with my glasses. I can't read my phone without glasses anymore. I'm really mad about that.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	-- I'm sorry, Outlook '13, which, come to find out, the fire department doesn't even have the license to, so it doesn't work. I have Outlook 2010, which works and is still supported. It's like, "Can you guys get your crap together?" Give me the tools; have them work. And it's--
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	All they know is what we've always done. They have their blinders on. And this is the way we do things. Which I guess is counter-- because I said I want to go back to my guys with pencils, but--
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Up there, also a lot of data to try to manage. Until you could manage the data, it's just data. It's not real useful information. I found it very frustrating up there to manage that. I was asking for a-- what did I ask for up there?... I'd know that it was you. I'd scan your ID and that technology's available right now, today. And yet, our accident investigation is a 12-page-- pages of paper, that I don't think it's ever been to any kind of-- we're just collecting paper. And unless we can analyze this data and find out trends and see-- maybe Tuesdays after 2:00 are bad for us. We don't know what the data is going to tell us until we analyze it. And we don't analyze it.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	So I think the person who implemented that program never talked to the end user of what they actually wanted, or expected, or could use.
Frustration	FF	U	Other Public Safety	26-35	11-20	Male	FF-U-045	But yeah, that every once in a while, you're like, "I really want to say something right now and I keep honking out and--" yeah. So that does get quite frustrating.

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			Personnel					
Frustration	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	It's very clunky. So we do the pre-plan drawing in PowerPoint. We then do the data entry into the fire marshal software. Then the fire marshal software spits out a PDF of the information that we have. We take the pre-plan document and cut and paste the PDF into it from the fire marshal software. We then export that into a PDF. And then the PDF of the combined two documents get sent to TriLink, and that gets put into the CAD as a viewable PDF. But not queryable data, because the queryable data lives inside of the fire marshall software. So you can't just say, "Show me where the Knox-Box is."
Frustration	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...there's 50 vendors. And there isn't one vendor that's done everything very well. And even at that, the vendors, the 50, or 100, or whatever, they've really focused on one area. And they try to do the other two or three things, but they never do them well. And so we've created work-around after work-around to try to get everything to work, but it doesn't work well. It creates a ton of work on our side to be able to make all of this work.
Frustration	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...another item of contention right now, especially in our fire department, is gear. So right now, all of our bunker gear is made by Honeywell. And so Honeywell has a program that tracks model number, serial number, all of those things. And so all of our bunker gear is inventoried in a particular program that our fire department bought. But then, all of the repairs, warranties, and stuff like that are tracked in another piece of software that's accessible online through Honeywell. And we use a third-party vendor to do our repairs. So when they do the repairs, they have to certify the repairs, and they enter them into Honeywell so that they can track them. But when we do in-house cleanings or things like that, we don't have access to that system. So then we track it through our inventory software, Wasp. And then, at the end of the day, there's accreditation. So accreditation says that you have to have programs to track your inventory to certify repairs. But it's two pieces of software that don't talk that have, each, about half of the information that you need to

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								compile together to make one.
Frustration	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...when you talk about technology in the fire service and our rapid adaptation to it, we've never found anything to bring everything together. So there's inventory of equipment, and tracking the equipment from birth to death. And then the costs of repair, and when is it time to replace? And then inspection, and service tests to show that you've inspected it, and how it's lived...
Frustration	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: lifeline ropes] SME S3: ...we have an inventory software that we can track when we bought it, and we can track when we throw it away. But the only way to track all the stuff in the middle is a piece of paper. SME S2: So once that form fills out, you have no idea every time it was used before. SME S3: And then there becomes the problem of you have to archive it. So do you archive it in a book? Do you archive it as a digital copy? Where do you keep it? ...And then when the accreditation shows up, or when OSHA shows up because there's a problem - somebody fell off a rope or something - now you have to dig all this stuff out.
Frustration	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...in terms of certifications. So based on what my certifications are, may be different than [Name] certifications. So when do those expire? How many CE hours do you have to [inaudible] that certification? And then you have injuries. You can throw injuries on top of that. So here's this individual. Here's all the injuries to date. Here's what happened. Here's the surgeries. There's so many different aspects of it that's not tracked. A lot of it's paper-tracked, like [Name] said, but it's never really data input...
Frustration	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...there's not just one program that communicates with everything. It'd be tough. I mean, I think it can be done, but there's a lot of aspects.
Frustration	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	The payroll's a big one, believe it or not. Because if I'm off on vacation today, it doesn't track that... And these guys track it, our payroll, but we just changed it, and it was a nightmare. And it's still a nightmare. And we weren't getting paid. And nothing against these guys, but it's just another program that this program wasn't communicating with our scheduling.

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								So it's constantly evolving...
Frustration	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...You change the CAD, and now this program doesn't communicate with that CAD. So then, all of a sudden, you got to change the program, which is what we've been going through...
Frustration	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...One of our latest IT guys does a lot of building forms and sheets for us now, which is kind of a new technology that's started to come out. And we're using that more as a patch to fill the need to track some of our data in a very simple form because when you build a form, it just dumps it into a spreadsheet. And so it gives us at least something, but it's not a great something because you still have a lot of back-end work with the spread sheets. You have to stop the form every year and start it on a new spreadsheet, or you end up with this giant data set... And then how do you break up the original sheet into useable data? And then it's just a sheet, so it doesn't talk with all the other sheets, so.
Frustration	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: Exposure Tracker] SME: ...It would be nice if everything talked together and you could actually open up the program and say, "Oh, look. You've ran 10 fires this year, and you've ran 50 car accidents." And even if you had to download the data yourself every year. But to run the call, go back to the firehouse, have to type it all in-- Q: ...So why can't you get that data? SME: Yeah. But it's because it's spread across three different platforms.
Frustration	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Now we have the MDTs in the truck, so we now have a lot more access to information, which is great. But it's just getting everything to talk...
Frustration	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...And all of these technologies we have, but we don't have in one place. We don't have one that talks. Because we have Dude Solutions; that's when we buy stuff. We have Wasp; that's when we track stuff. And so we have all of these things, and it would be really nice if they worked together...
Frustration	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: radio communication] Well, there's too many people talking that are 20 feet apart. And they're talking because they're 20 feet apart because of the noise on the fire ground. Because in a hazmat suit, you're

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								wrapped in a giant Ziploc bag [laughter]. So you're trying to talk to each other, and you're 5, 10 feet apart. Which, the technology also exists to communicate 5, 10 feet apart, but it's not integrated together...
Frustration	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...we have one thermal imaging camera. We send one in with every group of firemen that go in. So they have that technology there. But the people in the front that are on the nozzles that are doing the job-- to be able to talk to them and to tell them, "Hey, I see this," or, "I see that," because you're focused on your one job. I think that would bring more value than everybody having \$50,000 worth of stuff attached to them... When maybe not everybody needs that. Everybody needs to be in contact and to be able to communicate everything that's happening. Because I think now, everybody wants to have a TIC because they can't see it. But if you were just being told in a regular voice where, "I didn't have to push a button. I didn't have to do this. I didn't have to do that," you wouldn't feel the need to have to have everybody have a TIC to be able to see...
Frustration	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	There's a huge cost issue. And so I think that a lot of things can be done on a lesser scale. You can give one guy the \$10,000 TIC, but then give him \$50 worth of communication that he can now more freely speak and be able to communicate to get out what he needs to do that doesn't take over precious radio time. Because we're getting dispatch. We're getting command. We're getting all of these things that-- it's turning into a lot right now. And I think we're just trying to figure it out.
Frustration	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	But that's one of the things, I think, that would be neat if it worked. It would be neat if all of that technology could work together.
Frustration	FF	S	Manager	46-55	21-30	Male	FF-S-023	It's a lot. For instance, so I've got logistics. So we're doing a lot of data with that, as well. How often our stations are ordering stuff. Where it's going? What's getting wasted? We're trying to lean that up a little bit, where we have a just-in-time delivery for all the expendable supplies, which is all medical supplies which is an industry joke. None of that stuff should expire, but it all expires very quick, so.

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Frustration	FF	S	Manager	46-55	21-30	Male	FF-S-023	...currently we have, just on an incident we have three systems that capture data for us. That's our dispatch system, our CAD, computer-aided dispatch. We have an infer system. Which is just as the in-first reports. And we have a PCR System, a patient contact report system. In our current system, none of them talk...
Frustration	FF	S	Manager	46-55	21-30	Male	FF-S-023	...But to analyze that data I have to download those three data sets and have to figure out some commonality between them because they don't have the same common numbering system. So I have to download it from an off-site server, which is our CAD, and two SQL databases...
Frustration	FF	S	Manager	46-55	21-30	Male	FF-S-023	...We're now moving to a web-based PCR in [inaudible] reporting. So now I've got all of this historical data that is out in SQL and other places, and we're going to this other thing that-- when we were buying this system, they swore up and down that they had two systems, that PCR and Fire weren't just going to be the same, and that is not the case.
Frustration	FF	S	Manager	46-55	21-30	Male	FF-S-023	So now I still have two separate systems out in the cloud that I have to figure out how I pull that information to a place where I can analyze it. They keep saying, "Well, we've got great analytics," which is true, but it's not going to give me a holistic picture in the long run.
Frustration	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	The old one was just as free, truly free-standing MACOM system that worked well within the city, but was incredibly frustrating when you try to leave the city because other than going to the red channels, you really-- or the statewide Mutual Aid channel, you had nothing else to communicate on. And if you had a complex multi-agency incident, you weren't able to communicate. And, like I was saying, the red channels were not meant to be this large intense operation that system just can't tolerate it...
Frustration	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	SME S2: And it was a process to do the change. And then, once we got it-- again, it may just be me, personally-- but, how I use it. SME S3: I think it's frustrating because, I think, you have this huge Google platform and we never had any issues from it. SME S2: And then everybody learned it. And everybody was fine with it. SME S3: So then, sort of, changing to

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								change.
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Everything's different. We have certs that expire at two years. We have certs that expire at three years. We have certs that "never" expire as long as you train on them every year. So everything's different. Everything is at a different cost. Everything is at a different educational facility. Some things you can get renewed through the college. Some things you have to do it through the Green Machine or the Forest Service. There are some things that you have to get renewed at a local level or by a specific certifier, like ice rescue. It can only be done through two different certifiers in the nation. So that's a struggle as a volunteer. That's tough.
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	This month alone, we have lost three individuals for various reasons. That doesn't make them bad people by any way-- stretch, I mean. But life has changed for them, and they are no longer able to be a part of our team. And that sucks. And we put a lot of time and effort into them. Again, they're not bad people, and this is isn't an animosity thing, but they need to move on with the next chapter of their life.
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	So I wear a lot of hats and it doesn't all get done. And one of my frustrations that I've always said is, as a [Job title], we're the jack of all trades but mastery of none. And so back in the day, I like to have projects and see them all the way through. And it seems like I'm getting on the project and I always hit the good-enough phase, then I'm on my next project. We're never actually completing or mastering anything, or finding efficiencies because we're just-- all we're doing is just putting out emergencies and going on to the next thing, so.
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...Well, unfortunately, as a volunteer, we have WhenToWork. We have emergency reporting. We got their training program they log into. There's a state cert system. So, unfortunately the devil's in the details. As a volunteer, you could actually become inundated with apps and all these different log-ins because there is no one program that solves everything for volunteers. So that's actually a detriment to our program, are the apps and the availability of all these technologies because they don't interface with each other. Some of them only do iPhones. Some of them

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								only do the Android stuff. So even that's a problem.
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...I spend a lot of my time as the IT guy just fixing-- helping people log in to seven different apps, or the passwords, their emails, whatever it may be. And I realize is that they're a volunteer, right? This is a volunteer thing we're asking from them. With their job, they have all these. And their second job, they might have all these. So a volunteer might have 15, 20 different apps and some of them are duplicate. We have people who work up at [City] full-time. They use WhenToWork. We use WhenToWork. But certainly, in the app, you can't just change users. You have to totally log in differently...
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: apps for volunteers] Really, they need to interoperate, or if you could have some sort of single sign-on where it covers all of them, that would at least take some of the burden off.
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: apps for volunteers] They're all duplication of efforts, and not any one of them completes the job. Most of them are just good enough.
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	I mean, gee, I have logged into-- between all the government stuff I have to do, I have 25 different web portals we're supposed to do something on.
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	I have 78, as a [Job title], to log, 78 different log-ins. This one needs characters. This one needs capitals. This one needs numbers. You can't just have one log-in for all this stuff either because they're all different... It's a nightmare... I enjoy the corner fetal position, a lot of tears [laughter]. No.
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We spend so much time just dealing with web portals and updating stuff for everyone's portals. Then you have to learn their portals, and then they do an update on it, and you have no idea. So, yeah, it's just managing the information
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We have the [inaudible] MDTs, but I think we would call it a failed technology. Because it relies on Verizon to communicate, it just doesn't work. We spend more time wasting time trying to keep that thing working than we do doing our job. So we've given up on it. My vehicle,



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								which actually is an old [Job title]'s office vehicle, because they built it in certain ways and it's actually one of their old terminals and all that stuff, it works okay, but I certainly would never rely on it or make it a priority.
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...they learn how the systems work, how the radio works, how we communicate, procedures, best practices, all the stuff. And then we test them on it. We don't just give them the information and go away. Okay. Now, they test out a bit. And like anything, it's like a license to learn. Once you learn it, you're not expected to be an expert. But now you're not afraid of it, and you're going to use it. And one of my pet peeves is that for law enforcement, all these other people, we train all these people. Law enforcement has to train twice a year. They have to prove they know how to use their gun. But they never once get trained or have to prove that they know how to use a radio, which in reality, what's going to save them the most, the radio.
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...But it would be nice to find a better mechanism of not so many different things. I mean, right now, on an incident, I'm carrying usually two 800 radios, a VHF, and two cellphones when I'm running an incident. And that's ridiculous... It's also too much information...
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Mainly, it's computer stuff. I mean, we waste so much time trying to get the computers to work right. "This PDF won't work here. Oh, I can't modify that. I don't have the software for this. I have to [inaudible] that." We lose a lot of time, just stuff that should be simple. It's almost easier sometimes to write you a note. Here's a note. But if you try to do it on a computer, well, this didn't work, and that didn't work, and this didn't work.
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: attachments] Or it's too big. It's bounced back. Now, I got to try to reformat. Now, I got to resize it. Oh, I don't have the program that can resize it correctly. It's those stupid things.
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: attachments] I'm sending from a Windows 10 to a Windows 8, which sends it to a Vista, which sends it to an XP, which sends it to an Apple... We spend more time dealing with that. We did not have our normal IAP [inspection plan] for our annual [Event] because all the

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								computers were down in the station, I think.
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	And that's more stuff that takes away from my job. The more time I'm dealing with computers, I'm not running the department.
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...Or just even new technology. We hate when the fire service is so stuck in tradition. We try to be a little bit more aggressive. I mean, you could go to different conferences around, and they're like, "Oh no. You just got to do a solid stream," and they don't embrace technology. We use CAFS. We use straight stream. We use [solid force?]. We use everything as a tool for the toolbox. And then, through education, you learn when to use that tool versus one thing fits all. But it'd be better if-- there's got to be a different way of fighting fires. I mean, yeah, there's home sprinklers and they do stuff, but I don't know...
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...If there's some of this stuff, why are we putting people in harm's way to put out a house that's probably getting knocked down anyway? I mean, you have all these houses down here. We've had a rash of fires lately, and we're actually getting comments from the insurance company. They actually wish we'd burn it down because it's cheaper for them to replace it than it is to mitigate it. We lost the third floor off of a house. You'd think we'd rebuild. Well, all of the stuff that they're having to do to mitigate what was left in the hall is more expensive than if it had just burned to the ground and replaced.
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	So we're putting our people in the way to have that problem? There's got to be a better way. I don't know. Our trucks just started having piercing nozzles. I mean, just fill the thing with foam or something. So I think as our fires have changed, especially structure fires because of all of the plastics and all of the different products, we have to change how we're fighting fires and have different products that do it. Just going in and putting water on it is not working.
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	And I understand our construction is different, but globally, firefighting tactics around the world are so much different than what we do in America. I mean, they're putting out full on stone, essentially room and

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								contents, where the structure has no fear of falling, but they're putting it out with 100 gallons, because it's going in at 900 PSI.
Frustration	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	It's atomizing the water. Anywhere, depending on the handling to 140 PSI. It's significantly different. They're using smaller pumps, less water, but they also have less of a chance of the building falling down. So even country-wise, we're still not doing the same things. As a manufacturer, that probably sucks. You're trying to sell in Europe. You're trying to sell in America. Two different products.
Frustration	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Another challenge that we have right now is we have two dispatchers that English is their second language. So they're speaking English but it's terrible. It's terrible. One is, I think, it's Hispanic. It's Spanish speaking. The other one, we're not even sure. She's new. Maybe German, but it's really thick in accent. I want to ask him his opinion. And so to go the automated route, everybody is getting the same exact tone, the same voice. There's no excitement. We have dispatchers that get excited. When the shit's happening, they're getting amped up. So that keeps our guys amped up. The language thing gets them pissed off...
Frustration	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Personnel issues throughout the department. It's kind of a pain in the butt, as far as something happens to one of my crew members. I get notified as a company officer by voice, or they talk to me. I have to notify the chief. There's this whole up and down, and stuff, and then there's the paperwork shuffle that catches up with it...
Frustration	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	--enter a password, and a username, and everything else, and hit the right button, while you're bouncing down the street, or it's dark out. It's two in the morning. That's where that interface of, "Okay, do I really need to logon each time I use this thing?"
Frustration	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	But the problem is there's that, I have to logon every time, and then there's a time delay. If I put this down because we're doing CPR or we're at a trauma call, and I come back and I've logged out because now I have to re-login again, and it's just tough. That delays that delivery of service.

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Frustration	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	I don't know. Generally speaking, the updates that occur are very very quick. However, that can mean missed information right there. If I get on the computer and it says, "Here's the dispatch," and I have to close it out and go back into that program and bring that call up, that's five to ten seconds of delay.
Frustration	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	...And if we got every cold winter day, all the dryer vents going off, if someone keeps texting hey, there's smoke coming out of the building, there's smoke coming out of the building. That's going to impact the agencies, or the fire service because we're going to have to investigate every one of them, and then subsequently the next, true real emergency, then we're not able to respond.
Frustration	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	"We don't want to use new technology, it's not reliable, but at the same time, our technology is horrible and it's outdated and we want something better."
Frustration	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	...The mindset, I think, is the thing that hasn't changed. So the people that are trying to develop systems to make this department work are very much in the technology of 10 years ago that they experienced when they were maybe coming up in the department. So there's not much in the way of training on new technology, or certainly no incentive for motivation for us to try to reach out to the newest, latest and greatest because of those reasons, that reliability and resistance. Any change that we see in stuff that typically is kind of forced upon us.
Frustration	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	The new technology of video capture being so easy you could just video it and send it to somebody. Or an example would be keeping track of, whatever it may be, in spreadsheets that are stored on shared drives instead of trying to put information into a database. People are very familiar with like, "Oh, I have a list of people and I have information about each of them. I'm just going to create a spreadsheet and we're going to make the spreadsheet editable by everybody."
Frustration	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Exactly. You can learn from that information. It's a much better system to use. But because people are familiar with that spreadsheet, this is

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								something that's-- even though it's more robust, it's something that's not being utilized. So, I guess, kind of twisting that question but that technology--
Frustration	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	I get a jumbled pile of paper from this person. I get a nurse who's, say, very acute and aware of what's going on with this person and can tell me everything. I get a person who has no idea, really, what the medical condition is that this person has. They don't really know, they just happen to have a shift change. I get a person that tells me something about their health that's completely bogus. So there's just no-- and so, again, right now, our mode to deal with that is push everything away mostly. Right? Because bad information is worse than no information.
Frustration	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	And so he was gone out of our city IT department very quickly and now he develops mobile apps for Amazon or whoever he's working for. So, yeah. So we need that technology but we also need the motivation for those who are trained in it to do it. And to connect those people to those on the line who have the issues and problems. Otherwise, we're going to continue just kind of doing what we've done for a long time.
Frustration	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	...So a lot of times, it's difficult trying to deal with the individuals that don't want help, but they need it. So it's a different dynamic, depending on where you are in the city. And each has their own, right? So there are times where it can be very rewarding, because our job is to help people ultimately. Sometimes it can be very frustrating, because you try and help people and they don't want it. And there are other situations that get very frustrating. So you have to learn to kind of deal with frustrations and anger, and be able to [inaudible], "Hey, it's my job and [inaudible] put you on a-- represent the fire department the best we can." So there's a lot of times where somebody's going off on your face, and you just kind of got to swallow it and just try and, "Yep. Yes, sir. No, sir," and, "We're here to help. You don't want our help? Okay." Fun?
Frustration	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	So now we've moved into the electronic age and we're using Microsoft tablets, and I hate them. And I understand with anything - and that this is what they keep telling you - is that there's just a learning curve to it. So

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								there's two parts of it that I dislike. One is the program. It's a bought off-the-shelf program that somebody developed for somebody else, and it doesn't use terminology and stuff that we've been using in the department, right? And so instead of having something that's kind of catered to us a little bit, we're having to get used to somebody else's program. So that's a frustration. But I think my biggest frustration-- once you start to figure out how they do it, fine. My frustration is with the electronic itself. Anything electronic, right, it ends up having bugs. Or things, you're moving and you're trying to enter a password because it locks out after 60 minutes and it's just like it won't take your password, and so things like that. So it can get very frustrating that it's taking my time away from paying attention to what's going on.
Frustration	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	I'm sitting here trying to peck through this [inaudible] tablet that's frustrating the hell out of me. So that's my biggest frustration. It's honestly one of those things where I think technology is so great that it has been a huge, in my opinion, a huge step-back from us here. And again, I'm an old-timer, per se. But I like technology, it's not like I don't want it. I just don't think this is the answer for our environment.
Frustration	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Without really thinking about it, the roll out was frustrating. It wasn't very thorough, and so you're having to really kind of try and figure it out and learn it on the job. Rather than having a well thought-out timely process orientation, to maybe become somewhat proficient before using it. But logistics and everything, there's a lot of things that come into play there. Right? But, yeah, I would say that's the biggest thing that has been a frustration.
Frustration	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	So that, in theory, as soon as I'm doing it, the ambulance that are handing off the patient to you or the hospital ER could instantaneously have that information. It makes sense. We're not there yet. My form doesn't go to the ER. My form right now doesn't even go to the ambulance, even though they're using tablets, because they're not using the same program. And you're not quite-- I have my opinions about that, but I'll keep those to myself.

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Frustration	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	I think it's a month time frame, is what I was told. So if I enter a person and I'm diligent enough to enter all their history, their medications, their allergies. Which in all honesty, because of the people's frustration with this, I don't know how diligent they really are in completing the forms properly. But if you're diligent to put that in, if you have the name and birth date. And we do it a lot down here because we got a lot of repeat offenders, so to speak
Frustration	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] I think the only other thing that gets in the way sometimes is, the tablet has a tendency to decide to crash a few times in the middle of the night in the way of calls. But it's a matter of figuring out how to circumvent the issue and figure out a way to make this work for now. And I'll take care of the rest of it later. The first few times it happens, it's frustrating but as technology advances and there's always updates on the Surface and whatever, there's going to be bugs. So it's kind of expected that that's going to happen every so often, but it's just a matter of not getting frustrated and going, "Well, this doesn't matter. What matters is taking care of that picture."
Frustration	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] Yeah, by the time there's-- used to be. I had one or two passwords. Now, I have a document on my phone. Luckily my phone just uses my thumbprint, but I have to open that to open up my document to tell me what password I'm signing in to what unit I have because I have 14 different passwords depending on what piece of equipment I open up. So yes, it stinks.
Frustration	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	...So, I mean, it kind of creates an added step, but I also don't want to carry two phones and have two different phone numbers. That's really hard to manage and track, and it just creates more headache for me to have two phones.
Frustration	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	...And just the fact that information is really at your fingertips too. You got to take the good with the bad. There's some frustrating parts to it, but there's a lot more positives than there are negatives. Having all of that information right at your fingertips.

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Frustration	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	With any new electronic reporting system there's always the learning curve and technology side. And they kind of play off of each other a little bit because if the technology isn't quite working right then as the guys are trying to learn it they get frustrated.
Frustration	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Yeah. That's a good way to put it. The form was right there in front of me. So, I mean, I could jump around-- if I'm sitting here writing medications down that I got the shoe box full and I'm going through it and somebody rattles off a blood pressure in the old paper form, okay, right, go down to the blood pressure, I look at my watch, that's the time. Okay, and then I get back to my-- you could jump around with the form. Now, you've got the iPad and trying to just rattle the blood pressure, but I'm writing them. So you notice all that, the kind of--
Frustration	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	So not so much with the younger group but the group that's my age and maybe a little younger than me, I see more frustration with that because it feels like they're being forced to do this and this is the way it's going to be and it's not the way they're used to being. And they don't like to see compromise in the field either. They have their way of dealing with the patients and doing their business and taking care of things and now you feel this element and it's kind of slowing them down a little bit --
Frustration	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Provided the map comes up when you hit the button [laughter].
Frustration	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	It works but it could be better. The city, the way it works, they always go with the lowest bid. Whoever. So the better technology, we could have, and it might be useful, we don't know, but we have to deal with what we have.
Frustration	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	My pet peeve is that there's no specific class on radio ethic, and so you want to be short concise and some people just love to hear their voice and if they're always talking. And in an emergency situation, it should be just what's needed to be said, not--
Frustration	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Because you imagine, if it's a fifth alarm, there are so many people. And people are just stepping on each other when they're talking.



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Frustration	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Exactly, and it's just really-- and I'll say the word frustrating. Nobody that's in the fire service will dispute the fact that fires are burning hotter, and with more energy, and more explosive in the year 2017 than they were when I first started. I mean, these chairs didn't exist 30 years ago. This material didn't exist. And you put a bunch of this type of material into people's homes-- go into your home and compare it to what it looked like.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	I do all special projects as assigned such as trying to develop a drone program. I manage the K9 search team that we have. And I manage the stress unit. It's about 10 to 12 jobs in one.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	No, there's no interest to give me any help--
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	so I'm a division of one with 10 people's jobs, 12 people's jobs
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	So I can't do them all very well [laughter].
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	So emails, phone calls happen all the time, so I have to be on top of it, otherwise-- I went away on vacation for the last week or two, 200 emails. And I still have to answer my phone, be available 24/7, because I'm a senior command staff person in the fire department. So anytime there's a major event, I have to respond and perform a certain function for emergencies.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	It does because the department, we only have iPhone 5s because they're free and that's all they give us. And it's almost inadequate for this day and age. So I can't add any applications. When people say, "I want to look at something new," I can't do that on my iPhone 5.
Frustration	FF	U	Supervising Field	46-55	21-30	Male	FF-U-016	Generally, I'm in meetings most days. And that means very little time in the office to do actual work. So when I write grants or write proposals or

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			Responder					bigger papers or what not, that's all done at home on my own time. So I rarely see the kids during the week because of my division of work.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	I get a lot of PDFs. I have to try and extrapolate something so I can put into my own document, such as a map for a special event. So I have to have PDF Pro, which I don't have at home because I'm not going to pay for it my own pocket. So sometimes I can only do certain things at work, or I have to ask one of the secretaries who's very proficient at that.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	And the engine company, we're there in two to three minutes. You don't have to chance to look at it anyways, we don't have iPads that we can't take with us that could give us the blueprints and take advantage of technology, which is capable of doing that. We're not capable of using that technology yet.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	It's very difficult for a large organization to change and embrace technology, and go to new things. People want to give up on it, and can't wait to prove that it failed, versus giving it a chance. And we're not able to give it a full chance because we don't have the hardware, we don't have the training, we don't have the money to invest in that infrastructure and the application tools.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	So I work with a lot of private industry, other government agencies that can move much quicker. And when I work with the private industry, they're able to do things so much faster with so streamlined for making decisions and investing in-- everybody's very open-minded and wants to progress forward. We're very very slow here.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	We're always behind the curve. There's great business intelligence solutions out there but we don't have the budget, we don't have the thinking, we don't have the proactive thinking to want to be proactive and change, and be on the forefront of technology. Very frustrating being in the heart of technology in [State] and we are very slow to change. And we're not able to take advantage of all these great tech companies here
Frustration	FF	U	Supervising	46-55	21-30	Male	FF-U-016	But that's the next evolution, to be at an incident such as a high-rise

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			Field Responder					building across the street here, have firefighters in on it, and we have the blueprints and the markers of each individual firefighters show up in a 3D model on an iPad, showing us exactly where everybody is. And the fire service will be way behind the curve in making that happen.
Frustration	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	Technology is not holding us back, it's our budgets and our thinking is what's holding us back, our culture.
Frustration	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...And something that they're also looking at is, which they should have done years ago, are more of a GPS-type direction of travel, which is huge. City's big. And if you are moving around from one area to another, say, I was a relieving officer, so I would go this firehouse and to that firehouse and then that district. So there was a lot of areas where I wasn't real familiar with, so even going from point A to point B, I couldn't tell you. So it would be nice to have that immediate, boom, hit a button. It shows you the travel route, just like the GPS that we use to go anywhere else, should pop up immediately and give you the quickest route and the more-- so those kinds of things are coming, hopefully.
Frustration	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	...I mean, there's times where they don't work as well, especially in high rises. You may not get out as much, but apparently, they're always working on that. Subway incidents are another hard thing to use radios at. They have phones in there for us to use...
Frustration	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	I don't know. Some of it's nice. We get it on the print-outs and the mobile data terminal. Like I said, they have to be on something that you can digest quickly. It may be too much information to put on any one thing, or it may not be able to process it as quickly as you'd like. But some of it would be nice to have on the screen. You could scroll down. We do have it on some of those where-- how many floors, because I go to high rises all the time. I don't know how many floors are on there. I mean, so I've got hundreds of buildings in my [inaudible] district of high rises. I don't know each one how many-- what the floor is. Be nice to have that either on the printout or on the screen so you could access it.

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Frustration	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	[RE: radio comms] Frustrated, I don't know if overwhelmed, but frustrated just because you can't get through. I mean, for me that's the biggest thing about technology is with everybody having a radio, everybody wants to talk and everybody thinks what they're doing is most important. And I don't know how you prioritize that, you know? And they all might be important, but.
Frustration	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	... At a big incident, just trying to get through sometimes is frustrating, and I don't know what the answer to that is because if you're trying to talk to the commander and one of my guys is trying to call me on the other channel, we use hazmat channels sometimes. So sometimes, I'll tell-- I'll pair up two people. I'll put one on hazmat and one on fireground. And if we want to talk to each other, we'll go to hazmat. So I have that option because we're the hazmat channel-- and they don't use it at fires. So that's how I get around it... And I mean, they're coming up with search and rescue channels. They're coming up with other channels. But it's just overwhelming when everybody-- you have 2 companies leading out, and there's 40 guys upstairs, and it's just-- and again, I don't know what the answer is.
Frustration	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	To not be on the right channel? Yes. And that's another deal with kind of resigning as chief as I feel like a broken record you know every meeting we waste so much time on going over stuff I've said a million times and I don't know it's almost like kids in grade school they get in here and they just want to chit chat and show pictures and this and that some of them not all of them but for the most part once everybody I may have to get on my phone and call that person and say hey get your radio on this channel you know and because I mean your adrenaline gets to going and around here we don't have a lot going on and you don't know who it's going to be that shows up to the call who is available so you may run if we have a call everyday there may be five different people every one of those days so it varies.
Frustration	FF	R	Supervising Field	36-45	11-20	Male	FF-R-047	... actually probably been a little too tight with money but I'd rather have it there then not you know and this sales tax I thought was going to be a

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			Responder					great deal and it is don't get me wrong but it is a pain in the rear as far as being able to use it because I had it in my head that you know between those seven departments actually there's eight because [City] is part of [County] now because they changed the lines but they only get a like a 16th or an 8th of what we get but they divide all that money equally between those seven departments and I thought they was going to hand us a check and say here put this in your bank account well it's not that way. You have to go to the chief's meeting and if you want if it's over x amount of money you have to get three bids, you have to get approval by all the other chiefs by everybody in that meeting, you have to then have your own money, pay for it and then get the receipt and then it'll be not until the end of the next month before you get reimbursed for that. So it's kind of a pain to be able to use it.
Frustration	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	<p>Yeah I mean obviously you know our trucks are getting outdated. I mean but you know we're working on a tanker right now to replace the one we've got and it's going to cost over a hundred thousand dollars just for the tank part and the bed and that's not including the cab and chassis on the truck which was donated thankfully and like our jaws you know ours are hand me down, hand me downs and I mean you're looking at ten to twenty thousand dollars for a set of those you know stuff like that you know there's always things like gear.</p> <p>Gear is more important. I was at a training deal extrication class and one of the instructors was the [City] Fire Department and he's like yeah he goes it's funny listening to you guys talk you know you're going gosh I wish we could get a truck you know, I wish we could get you know jaws, get this he goes we got guys complaining because their gloves are a month old and I looked at him and I said we got gear that's been out of date for ten years. [Town] Fire Department over there that I'm on we got a couple of guys don't even have gear and well until they just got some wild land gear but at a structure fire they can't go to a structure fire. They can show up on a car wreck you know we've got guys here that are you know it's getting to the point where we've got to get some more gear but you're talking just the coat and pants alone are about \$3500 that's not</p>

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								including boots, that's not including helmet, that's not including gloves you know, that's not including you know radios, you need hand tools, flashlights you know I mean there's a lot of hand tools that would be nice to equip every guy to have you know just for breaking glass you know but we have to have everything up to code. We can't just go down the hardware store per se and get a hammer you know to do this and that. Would it probably work? Yeah but inspection wise we got to have everything you know the fire tools that work better you know for our stuff.
Frustration	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Okay from the government standpoint that makes our regulations understand we're doing this on our spare time. This is not you know we're not paid, we're not sitting here at our fire department going okay we got to have a call any time you know we're at home, we're at our jobs, we're at our kid's basketball game, t-ball games, we're at our kid's birthday parties, we're at our family Thanksgiving's and when our phone goes off we leave those you know and so and then when we have training you know it's like I've been on three calls already this month you know I've taken enough time off. It's hard to get guys yes, we need the training but you know whenever the state's going you guys don't have enough training. Well first off you get them here and second off you keep them here. I mean even a paid department you know just the regulations to drive these trucks if we were in [city] they ain't a person on this fire department that would be qualified because the amount of driving, training they require to do that. Now do I make sure my guys are safe before they go? Yes and I have a rule if they don't know how to drive it it's grass it's a house as long as nobody your safety is first. Leave the truck. Wait on somebody else to get here don't drive it. You know that's the thing you know if you don't know don't go in but it's just you know the amount of time it takes.
Frustration	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Out here you have to become a very good fundraiser. We do get a little bit of funding from our county but considering the funding that we know could be available to us we're very underfunded. That's also a very sore

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								subject out here. We have to take a lot more time cooking barbeques, selling raffle tickets and things like that and you know that takes time away from our daily lives with our family as well so there's more to being a volunteer than just going to the call in the middle of the night. Our communications out here have it's been updated but it's very limited and antiquated.
Frustration	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	It's the general picking on each other, complaining about this, that and the other and the topic is talking about how to keep it running out here. What our next fundraiser is going to be, how bad is the county going to short us this year with money you know. The State of [State] has I'll say cracked down on the volunteer departments and a lot of the people dislike it and I think it's because they really haven't researched why it's happening but there's a need for it. Whether you're a volunteer or you're a professional when you're on a call the same level of accountability is necessary and I think that's what they're going towards making sure people are trained, training records are kept. People volunteers in the state are allowed to be in the state fire pension. I go to work every third day to get my pension. I have no problem with volunteers getting the pension but I want them to put in a little bit of work and dedication to earn it. You know just being on it and having someone forge a document for you to me that's taking away from more money I could possibly get.
Frustration	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	It can be quite a few of them. Sometimes it's fulfilling and sometimes it's aggravating. Because of where we are... you... you have to be a jack of all trades. So we do fire, we do EMS, we investigate, we have an investigations division and inspections division that do those tasks. So it can be... when you wear a lot of hats it can be somewhat frustrating trying to get them all done and sometimes the needs in one place od not necessarily satisfy the needs in others in terms of what you have to do it with you're the manpower you have to do it with.
Frustration	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Impossible to talk to. We have--it's not impossible. We'd have to go to a region frequency. See one of the things that aggravates me about the 700 system in [State] is that that radio works everywhere in the state.

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								But if I'm in [City] which I regularly--I go to [City], I go to [City], I go to everywhere, if I'm going down the road and run across a problem I have to go into that radio to find something that might let me talk to somebody. I can go and have immediate help or I can pick up the phone and dial 911 and have to go through a series of operators instead of saying, hey, I need a trooper to come to this area or , hey, I need, because I--they monitor our region channel, okay? And I can get to our region channel pretty easy.
Frustration	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	But when I go to another region channel you don't know whether those organizations monitor it. State police usually do. They can get you to one of the others. But. 911, I'm not doing anybody else any more good than [Name] driving down the road because I can call them on the radio and say this is what I have, this is what I need, and bang, it should be done. Where instead calling 911 and they're going to just go through their normal deal and they may be sending me what stuff I don't need when I can say, hey, this is all I need for this particular thing.
Frustration	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	It's all--everything in the public sector is about money. You have a limited supply of it. People think you don't. But we get 6 mils property tax that's all we have. No sales tax. No user fees. No nothing. We get 6 mils property tax and our tax is based--is dependent on the value of the nuclear plant which reduced 4% every year. So my budget constantly goes down and my expenses go up and my needs go up. So I mean... that's where we're at.
Frustration	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	I think for the most part everybody that works up here get along well with each other. Of course no matter where you go there's going to be one or two people that get under your skin or, you know, that... there's just a personality trait that you may disagree with or not care so much for but... especially in our line of business at the end of the day I'm my brother's keeper whether I want to sit down and have a meal with you, might be one thing, but when it comes to your life or my life I will be there regardless of my personal feelings.
Frustration	LE	R	Field	18-25	5 or less	Female	LE-R-002	But they use a different program than we use, we use a different



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			Responder					program than the sheriffs office use. So if it wasn't for cell phones and the crappy radio service, sometimes it would be that we couldn't get hold of somebody that's two blocks away from us.
Frustration	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	Yeah. So just things like that. If we were like that now, if everything was handwritten and I made a mistake on a report or something, it would be a big to-do to get that fixed. Because there's so many loops and boundaries that you have to go through now in order to fix something on this document that I said that I worked on, you know? Because of the courts and things like that. But other than the change from my big agency to this small agency, I'm too new for it.
Frustration	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	Well, that's a good question because we have to come back here. Because, once again, we don't have the same program on our laptop that we do here to write reports on. And it can be kind of inconvenient because, for example, if you're on a car crash you provide the victims of the car crash a number to reference to, to get a crash report online. And when you're out there and no one's here at the office to pull a number for you, you have to say, "See you, I'll call you in a little while with a number," and come back here and pick a number. And if your crash happens at 8:00 PM and you get busy until 2:00 AM, you forget about it or you can't call and get a hold of them, and you have to hope that they get the voicemail that you left just to get that number, so.
Frustration	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	I need to know as much as I can about what's happening in a timely manner. There's a little bit of a disconnect-- I'm sorry, not disconnect. There's a little bit of a delay, because currently, when someone calls 911, the information goes from a call taker to dispatcher to us. So there is a few seconds even to a couple of minutes delay in getting the information.
Frustration	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	In my opinion, technology should make life easier not harder. Right? And if the radio doesn't do anything other than just add more weight to your belt-- with these new radios, I'm not accessing any new channels that I didn't have permit to before....So it's like a newer radio with some new technology that, as far as I know of yet, the city has yet to-- they have

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								GPS and then [this and that?], but the city's not paying for it, so we're not using it. So it's like bigger, badder new radios that we're not really using to the full capacity
Frustration	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	There's a bit of a learning curve, especially with the radio, because there's different zones. And man, we have so many different channels, and they're not really labeled very well. So unless you know what channel you need to go to, it can be difficult trying to find what zone it's on, the channel label. Because our display screens in the car are like that big, so it can only fit so many characters. So there's just kind of a hodgepodge of letters and whatnot. So yeah, tuning to different channels that you don't normally use is a little bit challenging with our current radio system.
Frustration	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	On those interagency calls, every now and then, I will get one. Maybe if it's a bank robbery, and there's other agencies in the neighborhood, it can be overwhelming because once you start introducing different agencies other than [City] or even specialized units, because the specialized units in [City] operate on different channels, as well. So you'd have a massive miscommunication because you have these different entities talking on their own separate channels. Supposedly, the dispatcher is supposed to be connecting everybody, but rarely does that happen. So it makes for a big breakdown in communication, which causes confusion and adds stress to the situation.
Frustration	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	So our dispatch can patch in radio channels like she can, or whoever it is, a male or female, can patch in the sheriffs to our channel and dispatches specialized units. They have that ability. When I was on patrol, that rarely happened. And when it was attempted, it usually didn't happen right. Someone was always left out it seemed like. So apparently, it was difficult to do and rarely was done successfully.
Frustration	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Because before, you'd have these old-timer officers who were all about their 10 codes. And so they get on the radio and all in our-- they'll be all flustered spouting out these 10 codes that are rarely used, and you have to pull up your list and like, "I have no idea what he's talking.

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Frustration	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Because like I said, we all have to use our personal cell phones for one. And then two, I haven't really seen anything come out or the departments even looking at that takes advantage of a small form. It's always the big laptops.
Frustration	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	That includes loading up the vehicles, which is a huge fiasco for us because when we start running into technological issues, we've got a lot toys in the car and a lot of those toys don't play nicely with our wireless. So that's a big window when we're off the street tied up for a while. And then we'll hit the street somewhere about 45 minutes to an hour after the start of the day
Frustration	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	So we're using [inaudible]. They're great for heat, great for everything else. They're very slow on the connectivity issues that we have. We also have what's called DMAV on audio/video also needs to communicate via the Toughbook to either offload it, offload video that we got, or to get updates for the computers as well. A couple of that, we got a CAD. Which CAD, I'm sure you've heard, has lots of issues in itself, needs constant updates. All these things all have individual passwords. They all have individual updates and then coupled with that are Windows. I think we're using Windows 7. We finally moved off from XP. Well, we're using Windows 7 and for whatever reason, whatever CTM parameters they have, it takes a very long time for communication to make sure that the correct passwords in there are being uploaded. So it can be fifteen, twenty minutes just for the computer to boot up.
Frustration	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	And I don't want to get off on a tangent, but one of the big issues that I brought up last week with these guys is, this is going to be compounded 5 to 10 fold once we go to body cams. The community hasn't quite realized that we're already short on bodies, and now you're throwing a piece of equipment that's not been field-tested and their city's not buying the appropriate equipment to allow that piece of technology to communicate effectively with our other toys. So we have to be the middleman as far as documentation and metadata as far as making sure case numbers are inside, auditing all that information that goes in.

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								So that's going to be a tremendous amount of time for us not being on the street as well.
Frustration	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	It's definitely a burden. I mean, I like the idea of having a body cam and I understand that there are going to be extra issues with having a body cam. It's just the nature of technology and it's a necessary evil at this point in our society. But there are definitely better solutions that we could go about doing and we're not taking the appropriate steps to take those into account.
Frustration	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	If we can catch a burglar as he's about to break into a car, if we can catch a burglar in the act of breaking into a car, we still would have a case. We can put them in jail and then the victim would know that at least we caught the bad guy. And then we keep the burglar from being empowered and doing it over and over again. And unfortunately, when you're doing almost completely reactionary type of police work, you never have the time to go out and do those types of things. To catch these people, to stop the crimes from happening before they happen.
Frustration	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	I know that we have definitely lowered our standards for hiring in the last few years. I've seen it, it's pathetic, to me personally, to see that we lower our standards. We should never lower our standards. If anything, as we become more of a professional society in our group, we should have higher standards in my opinion. We've lowered our standards just because we can't make the quota to get bodies in to actually do the job.
Frustration	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	You can get a call with absolutely no information. You can get very basic 911 hang up and then at that point, you would know absolutely nothing and you walk into potentially anything. You can walk into a murder scene, you can walk into a burglary, you can walk into someone needing medical assistance. I mean, you can walk into absolutely nothing. So our officers are very good about being flexible for these things. And even on the same token, you can get a 911 call that's all misinformation. Completely inaccurate information.
Frustration	LE	U	Field	26-35	6-10	Male	LE-U-005	We've got one design for body cams, we've got one design for in-car

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			Responder					cams, we've got one design for CAD, and then we've got all these other small things. And they're all from different vendors, because of whatever reason. The city was trying to beg, borrow, steal these things from different vendors and they didn't want to pay full price, so none of them integrate well together, which is a huge issue for us.
Frustration	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	And I don't know what its SingleSource login. I know Windows can hold files. When I was in the military, 2000, I had a card, and it had my information on it, pop it in and everything would work. Yeah. I mean, why do police not have something like that? I mean, that was a decade ago - well over a decade ago.
Frustration	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	For communication? Yes. It's not bad. I'm a little more tech-savvy than some of my guys, and I know that they get frustrated dealing with it. But they're all capable of dealing with it. They just whine about it a lot. So they're capable of dealing with they just don't really want to.
Frustration	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	No, no. But it's a pain in the butt if I can't carry all the gear with me and if now I need to go to another car and log into it, I have to go back to my car to get the damn token.
Frustration	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	So it (earpiece) connects in for here via here, runs in through my shirt, which is kind of a pain the butt. And then, it clips-- my trigger clips here. And then, there's a piece that runs around the back of my shirt and goes into my ear.
Frustration	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	They added features to it and it does it's job, but it hasn't kept up. My phone has more computing power than what's needed to run the RMS now. And it's not-- again, they've invested a lot in it. And also on our end, it's very difficult to upgrade. The upgrades can be quite painful. There's migration and if they change types of servers, then are we going to lose data? How long are we going to be out for? Back to the high availability. Sometimes an upgrade takes us down too long.
Frustration	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	All they know is that I looked at my phone and I saw the video. So they want to see what's on my phone. And I can explain it until I am blue in the face that this was just a connection to this device. I was really

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								playing it from here; it just streamed it like YouTube. If I watched a YouTube video, you wouldn't want my phone to see it. You would go to Google and say, "I want this." But judges allow it.
Frustration	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	But the joke is, officers today, our job is paperwork. We spend more time on the administrative side of the coin than actually answering the calls for service, which is what we want to do. We want to get out there and help you, but every time I do that, I have a mountain of paperwork I have to fill out. And again, I know technology can bridge that gap for me. We've seen it, but how do we get there? And then, what's the right way to do it that's secure, that's user-friendly, that's friendly for upgrades and things of that nature?
Frustration	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	So I guess the only thing is, I believe that there is some great potential in a-- whether it's nationwide. I would hope that it's a nationwide. I don't know what it's supposed to be. But I also know that things can [laughter] somehow fall short of what their goal is. But I really would hope that - as an officer that travels around the state, whether I'm teaching or visiting to look at other technology - I would like that at least something that can be statewide, that's seamless. And again, pie in the sky, I would like it to somehow work with my existing technology. I won't have to carry two phones. So if it can somehow handle that transition of, this is either my personal phone that does both or my city-issued phone that I can - whether it's a double SIM or something - I can still do-- because I mean, these phones are huge now, which is great
Frustration	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	I think sometimes they feel like they're not heard as well, so when a decision's made that they don't like, it makes them even more upset. But I think here in [City], by and large, once you get past all the complaining, I think they're actually quite happy with what they do have, if that makes sense.
Frustration	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	I can tell you, just as an example, we used to be able to-- so our RMS, it actually has - this is just, again, more of an antiquated type, how it works - it has a mobile end that sits on the laptop, but then we also have a reporting that also is like a mobile version that sits on the laptop right

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								next to each other. Same company. So you have to run them in this side, and then type it in this side. Well for a while, we were able to automatically pre-fill it by pushing a couple buttons. And we had some officers who messed up, and they pre-filled the wrong person and didn't fix it. So there was a-- in my opinion, well, I won't even say my opinion. There was a decision made to correct that by disabling the technology which-- I mean, really, in the grand scheme of things, after everything I've told you-- I mean, that's one less time you have to do it, but you still have to do it 20 times. But you would have thought that we had just taken away their days off [laughter]. I mean, it was that bad and--
Frustration	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	And then what I do is I take my statement, and I tell the detective this is what I am going to say. And then they look at. And they'll say, "Oh, you can't say this. Or you can say this." And then sometimes I'll ask them a couple questions like "Would it be okay to release this or that?" Something big that we run into though is EMS. EMS will tweet out stuff. They tweet out right away. And they're saying, "Transporting one with a gunshot wound." Or they'll say, "Transporting." So for us, we don't confirm that. And the reason we don't confirm a type of injury is because sometimes people think they get shot and they didn't get shot or they didn't realize they were shot and they were shot. And we're not medical doctors. So us as a police department, we can't make that determination. The investigation's still rapidly unfolding. So we run into the media saying, "Well, one was transported with a gunshot wound, can you confirm that?" And when you're the PIO standing up there it's a little frustrating.
Frustration	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	I think with anything, once you first get something like when we got our E-ticket writers, and it kind of takes some getting used to. But I don't think anything that we have is overly difficult to figure out or use. I mean, there's some things that could be better and you get frustrated with.
Frustration	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	We would of loved if that information from the CAD screen would have populated onto our crash report. But the interface for the two is just out of the question. So we have to get the information from there. We either

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								copy and paste it if we can. Or we just have to go to the other side and type it in. So if we had the fields that auto-populated or things like that, that would be easier because we have to fill out a lot of paperwork as it is. And a lot of it is duplicate.
Frustration	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Now, EJustice, it allows folks to communicate better, but we spent five years and spent hundreds of millions of dollars on a program that was inadequate. And it didn't do the job that it needed to get done. Again, we're a day late, a dollar short.
Frustration	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	So in one of the richest counties in one of the richest states on the East Coast, we were using outdated equipment and outdated report writing and information sharing capabilities while other folks had been using these programs for years and years and years. Now, I don't think that has anything to do with dollars and cents. That's bad policies and that's bad politics.... And [County] has no excuse to not use the latest and greatest technology because of the money that we have here in this county and in this state. So that is a glaring example of why that report writing system, in terms of the technology, we couldn't even search a name.
Frustration	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	the fact that we can't immediately switch to a mutual A channel immediately-- I'm sure our radios have the capability of doing it, but we don't know how to do it. I don't know how to do that. I mean, I've got an \$8,000 mobile radio that I have on my belt.
Frustration	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	...I mean, it's an \$8,000 radio, you know what I mean? and you turn it on, turn the thing off.
Frustration	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	...Like I said, the information is there. It's just a matter of how much of a nuisance it is to go find it. But there's a lot of databases that we can gain lots of information from folks. You just have to A, know where to go look for it, and have the capability of doing so.
Frustration	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	I think in our region, I think an ability to identify folks, whether it would be using the new retina scanners or the fingerprint scanners. We have fingerprint scanners.



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Frustration	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Go to software engineers, go to the folks that are developing these programs and say, "What are you working on in the future?" and "Is this compatible with that so we're not wasting hundreds of millions of dollars on all of that sort of stuff?"
Frustration	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Because we have a [City] court system you have to log in for. There's a national system that you can check. I mean, it's ridiculous how many passwords we have for everything.
Frustration	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Well, that's the biggest thing with a lot of the stuff is you make it, but you never test it out on the real person who's going to use it. And then will it get lost in translation, and then it becomes useless because--
Frustration	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	And they're wanting to do their job and just waiting for it to be safe to come in. It's just a matter of getting around that circle to get to it.
Frustration	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	But when you log into the mobile data computer, it's different than it could be log in for the body camera system on your phone, or it could be different than the one you have for your desktop. And patrol district personnel don't have a specific desktop assigned to them, so they're always using group computers.
Frustration	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...The detectives there are seen as the Swiss Army knife because we can do everything... So the front desk folks, if they need help, they have a question, they kick it back to us. And we get a lot of, "Hey, can you come here? I need you for five minutes." Well, five minutes, and five minutes, and five minutes, and five minutes... So everything filters into our-- and it's a corner office. So everything would filter into there...
Frustration	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...So everything filters into our-- and it's a corner office. So everything would filter into there, whether it's some command staff just coming in to BS, which is-- it's cool. "We're letting you know we're one of the boys." But they come in there. Or if they have a special project that needs done right away, they come in to us. "We need this done right away." And all you do is say, "Okay." Whatever I was working on, it wasn't the priority. Now, this is my priority. But what happens is they come back to you, "Why didn't you have that done for me?" "Well, it's because you told me

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								to do these three other things." "That doesn't matter. Why isn't this done? I don't want to hear any excuses." So we're kind of a dumping ground of-- we get everything. And the other detectives that are down there hate me because I'm off-site.
Frustration	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	It seems to be out of jealousy. Because they'll go in. And they've got a bunch of paperwork to do. And then they don't type it. And then we shut our door, and then we're told we're anti-social. I'm like "but I got to get this done".
Frustration	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	So station life is-- life at the office is you avoid it as much as you can.
Frustration	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Just because you know you are going to get more work done some place else. And being detectives, it's a spot we all have to attest for, and everybody gets picked because of that drive to do the right thing and get stuff done. But it gets very frustrating that the boss is always coming in and derailing your train of thought.
Frustration	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...That gets to a point where you get bothered so much. You just lean back. All right. Let's just talk. You don't even try because if you're going to pay me, and you're okay with doing this, then I'm just fine with it too. But that's why a lot of us will work before and after, before 9:00 when the bosses get there and after 5:00 when they leave. Because between 5:30 and 6:30, you can get more done than you did in the previous nine hours.
Frustration	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...But it's getting to the point of there's so much stuff in the car... And then, what burns my ass is when dispatch tells to switch a channel. And you're like, "I'm doing 100 and I'm driving, and I'm dodging man, and machine, and critters, and everything"...
Frustration	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...the new [State] driver's license, they've got so much information on them. It's - I don't know - like a six font. These guys have literally gone out and bought the Home Depot or Walmart and got magnifying glasses so they can read the-- so you're doing this.
Frustration	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	... at some point during that contact - and we do e-tickets for warnings and tickets - you're going to have to be focused on this damn thing. It's

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								about the size of the original Game Boy. Except with a keyboard.
Frustration	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...we do e-tickets for warnings and tickets... And I'm like, "Put it on an iPhone. Put it on a Samsung. I don't care what Android or iOS, Apple platform it's on. Don't put it on Microsoft because that's why it's on, and that's why it's garbage." But make it user-friendly. We all know how to work touch screens. We can all zip through that. And if I could zip through that, take my [inaudible], and put it on my phone, so it's an app. I hit my button, type in my ticket, walk up there, take their picture, it send...
Frustration	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...we do e-tickets for warnings and tickets... put it on my phone, so it's an app... I still have to go back to my car to get the ticket, which unless-- and they have a thing we can wear, the printer, hook it onto our belt but it's a pain in the ass because you've already got gun, taser, bullets, handcuffs...
Frustration	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...You got utility belt. The last thing you want is a printer. They make it thin so you can slip it into a container on your belt and keep it there. I've seen, and I'm like, "Oh, enough. Just calm down." But you still have to do that...
Frustration	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...I'm not saying open the flood gates and start spending like a drunken sailor. But there's got to be a median, comfortable. And the decisions made by the command staff, usually with little or no impact on the people that it's going to affect the most. There's not that open lines of communication. It's decided up on a high, and it's dumped on, and you shall accept and make it work even if it doesn't work.
Frustration	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: cause of communication problems] Egos. Cowardness. They're afraid to confront each other... I can't stand keyboard commandos. Keyboard tough guys. And it also shows a bit of laziness.
Frustration	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...I tell our rookies, "Don't ever let me catch you doing this." And thankfully, they've stopped for the most part. But they'll type what would be a five-page email about why they didn't pull an IR, an insert report number, any type the report. They have all the same information in there. But they're just telling you why they worked harder to get out of work

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								than just doing the damn report. So it's just people that just hide behind either laziness or technology, they don't want to go talk to somebody
Frustration	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...People just getting new on the job don't have that ability to talk to people... Some do but others in the majority, they think there's going to be an app that's going to save their life, where they can send an emoji or a meme that's going to get them through a situation. There's not. Sometimes you just got to figure out how to talk to people... they'll bring me something, "Hey, what about this one?" "Did you ask them that?" "Well, no." "Go ask them [laughter]." "I don't know how." ...people hide behind technology.
Frustration	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Well, in technology-based is nothing talks to each other. And if you want it to talk to it- if you want program A to talk to program B, A and B is going to have their hand out for a monetary supplement to give you the patch that they've already created or to create a patch. So that's frustrating.
Frustration	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	You can't get two phones to talk to each other sometimes or- we all have the issues where you're trying to sync your phone to your new computer, and they may catch flight now and then, and you flip the table over.
Frustration	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...it's very frustrating. Like I said, we've got people. I can call somebody that can speak any language. But it's very frustrating for me as a cop. It's very frustrating for the person reporting the crime or the incident or whatever that you can't communicate.
Frustration	LE	U	Manager	46-55	31-40	Male	LE-U-020	...when our CAD went down, we went back to manual. And we used to be on a card system, and writing things down on cards and the frustration level of our dispatchers was through the roof because they're not used to it, writing things down... when it came back up, they had to go back in. The frustration of back-filling information.
Frustration	LE	U	Manager	46-55	31-40	Male	LE-U-020	But there's a lot of agencies that will get- and this is the frustrating part. They'll dispatch an officer to the scene and then he gets there and says, "Oh, no. It's State." And then they call us so they've already waited an

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								amount of time, and they have an officer on scene. And then they ask us for an ETA. So even if it's 15 minutes type of thing, when we get there, the people are upset because they've been waiting there a half hour.
Frustration	LE	U	Manager	46-55	31-40	Male	LE-U-020	...there are some where, oh, no that's state, call state. But they don't call us on the initial call if there's a question. They wait till they get there and then they decide, and then they call us. So that's a frustration piece, but working with 63 different counties and multiple local jurisdictions, you're going to find the good and the bad and the others.
Frustration	LE	U	Manager	46-55	31-40	Male	LE-U-020	...in this day and age it takes a while to implement things, and especially if there has to be money involved and going out to RFP and those type of things where you're line level person has no idea of the frustration that that is.
Frustration	LE	U	Manager	46-55	31-40	Male	LE-U-020	...clearing flow of traffic as soon as we can with accidents. If people are involved in a fender bender, we get them off the highway so the lookie-loos don't run into each other...But there are some agencies that have no concept of this and they'll lock up a lane in traffic for hours and then we just see multiple things back up, and eventually, if it's in the city, it's going to back up into our area. So that's frustrating, trying to get them all on the same page because they have their own leader they're responsible for...
Frustration	LE	U	Manager	46-55	31-40	Male	LE-U-020	...In law enforcement, it's different because typically your sheriffs are elected, so they're going to do things to keep themselves in a job... You're at the whim of the city council or whatever that they'll hire and fire or do whatever they want if you don't do what the mayor tells you to focus on. So they have their own things that they have to do and I understand that. But just, when you get into, well, you're all law enforcement. Well, yeah, we are, but it's difficult so. It's just kind of a perspective of internal communication and then external communications
Frustration	LE	U	Manager	46-55	31-40	Male	LE-U-020	...[State] is very difficult. We're having very difficult time. They run their radio system differently, and their legal department has indemnity

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								issues type of things about sharing their resources with others. And so when you start getting into legal problems, I mean, it's, why are you involved?
Frustration	LE	U	Manager	46-55	31-40	Male	LE-U-020	...When you get up to end of the metro areas... it's a different dynamic. So we do have very good working relationships with some. Some we don't because they're self-sufficient and they want to have control over everything. And that's why we a multi-county thing that they bought their own digital trunk radio system, that is the exact same system as the state is on. But they don't have control over the state system, so they got their own in a tune of over a million dollars
Frustration	LE	U	Manager	46-55	31-40	Male	LE-U-020	What they did is they've put up a silo because now the officers, boots on the ground, where they had the ability to talk to each other. They back each other up. They knew when each other was in-- that because they went on a different system, even though it's the same system, but it's theirs. And now the two cars can't hear each other. And it's been very difficult on the boots on the ground to say, "We lost this, and we can be right here and this other officer can be getting his butt kicked. And we don't know about it." It's going to take multiple phone calls to-- and then dispatches, and time. And it wasn't a good decision, but it was a political decision that they created our own silo. And that's tough, but that's what I'm hoping that FirstNet won't become as well.
Frustration	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...we have a few people who will not use the computer, use only the radio, which then takes up bandwidth for everybody else, but they won't change, and they're our trainers. So when you have trainers who are teaching people to constantly do that, it's like, yeah I can teach them how to, but you don't need to do it all the time. So it just, there's a lot of things that we can do with technology that our people are preventing. Whether that's dispatching, whether that's running inquiries and stuff like that on computer, because we just get a mindset of, "Well, this is how we've always done it."
Frustration	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: electronic v. paper forms] ...There's a lot of things that-- there's really almost nothing that we have to do on paper anymore, I don't think, but

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								we do. Even our eticketing, it imports directly into the court. They have it the next morning. They still print out paper copies. Our records department, it could import directly into our RMS system, but because they had to click three times to merge the records, they print them out, and they hand type them in. There's job security there [laughter]...
Frustration	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: electronic v. paper forms] ...we still have stacks and stacks. "Paper and printer is expensive." Then stop doing it [laughter]. But we keep doing it, even though we have other places to store all that stuff.
Frustration	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...The thing with technology, we used to dictate all of our reports. We never typed. I mean, we'd fill out the face sheets but then our narratives we would call in-- when I started our records department typed them. They ended up getting so far behind that we ended up laying off our [inaudible] clerks, and we moved to a private company, a dictation company. And we'd call in there, and they would type our reports for us, and we would get them back within a day or two. Or within hours if they're a emergency type thing. And again, that's a quarter million dollars a year...
Frustration	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...And then, "So okay, well, maybe we can save this money." So we went to Dragon Dictation, doesn't work. I mean, for us. We have a few people around who beat up and train their dragon enough that it works-ish, but the quality of reports weren't there, and then the reports got shorter. So then, most people just stopped using Dragon altogether. They went back to just hand-typing their reports...
Frustration	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...primarily we're secretaries. We take reports. The emergency responses are limited here, but everything has to be documented, so you do that. So our officers were in here all the time, so now we're going back, and we're now going back to another dictation system. And that's an app, it'll be on our phone that I can record, and it'll send it to them, and they'll type it up for us. So hopefully our reports will get better and faster, as far as that type of stuff goes...
Frustration	LE	R	Field	26-35	11-20	Male	LE-R-018	...One that we do have is an e-ticket machine which I detest because the

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			Responder					buttons are the size that my three-year-old can push but not me. So there's a lot of fat fingering on those. In my opinion, it's a very good idea. It will save on paperwork. It's a terrible follow-through.
Frustration	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	Short of dropping the brand new tablet [laughter], there's always little gremlins and bugs. Currently, my computer, I can print almost anything except from one piece of software that it doesn't know where the printer is. And there's always some little aggravation like that...
Frustration	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...They've got a license plate reader that they put in the parking structures, which I was trying to log into yesterday, and apparently, it crashed. They put it on a different server, and now I don't have any of the login information because it changed... So I'm trying to get them to solve that. And all of these pieces of technologies would be helpful if they were working properly.
Frustration	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...I'm trying to think. I think my biggest gripes are that e-ticketing machine and just the fact that it's not well thought-out for the application. I don't think there's any reason why it couldn't be done on the phone that I already carry or the computer that's already in the car. So integrating technology with stuff that we already have, that we already carry. Because when I'm on patrol, I carry 30 extra pounds of stuff, which doesn't count the two bags which are probably 30-pounds each of stuff that I keep in the car. So adding more stuff to all my stuff is more weight and redundant. So I think finding ways to use what we already carry...
Frustration	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: Blackberry-style buttons on e-ticket machines] Well, that's why it pisses me off [laughter]. It's 2017, we should be able to have buttons big enough for me to push.
Frustration	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...So for a while, we sort of lost communication if the helicopter was up in the air and that created some frustrations as a new technology came out and people realized, you get up in the air, kind of like, "Why are you not supposed to use your cellphone on airplanes," because you'll see so many towers. Not that that's going to bring down the airplane. We would



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								hope that airplanes are made better than that. But there's other reasons and they don't always get explained properly as to why they make these rules that say "No." The helicopters there and flying around regularly...
Frustration	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...we'd recognize, from a workflow standpoint, if a dispatcher does something, how's it going to affect the unit out in the field on the computer? And vice versa. It was starting to create a lot of frustration because somebody would do something on the computer and all of a sudden they would disappear from the dispatcher screen. And they didn't know why.
Frustration	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Going to the airport and the guy at TSA's holding it up now. They see licenses from everywhere that they have to understand and even they're like, "Wow. These are kind of tough to read." So yeah, I don't know who came up with that idea. So that's, yeah, I guess, another frustrating part that sort of technology related on the printing and the style format. Again, they're trying to use more security in their driver licenses. The REAL ID Act necessitated that, so responding to the federal stuff...
Frustration	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... if the dispatch tells you it's windy, that was a big discussion. If when the new system came in, if you're digital, do you want dispatch to tell you you're digital? Do you want them to tell you why your transmission didn't go through based on their point because it was too windy and they couldn't hear it, because your microphone was too far away and they couldn't hear it, because it was digital? Or do you just want to be asked to repeat? Big topic at discussions, guys like, "I can't do anything about being digital. What good does it tell me you're digital? Just tell me to repeat." But if it was windy, you should be told, "A lot of wind noise. Please move." Little annoyance things. I try and count. Some guys are, "I'm glad this is the biggest annoyance you have today, and we can resolve this."
Frustration	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	For some reason, having to dial 911 because we've trained everyone to dial 911. It was supposed to be for emergencies only, but we've done a good job of training them. So everyone dials 911 for everything. And I hear stories in big cities of people getting yelled at, "This is not an

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								emergency. You need to dial the administrative line." "Well, can you tell me that number?" Because we've trained everyone, dial 911. Anyway, so people dial that for whatever their problem is and then they expect it to come out...
Frustration	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: tracking device / suspect] ...And then there's the relay to the dispatch and then our dispatch has to relay to us while they're trying to maintain the channels and then also provide the information that we're giving to them to other people. So then they have to run a third channel, MetroNet, so they're relaying out all of our information to the rest of the metro area...
Frustration	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: tracking device / suspect] ...So our channels are encrypted so no one can listen to our channels. But they take it to Metro and now they're telling all the information, so now everybody else is-- if you're scanning the Metro channels you're hearing that we're tracking someone. So if the suspect is listening to that, they now know to get rid of the pack, which they did. Okay? So if we can-- I don't know how it can happen because you have to share encryption across everybody. So I don't know if it's a monopoly then if everybody has to have the same system or same-- plus, then, if the encryption code gets out, then now you have to deal with all of those issues. But if there's a way...
Frustration	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: tracking device / suspect] ...So if we could get on and just air out our information that we're doing this but have it be encrypted for everyone, then it would be good. And then those people that have the trackers can just air up for us and give us direct information because at this point, throughout today, I'm following, trying to catch up to this car, and I'm already two steps behind because the tracker's so slow. And now I'm another step behind because of the information getting relayed.
Frustration	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: tracking device / suspect] And then I have to wait to get on the air, and by the time we find out that the tracker has stopped, we now block off the roadway, but by then, the person is already long gone. We don't realize that because we think it's immediate information, which it's not...

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Frustration	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So I just recently just started doing this again because I can't stand listening to it just blaring out through the mic here. But when I was on patrol, I would say I could probably make one last three weeks and then I have to buy a new one. It's usually, generally, not the earplug itself, it's generally the tube. But I mean, there's a variety of selections, like I said, of these. This one I cut down because there's all sorts of different flaps and stuff that they come with. There's ones that come conformed to your ear that still allow some of the sound to come through. They bought us and had us made specific ones that actually conform and fill your whole ear cavity, and it's supposed to have an air hole in it, and it does have an air hole, so it relieves pressure, but it's supposed to allow for sound but it doesn't allow sound. So there's got to be a better solution than this.
Frustration	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: logging into 4 separate SW systems] Usually you have the same user name for all of them. But then the password is whatever you want. But some of them change every 90 days or so, and some of them don't... It's pretty irritating.
Frustration	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Well, I mean, I think just law enforcement in general, as the world is the way it is right now, our name is-- as a police officer, a lot of people look-- some people look down on us and what we do. So that is a huge challenge, and a lot of it comes from well, social media. It's good and bad.
Frustration	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	But yeah, we wouldn't want the car thing because people see us and they already yell because we get the exemption of-- technically, I can be on my phone
Frustration	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Yeah. So if we're responding to something and for some reason we need to be on our phone, we can be on our phone. So most of us, we're not going to drive around like that because someone's going to complain about this. Not that we would need to
Frustration	LE	S	Supervising	36-45	21-30	Male	LE-S-028	because oftentimes people will call in and go, "Hey, my car got

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			Field Responder					vandalized." And so you're like, "Send me a photo of it and we'll talk about it on the phone." That way I don't have to run eight miles away to get that data, and it could just be passed on through. While they're thinking about it, while they're doing it, it can just be passed through. I don't know what that looks like for data retention, so that's going to have its caveats as well.
Frustration	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	..Obviously, we deal with so much more than we did 15 years ago when it comes to developing the social media area. I mean, we've had investigations-- I've had investigations that lasted through years, tracking people through social media. And I don't know that we'll ever find true technology that will be helpful there because those agencies are all balancing privacy with criminal activity.
Frustration	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	There will always be our detractors, our critics. And police work is a very public thing, and so it does not strike me as unusual or unacceptable that we do fall under scrutiny and criticism. I think that's just part and parcel of the job, and the critics, the detractors, I think, get more attention drawn to themselves or paid to them than the supporters because the supporters are usually, I think, quieter, less vocal, less public about their praise and appreciation. And so the media is drawn to the attention from the negative aspects. But again, I think that's entirely understandable. I don't worry too much.
Frustration	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	...because you have to log into the computer, and sometimes that's a little bit slow. And then you have to log into the in-car video system, have to make sure that's working. I've had any number of times that you're halfway or 80% of the way through, and it just isn't working. So you have to shut everything down and start all over again.
Frustration	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	...Sometimes the technology fails and the radio doesn't broadcast clearly. There's static. It's broken up, and that makes it even more frustrating. And that's fairly rare. But there are kind of little dead pockets all over where if you happen to be-- of if you're inside a building, sometimes, the radios don't work well.

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Frustration	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Well, that's almost a little bit of a sore spot for me, because the bike officers in the other precincts have cell phones where there's a program where they can run names. I don't have that--
Frustration	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Yeah. I can't get to those from this. That's a little aggravating sometimes. (from 07:46 - he is talking about Outlook email: We have Outlook email and I'm unable to look in my other folders with this cell phone. I can only look at my inbox.
Frustration	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Anyhow, so they looked at that guy's photo and as they're biking along, "Hey, that's the guy on--" and there's probable cause to arrest him, so they placed him under arrest. It turned out that was a stolen car. So now, because he said, "Ouch," I have to do an investigation as a supervisor into a use of force, so I have to have a camera, so--
Frustration	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	So in a police car, we had and used cameras and microphones. And to be honest with you, it wasn't that big a deal. I don't really understand what the problem-- they make a big deal about it here in [City] when people forget or they crash, or whatever.
Frustration	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	But they're getting on radio and they have to tell radio that, "Oh, my ICV isn't working," or "I wasn't able to log on." And we have to get this on radio, which is another stupid thing, so the officers don't get in trouble.
Frustration	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	It's just another piece of equipment we have to carry and think about. And in that regard, it's a little distracting. It used to be that to activate it-- a lot of guys would wear it right here. You had to push this button twice--
Frustration	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Well, and so much-- I mean, how much equipment do I have to carry? This stuff all weighs probably-- I mean, I'm probably pretty light at probably an extra 15 pounds. One of my officers wears a vest. It's 30 pounds.
Frustration	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	...But now we put all this crap in here and when officers have accidents, and they have accidents, nobody has said this is safe or not. I'm sure there's been a lot of injuries from-- we don't look at that stuff when we buy this equipment. We just shove it in there. We just shove it in there and say it's good to go.

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Frustration	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Fatigue is an issue but nobody will look at that. Anyhow, I don't know how I got off on that.
Frustration	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Right. The really important stuff is going to get forgotten, and the minor things get remembered. So that's kind of-- one of my pet peeves actually is when-- I'll be honest with you. There's another sergeant on the watch-- we get a lot of things in our emails and those go to every officer, but it's things like-- well, there was an email from somebody at the 911 center saying, "Hey, please ask the officers not to talk between themselves on their MDT, but talk to radio so I know," because apparently, they said, "Well, we saw the suspect." Well, in my mind, that is-- one set of officers, why would I go to the entire department and say, "Hey, quit talking amongst yourselves or don't-- make sure to share that with radio."
Frustration	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	It's redundant information, and these are officers that-- what should have happened was at the time was the dispatcher should have called their sergeant or called them and say, "Hey, listen, I know you see the guy, but you didn't share that with me. Don't--" send it to each other, send it to me. But instead, they save it up and they add it to a couple other problems and they send it out for the entire department. And it's like, that is unnecessary.
Frustration	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Certain categories, some really just pretty serious felonies, and then some larcenies, and thefts. But these, for the most part, are all felonies. I'm down here in the weeds and most of the stuff that starts, starts as misdemeanors. So when he sends me this information about these crime trends in my precinct, about robberies and-- well not robberies - that's not exactly true - but some of these other crime trends, it's like, I can't control those. I can't control trends. I can control specific incidents. Anyhow, so he shoves that information down to me. He sends some other information down to me and I've even turned to the other sergeants, I said-- I've asked them, "How do use that information you get from the captain? What do you do?" and they go, "We don't even read it."
Frustration	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	It's irrelevant to me, but he feels it's important. So I mean, we've met with the captain, but it feels like to me, what needs to happen is, is if he

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								wants me to think like him, then he needs to tell me why it's important to him.
Frustration	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	What he has to answer for and how he uses it and synthesizes it is different than my need for it and for him to just shove it to me doesn't do--
Frustration	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Exactly. And sometimes I'm not sure what he wants me to understand. I'm not by any means stupid, and neither is he. But there's a piece there also. I'm not quite getting what--
Frustration	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	...I know that he is going to be in jail for a very short time. He's going to be back out, and I wanted to look at his picture. So I went into this system, took his name, ran his name, found him, found his picture, printed his picture, got up and walked over to the printer that was a mile away--
Frustration	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] And I will use one that he used is challenging. That was my number one right now. I'm basing it right now on how I feel. It's challenging. It can be frustrating, but on the other hand, it's fulfilling work, it's worthwhile work, and it's important work.
Frustration	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] it's a little frustrating because there's all these initiatives and things happening all around, but the number one thing that we have to remember that is the most important is keeping the lights on at that com-center, answering those phone calls, getting those dispatched and keeping the officers safe. Sometimes it can be challenging to try to brain in everything happening around us.
Frustration	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] Or all the body-worn-- all the video that's happening. All of that needs to get integrated. Every bit of it needs to get integrated, and we're so far from that. I mean, we're struggling with that right now with how are we going to take body-worn and know what the call was and what was the officer doing and just all of that?
Frustration	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] ...If you don't get that initial buy off on technology, that people don't understand it, then they don't use it and then it just becomes a shelved item that collects dust. So we've seen that happen countless times.

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Frustration	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] You can go anywhere in this department and find older employees embracing technology, being evangelists for the technology, so I don't think that's the issue. Could be stubbornness. I think that happens from time to time though, where people say, "Enough's enough. I don't want to learn a new system. I know how to do my job. I know how to do police work. Why do you keep changing things on me. What are all these new things coming at me?"
Frustration	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Yeah. I think maybe a small number, and it's probably small, is unwillingness to, I think-- "I'm a cop, or whatever. I'm a first responder. I know how to do my work. I don't need any of this stuff. I'm not going to even deal with it. And I'm going to do as much as I can to keep circumventing it as long as I can."
Frustration	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] That's another one that I think is in progress and has been for some time, so we've made strides to get into single sign-on sessions for a lot of the homegrown apps that we've talked about. We've got two-factor stuff with our IDs with Imprivata systems where you can log on with your ID. There's other two factors where it's an ID and a PIN, and then there's the wide variety of Windows passwords that live in the 90-day password reset time frame for everybody in the city. That's different than application logins that you might log into once you get into Windows so.
Frustration	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] It's a mess. I mean, we all have 15 different passwords for different things that we're getting into. Different usernames sometimes. It's our unique identifier that's numeric for us as employees. Sometimes it's--
Frustration	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] And every person manages passwords in a different way, whether it's electronically, or on a piece of paper, whatever it is. Just looking at the [heat queue?] or ticket service that comes through for end user support, I see a whole lot of password resets just about every day.
Frustration	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] I mean, there's just all kinds of stuff and they'll bring it up, but it's a big pain.
Frustration	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Yeah, and actually that's a really good point. So we've got security standards which you guys are very familiar with, and we have some of



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								our own that sort of add to those. So the [State] security standard is out there floating around somewhere. We had to walk the fine line at least in the 911 center of using a pool or shared password or username. If we didn't do that, operationally, we're talking about a minute to two minutes of time switching people in and out of seats which happens all day every day all day long to the point where, yeah, two or three minutes doesn't sound like [inaudible] minutes. But yeah, when there's calls pending and everything else--
Frustration	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Logging on is the last thing you want to think about. So we try to be compliant, and are in most cases unless there's a severe operational impact.
Frustration	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] And I was leading an effort through the county 911 office to maybe look into having CADs that talk to each other or eventually having one CAD system, etc., etc. It was painful. It was painful, because everybody does their business differently. Everybody wants it their way. Nobody really wants to change.
Frustration	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] ...Not to say that doesn't cause all sorts of boiling up tensions inside the comm center. So you're going to have people that need to get separated I think at certain points in time, not maybe physically because they're fighting but just I don't want to sit next to that person right now or you're always going to have that in dispatch centers. I think we've got a lot of new people over the last two years, the type of people--
Frustration	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] We can't get an SMS. I can call Domino's and they know what I ordered four years ago. They probably would make a good recommendation for me but I can't do that in 911. So that can be frustrating sometimes.
Frustration	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] But you mentioned something really important, and so did the chief. There's really a lack of appreciation. And the way vendors come in and the way they want their product sold and, "Well, we'll just use this one thing for everything and it'll solve our problems. Voice, data, video, you name it." And there's such a disparity between the worlds of mission

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								<p>critical voice and the infrastructure and the types of devices that we use, and the simplicity of it. I mean, really, when you're out there and you're a cop and you're not doubled up, you need something that you can just click and know that you're going to get a voice on the other end of the line. Whereas the more advanced these get, the more I have to click in, the more I have to do this, the more I have to do that, and it's a challenge. Everything from ruggedization to battery life to the differences in the technologies, I mean it really, really-- even though people say, "Oh. Well, we're going to deliver on this." And probably when you talk to the fire department, you'll probably hear a lot about what they do on a daily basis. A lot of communications is point-to-point for them. Rarely is our communication point-to-point. Everything is done through dispatch, except in cases where you have your special-- we have special TAC channels between the police and fire and TAC-U, but we have that point-to-point with the fire department. But, again, the human factors element is something that really-- having all your eggs in one basket, cramming that down public safety's throat is not necessarily always the right approach. That's really important.</p>
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	<p>You try, but for every one there's like three more, and then three more, and you see them especially down here. You seem like you're not getting ahead of the game. And by providing all these services and city workers are taking pay cuts to keep these shelters open, free exchange. When people are coming out of [art?] and have their kids to go see Hamilton, they don't want to walk around skipping over people who are shooting up in the middle of the street. But like other cities where they don't have the services like we do, because we got every grant and everything here to get people off the street, everybody gets sent here. So as a sergeant, I try to manage that. Like sometimes, I don't have the resources, and all of the sudden I've got a protest, a black lives protest, so those cops that are on the bikes, those cops that are walking the foot beat, they're not out patrolling the neighborhood that people think the cops are there; they're in the middle of a protest. So that guy that was supposed to be picking up, that's going to a homeless guy, "Hey, sorry I know this is what</p>

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								you're supposed to be doing today, but I need you to cover, handle some runs, because people are calling 911, and they got robbed," and I can't call them up, "Sorry, we have a protest." Just can't do that. So as a supervisor, we try to manage that as much as we can. Most officers at this station, they normally don't even get off, say they work a 10-hour shift, they don't get off at 10 hours because they're writing police reports. It's not like TV where you're going to make the arrest, and that's it. Now, you have to dot your I's, cross your T's, and then the sergeants have to read the reports to make sure everything, you know, all the elements there. Because once it goes to court, if it's not there, it's thrown out.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	We're just challenged with-- look how long it took you to get down here with traffic and stuff. So try and imagine me trying to get with lights and sirens around.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	It's horrible. That's why it's great you have bikes. Get up and down with the bikes real quick. I go and handle calls for service, just like [inaudible] there's times, and I'm sure you guys work for people who they worked in position, they kind of went up the chain, but they forget where they came from.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	So there have been times where there's just one officer for the whole Tenderloin, going from call to call by himself because all the officers are tied up at the protest.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah, here, basically, the Bay Area pretty much is a very liberal part of [State]. It's all around here. So we get a lot of-- I mean I've had people-- we go to so many protests about the pandas being mistreated in Africa or crazy stuff, like really? We're going to protest here? The oil. There's a new one up. What's the oil one?
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Or they used to do it-- because after it's all said and done, we get the complaints of, "So they used a key and they keyed my car during Critical Mass, and I wanted to file a police report." And then I wait with the person at the window going, "You guys aren't doing anything about it. I

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								demand to speak to the supervisor." Here comes the supervisor's boss. I go out there, "Yeah, can I help you, sir? What happened?" "You guys are not doing anything about this. What's going on around here?" Or the person who called 911 and saying that there's a homeless person in my doorway. By the time the officer gets there, then I get some advocate from the Homeless Coalition saying, "That person is not doing anything, officer. Let me get your badge number and everything. Where is your supervisor? I demand to speak to your supervisor." So these are some of the things I have to go out to the scene by. The problem is he is in violation of a doorway. Well, this officer had no reason to wake him up that way. Or the officer had no reason to talk to him that way. He's homeless. There are dope dealers around the corner. You guys aren't doing anything about it.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	And they say look, the officer is beating him up. They don't see what happened before that. They never do. So it's nice having the body camera to protect us and say, "Oh, really, we're going to show the whole video on TV, all right?" And then usually that lasts about two days in the news, and then they go off to something else, the President does something stupid and then all of the sudden that blows up. And actually, that's been pretty good for us because he's doing that on a weekly basis [crosstalk] he Trumps everything over.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	We also have families that live here. So we have actually kids that are actually growing up a lot faster than they should. We have only one park in the district. Kids can't go out and play and throw footballs around and stuff like that. No way you can do that. They're also stepping over needles. They're learning at four years old, that is needle, don't touch it. So they are seeing a lot of mental health. They've seen a lot of that around here. "Why is that guy with his pants down around his ankles? Why aren't the cops doing anything about it? Oh, the cops just grabbed him, but now I just saw him an hour later. Why is he out?" "Because he's already been to a psych ward, they have already given him his blessing, and he's right back out." He needs to be conserved and everybody falls

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								back to Reagan. Well, it's not a Reagan issue. Even though he closed down those places, they've had many governors since then. They could have fixed this. There's no where for them to go. Unfortunately because of our SROs down the [Location], everything gets filtered down here. So for instance, the clinic that's in [City], the clinic that's in the enrichment district, a clinic that's where the wealthy-- there is no clinic there. So where do they move them? They move them down here to the [Location]. Now that area is cleaned up. That city's supervisor gets all this praise for getting rid of that clinic. Well now that clinic is down here.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	I have clinics that are across the street from parks. It doesn't make any sense to me. You have a park, and you have a clinic right across the street so kids are in swings watching people shooting up right across the street. And they are victims. In reality, I'm not saying they're victims because when we arrest them they-- and it gets dismissed. They say, "But the person's an addict. He's a victim. He needs to go. He needs services." Well now you just spent an hour and a half, an officer wrote a report that this guy was shooting up I mean illegally, all right? So what do you tell that brand new officer? Right? What do you tell the person who called 911 who is pushing their kid, going, "Hey, I'm sorry. We're trying to clean this up." The big thing is displacement. See, I do have that officer in that corner. And he just kicked out that whole block of people there who were shooting up. Where did they go? They have to go somewhere. So then they go somewhere else, and now somebody else calls and says, "I don't know. I've been here for three years. Now all of a sudden I have all these people here." Why? Got displaced.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	But that normally doesn't make the news. What makes the news is that officer harassed this person of color and said-- and he's irate and it's all on film. So what happens, we get the tendency of officers go, "I'll just go wait for that person to call 911 and just go handle the call," right? "Because I can't get in trouble that way. But I can get in trouble, accused of racism or something like that, for just making contact with somebody." And they get afraid-

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Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	That happens all the time especially when you have the seatbelt on. I have my seatbelt on in the police car, and I come out of the car [inaudible] or every altercation I've ever been in or helped out, it falls, because it's on a magnet and you can't attach it to your uniform because it'll rip your uniform. Some cities have them on their lapel here. It's limited. And the other thing that's limited too is that this is for the shootings, and they want to see, but officers shoot like this. This covers it, the camera part. And if you wear your rain jacket, you don't have that connection but this is still in the steps as I can hear technology things start to get better, clamps start to get better, magnets start to get better, just like anything else.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	And that's usually from those footbeat officers making that contact with the people on the street. And usually, it's, "Hey, you didn't hear it from me, but so and so," and they go, "Really?" And even at the district attorney and his attorney drops the case, I got a gun off the street. It sucks to think that that's why the sergeant tries to make sure that the Ts are crossed, the Is are dotted. We just try to keep on-- okay. What can the defense do on this police report to eat this up? Okay. This is a lead case. But no DA is going to give him back that stolen gun.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	So now the advocates are telling us that, "Well, you should be CIT trained, crisis intervention training," which we are. So, basically, I gotta talk cuckoo to this guy who's already cuckoo. But there's no cop that wants to get hurt. So we've already been doing this. It's just that right now, because the videos and what's been going on nationwide about these shootings, we had no reason to shoot them. For [City], I [haven't had?] an option right now. That's why we keep on lobbying for tasers. We need the tasers. We need the tasers.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	These guys, they would know on the street, because some of these guys have been tased before from other cities, and then they're coming down here and yeah. That's not going to work with the guy that's done PCP or meth. You sat there and said, "Hey, you want to go to Disneyland?" He didn't even hear it. Whatever I tell him, he's not listening anyway. So what

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								the other option, what you do? We can wait him out. But now he's frantically having a knife and he's swinging and now people are filming it. Oh, the cops aren't doing anything. Look at that. I have all the time in the world.... So they say that we could use our crisis intervention training, which is on the news, but we also have body cameras. So I guess if I throw my body camera at him--
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Right? So what do I do when the ICE agent or the Feds call for backup? They're an officer. What do I do? Do I not respond? Or do I do respond? I have to ask those questions, "What do you need the backup for?" or, "What are you doing?" "Oh, we're doing immigration law." "Oh! Oh-ho-ho-ho-ho-ho [laughter]!" Right? And I got to backup right away? Oh, no, no, no, no, no. Right? He's calling for help. What do I do? Right? So they stop people all the time. Just like anything else. Hey there's a guy over, have a knife then it kinda goes through their dispatcher, it goes through our dispatcher, and I come flying down there, you know, 'cause I'm thinking there's a cop in blue calling for help. Their politics are different from our politics.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Instead of coming back here and trying to figure out later all the 15 entries that I have on my camera, and now I have to tag each one of them, and then you have to pull the CAD of your history for the dates, and it's kind of a pain in the butt.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah, yeah. "Here's a contract in your blood. Here's your blood," just you know. But and then our cars. The biggest thing is our cars. We have cars that have 160,000 miles on them and they're just barely getting through. They keep on putting Band-Aids on them. It's not the department's issue; it's a City Hall issue. You ask for five cars, and they say, "Okay, well, we'll give you two." And then what happens we go through so many chiefs, that when the chief [inaudible] by the time he goes through all the paperwork and a new chief comes in, they have to start the whole thing all over again.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	And then they go, "Well how many times have you go down to BART?" It's not how many times, it's that one time that you go down to [bars?], yeah.

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Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	So then and then you keep on charging them over and over again, so that 100% charge is no longer 100% and that time you can only maybe get maybe 50% out of it. So cops carry-- we work a 10-hour shift. So originally we went these, they are buying 8-hour batteries on 10-hour shifts that didn't make any sense. But somebody had a bright idea, "Oh, they can just go back to the station." So that doesn't work--
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	I mean, I was taken off the street. Which I do what I'm told. But I was off the street for a year to do a re-banding project. So I went through 6,200 radios citywide, the cars-- I was taking the radios out of the cars, unscrewing them--
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	" We don't practice that. And unfortunately until something happens, then they make changes. And that's been the history of every police department. Until something happens then they make changes.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	We were never proactive. We're always reactive to different things and that's just the history of the police department. A smaller city is a little bit more proactive, because that's what they demand from their city council and things like that. A big city like this, we're just catching up. We're constantly catching up.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	So that's the most frustrating with the people that are calling 911. They have a script. "What's it look like?" [inaudible]. "No, what's it look like?" Right? Because they have a scripter going [inaudible] even with the fire side. I need an ambulance here. "Why?" Because they have to figure out what type of-- are they bringing firetruck also? Are they bringing police who might be closer with the [AD?]. What's going on? "He's going nuts, I need a--" well, if he's going nuts, they're not going to bring the fire or the ambulance crew by themselves.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	So I said, "Here's a call. Here's a CAD. It's an A priority. One of these six people in that corner have a gun. And they're wearing black clothing. Wait a minute. All six are wearing black clothing? so what do I do? Do I get out and point my gun at everybody, because now its going to be on YouTube. Or I do nothing. Right. They couldn't answer it. One was said,



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								"Well, you can't do nothing." I said, "That's correct. I can't do nothing." But if I do something, I'm going to get in trouble. Be called racists. You know who's racist? The person who called 911. I'm not going to ask dispatch for that information. No, its in CAD. Here's his name, Mr. [Name]. "Hi, Mr. [Name], how you doing?"
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	It's great to the have the technology on the cell phone and stuff, but when I got my kids, they're in the back seat, and they're texting each other in the back seat, I want to sit there, grab their phones, and throw it right out the window, right? I would throw it out the window but I paid for the phones, so [laughter].
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	But that includes the command staff down below. What they do [inaudible] communicate with somebody. I email them. If you're pissed off at me, don't email me.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Tell me what needs to be done. We'll go get it done. Don't text me. I get guys who text me all the time, "Hey, I texted you. I emailed." I was off. I was out skiing. I was up fishing. Oh, if you would've called me, I would've given you the answer right away. They don't know how to communicate. And a lot of it is these kids. How can you communicate with a 17-year-old kid that doesn't play basketball, he's now on the streets doing sports, is not playing video games, because he can't afford a video game, but he has a cell phone and he's hanging out with the wrong crew, and how are they communicating? Instagram, Facebook, and they're texting. That's all they do. Sometimes I wish, okay, I want to arrest that guy. Let me text him, "Put your hands up."
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yes, yes. "Put your hands up. Turn around. [inaudible]. Emoji, emoji, emoji, emoji."
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	And this first time the community has talked to the cops in months. And they're still doing this thing. The Captain says, "You got any issues, you email me." I'm looking at him like [laughter], "Why?" If that was the fact, why are we having a community meeting? We just do a mass email. How about that? Let's just video tape it. We'll video tape it in here.

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								Everybody logs on and you video tape so you don't have to talk to anybody in person anymore. But that's what society has turned to now. And that's where technology is hampering, I think law enforcement, is they're not getting out and not talking to you. Every once and a while, you'll get a clip of a cop playing basketball with a kid out in the street or something like that. But they're not doing that. You can't communicate with them unless it's PlayStation 4 or some crazy stuff. There's nothing to relate to. There's no Monday night basketball. I remember you had to be home before the streetlights came on. And if I screwed up, my neighbors had permission to whip my butt. Then I got two of them, from them and then from my parents when I got home.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	And you talked to everybody, [Name]. It wasn't baggy pants walking down the street. It wasn't the disrespect. There are just so many calls with the disrespect. We go to people's houses and the kids [claim?] "Eff you, Mom. This and that." I'm going, "Would you like me to pin him down for you?"
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	No. "Oh, no we believe in timeout. No. We'll give him a timeout. [We'll give him a long nap.?] We do this together." We have a huge generation gap. I got these. We got the new cops from [City]. And worked at Starbucks all their life, and never-- I got an [ebop?] instructor here. I got people who never had their license until a week before the police department, the academy because they never had to because there's Uber.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	I think if the burnout comes from the lack-- from cops making that arrest and then the DA dropping the case, that's where you get a lot of burnout. Anything like, "My captain yelled at me and told me to go out there and zero tolerance on this block because the communities complain about dope dealers and stuff. I go to make the arrest, and then the DA drops it."
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Exactly. What do I tell that new cop? Say, "Sorry that's the way things are, but go out there and keep on doing that good work. You got 30 more years to do." Right? Or the burnout that they get some of the cops that

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								they're on video, part of it and so departments have a jerk reaction. Pull that cop off the street. Get him off the-- the cop thinks he did something wrong. He didn't do anything wrong. He's just in that part of the video, and by the time the investigation is done, six, seven months then they go and tell that cop, "Oh, go back there, you did everything fine, go back out and do the police work you used to do." You just ruin-- he's done. How can you get that [inaudible] to go out there again? So that's where you get the burnout. [inaudible] some of the cops filter out because you see so much here and after a while--
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	The people that do the child porn and stuff. How they could do that, you know? And then they're done, they're just like-- they quit, usually, they quit early, and we do have advantage where you can go to other stations, you can put a transfer request in to go to other stations. Specialize [usually on the horses?] but it's like a waiting list to get on stuff like that.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah, but I had taken a promotion before that. So I was on the dirt bikes for a year, and then my name came up and was like ugh [inaudible] tried to get on the dirt bikes, only here for a year and then get promoted so then you get kicked off, and you have to start all over as a-- so the dogs, I think my name came up in the dogs when I had 14 years in, but I was doing the command van that I was talking about, this other stuff, and I had [to take them car?], and I was like, "You know what, I work in day watch," I was like, "You know what, [I don't want?] to go back to nights with this dog barking at the back of my [head?] [laughter], stinking and smelling." Now I love animals, but I don't think I want 10 hours of this dog. So I waived it anyway. And so some guys do, and then some guys, you know you get to this-- when Google and all these companies went under and guys that .com, so we had a lot of executives that got fired. And so they [took up?] police department, great police departments test. Oh. So I got fired, got a little package but now I got to pay for medical for my family. Well, who pays medical but civil servants? So I got people who are great with computers and stuff like that, so they'll do the police work for about three years and then somehow work their way downtown

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								and start, and they're inside. And they're doing technology stuff. Or you people that are not really street cops anymore, but they like to do investigations. Because they liked it on CSI or TV and try to figure out where all the bullet holes go. So you get people with knack for CSI stuff. After about you get your eighth year in the police department, you usually go one way or the other. You'll be out standing at traffic accidents. Some guys can knock them out real quick, meaning draw them, love the investigation, find out how the car, the front wheel pressure, and they're really great at that. Some guys are great with dope arrests. They can get there and write a search warrant in two seconds. They love all the aspects of it. They go to all the training. They recognize this person's under the influence. Some guys do regular stuff. And I got kind of thrown into it and picked it up. Tracking, bank robbery stuff, car chases, this 2-11 vehicle. I'm great with stolen cars. That's my thing; I profile cars. Some people profile-- you're not supposed to profile, but I profile cars. Because most cars have tinted windows so I don't know what their race is anyways. When I get that Honda Accord, that's on the top of AAA of stolen cars. I say, "It has no plates on it," or, "That's weird, why does this say it's a Honda Accord but why does it say Toyota [inaudible] on the paper? Hmm. Oh." So some guys get after that. Some guys are just good at recognizing people. They get that list of all the people on the wall. They're great at that. "That's So-and-so." "How do you know?" "No, I saw them on the board last week." "I guess." Or some people are great with names or with phone numbers. You know everybody's phone number. "That's So-and-so and So-and-so." So you start to get your act with what you're really good at, and that's pretty much going to be your career.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Until he's gone or she's gone, and then all of a sudden the payroll's messed up, everything's all screwed up. And you're like, "It's like they didn't know." And then everybody's mad at that person. Why didn't you train somebody else? Wait a minute, hold on.
Frustration	LE	U	Field	46-55	21-30	Male	LE-U-010	"Six months ago I told so-and-so I was leaving. I'm not sticking around.

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			Responder					Bye. See ya."
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah, we do need a shadowing program in almost all professions, as you're cycling people out.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah. But they don't do that. We even have homicide inspectors, are great with homicides, and they know everybody on the street. And then they move them to fraud. Why would you move a person that has all the knowledge of homicides and those gangs and stuff, and now you're using-- he's doing frauds. But the police department, we're famous for doing stuff like that. It's mind-boggling. But I mean, it goes in cycles... It's just that this wave keeps on going down, because we're losing so many cops and when you only have a class of 40 that you normally-- Q: So why do you think you are losing cops? SME: Retirements Q: And why aren't you replacing them, I guess is where I'm-- SME: We are. I mean, the background. I have guys that come back from the Army, and they can't get into the police department here because the backgrounds. Because they've seen [their death?], "I've been to 18 shootings. I've shot 18 people." You think they want-- the police department doesn't want that guy here, but the city might hire him because other cities go "Jump!" and they go, "How high do you want me to jump?" They're already set.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Well now, nobody wants to be a cop. So that's another-- so do I want that person that worked at a coffee shop, all of a sudden is a cop, and there's a guy, "Officers I'm glad you're here. There's a guy in there with a gun. Can you go and get him?" Then the person that worked at a coffee shop is going, "Hmm, well, I know I'm supposed to go in there. I could make a great latte right now," right? The lady, I want you to go get this bad guy and the person's going--
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	What's the incentive right now to be a cop right now? Nobody wants to do it. My brother wants to-- [Name], he joined the fire department, everybody likes a firefighter.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	It's a lot more paperwork now. And that has a lot with the district attorney. They demand more paperwork. We're supposed to be the

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								paperless world. I'm killing trees left and right in here with all the paperwork that we're going through. I don't know. I don't know how to fix it. Technology is going to keep on getting better and better and better. This is how we use it.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah. And so once again, you're doing the stuff on perfect tool. So that's –(sarcasm)
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	My older brother is retired. My younger brother retired. I think post 9/11, we caught a big wave, public safety police and fire. I think 9/11 doubled their wages. 9/11 made us all heroes, whether we deserved it or not. And then reality started to impinge on the image, and the way the city manager of [City] ran [City], and that kind of thing where the city is funded on citations on the backs of their poorest folks. And the cops want to get paid, so they don't write tickets. They don't get paid. So they have to write tickets so that they'll write you three tickets in a day. "Because I got to get paid. I really don't care. I've got to get paid." They've told me. There's no overtime. There's no funds or no nothing. There's no gas for the cars unless I write you tickets, unless we do DUI checkpoints and other enforcement programs to catch the poor tourist driving up from Florida to New York. "40 a day, I want from you."
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah, it's like hey, what is that? We don't train it. We don't practice it. Fire lives and dies by it. So once again, when we talk about unified command– fires, we run in, guns blazing. We get it done. Fuck the fire department. Just do it. Jesus Christ, all they're doing is tying up the streets with their trucks and their hoses [laughter]. So I've been trying to develop a thought towards a formalized unified command training.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	....But in a conference call with all the movers and shakers of [State] Highway Patrol three weeks ago, I said, "Listen. I'll trade you. I'll give you my A-bank. You unlock the other half, other side of the low-band equation." You would have thought I was asking for everyone's first born on that phone. "If we do it for you, we'd have to do it for everybody. We'd have people on our channel that'd be unmanageable." It's the same shite that everyone had been predicting would happen if we ever had anything

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								that was like you had. No one would be able to talk.
Frustration	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	...Motorola chief technology officer was here about three months ago. And I don't know how they made the mistake of allowing me into the little pow-wow. But so they were going all around and I said, "Who designed this?" Two of the guys at the table. And I go, "Who did you talk to before you did this?" I mean, I don't know how often I was ever able to use it like this in a real-world situation. And I go, "This noise reducing thing and everything else, big fucking deal."
Frustration	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	It doesn't work anymore, but I have a whole presentation. I did it for Command Stop. Everyone loved it. And I wanted to make our job easier, so we're not in the field taking extra time looking up information. And I also was using the Apple experience, where they're talking to you [crosstalk]. They're using their phones to engage with the public. Community interactive technology, but I dissolved the company. I'm not pushing tech anymore. But just drones and just simple information. You have people in law enforcement. They want to build a legacy, and they're utilizing technology in the wrong way. They're making it harder for us because it looks good for them.
Frustration	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	They went to [City], [City] bought it. And then, I guess there was a homicide that ShotSpotter helped, and they're like, "Oh, look, we helped capture a murderer." And then, [City], "We want it," because it's reluctant to change. We don't want to try [inaudible] do new stuff.
Frustration	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...You're distracted no matter what. You're not paying attention to your surroundings. I mean, back when I started, we didn't have computers... But now, with all the different functions, it makes actually seeing what's going on in the neighborhood harder. And somebody's looking at this box to tell them what's going on as opposed to actually looking at the surroundings and figuring out what's going on.
Frustration	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Part of the thing too, everyone's focused on this box of information as opposed to figuring out, talking to people, whatnot, and actually getting the full story. And I know I've been there too. You get a stolen car and it's

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								like you're trying to call it in and figure out where you're at at the moment.
Frustration	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Sometimes we have problems with dispatchers, and they're the ones who are relaying the information. For instance, somebody is chasing somebody outside and we can see it on the cameras. The dispatcher doesn't always acknowledge the people in the room. She'll purposefully not listen to them. Or if ShotSpotter goes off and, "Hey, there's nine rounds here. Now there's seven rounds," you can clearly see people are shooting at each other with the way that it's going off, she'll purposely not answer. Just disregard, "I have other things to do. You need to wait."
Frustration	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	It causes them to get frustrated with the technology. It doesn't make the transition of getting them to do these things much easier. They would have one password, one email, and after so many tries, if they can't log in into HunchLab one day or log in into ShotSpotter, they're just not going to do it. They're just going to put it in their pocket and like, "No."... Especially if you're going from job to job, from call to call and you just want to log in and go. You're going to try to log in; you're not going to get in. You're going to get a call of a person shot, stabbed, or a domestic and you're just not going to do it.
Frustration	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...Logging in is a big deal. Yeah, it's very difficult for some people. They have all this stuff going on in their personal lives and now I need them to remember more passwords.
Frustration	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Q: Okay. Any questions for us? SME: Are you going to get us a single log-on?
Frustration	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Even updating the software that are on some of the computers. Just upgrading Word or Adobe... A lot of updates. Adobe and Acrobat Reader, just-- Adobe would be nice so that if there was something that popped up on the computer, I would actually be able to type on it. Because it hasn't been upgraded, we don't have access to it. I have to print something out, type it on Word, cut it, put it on the photocopy machine, photocopy it, email it to myself so I can send it out, so it looks like I



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								typed on it... It's just the very long version of I know if we upgraded this, this would make this easier.
Frustration	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	That would be nice. We could upgrade our computers in the station. That's very frustrating when officers come in and they're like, "I have this arrest. I would like to do it but there's no working computers." There are no working computers. So then they would actually have to wait. So we could actually get officers on the street if we had stuff that worked.
Frustration	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	It's pretty consistent with people who come in with arrests on a regular basis. 7 has a newer station. They have computers. In my office, we would like to get one more computer. That would be nice. We have four people in the office, we have three computers... So sort of sometimes it's just we need more computers... And upgrading them.
Frustration	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	[RE: senior officers] So I mean, I understand their point of view too, because sometimes I get frustrated. It's like, "This is basic information," but we'll discuss it more later, I guess. But it's like you got the people that are old school, "Here's the keys. You know where the problem is. Go out there and do it." And you got the new technology coming in. Well, what's going to be able to help us figure out what to do there, what to be on the lookout for? So it's that lap between what the lieutenant is telling you at roll call, and what you retain, like, "Well, be on the lookout. This corner is that-- we're looking for this person, that person." It's like every day you're always looking for somebody wanted. Every day something violent happens that they're trying to find the offenders...
Frustration	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	I think that's the issue that I have with the HunchLab. If it could be a little bit more in-depth or a couple more boxes just to click on. Just to click on and see there was shooting [inaudible] blah, blah, blah. They don't want to give-- and just a quick briefing of what was it about. What is it drug related? That's something that when I log in on the computer, I want to find out that shooting, that's what I read. And there would be some from the detective's division saying, "Okay, victim, possible offender information, possible gang problem." And the detective's good with it because they will always label preliminary what they think the

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								justification that shooting was. Was it gang related? Was it calculated? Was it road rage? And they'll say, "Male standing in the corner was approached by blah, blah, blah." And it's a pretty short paragraph like, "Okay. That's what that's about." But that's something that you really can't access on here. I'll have to go back, and here I am, head down in the middle of the worst area in the town district, and now I'm logging in here trying to find it. So I mean, that's the biggest thing. The information is there. It's the problem of accessing it and get the information. Cops are very impatient. We want everything here-and-now, okay? And if it's going to take me too long to try to find it, then why bother?
Frustration	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	... Back in the day, you see some guy standing in the car, you know he's got drugs. You know he's selling drugs. You'd stop him or you'd run this and that. Now I think police officers are-- myself included, are more hesitant to want to stop that guy, just because of the policies coming down on you such as why'd you need to act on it now? That's the keyword, an act on furtherance. What's your justification for stopping that person now? I mean, I think it's still the same thing. I think now, you just have to justify it on paper. I think that's what a lot of police officers have that issue. Like you said, more work, more work. So why do I want to do more work and more paper work just to do the same thing I've been doing?
Frustration	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	...These cameras, I don't know, really, what to say about them. Because really, the only time I really access it is if I have an arrest or something and I want to actually plug it into a computer to view my recording. I mean, this works pretty good as far as that aspect. It's kind of hard at first, trying to figure out what website to go into to put your username, put your password. There we go again. So I got a username and password for this. I've got a username and password for this. I've got to use a name and password for this. I've got to use a name and password for the terminal. So I mean, I've got four different usernames, four different passwords.
Frustration	LE	U	Field	26-35	6-10	Male	LE-U-023	[RE: personal cell phone use] No issues, other than it gets banged up

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			Responder					[laughter]. Yeah, it gets banged up. Other than that, I mean, the latest update when I was trying to-- I had my department email routed to my phone, and there was some kind of a disclaimer. And it said basically, "We're going to be able to access your phone." They figure, "If we're going to use the Internet, we're going to be able to access your entire contacts of your phone if we want." Which it was like, "Oh, man, that kind of sucks." My partner went off of it after that. He was like, "Man, I'm going to have to not get my email on my phone anymore." So now, he took, literally, 10 steps back because of that. Yeah.
Frustration	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: body cameras] ...I think for the most part I think it's been very valuable as a way to capture evidence in criminal cases and I think we've had one or two instances where you know a citizen made a complaint against an officer and we were able to review the video and either show that it didn't happen or show that it did and address the issue that needed to be addressed and so all in all I have not heard anything negative about it other than sometimes the at first the functionality of it and getting it up and running was I think fairly difficult for us to do and some of our staff really pulled their hair out over getting it to work properly but it was really on the manufacturer's side not on our side or our IT department side. It was more the instillation of the product and the lack of support from the vendor that sold us the product.
Frustration	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: body cameras] They did but it just didn't work. I don't think they knew how to make it work and the manufacturer didn't really help them until there was quite a bit of time that passed until we finally had to put their feet to the fire and say we're not going to pay you unless you get this up and running and so they did get it up and running but there was a lot of frustration but it's working well now and so that's good.
Frustration	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...so for us it's always a balance of security, functionality and usability and those three have to balance and so the usability portion of it is something that we often don't see. We're not in these applications on a day to day basis and so we cause a lot of havoc along the way and I think it is a daily occurrence. Technology is constantly changing as you

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								well know and you guys are in a laboratory looking at technology on a daily basis and trying to figure out how to secure it, how to use it, how to make it better and so yes, I think it's a common occurrence and I don't think that that will get any better along the way. I just think it takes teamwork to make stuff work effectively.
Frustration	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	... It's like I just want what you know so it's tough, it's frustrating and that's where that inoperability breaks down because nobody wants to learn how to turn their radio to different channels.
Frustration	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	... It's really tough and frustrating and so you don't know any more that's not work that's just life right? You don't know who to trust or what you say to who or where it's going to go and how big it's going to get. Again that cell phone thing right?
Frustration	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	... It gets a little frustrating I guess at times when you don't have your voice heard but at the same time you just know that. That's not why I live my life. That's a philosophy thing right?
Frustration	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	Five cartons of carbon copy, there's five carbon copies and you got to push hard, it's a pain in the butt and so ISP they literally slide the driver's license, check the box for the violation, spits it out and they're done so it does a couple things for us. Number one it kind of automates the process and number two when you think about it from a safety standpoint when you're sitting on the side of the roadway if I can be on the side of the roadway for 2 minutes less that might not seem like a lot. But you take two minutes over a ten hour shift over you know a 52 week year and that's a lot less time that I'm exposed to a dangerous situation and the same with like the MDT's you know when we have issues or when we were running everything over the air when we do the wants and warrants checks over the air that takes longer than me typing into the computer.
Frustration	LE	R	Field	26-35	6-10	Male	LE-R-044	...I want to help people who want me to help them but if you're the guy

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			Responder					that's saying screw the police and you call because your neighbors are harassing you I don't want to have to respond to you but I have to. You know what I mean? And so trying to bridge that gap can be really frustrating because we actually have that happen where people post things on Facebook or send a nasty gram to the department, tell us how horrible we are and then their car gets stolen and guess who they call for help. And so that's tough that's an industry issue that is really tough and from my perception trying to be safe as safe as we can and minimizing that risk helps with that from my side and don't misunderstand me I'm not saying that I wouldn't do it or I'm going to stop doing it. It's a challenge in the industry I have a wife and two little kids
Frustration	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	... Public safety so the police department gets the raises, the fire department gets the raises, the fire department and the police get what they need whereas here we're part of campus services that's who we answer to in the structure. The name alone implies services.
Frustration	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	... It covers everything that we want, however, there are places once you get into it, your signal drops to one bar, you have no Wi-Fi, you have no four light, you're back to the stone age. A Dixie cup with a string is more effective at that point. And our, my file [phonetic] on the computers is a Verizon. So the same problems that you're having with your phone, you're going to have with your computer. So that's when your radio really kicks in and is helpful. But we have several failed safe, so if the radio's having an issue, we have a repeater that we can go to back to our regular channel, just using a regular repeater, 700 Mhz.
Frustration	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	... It gives them what you call AVL, automatic vehicle locator that is allowing us to see where they're at. When the computer drops or they have a service go down temporarily, or they're doing an update and you have to sign out for at least, sometimes an hour, you're in panic mode. Like man, where's this deputy, where is he at? I can't see you. Where... it drives you batty. And I never thought it'd be that way, because you always worried about somebody tracking you, big brother watching you.

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								But now, as a supervisor aspect, I couldn't see doing this job without the technology. Without the ability to see where everybody is at.
Frustration	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Well, as a patrol officer it's really not too bad, but when you get into the administration portion of it, you start to realize that fighting the criminals is only is the easy portion of your job. When you get into administration, fighting the politics and the bureaucracy that goes along with the administrative work is hard. I mean it's, sometimes you've got to pick the battles you want to fight, and other times you've got to let things go that really bother you when, I mean it's--sometimes I mean you're just speaking on deaf ears and you try to do the right things for the right reasons but I mean all in all over the span of my career it's been a good career. I mean I don't... I don't really have nothing I regret. I mean not too many people have been able to say they'll be able to retire at 47 years old and collect their full salary, so I mean is that the answer that you're looking for kind of?
Frustration	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	...That was always really irritating me. I get--I'd move a lot of things around, I'd put other things in the way, that's really where I like them to be. I don't hear that complaint as much with some guys, as we go into the smaller radios, the dials are just kind of in different places. Once we get more tasers in, I'm supposed to go to the class to get issued a taser.
Frustration	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	... As far as anything else, it really - you know, when a system goes down, it's incredibly frustrating because, inevitably, as in anything, you know, you are going to have systems that go down and if you don't have redundancy built in your system, or have a fallback, you are done.
Frustration	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	... It's frustrating I think, more than anything to know that that technology exists but not have that technology for everybody involved, you know; it shouldn't be, because, you know, say for instance [City] has deeper pockets and has more budgetary pull than say another jurisdiction in this country or another jurisdiction across this country; that shouldn't be the case, you know... I think that is probably the most frustrating thing, is this technology is available for everybody to work in a safe environment or a safer environment than what we currently have, and trust me, you

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								know, our system is certainly not the worst system, you know, in this country; I guarantee that. But that I think is probably the most frustrating thing, and if there is something that I could change, it would be that, just the fact that we all need to have a system that we can rely upon when necessary, and quite honestly, the citizen should demand that and they just don't, you know, because I don't know that the average everyday citizen understands how fragile our communication system truly is - I don't think they understand that I can't talk to, I can't even talk to [County] which is less than, you know, fifteen miles away from us, you know; I don't have that ability, and I don't think people truly understand that.
Frustration	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	No, honestly I think we have covered a lot of different topics. It's - like I said, the biggest thing is, I guess, from an administrative level, is the frustration, you know, knowing that I have officers out there that these communication systems are their lifelines and having that and knowing that system is as fragile as it truly is.
Frustration	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	And they have. And much more than, you know, it's always been politics that drives policy to a degree, but you know, we always used to be able to tune it - it doesn't matter if its law enforcement or fire, we always used to be able to defend kind of what we did because of, you know, rational, legal, objectifiable, you know, data. And now it doesn't matter.
Frustration	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	When we talk about, you know, we got all this technology people, you know, things that fighting cancer by training different cells to attack different cancers but we can't talk to our neighbor, you know. It seems kind of foolish.
Frustration	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	It's a change of - it's a generational thing. To me, it is a - they spend too much time worrying about Facebook. They spend too much time talking and texting back and forth to their friends. I don't like that and it's a pet peeve of mine because I don't pay you to come in here and play on Facebook all day because you have to be updated with your social media all the time, but it's a never-ending battle because these kids, they have to be talking to somebody all the time. It's like, I don't understand it

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								but it's me, but that technology part I think is actually a negative impact on the work place overall.
Frustration	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Yeah, that's a pet peeve. I mean, when I started here, we had a very different 911 phone system. We had these big black boxes with red lights and stuff on them from like the 1980s. They were dead reliable, they had no problems, they were high quality, they were well laid out, nobody had any problems with them, they were just fantastic.
Frustration	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	MDTs also don't work very often; they lose connection quite frequently and if you are trying to do something and it drops the signal so it's frustrating.
Frustration	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Yeah. It - I mean these things half the time don't work. They fall, you know [unintelligible]
Frustration	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Just the ability to have user friendly report writing functions and search functions and stuff like that, you know; when it is not user friendly, it becomes frustrating because it is time consuming and then if it doesn't work that's even more frustrating because then it eats up your time by trying to get around - it's easier if you could just write your reports in the car when it works, instead of having to come in here and do it. It is faster, it is easier. If the network is down, then that's impossible.
Frustration	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	And add functionality, I mean, if you have one that doesn't have a lot of features that you take for granted with the one you currently have, then that's kind of frustrating too because then you - for example, the one that we have got now has got a huge name database that - and if you have a first and last name and that's all you have for somebody, like oh yeah, [name] did it [unintelligible] there are a million [name] but all I gotta do is type in the first and last name and it comes up with a list of all the contacts if they have ever had, like if they were even arrested or got a ticket or say been a name in our record, it pops up with all those options to choose from. Now you go to a new system all those names are not gonna be in there.
Frustration	LE	R	Supervising	46-55	21-30	Male	LE-R-058	Oh mercy, yes. You know when I found this body worn camera, new age



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			Field Responder					technology, right. So, it's new -- we had in-car cameras but I had my chief of operations, who he is retired now, you -- And Sheriff, oh that will never work. That will never work, that's crazy. And [Name], he wanted to take the cameras and dump them off the [Street] Bridge and [inaudible] because he said a policeman's word doesn't mean nothing anymore. And it is sad you know you can't go up there unless you have got it on video, it doesn't matter. The policeman's word doesn't mean anything. That's crazy. But it is true but you are not going to regress, you know, so we got to embrace this.
Information	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	...And so I kind of pressed the issue a little bit and he came back in and he didn't have my yellow pad with him. And I said, "So if you want your laptop you can go get the yellow pad and you can come back and get the laptop." And so he did. And I said, "And just so you know, I pulled up the Internet history on the laptop while it was sitting on my desk here." And I said, "You like this laptop because you get to go and surf the web and do all the things you want to do." I say, "Guess what? We pay for this laptop. You're going to do some of the things we want you to do with the privilege of being able to do the things you want to do." And then I told him also that, "You need to go back to your briefing and tell all those guys that this thing is actually a decent piece of equipment."
Information	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Well, it was interesting because my husband and I ended up in a similar situation. He was working in OSTP, Office of Science and Technology Policy, and that's considered in the president's office. This was X years ago. And so they had a call for all emails that included some piece of information. And [Name] and I were both like, "We talk between this phone all the time. They're not going to search every one of our emails. But, again, if they want to that's fine." I mean, it's doctor's appointments, it's the boys are doing blah, blah, blah, and whatever. But yeah, you feel like, "Wait a minute [laughter]."
Information	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Mmhmm. Yeah they communicate with them every day. They work pretty closely with the other agencies assisting them basically with any criminal justice information that might be needed or researching or

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								getting them reports or phone numbers or whatever it is they happen to be requesting but they work closely with all of the responders.
Information	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] ...But in the future that's you know just pretty much with a push of a button, you'll get the recordings, you know people will be able to submit pictures, videos you know whatever the case may be so it will change the dispatcher's job dramatically.
Information	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] So they get the address, the first piece of information, their name, their phone number, they determine the call type and then from there it will determine whether or not they're opening up the EMD program.
Information	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] With our CAD system you have to have an address and a call type to get a recommend to send a to page out for police or fire so those are the primary pieces of information that they have to have immediately and then from there it's just data collection of you know depending on the call type whether it's clothing descriptions or suspect's names, weapons, children involved, vehicle descriptions, road of travel and if it's an accident it's related to injuries, leakage, Hazmat stuff so they have their with EMD they have their line of questioning.
Information	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Well we were just talking like with the teletype. I mean it used to come out on the [application name] and you'd have somebody with a long criminal history that would you know like a 4, 4 and how loud that used to be you know and so you'd be trying to talk on the radio and that's going on so trying to get that information to the officers or whatever where now it's sent over their MDT's and so that's come a long way.
Information	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] So the text to 911 comes through your text messages so basically if a call goes out so like if a call goes out they get the call for service, they get the call code description, they get the call for service number, the address, the city and if there's like a business name or something like that so they'll get that.
Information	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] It's almost the same as this so what active 911 does is they can actually say okay I'm going to go to this and show me a route. It doesn't show us that they're in route but it shows the other responders on the

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								app that they're on their way so you kind of get an idea of who is coming to the call.
Information	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Okay so let's say I'll use a domestic because a domestic I think is a pretty good example of a regular call that we take so the most important question that we ask always is the first question we ask is what is the location. We need to know where it is right? Our technology in terms of locating people is just not there. We don't know where you are you know I've used the map as a reference but based off of the cell tower that you're hitting off of I don't know where you are.
Information	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right. I don't know where I am.
Information	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So anyway so location and then after I collect their location I want to know a brief description of like what's going on... Are they guns, knives, what do they have? Has anybody been drinking? Is anybody under the influence of anything? Where are you? Where is this other person? Are you both in the apartment? Is this going on right now? You know did they leave? Okay let me get a description of them. Are they black, white, Asian, Hispanic? What color shirt? Pants? And then I go back around. I do my next descriptions you know how tall are they? How much do they weigh? Heavy, thin, medium build? What color hair? You know and then I'll say you know which way did they leave? Did they leave on foot or in a vehicle? If it's a vehicle I can look up a description. If they went on foot I want to know which direction of travel they went. How long ago did it take them? That sort of stuff.
Information	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	...Okay is that a house, business or an apartment? And if they say it's an apartment. I say okay what apartment number are you in? And then apartment number 810 because sometimes people don't think about that so I need to know what apartment we're going to.
Information	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	...I can believe and know this is exact whatever information needs to pass is not only secure from anyone tapping into it it's also secure in we don't need to verify that that person is actually working.

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Information	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	The fire department, I mean we talk, and they'll stop by here, or they might come in to discuss a call that they just went on. But the central dispatch, luckily, dispatches all the medical and all the fire.
Information	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	...So you get to know them as well, because we have-- I won't say daily interactions, but pretty close to daily interactions. If they have an arrest and they need a full work up, we'll do what's called-- we do a file check, a criminal history, a driving history, depending on what they've been arrested for. So we're doing with them as well.
Information	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	It's basically the who, what, where, when, why. Who are you? What do you need? Where are you at? What's going on? Is it in progress? Is it already occurred? Because those are things you want to make-- like for priority reasons, if they were just assaulted and the suspect's still there, if it's a domestic violence. Or if it happened two nights ago, you were scared but you're just now calling the police. Do you know where that person went? Or if that person just left, you want to get their clothing description, their vehicle description. Did they have any weapons? Were they drinking? Are they on drugs? I mean, all these things that would play-- generally we try and run the person to see if they have an officer safety caution, to let the officers know if they have a history of violence, or running from the police, or assaulting the police. And again, where did it happen? When did it happen? You want to make sure that it was in our jurisdiction. If it wasn't, we would refer them to the jurisdiction where it happened. Again, get the caller's name, their phone number. And that's in case we need to call them back.
Information	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	We start out by asking who this is and where they're at. Those are the two pieces of information we really have got to get. Who is this and where are you at? Then we need to know what's going on. Is this an accident? Is this a fire? What's the nature of the call because then we have to send out the appropriate people so that's the main information at the minimum that we need to get. Kind of who is this, where are you and what's wrong? Once we get that we really need to dispatch because that's all they need to get going and because we are such a large area it

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								might take one of our deputies a while to get wherever they're going so we want to get that information out to them and then we might go back to the person then and ask we're going to ask things like is anybody hurt?
Information	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] ... So one board will be the fire department status for this particular agency. Another one will be an EMS status, and one will be road status and those kinds of things. So we do that exact same thing but we digitize it in the application, right? So we have all those things, shelter statuses, staffing levels, we've got road statuses, those kinds of things so that at a glance everybody can see the same information at the same time.
Information	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] ... We needed high fidelity mapping to say, "Okay, this is where the pipelines are, this is where the utilities are, poles, and all that kind of stuff". To look at it from a detailed perspective how we are going to fix this problem. So it's a right size-- you pick the tool based on the scenario [crosstalk] and who has access to it.
Information	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah. It's a little clunky, just to be honest. But yes, they have a mobile application where you can say-- get my GPS location, take a picture, this is what I'm seeing at this location and post it. So yeah.
Information	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] ... Right. Right. Yeah. We actually just used the drone. Well, we used the drone at our county fair for situational awareness, large crowd gatherings, to monitor that. What's going on in the middle of the crowd... Hey, is he coming in, or is he just running through?" Those kinds of things. And then we had a large fire in [City] a couple weeks ago, and they used a drone there to map out how much was actually involved in the fire, and whether or not structures were involved. That kind of stuff. PG&E transmission line, it was in the fire area. So those kinds of things. Checking that stuff out. So they can be really useful.
Information	COMMS	S	Other Public	36-45	11-20	Male	COMMS-S-001	[S3] .... So if I have a problem at my refinery there's levels of notification that go on from,"Hey, just an advisory," to, "Hey, emergency services you

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			Safety Personnel					need to know because we might need your help." To, "Hey, now the community outside of our perimeter needs to know," and, "Hey, I need to blast this to everybody."
Information	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] And it's overlaid with your APN number, for the house and lot that you live on. And that automatically gets populated system. So when we have an incident they have a tool that they literally draw a geometric shape on the map, and then it will pull out all of the phone numbers from that area and then feed that into the caller system.
Information	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	... And we have to make sure that we get all the pertinent information, such as how many weapons they have, is that person still armed, can you see him, are they irate? If they are, can you put yourself in a different area? That way you can give me the information that I need, and I can get you the help that you need, so we can we can neutralize this subject, make sure that if we can't subdue him easily, then it's just something that just had to happen that way...
Information	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	... Now we do assist their dispatcher in getting that information. If they lose the call or if they couldn't hear the caller, and they call back, we already got that information, so we'll in return give it to them and make sure they have the assistance if they need any assistance going in. Then we assist them in doing that also.
Information	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	That's a stressor. That's a big stressor, because if you're busy, and they're on that traffic stop or they're doing something else, and it's one of the officers that, okay well [inaudible] I gave you this information, I need this information back. I understand that, but you have to take into consideration that hey, I was on another call, I was trying to help somebody else. So getting them to understand is a major stress. That's a major stressor.
Information	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	A typical call, a subject calls in. You get their basic information, name, address, and their location. Location is most important. That's the most important. I can get your name at any point in a call. If I don't get your name when my deputies get on scene, they're going to get it, and I can

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								get it from them. So my most important, the most important thing that I always stress during training is location. You can't go wrong if you get the location first. You get the location, and you get what's going on after. So once you have your location and what's going on, you can get that deputy or the fire service or EMS headed that way. I don't have a caller's name at this point. I know it's a female, it's a male. I know there's kids involved. I know the basic. The rest of the information can come afterwards.
Information	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Yes. We try to send out the, you'll get a long story. You shorten it up and give it out in a timely manner, because the more information you get is always helpful. But it's how you put it out over the air.
Information	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	... So in event we are on a call, and we're getting information from that caller, we don't want to accidentally press that, and it goes over the air. So we mostly use the microphones, and we know when we're going to press that and [inaudible] out.
Information	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... So we're almost the speed dial call of a lot of people because when's the roads going to open, when the bridges are going to reopen, that type of thing. So I mean it's, and they come to us for a lot of answers that sometimes may take us a little while to get back to them. It's quite interesting.
Information	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	It definitely starts the same and ends the same. We come in. We relieve the group before us. They're usually tired or ready to go. So yeah, we'll talk, [inaudible] pass on what situations could have, could come back up, what happened, and is not going to come back up.
Information	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	... Then we get a description of what's going on. At the very least if the call drops, we have the address. So even if we don't know what's going on, we know somebody at that address needs police help. And then we get a description of what's going on and based on the description would be what kind of incident it is or what kind of priority it would have... So basically we determine the priority, and then after that if we can obtain their name, their phone number, if they're involved, if they're not involved,

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								if whoever they're calling for is still on scene, or whoever is a possible suspect is still on scene, what they're wearing.
Information	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	... So like your regular clerks would not do that, 'cause it's also sensitive information, 'cause you're pulling, when you enter a wanted person for their warrants, you're also including their personal demographics such as their Social Security number. Criminals, or people that have been arrested actually are assigned a state I.D. number. So if they're arrested in the state of [State], they have their own personal I.D. number that shows, you run that I.D. number, and it shows every time they've been arrested, where they've been arrested, which is their criminal history sheet. Then there's an FBI number which is your, your 50 states, it's a number, if you run that number, it shows all 50 states.
Information	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Correct, the name, the address, phone number. Phone numbers are definitely helpful because in the event that I later on which that's what our database does. It holds these addresses and anything associated with this person. It associates all the incidences. It relates them to other people if they're in other cases. So if I need to find what happened to Jane Doe five years ago, my database can pull it up. It can show me the phone number she used back then. And like say maybe she was reported as a missing person, we haven't spoken to her in five years. And she may still have the same phone number. We try to call that number; we can try to ping it. It keeps all the information when you're able to get everything put into the database.
Information	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Well, the call volume definitely increases, which the problem we have [inaudible] we're answering the same question. Even though like we put our press releases, we've put out, there's numerous ways to inform the public, and like they'd rather just call. Which is fine normally, but if we have an active shooter, we have other things that we're focusing on and getting everybody ready 'cause we know we have to deploy a SWAT team, 'cause we, it starts with this building for any situation.
Information	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	... And once they've identified whether it is or isn't then, you know, there's a procedure after that. But a routine call is normally not an emergency



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								per se. It may be an emergency to that caller, it's just not an emergency to the actual police. But they take that information. They figure out what's going on.
Information	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	In a way we are but all the information that we put in in our calls for services actually go to MDTs in the unit so they can see exactly what we're typing and what's going on in live time.
Information	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	.... The deputies you're telling them to go there. And this is where you need to go.
Information	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	S2:I don't feel we have that in our agency. We have a PIO who is very apt on Twitter and I don't even know Twitter but Facebook and all the social medias that he gets information out them as soon as possible in the middle of the night, middle of the day, to make sure. And if it's something to make our jobs in here easier, road closures or whatever else because people have--he will get that out on social media just to lessen that amount in here. So I feel that we do a very good job in communicating with the public.
Information	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	We are constantly using technology to help us in using cellphones to locate people that a missing or lost or sometimes unfortunately wanted for a really bad thing. But... not only that our records management system, we had a bank robbery and we had a description of the guy and a description of his vehicle. I immediately went into our record management system which tracks any vehicle we've ever deal with and searched for an older model Chevy Blazer. Came up with 3 or 4 names in the vicinity of the bank that it happened at 'cause we knew it was an amateur, not a professional [Laughing] and anyway. And within 5 minutes we knew who robbed the bank because I pulled up a driver's license pictures and sent it to the detective and said is this him?
Information	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Well you just basically just convey the information that the caller gave you and try to remain as calm as you can, speak as clearly as you can so they can understand and just try to do it as quickly as you can.
Information	COMMS	R	Comms	26-35	6-10	Female	COMMS-	Your location. And depending on the type of call it is, if weapons are

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			Personnel				R-014	involved. If they need--what type of help they need. Whether it's fire or just patrol or just EMS or, you know, just that. But, yeah, location is the most important.
Information	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	No. We actually give all the information out. There is point where in the initial dispatch we only give like the most important information but after they've been dispatched and they're en route then we'll convey like the other stuff.
Information	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	It's easy but our fire department, their radios are kind of sketchy [chuckling] so it's kind of hard sometimes with them because they don't get all the information that EMS and patrol would get over the radio. Or we have to keep repeating it over and over and yeah, and it's not great.
Information	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Well... because there are--like I say there are a lot of instances where we have to look up stuff for our guys because like I say we are the country and some of the addresses don't... aren't easy to find. So [Laughing] we have to try to Google and look up stuff and we've had callers who are in this [County] and they know someone who needs help in another [County] so we have to like Google, you know, information for them so--and we do that a lot.
Information	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	... And the passing on, I definitely think that helps because you get to know like what happened on the shift before. So if somebody calls us right back and like well I just talked to y'all, I'm like, no, you didn't talk to me. But, yeah, we'll know what happened because we can look at the shift notes and they can tell us. They've already told us what happened.
Information	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	I think the--I think it's the in--an in house thing. I think it's like first responder type of thing. Like I think it's like either they think like we don't give them enough information or we didn't ask or something like that but it's like how could you not get enough information. Like I understand you're going but there's no way for us to sit there and tell you every little thing. All we can tell you is what we were told.
Information	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Mm-hmm. Yes. Absolutely because... I mean we try to dispatch out as quickly as we can but we try to give the information that's needed of

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								course. So sometimes if they tell me something that I feel like it's kind of irrelevant then I'll leave that out. But most of the--most important thing is the location, what's going on, the safety, if it's 2 people involved, if the people are still there, what the relationship might be to each other, that's the main thing.
Information	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	It is a little more stressful because sometimes like if we have a 911 call, sometimes I can sit there on the phone with you until the first responder gets there. But if we're very busy I can't do that. I just have to take your information and get off the phone and just hope you're okay and you'll call me back if you need something else. But I kind of like when it's a little slower so I can just on the phone and listen.
Information	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	...We transfer medical calls to the private ambulance service. So the emergency medical dispatch instructions and pre-arrival instructions and things are given by the private ambulance service. They will talk to firemen, different municipal police departments
Information	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	It's just a wide range of individuals on a daily basis including surrounding agencies. Giving them updates of calls that may be affecting their area that are on the jurisdictional borders and things like that.
Information	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	And being in a controlled environment it's much easier for us to start looking things up, the resources for them, rather than it is that incident commander in most cases to look it up, look at an iPhone and start Googling something rather than calling dispatch and saying, hey, I need additional manpower, I need hazardous materials, I need the coroner, I need whatever resource, it's much easier for this dispatcher in a controlled environment to get that.
Information	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Getting the important information from the caller and relaying that information to the responders timely and accurately. Getting it from that caller, no matter what the circumstances are and then relaying it timely and accurately. We don't determine how that responder goes, whether it's lights and sirens or not. They determine that based off the

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								information and that's why it's critical with that information that's given timely and accurately so that the responders can make an appropriate decision on... how they respond and... basically that picture that was painted for them, how do they go and finish dealing with that situation to satisfy the needs of the victim or the caller or whatever it is.
Information	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Location is number one. We can dispatch. We can do anything else in the world with that call if we have the location. But getting that location is just paramount. We can't do anything if we don't get a location. Finding out what's going on and who's involved. What hazards are there whether it's a police call, law enforcement call, or a fire call, medical call, still finding out what hazards are there that can impact that responder going or the people around that event. And then giving them the basic instructions to help themselves before we arrive.
Information	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	And they can call and vice versa. They can call from the field into here to get additional information or if it's a non-priority call and we're going to a gated subdivision or an apartment complex they can call in here and we have all of those gate codes and call in and get the gate codes so that we can give it. But if it's a high priority call they'll dispatch, they'll give that gate code over the phone.
Information	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	... And hearing that voice, hearing the background noise of a particular call gives us so much more information than just the words that that caller is saying.
Information	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	I say that I basically babysit police officers. I say that I help utilize all the information that I can. I find every bit of information I can to help my officers. I basically research. I basically find anything you could possibly need. I'm not separated from our information, you could say, 'cause some offices, they have CIU, whereas they look up the crime information.
Information	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	...And then we go from there, and then at 7:00 we get off, and we give them the rundown of what happened that day. If it's serious, I've got to let them know. During this time, we're also dealing with national crime

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								information files. We have to do a lot with that as far as if somebody stole your phone, and [inaudible] NCIC. If someone gets a hit on it, I have to verify that. That can happen time anytime during our shift. And so if we input someone as like a wanted person, I would really need to relay that to the next shift.
Information	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	You could say that when we have, the office aspect, I have very rarely, but I'll have sex offenders come in, and I have to get their information. Today we're scheduling interviews. I get their information if that's needed, and I have to text my supervisor, message my supervisor and let her know that they're here. It varies from day to day to day. We had our phones reprogrammed. And then I knew I was meeting with you probably around 1:30, which that was no big deal to switch time or anything. But that can happen at any time. It's been a busy day. So I guess you could say there's like little tasks in there. I play some games.
Information	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	For example, on an alarm call, I will have Complete Wiring and Security contact me. They're one of our many that we use. And I will say, they'll tell me where [inaudible], and I'm like okay, what building is that? They'll give me that. I get their name, callback information. Even if they work for that company, I still get their name or their ID, 'cause we have to contact them back sometimes. The location of the actual alarm trigger, really need to know that. If there's a key holder, I walk through. I always have name, phone number. Location, location, location's first one. Where is always first. I dispatch the officer. I give them all the pertinent information that I can. And then they go from there. And I check on them, code four. It's one of our codes. They're code four, they say fine. If not, I tell them like 205, please back him up. So he'll back him up if need to. Rarely we do. Or even a traffic stop, they'll be like headquarters violator. Okay, I am [Street], okay, with [inaudible], copy 28, which is the car tag. I give the information; I run it. I give them back that information if it's stolen or if it's valid. I give that back. They stop him at the final location, which could be [Street] [phonetic] and [City]. And I tell them okay, they get out of the car.

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Information	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Not too much. Like I said, I listen. And if it's, I get their name, where they are. If it's not serious, I can hear it in their voice. I've never actually received a bomb threat, but I'm waiting on the day. But I know, I can kind of hear it. And if so, I'll try to keep them on longer. Especially with a bomb threat, if it's a person calling it in, if they have one on the city, or it's not just [inaudible], they heard it, I will keep them on the line as long as possible. Those kind of situations. But other than that, no.
Information	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Name, callback number, location. What the issue is, is it an issue where they're in danger, or they still, is the person still there? Say if it's an active shooter, what kind of, what is he wearing, description. Descriptions are always helpful. You should always get a description. Location again. If they keep moving, always kind of ask them which direction are you going? Well not very many people are well-versed in cardinal directions, so you have to really work with that. That's how that would go.
Information	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	... We also do--usually, you can see these folders up here, we do bike registrations, we do--anything like that, Lieutenant XXXX does the bike registration, we get the information from them, give it to her, and she does that, and they need a record, like if they were involved in a traffic crash, they come in, they fill out the information, we send it over to Records, and then they get what they came in to get. Yeah, I mean, we have a lot of tasks in here, and it's definitely never a dull moment. We always have something going on.
Information	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	I mean, I wouldn't necessarily say stressful, it's just that you want to make sure you get all the pertinent information to give to the officers. It's just sometimes, trying to talk to people, like, we're trying to get--especially, like I said, it keeps going back to this, you get a hot call, and you're trying to get information, and you're trying to relay the information from the person that's telling you to the officers to make sure that they have all the calls, I mean, that's kind of stressful when you're trying to get information, and you know, they may not know everything that we need to know, but other than that, I mean, it's not--it's not bad. It's definitely not as bad as other agencies, so I definitely enjoy it here.

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Information	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Okay, so let's say if we have a subject that is--let's say they're breaking into a building, or they're going inside the stadium. We usually have the cameras pulled up, we'll have those pulled up, we'll try to locate them, we'll get as much information from the complainant as we can, you know, get their race, what they're wearing, if they have any accessories, like if they have a book sack or anything like that, we'll get that information, and we'll send the officer out there. Now, if it's a theft case, we'll send--we'll get all the information from the person, and usually, I mean, the usual theft cases we have here, sometimes it's usually technology, iPhones, it's computers and stuff like that, so we'll get all the information from the person that--you know, if they're on campus, and sometimes, they'll call, and they won't be on campus, so we have to tell them, you know, call back when they get on campus, or to come in here, and then they can make a report that way. So then, they have to get all their information on the phone or the computer or whatever is taken, and we have to enter it all into NCIC, and once it's entered there, we make folders, and we have them in our--actually, this is where we keep all our files at, these are all the wanted people files. We have the stolen articles on that side, so it's a lot of entering data stuff that we do, too, so it's a little--it goes hand in hand. We have hot calls, and then we have data entry stuff, and that's mainly what we do.
Information	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Well, we get their name, whether they're involved or if it's third party information, if they're calling for somebody else, we get all the--basically, all the information that we can, like if it's--you know, if it's a person that we're looking--that is out doing something, we get their race, what they're wearing, all that information. If it's a wreck, we get the vehicles that are involved, make sure that the vehicles are still there, make sure it's not a hit and run, then, you know, we give all that out to the officer, whether they're in the roadway, whether they have injuries, if they have injuries, then we contact EMS and get EMS and Fire out there, so I mean, every call is really different. There's no real perfect call, so--
Information	COMMS	U	Comms	26-35	5 or less	Female	COMMS-	Okay, my job during a call is like--is to get the officer there, you know, get

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			Personnel				U-018	all the information, get the officer where they need to be at, and then have the officer tell me information, and the information he gives me, I put into his call. That way, whenever he's done, he goes to write the report, he has all that in writing.
Information	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	What we do is, usually, me and XXXX are working together, so I'll usually build the call and then get it out to the officer, the next officer in the rotation, and let them know we have a fire alarm at [Team] Stadium, we're going to get Fire en route. Usually, she's calling Fire, and what it does is like, whenever you pull up [team] Stadium--like, watch.
Information	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	So, what we do when we call a fire is let them know that it's going to be [address]. They have everything by numbers, whereas we have everything by name.
Information	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	... If we have somebody, let's say, at [Stadium], if they have a medical emergency, we would call EMS, tell them we have whatever we have, we have a 25-year-old female passed out, we let them know that, and we tell them we have officers en route over there, and they tell us to call back with any more information, so when the officer relays us more information when they get out there, we call them back to let them know what we have so far. Now, EMS is the one that put Fire on that call, so--and usually, Fire shows up before EMS, so EMS is the one that dispatches them.
Information	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Yeah, I mean, we get all the information, because we're already--we have all the--especially if it's like, a motorist assist, we can just transfer them to city police. Now, when it's like, a pursuit, we get all the information that we can from the officer, we get all the streets, whenever they turn on streets, they tell us the street, and we put it in there, so once we call City, we should have all that information inside the CAD to let them know, and that's about what we do, and then, you know, if we get the vehicle stopped, we'll call them and let them know that we have the vehicle stopped before they get somebody out there or whatever.
Information	COMMS	U	Comms	26-35	5 or less	Female	COMMS-	And if you run the information and you can't get it back, there's nothing



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			Personnel				U-018	we can really do, and we're just out for their safety, really.
Information	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Patient information... Whether they're dealing with hoarding situation. Whether they're dealing with a difficult patient who doesn't want to go to the hospital but they know they do. It's just a wide range.
Information	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	how many patients can each a hospital take?
Information	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	they can get through a lot more people, and triage them and give us a number as to how many people we're dealing with.
Information	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	what the bed counts are
Information	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	what channel you'll be operating under
Information	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	I may need an additional resource. I may need just to clarify something through my communications.
Information	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	request of resources and questions and stuff like that of people that are on an incident.
Information	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	what hospitals open, what hospitals are closed so that we can-- and also providers on ambulances, can use that resource as well to see, "Okay, I've got a patient that is very sick. But this closest hospital is very busy."
Information	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	[RE: hazardous materials incident] what UN number it is, what the product we're dealing with is
Information	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	[RE: pill identifier apps] if we have a patient that is taking a number of medications but they don't have the pill bottles, I can look up the number on the pill identifier
Information	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Whether or not the person has frequently called 911. What is the age of this patient sometimes?
Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	to figure out the lineup as to who's working and where they're working so that we can do a matrix or an assignment based on who's riding what piece of equipment

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Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	where we're going and how to get there, the type of call that it is, whatever feedback or comments they can provide if they have them
Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	On actual incidents, important or urgent messages are delivered via radio so that they can span the whole audience, whether it's just myself or my partner on the scene saying that we're going to the hospital or that we're at the house or what we've come across
Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	what hospitals are open or closed
Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	Phone numbers: adult protective services, child abuse, poison control
Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	directions to a call with updated address
Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	where do you live, what's your address, where are you at in the house, what time did your chest pain start
Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	the basics of it's a sick person, a troubled breathing person, trouble breathing asthma attack, a heat-related injury, a indigestion call
Information	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	[RE: CAD via tablet] We get dispatch on there. We change our status on there. We let communication know that we're responding. If needed, we let them know that we're on the scene... what type of patient we have and the priority. Find out what hospitals are available at the current time to transport to... when we've actually transferred care of the patient to the hospital staff, and then if there's any delays at the hospital...
Information	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	[RE: CAD via tablet] it's got a button for en route to the scene, arrival on the scene, transport to the hospital, arrival at the hospital, and back in service, as well as a couple of other statuses. Available mobile on the air, if you leave the firehouse for some reason and you're not actually in quarters
Information	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	EKG
Information	EMS	U	Field	36-45	11-20	Male	EMS-	Protocols via phone app

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			Responder				U-017	
Information	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Chemical information via hazmat response guide app
Information	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Detailed information via CAD
Information	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] So not necessarily. Generally, when they're doing a huge change like new monitors, new chart writing, there's always anger with people that are involved in it. Frequently, they put it out as for volunteers. If you want to be part of the committee per se, then you certainly can be. And there's committees to design new ambulances that we would get. We trial a bunch of monitors because those affected everybody, and there are people that tested the various strip writing softwares
Information	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Vehicle maintenance problems; if vehicles have winter tires (WTO); does it need to be serviced
Information	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	When calls come, address, nature of call, who's responding, what time incident happened
Information	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Patient information
Information	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Address, times, miles, hospital address
Information	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	video of patient accepting risks when refusing transport to hospital
Information	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: dispatch] address, gender, age, nature of call, other information

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Information	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: working on patient in ambulance] "Is it going to be bumpy," or, "There's going to be a stop." And your partner is also trying to tell you like, "I got to stop fast," or, "There's train tracks coming," or, "There's a bunch of traffic ahead,"
Information	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Reminders about when vehicle needs service
Information	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	When a call is received
Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	what equipment do I have to wear: black coat, EMS coat, fire coat; if the scene is safe; If there's a hostile party; is it so bad that we're going to wait for police to get there first, even though the call is for a baby not breathing; if it's an adult or a child; Breathing; trauma; real-time images of scene
Information	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: communication from dispatch] age, nature, address, pre-arrival instructions, what's going on, what they've already done, pickup location
Information	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Severity of the call
Information	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: communication to dispatch] Going out of service, transporting to hospital, at hospital, clear, in service, back in quarters
Information	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: communication to dispatch via MDT] responding to calls, on scene
Information	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: MDT CAD] pre-plans, building hookups, building keys, building access
Information	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Patient care records
Information	EMS	U	Field	46-55	21-30	Male	EMS-	Maps, pre-plans, contact numbers for commanders and event

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			Responder				U-003	organizers, pre-positioned assets and resources on scene, channels for event, fire pre-plans with building schematics, pictures
Information	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	Crowd size estimates
Information	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	Emergent vs. non-emergent, age, gender, health issue, description, location of patient, caution notes on address, address, nature code for the call (e.g., seizure, cardiac problem, shooting), times (i.e., dispatched, arrived, transported), mileage
Information	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Ambulance deficiencies: fuel, oxygen
Information	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Patient care reports
Information	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	What a medication does
Information	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Unfamiliar disease information
Information	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Major streets nearby incident
Information	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Standing medical orders, policies, procedures
Information	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Paint a picture of incident: what you saw, what you found, facts, what you did, what you didn't see
Information	EMS	U	Supervising	46-55	21-30	Male	EMS-	[RE: paramedics] they need to know their SMOs, their policies and

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			Field Responder				U-010	procedures, what they can and cannot do, what their scope is... they need to know their equipment, where it's at, and that it's there.
Information	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: paramedics] the streets, cross streets, the hundreds; what their closest hospital is, what the trauma center is, their cardiac centers, their stroke centers, their pediatric centers, their OB centers, their specialized OB centers; the people that they're delivering the patient to.
Information	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: paramedics] What's the issue, what they know, who's on the scene, who's responding to the scene? Police, are they en route? Do we have any fire companies coming to assist us, as far as for the paramedic side? Who else is on the scene, any nurses or doctors on there? Are they breathing, are they not breathing? Is the offender still on the scene?
Information	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: missing information] how many times have we been to this location? Were there any issues at this location? was the best place to enter into this building through the rear? How many times have we been up to this floor? Did we find any issues, somebody who wasn't receptive to us on that floor?
Information	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Patient history: allergies, medications
Information	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: large scale incidents] direction ambulances are responding from
Information	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Information prior to entry: Picture/video, best/easiest way to enter
Information	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	[RE: response status for PCR's] No patient found, refusal of care, transport
Information	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	[RE: response status for dispatch] en route, on scene
Information	EMS	U	Field	36-45	6-10	Male	EMS-	When run is completed (AOR)

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			Responder				U-012	
Information	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: call information from dispatch] the time that gets dispatched, the kind of incident, any special remarks, what other companies are going to be coming with us, the nature of the call, if police will be coming with us
Information	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: incident reporting] time, nature of call, event number, basic information
Information	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Numbers to the alarm office, numbers to the hospital
Information	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: dispatch] time; location; male, female; conscious and breathing; alarm office remarks; [local PD] hashtag number; everything the caller states
Information	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: call taker] what person is complaining of; if offender is still on scene
Information	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: dispatch printed ticket for high rise incident] room number; complaint (e.g., shortness of breath); how many stairs; exit points; entry points
Information	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	On scene, leaving scene
Information	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	Q: Okay. And where does that information come from? SME: From our OAMC.
Information	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	...You still may not get to anybody. When you get to the hospital you have to tell them you're at the hospital but our only hospitals our in another county so when you get there they don't reach so you have to know exactly where in the road to call dispatch and tell them you're at the hospital or they won't ever know. You got to call them on the cell phone so I mean you know it's just rural EMS and you just deal with it.
Information	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	A lot of the time you'll have to call but still you'll run into places out here where cell phones if you don't have any service either. For example, the place we just went had no cell phone service so you know being able to know where you're going it was an unmarked dirt road off of another dirt

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								road and if you didn't grow up here you know been here for 30 years or you didn't have GPS you wouldn't have found that so cell phones are important but you run out of reception. I mean as soon as we got down the dirt road reception went off.
Information	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	So for the most part here you hear dispatch calling to see if you're okay. So you send somebody back to the truck to tell them you're okay. You can hear on your portable you know it's garbled but you can hear you just can't respond. So you'll tell them you know yeah we're okay then come back. The problem with that is you know service where you just have you and your partner now you're down one in the house there trying to work on somebody so often times if it's a real bad situation we just won't answer. I mean you know we just won't answer until we can get back to the truck because we're more interested in the patient's wellbeing than we are letting dispatch if they send us somebody else great we got somebody else you know. So that's typically what it's like.
Information	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	...If there's good CPR we're good. That LUCAS device comes in handy and our revival rates have gone way up but that's a huge piece of technology. We got video laryngoscopes, we use technology now to do our reports right, wrong or indifferent it's all going to the internet so we all have to you know we've got all the different services, we're trying different internet based software's on different things, Toughbooks, iPads stuff like that.
Information	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Yeah. You'll see us in the back of the truck taking names and demographic information down right then so that we can use that to show the hospital so that we can get them registered and get them cared for quicker. So we got to have it right there with us. The patient signed, the computer you know so we've got our whole record right there on that computer. Don't have to do three different things like we have to do here right now.
Information	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Sure I use apps on pediatric doses for medications. I'll use Google. I mean we're not too far gone from doctors that I mean when you tell us a whole list of things that are going wrong that could be anything in the



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								world I mean I'll type them into Google and say well it could be this but I don't know you know so I'll look up something for the patient. I'll use it to get us there so yeah there's lots of things I use.
Information	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Honestly the only other thing that we use is once we get back we kind of do old school. We have paper patient care reports so we write all the patient's information and then when we get back we log into the computer here and actually type a narrative which is a storyline of what we did and what happened on that call. Printer, copier, fax that's about it.
Information	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	... I may have never seen that patient before but someone else here may have went to them several times before and they've entered in all of their medical history, what they're allergic to so if I can get a name first and last name and enter it into the system and then it pulls up everything and then I can go in and read oh wow, they're allergic to this so I can't give it because I don't have a patient to talk to me or a family member to talk to me so it's lots of benefits.
Information	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	What units responding, incident location, map, best way to get to incident
Information	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Someone's trapped, if a person calls 911 every week about something minor
Information	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	if it's a building that they know has a lot of chlorine in it; any special risks; any information of past incidents there; a domestic dispute; a stabbing; a decreased level of consciousness; a sick person
Information	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	If somebody goes into cardiac arrest nearby
Information	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Conditions of smoke; if fire extending into the exposures; people who might be trapped; information about people there; occupancy type
Information	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Where the collapse is; type of collapse; if anybody's trapped; any fire fighters operating in there
Information	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Blueprint of building; what is structural, what isn't

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Information	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	And so we're trying to integrate everything into the mobile data terminal, so when the officer gets in and sees the screen, that all that information would be available.
Information	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	and that human interaction of receiving information and then disseminating that information out to the field. So 911 call-takers take information, and they have to triage that and basically push the right buttons to get the right resources out. And it's tough to sometimes coordinate that because they're getting an influx of information, and we're trying to come up with the decision-making process. "Okay, we've got five bits of information. It sounds to me like we're going on a fire versus just an automatic fire alarm," or we're going on automatic fire alarm, and we get there, and there's fire blowing out of all the windows. So that's an extreme example, but sometimes there's information that we just don't get by the time we get to the call because the call-taker is still intaking that.
Information	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	No. Anything like that is done over the radio. So if we have a question, or if we want to communicate something back, it's pick up the radio and call them. They have the capacity to type on their end and send us information about the call. So they would send us then, what type of call we're going to, what kind of notes they have from the dispatcher who took the call. So that's the other piece of technology that's in all of our apparatus.
Information	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Yeah. I suppose in the-- just like we were chatting before about when a technology doesn't work and you're really dependent upon, it to get that information you need in such a time critical fashion, then I guess you could say that it got in the way. You're trying to respond somewhere and you utilize a mapping application and it sends you to the wrong address and then now you're in the wrong spot because of technology. I guess that's an example of how maybe it got in the way. It doesn't mean that people don't make mistakes with their paper map method as well.
Information	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	--available to us in a way. And then the other big thing is basically just the information about the buildings that we are-- our environment. So on

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								an EMS call, it's the access. "How do I most quickly get into this person's house to help bring our care to them?" And on a fire-related thing, it could be, "What's the layout of this building, and what are the hazards?" And then, again, those are kind of things that are currently somewhat managed by our pre-fire system, but it's a very outdated method compared to the capacity that currently exists and is coming to capture and collect and utilize that information. So we do fire inspections in buildings, currently, where we're looking for violations, but really, we could be in those buildings recording almost everything about that building. And then having that displayed to us in a way that's meaningful and that we could use on a future call is a very significant area of gap of the information that's out there. And then I guess the other thing concurrent on that information is that there's really very little done on trying to predict or learn where our hazards are, because we don't capture that data in a meaningful way. So we could all kind of tell you what our hunch is for the most dangerous building, or the most likely place to catch fire, the most likely place to have a certain type of medical response because of the hunch that we've gathered by seeing these different things, but really that's all information that could be--
Information	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Potentially. I mean I guess the benefit we have is that do we have different personnel responsible for different things? So the person who's driving to a call may not want to see information about what medications this medical patient is taking, but the person who's sitting in the officer's seat--
Information	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	We always have two or three people. So certain people can be looking at information in different ways. So the driver may want to hear visual cues as to maybe how they're getting to the call. "You're going to take a left on," whatever. Or just a display that's easy to look at. I mean, again, how do drivers currently use navigation in the vehicles? That technology's kind of already been--
Information	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	How to collect it, how to store it, how to utilize it, disseminate it in a way that is standardized and useful. [talking about information]

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Information	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Sure. All the fire engines, aid cars, and ladder trucks, they have a computer. They're our mobile data terminal. And what that does-- it's a laptop that has a program on there that generates our call information. So when we get dispatched to a call, the screen will pop up letting us know the address of where we're going, the basic nature of the call, the time of the call, who called. So all the call information that the 911 centers get, it gets patched over to our computer. So we can look at that information. We also have I-- all of the rigs have iPhones and iPads now.
Information	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Yes. The Active911 app is the most commonly used program that we use on the phones and the tablets. And that's the one that will pop up, let us know we have a call, lets us know some of the basic information. That one does address, and it does some mapping and tells us what tactical channel we're responding on. If you want the very detailed call notes, and who's calling, and past information at that address, then we would have to go to the computer in the rig to get the most detailed information.
Information	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Sometimes the computer in the rig won't get calls, but the iPad will, or vice versa. So there's a little bit-- technology is not a perfect system, right? So sometimes you have to be able to adapt to the intricacies that kind of come with what you're doing. For the most part, I think we're moving in the right direction. We have a lot of information.
Information	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	So we have our pre-fires. They're all on paper in binders. The tablets have most of them loaded on the tablets.
Information	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	...So then dispatchers have to take what they've given and then try to piece that together about what that actually means. And then they give that information to us. So when we are responding to a call, we have to have in the back of our mind, "Okay, this is what somebody told the dispatcher. This is how they've interpreted it to tell this to us. So this is what we're responding on maybe." And so we will have to reevaluate when we get there and see was that a clear, accurate message being

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								portrayed. So you have multiple channels of communication where some of those information [get lost?].
Information	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Well, maybe. I mean, we have different lines of information. So a new line might pop up. And the way our current system is designed when something new pops up, it's supposed to be yellow. But you won't know that it's yellow unless you clear that you've seen it.
Information	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Maybe it's just the chief who is responding. When they're responding, they can look at the drone view because the first responding officer has to also be figuring out, "How to get there? What is our best hydrant going to be? Where's the best access [for it?] to be?" And that would be good information for them, too. That'd be something interesting to see. But man, that would be very, very helpful information.
Information	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] The biggest thing is address and the nature of the call. Those are the two things, at least for me, that I want to know. Where am I going and what am I walking in to? And as much of that information as we are able to get from dispatch, the better off we are. So if we're going to somewhere off in [City], which is another small district that we provide service for, sometimes the addresses are a little tricky. Sometimes it's a long driveway. Sometimes, oh, so-and-so's got a key underneath a mat downstairs behind whatever. All that information is extremely helpful because it helps us get to the patient as quickly as possible.
Information	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] I'm sure he will speak to this, but information management, that's all absolutely true, what you just said. Information management is the huge double-edged sword because the only thing worse than no information is bad information. So what I don't want is him to think is that he doesn't have a hazard because he has all this information. Or that the hazard is this when the hazard is something else. It makes, I'll say, people complacent. They think they have all the information and they don't have all the information.
Information	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] It actually comes from dispatch, but it has to come from us to give it to him and then he sends it over to dispatch and then it has to be

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								maintained. It has to be current. And it's quite a test. I mean, you get emails weekly that says, "We've got a better system now that would manage that information." But still, there's never going to be a perfect thing. Never a perfect system in terms of always having good, real-time intel. It's going to be the best we can, and so we have to make sure that we set realistic expectations into how reliable that information is that you're getting. A key that's under the mat may not be there. That may be five years old. Routinely we get dispatched to a building where the information on the building says this but that building is no longer there. It's been something else now. We're working on that. It's a battle. But information is great except when it's not.
Information	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] That's good news reporting we got. If I sent you in there to extinguish the fire, I don't need you to come back and tell me, "Hey, we're accomplishing extinguishing the fire." I do need to know though, if you're not being able to extinguish that fire. So it's just totally--
Information	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	The text messages that we get come through our dispatch center. They come from [City] 911. So they send it when-- typically they'll send one when a major incident initiates. So if it's a water rescue, fire, any kind of major incident, they send one initially. And then they'll send a follow-up if it is something because sometimes we get there and it's really not what we were called out to. So we'll get a follow-up saying, "Hey, this is a fully involved fire or active rescue or something like that." They give us a follow-up. And then if they need a fire investigator, which is my role, they'll send another text saying we need a fire investigator, and that's when I call dispatch and tell them I'm on my way.
Information	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Usually, it's from a mix of what's entered into the CAD, as well as what's entered as firefighters come back and enter their reports. It all dumps into one place.
Information	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	I don't think so at this point. I think the thing that technology does today that we didn't have to worry about when I started this job 20 years ago, is that today the expectation is that information gets out immediately. And you don't have time to verify and make sure that information is

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								100% accurate before you send it out because the expectation is that I need to know what you know when you know it. And so I feel like we maybe jump the gun sometimes on putting information out, or the media jumps the gun in putting information out as opposed to just hitting the pause button for a minute.
Information	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Well, and will be able to control that-- I think we're able to control the information that we put out a lot more today than we used to be able to, but we have no control over what other people put out. And it doesn't have to be true or accurate, and so that sometimes causes us more work [laughter].
Information	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Yeah. So as part of our planning group, we have a GIS person. And his job is to create maps that the crews use to do their job. So he can kind of-- his maps will tell kind of like, "Okay. Well, here's the nearest hydrant location, and here are some of the things that you might need to know about this building, or--" so he's doing a lot of behind-the-scenes work, so that when they roll up on a scene they'll have more information about what exactly is there.
Information	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Well, they have the radio, they have the cell phones, and then they have what I call an MDC. Some people call it-- there's another term, MPS, something like that, but mobile data computer. So we have those in all the vehicles currently, and what that does is when Firecom dispatches the call, it pushes information out to that computer. So basically, they can see the address, they can see the secondary information on the call.
Information	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	They will get the information. The MDC does have the buttons responding at scene, those type of things, that when it's working they will utilize those buttons for that to cut down on some of the radio traffic, which is the direction we're going and we've gotten from Firecom ourselves on 911 dispatch.
Information	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Well, the big one is the safety side on all calls. So if it's a medical aid call, obviously they need to know what's going on with the patient. They need to know all the information that they can on the patient before they

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								get there because that's going to set them up mentally to deal with this patient and not just go into it cold knowing that they have a medical aid call. And then, second to that is the safety aspect, make sure that they get dispatched to a trauma well. The trauma was caused by a knife. So they have to know that information. Was it an assault? Was it cutting tomatoes in the kitchen and cut her finger? I mean, so they want to be prepared for all of that. So that's very important information for them to have that they would either get verbally from dispatch or they would read it on the MDC from dispatch. And typically, dispatch, they know that we can't rely on the MDCs 100%.
Information	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Once we deliver the patient to the hospital the-- field guys typically don't have the ability to contact the hospital, and it depends on the hospital sometimes too. But we have an EMS division that if we have a particular call or a patient we'd want to do a follow-up on, we'll communicate that through them. They know their contacts at the hospital. They'll call and say, "Hey, would you be able to provide information on this patient that we hauled in this day?" But nothing electronically that I'm aware of that we can go on and follow-up with patients.
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: app for communicating with deaf/mute person] pictures of what's wrong or spell it out
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: trucks transporting chemicals] exactly what that chemical is
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: big incidents] available frequencies, radio channels people should use
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: rail app] rail crossings, train contents, emergency contact numbers
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: medical protocol app] reminders: "these are things where you should call a doctor," or, "You shouldn't," or, "You're good."
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: via MDC] inspection information



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Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: high rise] floor plan, location of emergency shutoffs, location of elevator controls, location of gas
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: schools] location of hallways, what ways doors open
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: via medical records] Last time we saw [Name] was this date and time. Here's all the medications she was taking. Here's what we saw her for. Here's her concern.
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: hazmat team] medical telemetry; telemetry from their breathing apparatus; geographical telemetry: here's where I am, here's how fast I'm walking, here's where I'm going
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: hazmat team] incident mitigation telemetry; amount of: oxygen, hydrogen sulfide, CO, CO2, explosive levels
Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: inspections] log of, it's there, how it's working, is it working, notate or maintain record of the repair
Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: data analytics] density map of calls, unit hour utilization (time spent on call from dispatch to check back in service), busy times, times not busy
Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	has a sprinkler system, flow rate, square footage of the building, building construction
Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Knox-Box location
Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: Program tracking firefighter history] all of his certs; his credentials; how long has he been on; injuries; exposures; How did he do on his physicals; trends; Why are these guys in Chicago having heart attacks, where the guys in [City] are not? What's different? Do they fight more fires? Are they not changing out their gear? ...
Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	The best way in, closest hydrant, address
Information	FF	S	Not	Not	Not	Male	FF-S-022	Address, map, hydrant locations, locations of the rest of the department

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			specified	specified	specified			and if they're on calls
Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: via HUD] air level, how much air is left, when need to get out
Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: AskRail app] Content of rail cars
Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Weight of a cubic foot of snow, concrete, concrete and steel, steel
Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	If/what hazardous materials exposed to
Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	DOT Emergency Response Guide, military CHRIS manual
Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	NIOSH pocket guide book (chemical dictionary)
Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: new construction] hazards, location of chemicals, roof access point, FBC location
Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: new construction] Location of exits, way to lay hoses, where to throw ladders
Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Water maps, sewer maps, gas shutoffs
Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Weather, chemicals at site, chemicals at neighboring sites
Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Inventory working/not working, maintenance
Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	EKG strip
Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	360° of the house, action plan, sizeup
Information	FF	S	Not	Not	Not	Male	FF-S-022	Picture of hazardous package

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			specified	specified	specified			
Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: from caller] address, age, gender, ailment, size of fire
Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Monitor with call info next to garage door
Information	FF	S	Manager	46-55	21-30	Male	FF-S-023	Building occupancy
Information	FF	S	Manager	46-55	21-30	Male	FF-S-023	What the building looks like, what the street looks like, no smoke vs. fully involved fire, accurate on-scene pictures (not historical pictures)
Information	FF	S	Manager	46-55	21-30	Male	FF-S-023	LE visual of where person of interest was headed prior to starting search
Information	FF	S	Manager	46-55	21-30	Male	FF-S-023	Location of accidents, roads to avoid, roads closed, road conditions
Information	FF	S	Manager	46-55	21-30	Male	FF-S-023	Traffic information, converging apparatus, real-time information
Information	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Location of fire stations, personnel coverage holes
Information	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: wildfire incident] Live weather, live video
Information	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: wildfire incident] rigs coming in, rigs going out
Information	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	PD channel, officer in charge
Information	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Calls, maps, pre-plans, inspections, EMS reports
Information	FF	S	Supervising	46-55	21-30	Male	FF-S-017	Track responders on map

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			Field Responder					
Information	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Where the call is
Information	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Number of patients? need ladder truck? Need ladders? Video, photo
Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: dive team] They're usually watching your search patterns under the water and saying, "Hey, you're doing okay. It sounds like you're breathing a little heavy. Slow your breathing down a little bit." Or, "Hey, I'm going to move you on over to this area right here because that's the last known area that we saw the person."
Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Thermal image of fire source
Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Visual of everything going on in the city
Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Event information: point of contact, location, I alcohol is being served, event organizer, footprint of entire event, road closures, real-time construction road closures
Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Event map: real-time incidents, location of police cars, location of fire trucks, "This police car is responding to this domestic violence call. They're at [Name] Street on a domestic violence call."
Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Situational awareness
Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	If person of interest has weapon, number of times responded to location, construction features hazardous to firefighters
Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Safety hazards
Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	What police car is responding, ETA of police car responding

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Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Visual of incident location, type of construction,
Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Real-time information: Responding resources, what fire systems inside a particular structure, hazardous materials associated with building
Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Patient medication, patient history, patient outcomes
Information	FF	U	Manager	46-55	11-20	Male	FF-U-021	Construction violations
Information	FF	U	Manager	46-55	11-20	Male	FF-U-021	Service status of towers
Information	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: Firehouse app] Timeline of incident: timestamp, time call came in, time rig got it, response time, when responders got on scene, notes (e.g., safety concerns)
Information	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: Firehouse app] Incident number
Information	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: Firehouse app] real-time incident updates
Information	FF	U	Manager	46-55	11-20	Male	FF-U-021	Vehicle schematics: where the high voltage is running, where you can cut it, where you shouldn't, where fuel lines are, does the car have one battery? Does it have two?
Information	FF	U	Manager	46-55	11-20	Male	FF-U-021	Vehicle schematics: where it's safe to cut, where it's safe to stabilize, how many batteries there are, if it's electric, if it's partial hybrid, if it's even hydrogen
Information	FF	U	Manager	46-55	11-20	Male	FF-U-021	Address, skylights, what the back of the building looks like, location of utility shutoffs, aerial views, skeleton of high rises, location of elevator shafts, location of fire department connections
Information	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Who, what, where, why, what's going on
Information	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah. It's a balancing act, I think. If they're going to transmit three minutes worth of information over the radio when somebody else needs access to the radio also. A lot of times they'll send that in the text of the MBT. An officer will read that on the way.

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Information	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	I would say, for the most part, it's the accidental transmits and then it's people getting too excited and not trans--or not communicating effectively over the radio and not knowing how to speak into a microphone and have that come out clearly on the other side. A lot of people get up too close and you hear over-modulation [laughter].
Information	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah, it's just professional speaking. We don't send a whole lot of personal messages over the radio [laughter].
Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	So we are expected to be here at 8 o'clock in the morning but most guys come in earlier, around 7:00 so they can relieve the people that are here. You can imagine if you've been here 24 hours, you're dying to get out of here. Some of us. So we show up at 8:00 and then our day really doesn't start until 8:30.
Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Well, in a fire-- you might have to do a face-to-face with the incident commander, the chief that's planning the call. Because there's so many people talking on the radio that if it's important enough, instead of waiting, I'll just go outside and do a face-to-face.
Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	My pet peeve is that there's no specific class on radio ethic, and so you want to be short concise and some people just love to hear their voice and if they're always talking. And in an emergency situation, it should be just what's needed to be said, not--
Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Because you imagine, if it's a fifth alarm, there are so many people. And people are just stepping on each other when they're talking.
Information	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	No. No, there's some days that we do 10, 12, 14 times. Some days 2 or 3. But yeah. Somebody phones up and says that their house is on fire, then we send a lot of people, yeah, which means a lot of radios. Which means people have to have discipline on the radio to not be talking very much.
Information	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	So I mean, the people problems are just a matter of-- I tell people, "I need you to talk to me in words, not sentences, or sentences, not paragraphs," and so limiting what they say and how they say it. One of the things then is-- one of the number one things that I encourage as a drill very often is

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								the ability to communicate when you are on air. And [inaudible] wrr-wrr-wrr because that's what it sounds like, and they have to practice that and learn to talk to each other when they are not on air. Because if they don't know how to talk to each other when they're on air now, when they get a fire, it's going to be the same thing.
Information	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	I think it's an ever-changing landscape in the fire service because of the newer technology, newer equipment as far as apparatus, as far as personal protective equipment that we issue individuals. They all have a role in providing some form of function. Ours just happen to be communications and information sharing, and everybody needs current, accurate information to make good decisions.
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	On scene, returning to station
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	the progression of the fire attack; what maybe could be dangerous about the building; there holes in the floor on the third floor; Are they getting the fire under control below you?
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	If building is dangerous; if building is abandoned; if building is occupied or unoccupied
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	If caller says everyone is out of building
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Visual of smoke, visual of streets, traffic, hydrant locations
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Real-time visual of location or area en route, immediate route of travel
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Your location in position of the building; your body core temperature; your respiratory rate
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Respiratory gas analysis: are you dehydrated, is your body being bombarded with cyanide, other environmental toxins
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Outside view of building

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Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	where we're going; tips on street locations, cross streets; information from high rise survey: how many stories, standpipes, what stairwells have smoke towers
Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Map or picture of building; number of stories; standpipes; hazards that may exist
Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	On scene
Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Picture of building (to get an idea of where you're facing); number of standpipes; location of standpipes; stairwells; smoke towers
Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Shortest route pop-up (for relievers)
Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Traffic info; real-time video of incident
Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	[RE: high rise] Number of floors
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: via MDT] address, cross streets, cross grid, geographical location, remarks that can't go over the radio (HIPAA), shooter on scene, fighting in progress, person has communicable disease
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Critical building components from pre-plans: location of fire department connections, location of gas shutoff, location of water shut off, how building was made (e.g., light-weight construction, truss roof), location of sprinkler connection
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: FF] Location of victims, hidden heat signatures
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: EMS] heart rate, O2 levels, CO2 levels
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Location of responders real-time on fire ground: what floor, what room
Information	FF	U	Field	46-55	21-30	Male	FF-U-028	What companies you have, who's in there and where; What is the heat of



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			Responder					the ceiling; Air pressure in your tank; CO levels
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	How to tie a knot, ERGs
Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: hazardous materials] physical properties, characteristics of spill or leak, how it does harm, how to rectify harm
Information	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Right. Now, I know in our department they talked about in the very near future, if I was en route to a, let's say, a fire in a high-rise building, that I would hope-- they're speaking in the near future I'll have a lot more information available to me en route, which is nice. We do have an enormous amount of information in a high-rise building given to us on a run sheet when we're enroute from the firehouse.
Information	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Yes. Yeah, I mean, maps aren't anything that we normally get. Our command vans that respond to either incidents that are upgraded or large-scale incidents, our command vans all have that accessibility. They have computers. They have hard copies of maps of everything in the city from our infrastructure. Well, a lot of it's outdated [laughter], but it's supposed to be able to-- they call them [Company] Maps here. And it gives us all the locations of the grids for our water supply, which are kind of key for us. So if we have an industrial area, let's say, so we have an enormous amount of fire or enormous buildings on fire, we need a lot of water to put them out. So your standard fire hydrant is not going to work. But in those areas, the idea when they're building in those areas is to put larger diameter piping for water for that reason, but it doesn't always work out that way. So now we're trying to look for water, we're looking for water sources that are further away, and try to-- it can be complicated. But, yeah, so, on our command vans they have access to all that information, but at the lower levels, no.
Information	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	...But if we had the information on number of people that are normally in that building during what are considered normal hours, hazardous materials, of course, building dimensions, number of basements. We go into buildings sometimes that look like they may have one basement

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								and we find four, and a fire's in the fourth sub-basement. And those are horrible for us. But things like that. What else? That's the nuts and bolts of what we really want. We want dimensions. We want all height of the building helps out because we know from our codes here in the city that if it's greater than 80 feet it has to have a standpipe system in it. Things like that. Sprinkler or not. Yeah, that information is pretty critical from a technical standpoint. At the lower ranks maybe not so much, but for the people that have to do the decision-making in the early goings of an event, definitely. It would be nice to know that.
Information	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	But that kind of information, real-time info that could be transmitted and given to firefighters, or policemen for that matter, prior to entry to any kind of a structure would be tremendous. It really would.
Information	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Right. So if I had all that information prior to responding, I mean, I'm already thinking, it's going to turn into a multiple-alarm, at least the that way we structure our incidents here in the city. So I'm already thinking about escalating an alarm, just because that does not seem like enough equipment or people to mitigate that incident properly. So I'm having those kind of thoughts en route already. And so, I have to think of it in terms of my rank now, because it changes tremendously. So if I pulled up to an event like that, yeah, I have a lot of things going on there. So you're telling me I have exposures on two sides of the building, and it's a corporate setting. I have a fire on the fifth floor and it's an eight-story building, and it's 10-something in the morning. So I have a big problem with civilian traffic in the building, getting people out
Information	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Well, if I have a partial collapse, I'm going to rely heavily-- if I was running that incident, I would rely heavily on what was being told to me, because it's impossible, in a building that size, for you to personally engage every nuance of what's going wrong and act on it. So it's all about communication at that point. If they're telling me I have a legitimate collapse, we have a whole new way that we respond to collapses in this city and so now I have to bring more resources in.. So company by

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								company, we will make radio transmissions to make sure that everybody's accounted for from our standpoint. Because without us, now the public has nothing. And that can turn into mayday situations... And now we have exposure issues. We have people above a fire floor and we have a partial collapse. That's the perfect storm of everything going on at once. Sometimes we just do our best, unfortunately, it isn't always perfect. But that would all be about information transmission to whoever was running the event. In the early stages, at my rank, it would be me.
Information	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	–usually it all comes from here. And also we get text messages sent to our phone with the basically the same information. Some people get both. Some people don't get any, it just is a preference I think whether people want it or not. It's there available if we want it. Some people think that their text messages goes off too many times in the day and they don't want to be, you know, bothered with it but.
Information	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: Sure absolutely, we do a shift change in the morning with the previous crew. We get total information about the truck or about equipment, any changes that needed to be taking place and anything that needs to be repaired or replaced from the previous shift, any cool calls that came about and we will talk about those and we do talk about those as in a debrief type of atmosphere is routine. You know the crew ran a two-car crash at an intersection, there was a patient trapped, they flew one out, and you know we talk about that kind of a call, not breaking any HIPAA laws.
Information	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: But it helps us understand how we can be better if we talk about it that kind of thing. After the shift change we are required to do a daily truck check, we have to go through the entire truck, check the lights, check the equipment, make sure the pump can works, the pump fires, all of our breathing apparatus and all of our hand tools and things that are supposed to be there in working condition and be ready for the next incident. After that, of course, we are required to respond to the calls. We do reports on those every time we run a call. We do any of those

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								daily projects we have told you about, whether it is a home safety check or that we do a pre-planned project or other project which we are required to get those done there in a day. And they we are supposed to have two hours of training. Some sort of training every day, we have to always stay educated on you know where do we pull the ladder off the truck or pull the hose off the truck or sit in front of a YouTube video and learn from other fire departments, what they have done what worked and what didn't work. We do some sort of training every day about two hours and once we usually get that done, all we do is kind of sit back and wait for the next emergency; we are here 24 hours.
Information	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S1: So if a call came in what would you want from Dispatch or? S3: On. Everything we can get.
Information	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: That's different situation. We shouldn't ever go in there without back up from law enforcement and that happens a lot. If we can't get through 911 call takers to get the accurate information that we need to be able to respond appropriately. We get a call for a car crash, sometimes we have got a tractor trailer carrying hazardous materials; we walked into the scene that can potentially be life threatening for us. You know we need that information, so you are asking what kind of information we need, we need everything supposedly we could put together before we get there because when we are driving to a scene our hamster wheels are spinning rapidly.
Information	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: If it is a fire whether they can apply safety rescue, water supply; who is going to do what, when, where and how. A medical call, if it is chest pain I am going through my head all the chest pain protocols that I have to follow, what kind of meds I am going to give, what kind of blood pressure I am going to expect, what am I going to see on the monitor, I could kind of pre-plan as I am going to the scene and if I don't get that accurate information from my dispatchers, it makes it tough on our jobs.
Information	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: You know, we get on the scene get a description which is [indiscernible] or something of that nature. That helps with as far as knowing what we need to know before we get there. A fire - we need to

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								know if it is a home, a residence, we need to know if it is a commercial business or an apartment building and we should know most of those things anyways in our area if they give us a certain address we are going to know it is certain individual's house, we know if it is a certain individual single-storey homes or two-storey homes so you know that information helps once we know where the location is. Hazardous materials that's a big one for us, because there are so many things that are out there; we want to know what type of hazardous material if we can get it as much as possible from the color, what is it, what was in it, how was it stored was it in a [indiscernible] or drum or container - is it a liquid, is it a solid substance of some sort, those kinds of things.
Information	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: Even if I was in home off duty and I saw that and I chose to respond, I have all the information right there just then.
Information	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	And we get -- my pager is out in the truck but I get my phone which has got 911 on it too and it goes off the same time the pager does usually. So, the pager goes off and they will usually tell us the address, what is going on, and summary of whatever is going on.
Information	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Yeah. They're really good about -- you got something they'd like to sing it.
Information	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	... then it will give us the information for the call, it will be followed by a text through text messaging through that system we can either say we're responding to the scene if we're closer than where we're at to the scene or we can respond to our department or we can stand down and in doing that through the app it goes directly to everybody on the department so everybody knows who is showing up and it also goes to dispatch and they can know okay we have a firefighter or EMR that is in route either to the station or to the scene.
Information	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Let's see here. Our dispatch here is pretty decent. I think we've come a long way with getting them a card statement of what we need. We'll just say a structure fire for example we need to be alerted which can be we use a tone out, we need to know who needs to go, we need to know

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								what it's for, we need to know the involvement so that's units that need to be dispatched, what type of a call is it if it's a structure fire we need to know the involvement, is it fully engulfed as descriptive as possible, paint us a picture, paint us a picture, are there people entrapped things of that nature and it's gotten a lot better out here.
Information	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Right now we use the MDT's mobile data transmitters. The MDT's mainly give you the location, the call, it can pull up the address, give you all the information plus we have our radio communication.
Information	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] Which is right here in [city] from e-plan they can pull it up it'll populate and it'll tell the Hazmat team what chemicals are being made, where they're being stored, who is the emergency contact person during the day or at night, how much and then if it needs to get into the science of the chemical makeup of that product it can take you to the DOT guidebook, it can take you to other research materials from this safety datasheet standpoint, manufacturer safety datasheet to tell you more about the chemicals, flammabilities, health hazards, it's reactivity and things of that nature.
Information	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] We were still doing fire reports with pen and paper and the station log book I think we were still writing books well some of the captains do. They'll do a handwritten daily log but everything else is done electronically what he pulls up so if you need to query something so it has come a long way. Even when I was in the training session at my old department when I came up to being an instructor we learned how to put all of our presentations on transparencies. Now we got PowerPoint you know which makes things a whole lot easier and I forget what the new thing out is supposed to be better than PowerPoint. I've used it once or twice I can't think of the name of it.
Information	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	My first instinct is that it definitely could be helpful because we often are fighting to get some of that information from people. We're in an active situation or active high-priority situation or high-risk situation, and we're like, "We need a description."

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Information	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	... So all of our patrol staff is being issued that right now, so we might have a briefing training that says-- so we'll pass this information along. There might be a short training environment, and then everybody kind of goes out and goes on to patrol. And we might meet for coffee, or a couple of individuals might meet for coffee, but then the day is really then, again, whatever kind of comes at you.
Information	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	I think there's a lot of pros but my standpoint, I just don't want people to get overloaded with information. Sometimes you can. So I would love to come up with a way for communications to be able to prioritize on safety issues first. Because now they've got computers, they've got cell phones, they've got so much technology stuffed into the cars. And so I don't want that important officer safety to get lost in the snowstorm of information coming towards them.
Information	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	The information I need is a very clear synopsis of what's going on; including any history or anything else. Like with an incident-- like here a few days ago, I think last Saturday we had a medium size protest and I was incident commander. Other people weren't available, so I took instant command. I do a lot of protests. But the information day of event that I needed is exactly what is our staffing level. I said, "What are commander [Name] expectations with the command staff that were assigned there?" What's the history of the group? That's sort of kind of information that allows you to do kind of a threat assessment. And then you have ongoing information that you're constantly getting as the event goes on.
Information	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Yeah. We voice dispatch a lot of stuff, so the dispatchers will put information out. The bicycle units are not subject to dispatch, so they are more doing proactive police work.
Information	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	I can't look at anything historical, and radio won't give me that information. So in a car, you have all that. And a lot of times, you-- well, not a lot of times-- I think now almost every time, officers are-- before they're heading to the call, unless it's a priority one call, which is a really-- what I'd call hot call, they're going to stop and they're going to look.

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								They're going to look to see what's happened, whether there's a name associated. They're going to see if we've handled that person before. And that's actually really good information. It's officer safety information.
Information	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Yep. There's the MDT. I think that's probably their primary tool when they're out on the field and they're going to get their dispatches, they're going to get their messages, notifications from the dispatch center. Any relevant information will come across that.
Information	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: surveying app] GPS coordinates, picture
Information	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Minor or deceased person's age
Information	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Steps in a DUI process, time / distance / weight conversions
Information	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Drugs, schedules, news feeds, traffic laws, law enforcement contacts
Information	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Tire size, speed difference, front license plate states, compact and non-compact states
Information	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Drivers license photos
Information	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Vehicle photos
Information	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Name, information, criminal history, warnings
Information	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: text-to-911 Safe2Tell program] bullying, suicide attempts
Information	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Location of target person inside of a residence
Information	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	surveillance camera data, license plate reader data, body camera video (not live feed)



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Information	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: tagging surveillance video] case numbers, notes
Information	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: sent via MDC] CAD data, RMS data
Information	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: license plate readers] picture of license plate, direction, location, base, description on wants
Information	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	License plate wants: stolen cars, warrants, licenses
Information	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	LPR downloaded results: text files, photo of vehicle, photo of license plate (no video)
Information	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Address
Information	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Wants, warrants
Information	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	city jurisdiction maps (to determine if current location is in the city or out of the city)
Information	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Pictures of license, registration, insurance information
Information	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	If a tow truck is needed
Information	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: drug recognition app] what kind of pill it is, if the pill is scheduled
Information	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	forms
Information	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	Video, warrants, affidavits, search warrants
Information	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	CPR instructions, instructions to ward off shock

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Information	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	call type (e.g., assault, shoplifting); what the suspect is wearing, if suspect is still on scene, if suspect is armed, direction suspect fled
Information	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: fire calls] is there smoke? Is there anyone in the house? Is anyone nearby? Does caller see anything?
Information	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	Call history of address; if there's a dog there; gang affiliations; if there's known drug-use
Information	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	Case number, address the call was billed to, times
Information	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: report writing] case number, date, officer
Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	windages
Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	What and when responding vehicles on scene
Information	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Room measurements, pictures, crime scene diagram
Information	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Taser data: how long each tase went, how much electricity went through it, how many times you cycled it
Information	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: criminal database] individual agency reports, contact address, date and time of incident, situation behind incident
Information	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Criminal associates

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Information	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Where crimes are occurring
Information	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Mugshots
Information	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Information on criminals: nicknames, heights, weights, tattoos and scars, personal data, associates, vehicles, addresses
Information	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Audio recording, pictures, video
Information	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	surveillance video
Information	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	What's going on the call on responders' way in
Information	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	3D imaging photo, overhead views of scene
Information	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Reports

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Information	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Location of sector partners
Information	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Current jurisdiction location
Information	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Municipal code
Information	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Traffic code cheat sheets
Information	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Address, basic description, names
Information	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Associates, vehicles, locations, phone numbers
Information	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	warrants
Information	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah, we got our bulletins, and we have copies of it, they are all posted around the station and stuff. Hm? Yeah, we have our emails. What else do you need?
Information	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah. We also have people, concerned citizens, who have officers' phone numbers. I call them concerned citizens. Other versions of it: snitches or [inaudible] okay, so.
Information	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	... We have them all on buildings around here, and they triangulate, and it comes up on the screen of the police car. It pops up on my cell phone. So the way the deputy chief said that he wanted everybody to have the app on their cell phone. So we're in the process of doing that. It should be done in a couple-- [Name] actually could probably give you more information, because this is an easy app.
Information	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	--to see if I can listen in. Oh, it was a red car, okay. Because by the time everything settles down, then they'll go on all broadcast, "Hey, we're looking for a red car." Well, that takes time. But if I got the information right then and there. Oh, this is awesome. Because I start okay--

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Information	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	And it has the person who called 911 in there, too. So they go-- we get a lot of calls of six guys in a corner, all wearing black clothing, one has a gun. So what do you do, as an officer? I had a group of people with me from the DOJ, conservative and non-conservative, both in the car. And I purposefully want to go to this call. So I told dispatch, "Send me to that call."
Information	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yesterday, a [State] cop got killed going to a domestic violence call. So I don't know if he had the prior information ahead of time. Like that house has weapons in it or something like that, or you've been here before. Kind of like, "Let me wait for another officer to show up." So some of that information is useful. Sometimes we get junk in that CAD. I don't care, for instance, the prior calls [City] Mall. There's going to be millions of them, I don't need that on my CAD. It's going to be from everything from a lost wallet to a lost kid to shoplifters to somebody's upset because the prices are too high. I don't think I'll need to filter through any of that. The usual domestic violence, that same call. We get a lot of mental health issues down here so having that CAD information, and you go, "Oh his name's So-and-so. It shows that last time we got the key from the manager, the resident manager. Oh, the manager's room is room 12. I don't have to kick in this door, I just go get the key from the resident manager." Once I kick in that door, now I've got to do a report and notify a supervisor, because we kicked in a door to check on So-and-so who had been doing drugs all night and he needs to go 5150 or he needs to be medically treated. We get a lot of people who leave a hospital and they're supposed to follow up, and so the medical side will say, "Hey, this guy has prior history of diabetes. He's on dialysis, he's on--" gives me a little bit more information, so it's one of those things, "Oh, nobody's here, I can leave." Maybe now I've got prior information that he has all these mental health issues, "Oh, he's all jacked up. He's on 18 different kinds of pills, maybe he's laying in the bathroom, and he can't get up. So maybe I can do another look, let me go beyond a little, you know?" I'm not going to kick his door in because I'd get in trouble

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Information	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	... This is [City] if my people go to jail here I just want to make sure that person is breathing or not. Even if I went in there and I saw a bunch of illegal stuff I can't arrest him on it because I need PC to go in there because now I have to freeze it, get a judge for a warrant and go through all of it. No cop's going to go through that. Obviously, if I see like an AK-47, pounds of weed, and people tied up I'm going, "Hmm, I'm here to check on the well-being of you and you and not you that's tied up right here, okay." I could be a little bit more you know? And that's nice to have the CAD and have all of that priory information.
Information	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	We're very unique though. We have our own 10 codes here--
Information	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	And we have certain parameters for our description. This, this, this, this, this. This, this, this, this, this. And some of the newer officers don't even know that, how to give it properly.
Information	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So being consistent, people know what they're going to get when they get there, so that the consistency is what people, I think, thrive off of or look for their own stability from where they can go forward in a conversation. If they know what the baseline is, they know where they can go from there, what the rules are kind of going in, so being consistent with that as opposed to-- depending on what your own particular mood is in a day, letting that influence you regardless. There is some sort of that regardless, but being aware that being consistent on how you respond to everybody regardless of the situation, I think, is important.
Information	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Recent crime patterns
Information	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Warrants.
Information	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Picture associated with warrant
Information	LE	U	Field	Not	Not	Not	LE-U-024	Picture of person of interest, screenshot from (video monitoring) of

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			Responder	specified	specified	specified		stolen car
Information	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	License plate information: number, year, make (all that's needed en route)
Information	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Case reports, names, warrants
Information	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Who's on scene
Information	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	10 codes
Information	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	En route, on scene
Information	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	How many cars detailed to the district
Information	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Who was shot, location of shooting, gang affiliations
Information	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Work schedule: early car, late car
Information	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: calls] I no longer want my child anymore; My child is misbehaving; My neighbor's watering the grass; There's a person shot
Information	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: info via PDT] Criminal history, daily bulletin, department website, inventory
Information	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: info via PDT] reports
Information	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Wanted individuals, officer safety alerts
Information	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Building/property owner
Information	LE	U	Field	36-45	11-20	Female	LE-U-026	Nature of the call, who's calling, history of the location

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			Responder					
Information	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Everything uploaded to social media around time of shooting
Information	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	The other thing we were able to see is-- you can see a snapshot of the picture as it drives by, because the camera catches the plate and the car. And the nice thing about that car was I saw it was missing a hubcap, the front passenger side hubcap. There was damage on the rear side. So from an officer awareness standpoint, even from a searching standpoint, when you're looking at thousands of cars going by, it's nice to know that that hubcap's missing on that car.
Information	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	He went out there. He found this car. He found this car. And what else did he find? Not only did he find the car, he also found that the car had been shot back at. So by us being able to find the car, we were able to find the offender's bullets in that car. So now, we have both sides of the shooting. Normally, we wouldn't have that. Normally, we would have one victim who got shot, and then we wouldn't know what happened. They wouldn't cooperate with us. But now, you have a vehicle that's telling us the whole story. You have shell casings inside that car which shows that someone was shooting from inside the car, and we also have rounds that hit the car which shows that they were being shot back at. So now, we have the evidence [inaudible] can come process the car. We can figure out-- we can trace that bullet back to a gun [inaudible]. That's huge. That would've never happened without this technology. It would've never happened in a million years without this technology. So--
Information	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	--what's been going on. Like today, I took yesterday off and-- another good point, if you're late for roll call and the lieutenant just, "You missed it. So really do you know what happens?" And that happens. And so anything important that he said, you're going to ask him, "I'm sorry I missed your roll call, sir. Could you repeat it for me?" You don't want to seem like an idiot. The computer is pretty good about telling mainly the doc which is headquarters-- really, really violent stuff is usually put on there. That's family members, lost firearms which is every day. So every



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								day, there is a lost firearm. Not on law enforcement.
Information	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Okay. So like I said, if I want to access a shooting, to see what was a shooting about, I could go on there, pull it up, and figure it all out. Is it going to take me a few minutes? Yes. But me as an officer, I know where to look for this. Other people, no. And there's only a few apps on here, the ShotSpotter, I assume you've been hearing about that.
Information	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Well, it all depends. What do you feel like doing? I mean, there's problem areas that you could drive by, see what's out there if you want to take protective steps to stopping people. That's always a good thing. But if you're doing that you basically got to call your co-worker and say, "I'm going to try to put a stop on these guys." Or at least let the dispatcher know what you're going to do. I mean, they give you a set of keys and say, "What do you want to do today?"
Information	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	I think the biggest calls for service are the ones that are violent. And certain houses that you know are really bad, when you go there, you know they're bad. Okay. But I don't know if it would be good to know, well, this person who called is a battery victim, or-- you could always do a history on the location.
Information	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Fingerprints
Information	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: RMS] notes, evidence
Information	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Dispatch notes
Information	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Photos, recordings
Information	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Sheriff's policy manual, community alerts, text alerts
Information	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	mapping

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Information	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Calls for service, contacts, things of interest
Information	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Criminal histories, driving records, vehicle registrations (e.g., boats, planes)
Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	In the morning, the only routines that we have are every morning we will send out a brief. We get a pass on from the night lieutenant. If I'm on day shift this week, I had a pass on this morning from the night lieutenant to let us know anything that's going on, major that's taking place, that may take place today, like a major incident, and it may carry over to us. We'll do a debrief and then from there we'll send out the bulletins to the deputies using our computer system. It updates them; they get the same pass on it that I get. And then at the end of the day we do the debrief to the oncoming shift.
Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	So what I always tell them, I'll get--if there's something important, I'll listen. If it's something they say, look, just email with that information, that way I can make my notification because they can tell me something, I don't have time. A lot of time you're driving because you're going from Point A to Point B, you don't have time to pull over and jot down like a note or take a recording about everything that's taking place. So me, I'd rather be able to look at it, see it, and then send it off.
Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	...But our GPSs are in our car. As soon as they turn the car on, it begins. Actually it's always tracking them because it's programmed into the computer of the car. The internal car computer. So it tells us if they're wearing a seat belt, if they hit the brakes too hard, if they accelerate too hard it's sends out all these notifications
Information	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Social media on both hands whether it's the fire service or the police service, it's a great tool. But it can be a tool that can hurt you. I believe especially, especially an emergency, emergency work, police work and fire department work, that social media as far as us is public service should be a one-way direction. We should only be sending information out. We should be informing the public of what they need to know, in

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								other words we shouldn't be commenting on other people's posts. We shouldn't be allowing people to comment on our posts. The public service aspect of it should be a one-way direction. We should only be sending out valuable information about road closures or anything to update the public. As first responders, we should be more professional than argue with people on social media and put things about our personal lives on social media. We shouldn't be doing that.
Information	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Well, of course, the nature of the call, the location of the call, the nature of the call, if there's any weapons involved, if there's--what the life safety issues are of somebody being threatened or somebody's house getting broken into, it's kind of unknown, so you kind of want the information to lead you up to how to respond to that call and what to look for in that call.
Information	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	I think it's kind of, in my view, it may be I'm a little more removed than maybe some of the other people that you'll talk to. Most of my interaction now is through email or text. I'm very little on the radio unless there's a major incident or we're working some large event. From the department side, hmm, we put a lot of emails but not... not critical information. Yeah, if we have a certain call or a certain thing that needs to be done then we're going to do that either via radio or pick up the phone and make a phone call. So I think it's maybe the shift is just mine and not necessarily the trends of what's going on in the department.
Information	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Yeah. We... we probably don't use our MDTs quite as much as somebody might. [city] whose call volume is super high, you know, we don't generate quite as much radio traffic. So we still do a lot over the radio. But the calls are pushed through CAD, through their, you know, through their MDTs. They're able to run license plates and enter their own paperwork and stuff like that. But you know a lot of our calls take you away from the car so you're still doing a lot of the information through the radio and having communications enter it and then come back and complete your reports.
Information	LE	U	Field	36-45	11-20	Male	LE-U-055	I think it's easy to get the information at least at my level I'm learning

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			Responder					about it that the part with information on a--specifically on a game day for us is how do we disseminate and who does it get disseminated to when you're looking at certain things. And so you know I think a lot of times it may end up being a phone call to a supervisor of a section and saying, hey look, we've got this coming up, go get your guys squared away because--you don't always want to put out an all-call over the radio because if an officer is standing next to 25 fans and they hear this is going on, then it creates that panic and you can't get in place to do the things you need to do to make it safe so.
Information	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	--going to talk to them? And then you know I think we've already talked about it but they have the MDTs in the car. So they're getting information and communication through that. They're dispatched via radio so they're getting information through that. And then any face to face interactions that they may have where they're getting information and communication.
Information	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	You know obviously we monitor it both from--we have a department Facebook page that we're pushing information out on and then you know if we have large events or events that may garner some negative attention then we're going to monitor social media to see what's out there and what's being posted on that. We use an app that we purchase and pay for it's a safety app that we push out to our students.
Information	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	So you know as a typical patrol officer they want to know who, what, when, where, and why, you know the typical where am I going, what am I going there for, and who am I looking for when I get there. And I think our--and maybe it's just our officers, but our officers are very demanding of our communications officers on details before they actually get to the scene.
Information	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	... And so we have... when we have events and we have known things, then we can use those to start pulling that information. The piece that we're missing is the day to day... maybe it's not surrounding a large event, what are we missing?

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Information	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	Most of it is radio communication. I stress with my guys, I like to keep the net as clear as possible, I don't like a lot of radio traffic that doesn't need to be there, if it can be sent in an email, or we can talk by phone, or we can meet face-to-face again, we're small, so I can usually--at the office and go find them and meet with them in about five minutes. Important information, emergency information over the radio, I don't need an entire synopsis of what they did back over the radio, it just ties up the radio for an actual emergency.
Information	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	It can be. It's never horrible. My perspective on it, because there are very specific things you would say on the radio when I was in the Marines, versus in law enforcement, the tasks we're doing are vastly different, and so a lot of times, we need to speak more information out. People do--some officers occasionally do have the tendency to ramble a little bit. That's almost day to day, it's just a custom, remind them, hey, try to keep the messages as short as possible. Before I went to Motors, I got this job, we used to have laptops and a couple cars, and we could send messages via that to each other. Which they do now, I believe, they all--pretty much every officer here has been issued a laptop.
Information	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	Starts at Dispatch, then I'll call in to Dispatch, they'll look at the rotation of who is up in the call rotation, they'll call that next person, it usually starts off on alert, headquarters will call whichever officer they're trying to get to, the officer will respond, then the next step would be a--just a basic description, like a--copy, disturbance, or medical emergency here, or something like that, and then once that officer responds, because they know what it is and where it is, the communications will give them more information if they have it, over the radio, while there are officers on the way.
Information	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	Yeah, well make sure they're not lacking any information that they may have, and they may have left out in error. Or just trying to cut corners. I say cut, maybe they had a busy day, and they just didn't think to put it in there. Make sure if they do have that information, hey make sure you put it in your report, you don't leave it out.

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Information	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	We do not a lot. NCIC obviously, if we're entering property that's been stolen or wanted persons. Other than that, we don't interact with them that much. Sometimes we'll have them run packets on a suspect or something to see criminal history. But other than that, it's not a lot, not nearly as much as the average patrolman does.
Information	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	Our local fusion center and we have some people in our department. They will monitor searching for keywords around this area to see if anything hits on social media, and it will alert them. Just searching keywords for threats that might be against the community. We'll learn about a suspect, maybe group that they hang out with, friends, tendencies, likes, interests, where they've been, things like that. Also possibly we know one suspect, there may be others that are unidentified yet in the report. They may be friends with them on these social media sites, and they may communicate, so things like that.
Information	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	When I first started, honestly when I first started, we had email, but it was used very rarely. Maybe 5 emails a day you would get, and now it's 56 emails. If you were dealing with your cases, it was never, information was never sent to you in email. Your supervisors didn't tell you what to do in email. I mean it was a lot of face to face, a lot of, maybe we used phones more back then, than what we do today. It's just, that's the main thing.
Information	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	But you know, certainly we have processes that we follow and that being, you know, generally the guys will come in and they will brief amongst themselves as far as information that the previous shift dealt with again, you know, what type of incidents they dealt with the night before. They will brief the oncoming shift so they are aware of anything that may carry over into that oncoming shift. Once everything is done, we will go out, we will do our patrol car checks, make sure everything is good, jump in your office for the day, and then you know, go out on patrol. But, you know, as far as anything routine that we really do other than those briefings both at the end - excuse me- beginning and end of shift, that's really the true routine for patrol

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Information	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	We use the Motorola 800 MHz system. Every downriver community has their own separate channel. There is a plus and a negative with that, the plus being you can be a little bit more informal on the radio on your own channel, but you kind of lose unless you are scanning them, you kind of lose the aspect of what is going on in the surrounding communities. If your dispatcher is not paying attention to an armed robbery or something that happens in [town], potentially your officers could not even know that it is heading their way or it's happening or suspect vehicle, and for the most part we try to - the two of us working the desk tries to monitor all that stuff and let the officers know that there is something going on in the surrounding city but if they are not specifically scanning, the communication between the downriver departments is minimal.
Information	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	...When 911 comes in to [town], and somebody needs a rescue, I transfer them over to [city]. [city] takes the information and dispatches the fire trucks. So, there is a, you know, give or take 30-second lag, and that is the whole thing is outside of - they got a grant to bring this on, but they want to eliminate the middle man and everything go directly to [city], which, you know, strategic-wise, it's the smart thing to do because for me to pick up here and transfer over there is kind of dumb and up until 6 months ago, they ran a complete different radio system than us; we couldn't even communicate. We had an old 400 MHz radio at the front desk that they were on. They were at 400 MHz up until about 6 months and that is one of the big reasons why I think the guys are so hard pressed to combine with [city] because I mean, up until now, the only [city], as a road officer, I have probably dealt with [city] 3 times in 20 years because we never had any communication with them.
Information	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Most things are done with our police radios. We can also send messages over the computer if we don't want to call, you know. A lot of the public have police scanners and certain information that may be sensitive for specific crimes you dont want to go out over the airwaves where somebody is going to, you know, immediately post on Facebook

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								or on the internet or call the station in a panic. So we will send that over our private messenger system.
Information	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	It depends. I mean, I would say 90% of it is. We also have more sensitive missions, if you will. You know, if we are going to pick up somebody on a warrant, we will have all the officers meet in the station, go over our game plan, figure out where everyone is going to be, what everyone is going to do. We got a [unintelligible] board at the back, you know, if we have certain things that - really in-depth, things of that nature; we meet with other agencies here who need assistance [unintelligible] come out to look for people before; Department of Corrections, state police, Child Protective Services, so we will meet them here in the station a lot of times, formulate a plan and then go to the location, but then all the communication is done in person, so when we get there, nobody is confused; theoretically, nobody is confused.
Information	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	So just to eliminate the confusion, we can put a drawing; this is the street, this is the house, you know, things like that; that definitely simplifies things.
Information	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	What's going on, why [unintelligible] when I get there. Sometimes it is just an ongoing problem; this is the fourth time we have been here in 2 days, you know, somebody needs to go to jail.
Information	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Basically, I mean, that is, you know, if there are any weapons involved, they wanna know. Sometimes somebody calls and says, so and so has got a gun, that is obviously going to change your - we approach things cautiously anyways, but you it really stuffs it up, you know; somebody's neighbor calls and says, hey, he is out in the yard with a sniper rifle, well, you know, we are not gonna pull up in front of the house. So.
Information	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	You know, all that stuff and any pertinent information but at the same time, we try and keep the non-essential of the stuff you can figure out once you get their information, you know, to a minimum over the radio instead of tying it up.
Information	LE	S	Field	26-35	6-10	Male	LE-S-062	Because that way it will show up on your computer along with any notes



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			Responder					or miscellaneous information, or they can tell you [unintelligible] because like let us say you call 911 for a car accident. They can dispatch me the car accident immediately, [unintelligible] Drive, 2-car injury accident. I am already en route. It might be another minute and a half before he types everything up and puts it on the computer, so once I get there usually that sort of thing, report number, whatever else from there and go from there but you know, not looking for a vague description you know, 2-car accident between a semi-truck and a passenger vehicle, stuff like that you wanna know but you know, you don't wanna the -it's a red Ford Contour with scratches, 82,000 miles, you know, we don't..
Information	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	S1: So now too much information. Just pertinent information. S2: No, no. Essential, yeah.
Information	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Usually through emails. People will call. We have a system as far as like updates for the parcel and then that will include road and address points where we built a script and once a week we run it and so if the assessor breaks out and plats a new subdivision and records that new subdivision then I get they create new parcel ID numbers and then so there's a script that runs over the weekend that says these parcel ID numbers are not in the GIS layer so that tells me that there's new stuff that they did and then I can go in there and update that and do those updates so yeah and as far as you know other things that need to be updated you know people will send me an email saying this address needs to be updated or this thing text messaging thing needs to be updated or who knows what so yeah.
Information	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Or a link? Yeah I don't know if we ever did a link. I don't remember a link just because it was like 32 megabytes. It was huge but maybe there's a link. Things I'm still learning to find out but I know like you know he's just coming to me he's like here's your copy and he gave me a DVD and so I had a copy.
Information	LE	R	Other Public	36-45	6-10	Male	LE-R-043	And just kind of manually gave me a copy but yeah I haven't had to distribute anything yet as far as a big plan you know. In the past with like

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			Safety Personnel					an IAP or something like that is an action plan sorry we would just email it, use [application] right? The state has The [state] has [application] so we'd post it on there and people could get it off of there or we'd send it out in an email.
Information	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	...So there's that disconnect there between you know are we is that really the role and I might be on a different page there than a lot of people. Also because I own my own business right so it's a different perspective around the efficiencies and just the little things that we do as far as you know having when you stop a vehicle we give dispatch the plate, having the information pop up on our screen you know that's possible on the information that the vehicle is stolen, registration cancelled blah, blah, blah we don't get that. So we walk up to the vehicle in an unknown situation now we've always done that for the last 250 years or however many and we haven't had very many shootings or many issues right so I think until and this gets back to the reactive part I think in law enforcement in general until we get to the point where we are there's a need like a clear cut need I think we limit ourselves on how we view technology and that's difficult at times.
Information	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	So the information that we use the most is going to focus around colonel statutes, some civil statutes all of which we reference the [name] legislature's website form. We do have code books in the car. I find and a lot of guys find that it's faster to use the website than it is to thumb through the code book because it's searchable. You can just type in keywords and it'll pull up.
Information	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	I leave them on speaker phone particularly when we have a barricaded subject or a guy that has made threats. The last thing I want to do is walk to an unknown with a person like that and so that's an easy thing for me to do. I just set the phone on my MDT I close it, I put my phone on speaker, I star 67 them so they don't have my number, I let them know I'm on my way and then when I get close I'm like where's he at? I say he it could be she it has been she. Where are they at? Do they have any weapons? Has anything changed in the last couple of minutes? Have

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								they made any statements? Any threats? Anything like that because all that's playing into my response and when we disconnect from that person once dispatch gets the initial information so if they're dispatching us to a domestic so we're in route.
Information	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	...we go and we get back to kind of one ranger kind of mentality of that we are our own resource. If we need more we got to do it because what the county is able to provide us is limited and so that type of information to me is very valuable and I use it a lot. Other guys don't they're just like whatever it'll be fine nothing's ever happened. So it's different mindsets around that. For me it's really easy to pick up the phone and make that phone call.
Information	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	For sure. So call history is really important to us as well. We don't have the ability to lookup call history as far as repeat events so sometimes and this goes for even the full times guys so we're four on three off and then three on four off and then vacations and everything else so there's times where schedules literally you won't work for two weeks which is great. A lot happens in 2 weeks so you may have a neighbor dispute it's an ongoing issue and you know you're getting sent to a call that you think is a brand new issue, you get there this thing blows up in your face and you're like I wish I would've known what was going on. I wish I would've known what [name] had told them. I wish I would've known what Sergeant [name] told them. I wish I would've known that they were given information to contact an attorney. It's a civil matter so that kind of information on past events (00:33:24) will help us solve the issue quicker and especially where they're trying to manipulate law enforcement on civil issues to see who they can get. Maybe they can get the new guy who doesn't necessarily know and they'll get him to actually write it and give it to the prosecutor. That kind of stuff is helpful.
Information	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	But you know I'm not really sure in some cases how relevant it would be. It's just every once in a while you'll find a nugget that you're like oh I wish I would've known that you know. I wish I would've known they were out on bond. I wish I would've known that they were just arrested last week

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								for this and because it changes their state of mind. If they're out on bond and they don't want to go back to jail that's different than somebody that's getting popped with a DUI for the first time and having access to that type of critical information sooner I don't know how you do it but having access to that type of cutting edge information sooner in my mind is what will make us more effective and safer with the job.
Information	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	Well like I said we're often alone so sometimes there isn't a whole lot of communication. We're monitoring yeah we're monitoring usually we're on our radios and if a call comes through it's on our radio so that's generally how I'm getting information if I need it is through the radio but a lot of times you're just out there you in your car yeah.
Information	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	They truly are. So most of the time they talk by radio and then you have sometimes they say such stuff they really shouldn't say but you let it slide you know it's like the other day we got in a chase and this guy was doing over 120 miles an hour in a Mustang convertible and [name] gets on the radio and says [county]. I don't
Information	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... Next year we should be in a lot better shape technology wise. One of the things they have is they have the ability with the Eagle Mobile to track the deputies, GPS and track their speeds and all that kind of stuff. I don't like that and I'll tell you why.
Information	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... You can look up people's phone numbers, you can look up people's addresses, you can look up photos, you can look up you know arrest history and it makes a huge difference and now you got to go through somebody else to get all that information
Information	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	Q: Okay so we've got both visual data coming in, auditory data coming in from multiple places, visual data as well, narrative data coming in on the texts so data is coming in in a lot of different forms. Who is it coming from? [S2] From our officers, from other agencies.
Information	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] The app has 185 officers on here and how many jurisdictions? Probably 20 and like this car hit the license plate reader. They put it out instantly 185 officers know about it rather than it taking time to go

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								through dispatch or whatever. We would never get that information. It's real time.
Information	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	I suppose who, what, when and where. I think the why and how we'll get later but kind of what's going on? Who do I need to meet and who are they describing? If it's a crime I need to know what this person looks like, where they're going. Some officers and it drives me crazy want too much information from dispatch and expect dispatch to have ESP but I have to know like you have to dispatch me the right location, you have to dispatch me the right type of call, code or signal. I can't go to a fight thinking I'm going to a car unlock and if there is a subject involved you have to describe that person as best you can and if you say to me look, they're not giving me anything I'm fine with that but yeah I think who, what, where, when the why and how we'll figure out later.
Information - Control	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	... And how interesting would it be that if my body camera did facial recognition as I was walking up to you, and then dispatch got a notification showing that [Name]'s been contacted by police, based on facial recognition of body cameras, four times in the last six months. Here are the incident numbers. Here are the agencies. Here are the associated cases. And you were always a victim versus being a suspect, or you were always a suspect.
Information - Control	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	... And then what happened when you went back to that house, and you wanted to know what happened at that house? Dispatch would call down to records, somebody from records would go find that folder, open up that folder, tell what happened to dispatch, dispatch would then relay that to you over there.
Information - Control	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2] ... So, we are that conduit that passes that information.
Information - Control	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	...AT&T was terrible, and because we pushed mobile data, we pushed the call, the screen that comes up in there goes into the terminal in the ambulance, they get to see the call, they see the notes when it pops up. So that's important that they have that connectivity and it's also a Wi-Fi

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								hotspot on each ambulance through that data too. We can also send 12-lead EKGs through that system to the hospitals. So there's a huge...
Information - Control	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So a 911 call comes in and it goes to the 911 call taker, so what we will do, because they're not EMD and we are, we EFD are all fire calls as well – so they take the call, they grab any information, the address - and then they code it C-fire which is county fire; or they code it EMS and it shifts the cards, and they transfer the caller to us. So they pick the phone up, and now we're on the phone with the caller; we again verify whether we have the right street, and then we EMD or EFD them and dispatch the calls.
Information - Control	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Yes. So what we've done is we've tied that code in the EMD card, so if it's an E26 which is our code, they might have, and they have the 10 code.
Information - Control	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] ...They work pretty closely with the other agencies assisting them basically with any criminal justice information that might be needed or researching or getting them reports or phone numbers or whatever it is they happen to be requesting but they work closely with all of the responders.
Information - Control	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] ...With our CAD system you have to have an address and a call type to get a recommend to send a to page out for police or fire so those are the primary pieces of information that they have to have immediately and then from there it's just data collection of you know depending on the call type whether it's clothing descriptions or suspect's names, weapons, children involved, vehicle descriptions, road of travel and if it's an accident it's related to injuries, leakage, Hazmat stuff so they have their with EMD they have their line of questioning.
Information - Control	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Obviously not using type printers anymore or index cards so all of our records management. We moved out of our card files and implemented them into the records management system so that it shared across all the agencies so they have that access to them. You know if they'd come across an individual they can see well okay this guy's been doing this, this and this you know or whatever so that's

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								definitely been useful. Can you think of anything else?
Information - Control	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] So the text to 911 comes through your text messages so basically if a call goes out so like if a call goes out they get the call for service, they get the call code description, they get the call for service number, the address, the city and if there's like a business name or something like that so they'll get that.
Information - Control	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] It's almost the same as this so what active 911 does is they can actually say okay I'm going to go to this and show me a route. It doesn't show us that they're in route but it shows the other responders on the app that they're on their way so you kind of get an idea of who is coming to the call.
Information - Control	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	There's another recorder that we can go back and get traffic for your, I guess, phone calls and stuff that not everybody has access to that. But the supervisors do because they get requests for that from like the DA. So they go back in, and we just replaced that this year as well.
Information - Control	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Let's see, well, I talk to the public if they have a complaint, for example. That will immediately come to a supervisor. So I will get their name, phone number, what the gist of the complaint is, and I will forward that information to my boss who will then figure out who it belongs to and distribute it to that chief. So if the incident happened on B shift, then she'll look and say, "Oh, this happened on B shift and Chief so and so was working. I'm sending it to him." So my job is to collect the information, not make any judgments or anything, just thank them for the information and then send it along.
Information - Control	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Once for the address, and the second time to verify it. So address verification, you have to ask it twice for a cell phone caller. Then they ask for the phone number, and that's usually correct with [inaudible] that comes over. The phone number is usually right. And then we ask their name, not a big deal but if they're struggling or-- it's really not a big deal. Then we move on to we open our protocol, EMS protocol or fire protocol. And then we begin asking them the questions on the protocol.

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Information - Control	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	So then the call taker will process the call and then once they get a call type, the call automatically goes to our dispatch pending screen, so the dispatcher-- and it makes a beep, and that lets us know that there's a call for us to dispatch. So the dispatcher opens it up and the supervisor, the dispatch supervisor opens it up, looks at it and makes sure it's the right call type, the remarks match the call type. And then the dispatcher will dispatch it
Information - Control	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	The dispatcher will get a response package recommendation from CAD, and then if it looks good, then they'll hit F12 which dispatches it, which sets off the station alerting in the station and-- yeah.
Information - Control	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Right. They say, "Hey, is ambulance 841 available?" And they say, "Yep. They're available. Where do you need them?" So we'll give them the information. Then they'll dispatch their unit to come into our county. [name], [name], and [county], we generally use the north mutual aid radio channel for them. So we will call them on the north mutual aid radio channel and they'll call us, "[name] to [name], is Medic 115 available? Or Medic 715 available?". And they'll say, "Yeah. That's correct. They're available." And they'll give us the address right over the radio channel. Right. So we're typing the address in on our-- we call it an II form.
Information - Control	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	I don't know how familiar you are okay so teletype is basically a nationwide network that allows different law enforcement agencies to communicate with each other securely and also enter things like warrants or stolen vehicles, stolen articles stuff like that into a system and that's NCIC and then the [state] version [application]. I don't know if you're familiar with that.
Information - Control	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Okay so let's say I'll use a domestic because a domestic I think is a pretty good example of a regular call that we take so the most important question that we ask always is the first question we ask is what is the location. We need to know where it is right? Our technology in terms of locating people is just not there. We don't know where you are you know I've used the map as a reference but based off of the cell tower that you're hitting off of I don't know where you are. You could be anywhere



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								you know and that's why we get a lot of calls for different jurisdictions
Information - Control	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	If they don't have a street address or they don't know ask for the closest intersection and then if they don't know the intersection or they don't even know that I'll ask for like a hundred block or something like that just like what street are you on and then I'll ask them for landmarks for a last resort if they really don't know where they are. I don't like using landmarks because there are some areas of the county that I'm really familiar with and some areas that I really know and if you describe something to me I'll know what you're talking about but a lot of that is very subjective and it's based off of my own experience.
Information - Control	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So anyway so location and then after I collect their location I want to know a brief description of like what's going on so usually I'll say okay well tell me what's going on there you know tell me exactly what happened and you know if there's type of whatever they say you know say like arguing with my boyfriend or you know my girlfriend just hit me or my wife is you know doing whatever I'll enter that information and then I'll get them started. That usually takes maybe 30 to 45 seconds for me to get that call in and depending on the cooperation of the caller, the clarity of the information they're giving me and then I'll go straight into my main officer safety related questions. I'll ask them okay are there any weapons in the house? Yes, no? If there are weapons where are they located? Does anybody have one? Are they guns, knives, what do they have? Has anybody been drinking? Is anybody under the influence of anything? Where are you? Where is this other person? Are you both in the apartment? Is this going on right now? You know did they leave? Okay let me get a description of them. Are they black, white, Asian, Hispanic? What color shirt? Pants? And then I go back around. I do my next descriptions you know how tall are they? How much do they weigh? Heavy, thin, medium build? What color hair? You know and then I'll say you know which way did they leave? Did they leave on foot or in a vehicle? If it's a vehicle I can look up a description. If they went on foot I want to know which direction of travel they went. How long ago did it

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								take them? That sort of stuff.
Information - Control	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	... I know how I want to get a description of a person and we're trained on that and then I've added my own flair to it you know and so once you learn that stuff it becomes a lot easier to process a call even if it is a high stress environment and then also that being said we also work you up to that you know we start you off on phones. You take really basic calls and then you take the non-emergency line and in the non-emergency line you are going to need to use some of those skills you know in a trespassing person or a disorderly subject or something like that. You still need to get a person description but you don't need to get it as high as important as you might need for like a hot call or something like that's really active.
Information - Control	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	There's a lot of emphasis on that and it could be for anything. Could be something simple like teletype where you're entering a warrant and then you put in the wrong information and then that person gets let go because you didn't put in the right information right? So or you could put in the wrong information and the wrong person could get arrested right? So you know you have a situation where somebody is getting stopped and then you get a hit off of this person and then the information in there has something that says for some reason this person is a white female 200 pounds or whatever when in actuality it's an Asian female who is the same descriptors, same similar name and instead it's an Asian female it's one letter right? You put an A or a W and the officer could arrest the person because they're like this is an Asian female fitting that description and they arrest this lady and she's never done anything wrong in her life.
Information - Control	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	I would really like anything related to geo stuff is very helpful. Location is again the most important thing that we always need to find out. You need to know that. We need to know where you are and we need to be able not only do we need to know where you are but we need to be able to guide the responders to that location so when we ask our locations and my 911 calls again I have a little personal script and it's just my own

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								<p>preference but I answer the calls the same way every time I say [County] County 911 where is your emergency? And then sometimes they listen to me and sometimes they don't. If they don't listen to me I'll redirect them to that question okay where are you? You know and then if they do listen to me and they give me an address and you know you say [County] 911 where is your emergency? And you say [Address] and I'll say okay [Address]? I verified it with them they say yes. Okay is that a house, business or an apartment? And if they say it's an apartment. I say okay what apartment number are you in? And then apartment number 810 because sometimes people don't think about that so I need to know what apartment we're going to.</p>
Information - Control	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	<p>Right I'm in apartment 810. Okay and what is the name of the apartment complex? It's you know [apartment] or whatever and then I've got that info and then I go into my next question okay what's going on and they tell me exactly what happened right and that is then you know regardless of what happens after that if we get disconnected now they know exactly where to go so if the numbers aren't really obvious on the because this could be a place they've never been before right so if the medics need to go there and they see you know they don't see the numbers on the building but I've written in [apartment] then they'll be like okay [apartment] and they'll know which unit to go to and I just cut off you know if for whatever reason the phone disconnects like right at that second after I got I don't need it I should call you back and get more information but I can get them started you know.</p>
Information - Control	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	<p>Yes we should get the call back number as soon as we can. The our ALI/ANI will display the number they're calling from if we get it on a 911 line. If we get it on a trunk if we get it through a transfer that's usually one of my first questions. Is what call back number are you from? Especially if you get a transfer I always try to verify that you know because I have had that before where I've made a mistake where I didn't get that information straightaway and then I wasn't able to call them back but at least I had the location.</p>

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Information - Control	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	... Basically what it is it's an application that you can open up and you can put whatever information you want, your medical information, your husband or wife's information, your kid's information, your pet's information, where you work, what kind of cars you drive, medications you're on anything and everything that you want, you can put your home address, you can put your work address, you can put your typical route that you drive.
Information - Control	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	If we need to give lookouts for a vehicle that we're in pursuit we can get on to that radio channel and blast it out to the area and everybody gets the same information at the same exact time versus making individual phone calls to each jurisdiction. So we do have some of those resources to us to contact each other. We also can call each other on the non-emergency line and things like that but again you're having to verify who you are.
Information - Control	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So the reason I end up at this is actually that our fire department is working with one of the awardee companies. So it ended up trickling down that no one could kind of attend and so they came to me about a week before the conference and said can you go and grab information for us and bring it back and let us know what this company is truly wanting to do and so I've brought back that information from this and so we are working with that group now to pull in their technology so that they can do some trials with us and really see what they're doing.
Information - Control	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	...Every morning I usually do all the warrant stuff. And then I get emailed all the warrant stuff, all the follow-up. I email the prosecutor or the city attorney. I do all the subpoenas. And then I do all the court notices for the officers.
Information - Control	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	...However, we have a CAD system, which is computer-aided dispatch, so I've had people call here and say, "I'm walking down the street. I see smoke coming out of a house." I don't tell them to hang up and call 9-1-1. I just take all the information. I enter it into the computer. It's already on the screen for central, and then I'll just call over there and say, "I just put one in, on such-and-such street. I've got a medical; They need

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								an ambulance," or, "I've got a fire, they need the fire department." Or even, if I get called calls outside the city for traffic, accidents, any of that stuff, I just put it in, and then I call over and say, "Hey, I just put one in for you." Just because it's just as easy, we all look at the same screen, and it's, to me, it's not right to make people repeat all their information, or it someone is in a panic mode, to say, "Hang up and call the sheriff's department," or, "Call 9-1-1." You just get their information and put it in there. And then it's done.
Information - Control	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Basically, you're just going to make sure that-- anywhere from 8 to 10 minutes-- depending on the call. If it's not a big deal, you're going to keep checking their status. Make sure they're secure and they don't need any backup. Or if they do, you get backup on the way. If they need, like in that instance where [Name] needed a file, so I ran the file and he asked me to save it, so you print it off. I generally will put the complaint number and the time on there so they remember what it was. If it's an accident, they might ask you to put-- so that was driver of vehicle number one, which was brown. And then, again, I put the complaint number and the time. So your job would be-- just make sure everything is in order for the officer. If they have an arrest, I automatically will run a file, run a criminal history, run a driving history. Have that whole packet ready for them when they come in so they go to write the report. And then, when we go to submit the warrant, we've got all that paperwork that goes with the warrant. If it's an accident or an arrest, you would be responsible, excuse me, to get a wrecker. Or if they get to a scene that came in as a non-injury and somebody says, "I'm having chest pains," they'll contact us on the radio, we get ambulance and fire on the way to have that person checked out. If we have a combative person that needs to go to the ER we will call the ER and say, "We're coming in with somebody", you know, same thing with the [crosstalk], anybody that's combative, we would let them know for safety reasons, "We've got somebody coming in, you might need more manpower or some way to strap them down or--" ...And like I said as much information as you can get, you put into that screen and then all the information you get you relate to the officers.

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Information - Control	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	I mean, when you, especially not so much-- I mean, I have caller ID, which is nice, but when the sheriff's department takes a 9-1-1 call and we get all the information. We've got their address, we've got their name, we've got their phone number, so we can call them back. And that, that's awesome.
Information - Control	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	We have got a protocol that a list of questions that we're trying to get information about and then you're calling you know that you're calling out and giving deputies that information or fire or whoever needs it and also then sometimes trying to stay on the call if you think that you need to be helping still those people who have called in and that's maybe when things get complicated here is when you're on the phone with people but you've got to be on the phone with the deputies and so you're going back and forth. That can be complicated sometimes.
Information - Control	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	We start out by asking who this is and where they're at. Those are the two pieces of information we really have got to get. Who is this and where are you at? Then we need to know what's going on. Is this an accident? Is this a fire? What's the nature of the call because then we have to send out the appropriate people so that's the main information at the minimum that we need to get. Kind of who is this, where are you and what's wrong? Once we get that we really need to dispatch because that's all they need to get going and because we are such a large area it might take one of our deputies a while to get wherever they're going so we want to get that information out to them and then we might go back to the person then and ask we're going to ask things like is anybody hurt? Is there anything else we need to know? If it's a situation where somebody's called in with a robbery for example we need to know if the robber is still there or if the person is gone. Was there a weapon involved? And again these are really rare situations for us but they do happen occasionally so that's information we're going to ask about. Sometimes we'll get off that call with the person unless you hear that they really need you there or it's the type of call that really means you need to stay on the line with them until somebody gets there. And again

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								we'll have dispatch to either the deputies or fire or EMS sometimes all three depending on what's going on and that location.
Information - Control	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Oh our responsibility is about getting the information from the person and communicating that to the right people so they can go and help with that situation. That's our responsibility. Sometimes our responsibility I won't say it's really our job responsibility but I think maybe we feel a sense of responsibility to stay on the phone with people and keep them calm and keep them focused. You know if there's been an accident sometimes the person who is calling is the person who is not hurt and they're seeing their loved one in pain and they're then in pain too so part of it is for you to stay calm as a dispatcher in those situations and stay on the phone with those people so we can kind of be the anchor we're the anchor then for those people.
Information - Control	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	No I think I would say we pass on all the information we get. I think our people want to know as much as they can get. Again it's very rare that we're going to have two things going on at once so it's easy enough to take the time to give someone all the information they need so I don't know that we're making decisions about information as much as we're passing information along.
Information - Control	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Sometimes that is true that we get too much information from people and we don't need to pass all of that along to the folks and so we sometimes do leave things out at least in that initial dispatch and then we might call back and give them additional information later but they need that first information to really go in and deal with the call so that's I think sometimes what I would say that it's really it's a people problem more than anything and people giving you the right information when you ask it in ways that are useful.
Information - Control	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] But the boards will just be easy ways to put summaries of information, right? So one board will be the fire department status for this particular agency. Another one will be an EMS status, and one will be road status and those kinds of things. So we do that exact same thing but we digitize it in the application, right? So we have all those

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								things, shelter statuses, staffing levels, we've got road statuses, those kinds of things so that at a glance everybody can see the same information at the same time. And as I start adding information everyone else gets to benefit from the information that I'm sharing. One of the things we're priding ourselves on is not making it too complex because if it's too complex, you require too much information, then people are going to be hesitant to actually use the tool. But we've been really successful and just about everybody says it's been an amazing implementation.
Information - Control	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] So on a basic level, it's all manual entry. We can pre-supply a lot of information. If we know that these 20 different places are likely to be where we're going to open up a certain kind of shelter, we can pre-populate that and then just say, "Yes, this is the place," when it's go time. But it's all manual entry for the most part. A lot of things will get drop down options to make selections to make it easier. But yeah, somebody will go in and actually enter that information.
Information - Control	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] And it's a good question because, operationally speaking, when an incident first happens, we've found that it's better to a let a command and control type scenario work out from the communications perspective. So if those that are in command get together and have a conversation, then they can push that information back out to their respective employees and partners. If the incident is going to be prolonged it's better for us to all figure out a communications plan, and then segment that up by function as opposed to silos of law, fire and EMS. So there's a time factor to when we decide, "Hey, we're going to enter operate communications," or we're just going to let it ride because everybody knows how that operates on a daily basis.
Information - Control	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] ...And there's a communication flow that has to happen and it's really challenging. It has to go from your very local jurisdiction up to your operational area, and it has to get processed and synthesized and say, "Okay, what's the scope of this," right? And it's much more detailed information than you would get like, "Hey this building is on fire." Okay?



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								"Let's all run and put it out." Well now you've got to go back and you've got to have building inspector information. You've got to have-- how much time-keeping that's involved? All these different components of information that make that process a lot more complex. And then you have to account for it, right?
Information - Control	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah, so it's interesting, right? So [inaudible] commander may say, "Oh, this fire is going to run this way and there's potential evacuations or whatever." He'll call and say, "Hey, I need a community warning message to go out," and then we get notified that way. Technically, they're supposed to notify our dispatch as well, so dispatch center to dispatch center. So there's just a variety of different ways that things-- information is getting shared. We are working on a project right now to kind of standardize all that through a guide process. And then, working with each dispatch center on what triggers a notification for us, what doesn't. So.
Information - Control	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] They're opting in with their cell phones. So if you want a mobile notification or notification to your cell phone you have to opt in to do that.
Information - Control	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Well I monitor the schedules for the four dispatchers that we have on our 911, in our 911 COMMS center. It's both sheriff and EOC, which is [County]. And it's manned by the both of us. We are cross-trained, so either one of us can run whichever console that we're on. It's just a different pay by different entity. Besides the scheduling, I fill in when we're short. I monitor any training updates that they have to do, so I keep track of all trainings, training schedules, any new training that's out there I look to so we can be updated and with the latest and greatest. Make sure everyone has their technology skills up to par.
Information - Control	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	... And we have to make sure that we get all the pertinent information, such as how many weapons they have, is that person still armed, can you see him, are they irate? If they are, can you put yourself in a different area? That way you can give me the information that I need, and I can

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								get you the help that you need, so we can we can neutralize this subject, make sure that if we can't subdue him easily, then it's just something that just had to happen that way... So when the girl that we was doing the reports with, she gave me the address, and I said oh, yeah that's the house fire... That's a plus, because in the event that they need anything, any information, I can give it you off the top of my head. I know where to go and find that information. And it's not a problem at all.
Information - Control	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	... They want what they want, when they want it, and how they want it. And some people, you can't get them to understand I'm only the dispatcher. I take the message; I relay the message. Now when that officer or when that person that you need that help, that assistance from gets back to you, it's not my fault.
Information - Control	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	...We have different alarm companies that the residents get for their businesses, their residents, that we interact with. And it's basically getting their information and getting the homeowner's information or the business owner information so we can get assistance out there to see if their business or their homes are okay. We also interact with the school systems, making sure everything, if we have to close down due to a hurricane or tornado, we get the superintendent in. What time will you want to do something? What do you want us to put out, because we put out that information. And that in a nutshell is, the councilmen, [inaudible] the communities, the different districts, we have our council members that speak for that area. So if they call in and they need any assistance or they have a resident that's calling them for certain things that's going on, they may call in, and they'll ask what's the latest on this, or did you all send anybody out here? So we give a lot of updates.
Information - Control	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Mm-hmm. Sheriff, fire. We have the two police departments, which is Lutcher and Gramercy. We dispatch for both. For EMS, we transfer straight to their dispatcher. Now we do assist their dispatcher in getting that information. If they lose the call or if they couldn't hear the caller, and they call back, we already got that information, so we'll in return give it to them and make sure they have the assistance if they need any

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								assistance going in. Then we assist them in doing that also.
Information - Control	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	That's a stressor. That's a big stressor, because if you're busy, and they're on that traffic stop or they're doing something else, and it's one of the officers that, okay well [inaudible] I gave you this information, I need this information back. I understand that, but you have to take into consideration that hey, I was on another call, I was trying to help somebody else. So getting them to understand is a major stress. That's a major stressor.
Information - Control	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	A typical call, a subject calls in. You get their basic information, name, address, and their location. Location is most important. That's the most important. I can get your name at any point in a call. If I don't get your name when my deputies get on scene, they're going to get it, and I can get it from them. So my most important, the most important thing that I always stress during training is location. You can't go wrong if you get the location first. You get the location, and you get what's going on after. So once you have your location and what's going on, you can get that deputy or the fire service or EMS headed that way. I don't have a caller's name at this point. I know it's a female, it's a male. I know there's kids involved. I know the basic. The rest of the information can come afterwards.
Information - Control	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Making sure that the deputy that's responding or fire service, EMS, whomever that we have responding, gets there and have the direct avenue to get there, the perfect location, have the correct information on, as far as if it's safe to enter or is it safe to go in, and do you need backup.
Information - Control	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Yes. We try to send out the, you'll get a long story. You shorten it up and give it out in a timely manner, because the more information you get is always helpful. But it's how you put it out over the air.
Information - Control	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	... So in event we are on a call, and we're getting information from that caller, we don't want to accidentally press that, and it goes over the air. So we mostly use the microphones, and we know when we're going to

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								press that and [inaudible] out.
Information - Control	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	In the event of our 911 system going down, if it ever, if it has to, normally the last time we ever had to do a rollover was during one of the hurricanes. And it hit a tower, one of the cell towers. We lost our capabilities to receive any calls coming through from AT&T and Boost Mobile, the different cell phone providers. It'll roll over to our neighboring, our sister stations as [City], [City]. And what they'll do is they'll call us and give us that information, what they just got from that call, and we'll give it out like that. So we have a partnering system in the event of that. We have everything in place whereas, okay, we got a problem. Let's call [City], let's do this, and we have our plans.
Information - Control	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... And when it comes down to the communication end of it versus the emergency management side of it, it kind of ties together because when we do have natural or man-made disasters, all of a sudden we're wearing several different hats at one time and having to change gears to do and make sure that we don't overstep our boundaries, if you will, speaking, what's either law enforcement-sensitive and/or dispatch-sensitive versus what's going on in the real world. So we're almost the speed dial call of a lot of people because when's the roads going to open, when the bridges are going to reopen, that type of thing. So I mean it's, and they come to us for a lot of answers that sometimes may take us a little while to get back to them. It's quite interesting.
Information - Control	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	The problem is, where the public wants to know every detail, there's some things it should be a need-to-know basis. Like we had a kid that was investigated at [School] for possibly having mental, thoughts about shooting up school. And everybody wanted his name released, and they're failing to understand this is a child. And look, I understand he's just as capable as an adult, but he's still a child. There's no need for everyone to know his name, to go pounding on his door, and make the situation worse. But you talk to a lot of people in the public. They felt like they should know. Who is this kid, and he made a list. They want to know who was on the list, and those kids were interviewed, but the world

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								doesn't need to know all these juveniles' names. I wouldn't want my child's name put out there. Or that following him for the rest of his life. What if he just had a, he just needed some mental clarity, and ten years down the road, hey, you wanted to shoot up a school ten years ago? No, he's not the same person he was ten years ago.
Information - Control	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Well, the call volume definitely increases, which the problem we have [inaudible] we're answering the same question. Even though like we put our press releases, we've put out, there's numerous ways to inform the public, and like they'd rather just call. Which is fine normally, but if we have an active shooter, we have other things that we're focusing on and getting everybody ready 'cause we know we have to deploy a SWAT team, 'cause we, it starts with this building for any situation.
Information - Control	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	It starts with the people... we of course immediately ask is there an emergency. Because whether you're dialing 7-digit or 911 it could be either/or if it's coming in on. And once they've identified whether it is or isn't then, you know, there's a procedure after that. But a routine call is normally not an emergency per se. It may be an emergency to that caller, it's just not an emergency to the actual police. But they take that information. They figure out what's going on. Where can we send the deputy to, to speak with them? Take down their contact information in the document, who we're speaking to and what's going briefly in the call.
Information - Control	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	We are constantly using technology to help us in using cellphones to locate people that a missing or lost or sometimes unfortunately wanted for a really bad thing. But... not only that our records management system, we had a bank robbery and we had a description of the guy and a description of his vehicle. I immediately went into our record management system which tracks any vehicle we've ever deal with and searched for an older model Chevy Blazer. Came up with 3 or 4 names in the vicinity of the bank that it happened at 'cause we knew it was an amateur, not a professional [Laughing] and anyway. And within 5 minutes we knew who robbed the bank because I pulled up a driver's license pictures and sent it to the detective and said is this him?

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Information - Control	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Well you just basically just convey the information that the caller gave you and try to remain as calm as you can, speak as clearly as you can so they can understand and just try to do it as quickly as you can.
Information - Control	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	No. We actually give all the information out. There is point where in the initial dispatch we only give like the most important information but after they've been dispatched and they're en route then we'll convey like the other stuff.
Information - Control	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Well... because there are--like I say there are a lot of instances where we have to look up stuff for our guys because like I say we are the country and some of the addresses don't... aren't easy to find. So [Laughing] we have to try to Google and look up stuff and we've had callers who are in this [County] and they know someone who needs help in another [County] so we have to like Google, you know, information for them so--and we do that a lot.
Information - Control	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Because you flow better with people that you, you know, that you know and that you--you're comfortable with, you know? You can like if I'm talking to somebody that I know, I know what you're going to want to know. So you're my--if you're my sergeant on my shift and I know well this is how you normally take calls and I know you know it's okay for me to tell you anything then I'll be quicker, you know, to tell you everything I might know, even if it's something that the person didn't tell me but if, you know, I don't relay know you like that then I'm just going to tell you what they told me. Like if I--say for instance we get like a 911 call and the 911 call is from somebody that I had a run-in with personally or something or somebody I know personally.
Information - Control	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Well I could say, well, this person is a little, you know...? They might get a little aggravated with you or something or they might get a little extra with you. I could tell you that if I kind of know you. And if I don't and I feel like, well, everything I say you going to run back in, you know, try to tell the supervisor or contradict or whatever, I'm not going to worry about telling you that. I'm just going to let you go and figure it out yourself.

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Information - Control	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	I'll tell you, you know, everything they told me to get you to the call but I'm not going to tell you anything extra.
Information - Control	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	...our computers never take a break. I guess like they--they just run 24/7. And the passing on, I definitely think that helps because you get to know like what happened on the shift before. So if somebody calls us right back and like well I just talked to y'all, I'm like, no, you didn't talk to me. But, yeah, we'll know what happened because we can look at the shift notes and they can tell us. They've already told us what happened.
Information - Control	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	I think the--I think it's the in--an in house thing. I think it's like first responder type of thing. Like I think it's like either they think like we don't give them enough information or we didn't ask or something like that but it's like how could you not get enough information. Like I understand you're going but there's no way for us to sit there and tell you every little thing. All we can tell you is what we were told. And we have questions that we ask. We know the questions to ask.
Information - Control	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Mm-hmm. Yes. Absolutely because... I mean we try to dispatch out as quickly as we can but we try to give the information that's needed of course. So sometimes if they tell me something that I feel like it's kind of irrelevant then I'll leave that out. But most of the--most important thing is the location, what's going on, the safety, if it's 2 people involved, if the people are still there, what the relationship might be to each other, that's the main thing.
Information - Control	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	They're going to talk to a wide range of people. They're going to talk to anywhere from callers having medical emergencies to fire emergencies, to law enforcement. Things that they're going to interact with: deputies, administrators of the sheriff's office, and so forth. They're going to... we don't do emergency medical dispatch. We transfer medical calls to the private ambulance service. So the emergency medical dispatch instructions and pre-arrival instructions and things are given by the private ambulance service. They will talk to firemen, different municipal police departments. We have I believe it's 7 municipal police departments here in the [County]. We dispatch for all of those. And so

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								the dispatchers will talk to those people.
Information - Control	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	It's just a wide range of individuals on a daily basis including surrounding agencies. Giving them updates of calls that may be affecting their area that are on the jurisdictional borders and things like that.
Information - Control	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	We--I guess the way that we view from law enforcement is that our dispatchers are the lifelines. They are the informational resources of these deputies and police officers and firefighters out there. If they need something on that scene, they look to the dispatcher to find that resource for them. And being in a controlled environment it's much easier for us to start looking things up, the resources for them, rather than it is that incident commander in most cases to look it up, look at an iPhone and start Googling something rather than calling dispatch and saying, hey, I need additional manpower, I need hazardous materials, I need the coroner, I need whatever resource, it's much easier for this dispatcher in a controlled environment to get that.
Information - Control	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Getting the important information from the caller and relaying that information to the responders timely and accurately. Getting it from that caller, no matter what the circumstances are and then relaying it timely and accurately. We don't determine how that responder goes, whether it's lights and sirens or not. They determine that based off the information and that's why it's critical with that information that's given timely and accurately so that the responders can make an appropriate decision on... how they respond and... basically that picture that was painted for them, how do they go and finish dealing with that situation to satisfy the needs of the victim or the caller or whatever it is.
Information - Control	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Location is number one. We can dispatch. We can do anything else in the world with that call if we have the location. But getting that location is just paramount. We can't do anything if we don't get a location. Finding out what's going on and who's involved. What hazards are there whether it's a police call, law enforcement call, or a fire call, medical call, still finding out what hazards are there that can impact that responder



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								going or the people around that event. And then giving them the basic instructions to help themselves before we arrive.
Information - Control	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Yes, they do. They make a decision whether that is pertinent information for the event and whether it needs to be passed along. Some do that better than others just honestly. Some make a better decision on that than others. But I think they do a pretty good job of passing along the important information. We do have mobile data terminals, mobile data computers, in the police cars and some of our fire vehicle that they can actually see the information that the telecommunicator, call taker, dispatcher, has received and whether that's important for them to know or whether it was just important for us to document in that particular file card as additional information. And then they have to--the decisions that they have to make are do they run that person NCIC. Do they get a criminal history on that individual because he has warrants out for him?
Information - Control	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	We always have some fun calls. I like dealing with the people. I like dealing with officers. When I can get them all their information, and the call is easy, and it's set up, and we can do the steps that make it successful, that's when it's exhilarating. It's exhilarating when I can catch the perp, when we have someone, that we're behind someone chasing them, or we're dealing with possible bomb threat or something, we're able to take down that individual through protocol, properly, without any things being crossed, that's the most perfect, exhilarating day.
Information - Control	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	And then we go from there, and then at 7:00 we get off, and we give them the rundown of what happened that day. If it's serious, I've got to let them know. During this time, we're also dealing with national crime information files. We have to do a lot with that as far as if somebody stole your phone, and [inaudible] NCIC. If someone gets a hit on it, I have to verify that. That can happen time anytime during our shift. And so if we input someone as like a wanted person, I would really need to relay that to the next shift.
Information - Control	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	I'm making the decision to withhold, if it's minor details, I have to kind of feed it through. If their situation, well I think that they ate lunch today.

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								And that's why they're acting weird. Or they ate mushrooms, well that's a little bit different. If they're like a diabetic call, I think that they didn't eat lunch today. Well okay, I guess I could give that out, but does it really matter as long as they're alert? That's something I would give to EMS. Certain calls I would not give out information if it's not necessary. Some things are not necessary.
Information - Control	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	I kind of prefer that even though it's kind of, you're still kind of pushing off information, and they're pushing off what they're given. Sometimes city will not even give us information when you're dealing, 'cause they're dealing with so much. They may not give us all the information when transferring a call. It's not always possible to get that. So it kind of gets frustrating. But most of the time, you are going to get decent information. I have enough to work with.
Information - Control	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	... We also do--usually, you can see these folders up here, we do bike registrations, we do--anything like that, Lieutenant XXXX does the bike registration, we get the information from them, give it to her, and she does that, and they need a record, like if they were involved in a traffic crash, they come in, they fill out the information, we send it over to Records, and then they get what they came in to get. Yeah, I mean, we have a lot of tasks in here, and it's definitely never a dull moment. We always have something going on.
Information - Control	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Okay, my job during a call is like--is to get the officer there, you know, get all the information, get the officer where they need to be at, and then have the officer tell me information, and the information he gives me, I put into his call. That way, whenever he's done, he goes to write the report, he has all that in writing.
Information - Control	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	It's just--it's basically getting all the basic information, all the pertinent stuff. You know, other things that they're telling me, I may leave out, because it's not pertinent, just get the officer out there, they can give him the rest of the information, so it's not--you know, I mean, if they call me and tell me somebody has a weapon, I'm going to make sure I know what weapon it is, what they have, if they have it on them, and let them

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								know, but if it's--if they're telling me about--they talked to this person and all that, it's not necessarily something that needs to get out right then, and they talk to the person about it.
Information - Control	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	It's very simple. Basically, what we do is like, if we get a fire alarm, see, this is the Celtron [phonetic] right here, and we get fire alarms that come through there, and they'll ring like an alarm through here, so it'll show up where the--whatever--let's say it's the [Team] Stadium, so it'll come up, [Team] Stadium, say the fire alarm is going off. What we do is, usually, me and XXXX are working together, so I'll usually build the call and then get it out to the officer, the next officer in the rotation, and let them know we have a fire alarm at Tiger Stadium, we're going to get Fire en route. Usually, she's calling Fire, and what it does is like, whenever you pull up Tiger Stadium--like, watch.
Information - Control	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Most of them do. Most of them do, so sometimes, you know, we'll send them messages, like if it's--especially if we have a BOLO, if something is BOLO'd out, we send them the BOLO, just to make sure that they have it, we'll put all the information that we have in it and send it to them.
Information - Control	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	But I am expected to say things that could help the incoming crews. I got to give them a task, and I got to give them an update on the patients, or where they're going, or what we're dealing with. I mean, I don't have to give this-- paint this beautiful picture, but I need to start painting the picture.
Information - Control	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...instead of spending an hour transporting a patient to the hospital and doing our report at the hospital and everything else, we can just get the patient's information, transfer it over to them, and we go back into service usually in half an hour or less, instead of being out for an hour on this...
Information - Control	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] It really doesn't differ that much because we all work on the same ambulance, and we're all subject to the same communications codes, and the police have what's called a 10-code system that we use as well. The expectation is that all employees on the ambulance have an

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								equivalent level of training for the operations. The medicine differs, of course.
Information - Control	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] ...some places have ways to transmit like the EKGs. So you take an EKG of a picture of somebody's heart on the ambulance, you can transmit it to the hospital. The agencies where I work, we don't have to do that because we have a relationship with the hospital that they trust that we can interpret it as well as they can interpret it. What we're saying is happening is what is happening. So I haven't worked in an agency where you have to transmit it before. Some places you upload the EKG into the trip report and then I have had that, and other stuff that you upload. And it's mostly to try to protect you...
Information - Control	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Well, our department has paramedics and firefighters on our engine. The ambulance service is a third-party ambulance service. So we do have to communicate with them and then the police, of course. So we do have three separate entities that we'd have to communicate with. To go in order, if it's just the fire department to the fire department, we just would say, "Hey, you from me." So, "Hey, Engine Two from Engine One, this is what we have." For the ambulance, the company, then we call them whatever ambulance-- the call sign they are. Now, we know that when we're dispatched. They'll say. So we would call-- [Name] is the ambulance, say. [Name] from Engine One...
Information - Control	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...Now, we don't traditionally talk directly to the police. There's a switch we have to switch to talk to police. We can get onto their channel and turn, but we have to ask dispatch. We do that when we have standbys for SWAT or whatever. We'll switch to their channel and then we'll listen. And we can hear the police request entry, and then, "Okay. We'll go in." And a lot of times, there's a minute or two delay before the fire dispatch will tell us that we can go in, whereas if we're just listening to that police channel...
Information - Control	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...Now, when we communicate with the ambulance, as far as I know-- because they don't use the same communication program, computer program, that we use. So they don't get dispatch notes. They only get

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								what they hear on the air. Right. And so there can be information lost based on that. But dispatch airs all our notes. They talk it out loud and we can read with them. We see exactly what they're going to do. But the ambulance providers don't know that. They only hear the notes.
Information - Control	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...So many of us on calls, if we have a unique situation, sometimes we will take a picture with our own personal phone and send it to our chief's personal phone so he can look at it, because the department doesn't issue the rigs smart phones. Only a flip phone, and then a separate digital camera. So we can't make it all work. So having an updated tablet or an updated cell phone for the unit would be very helpful.
Information - Control	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: wildland ream response] Through the dispatch. Through the [City] dispatch center. So the [State] State Forest Service made a request for X amount of resources, and that went to the [City] dispatch, which is the dispatch center for our wildland team. And we were able to assemble a crew that met their needs. And so we went to the [City] dispatch, which was in communication with the [State] State Forest Service.
Information - Control	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: getting call information from dispatch] We have what's called the laptop or the MDT... So that information gets sent to us. I believe it's through WiFi or through the airwaves, I'm not sure [laughter]. So yeah, it gets sent out to us and it tells us, the time that gets dispatched, the kind of incident, any special remarks, any special things that we should be aware of. It tells us what other companies are going to be coming with us, the nature of the call, and sometimes if police will be coming with us, they'll let us know there would be police with us on the run.
Information - Control	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Just recently in the last couple of months, we've been told that if we do get a subway call we have to get a firetruck or an engine truck, a company with us, for line of communication. So it will be the ambulance, and then it will be the company of the firetruck in the subway station because we have one fireman up at the engine, and then we'll have a channel called fire, and we'll be able to communicate through a fire line. It's a short-distance channel. We're able to communicate. So kind of like telephone, we'll have one channel to the fire station and to the fire

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								channel, and then back to the firemen that's up on top who can communicate to the alarm office, kind of like that. And that's just recently in the last few months we've been told to. If we get a fire call or a medical call in the subway, we have to get a fire truck with us, which is great.
Information - Control	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	So, what I do, when I get dispatched a call on my MDT, I looked at the time, the location, the incident. I'll look at if it's male, female, conscious and breathing. I look at most important information and that information will be there. The alarm office will have remarks on there depending on the caller. They also put on there, which is great, I'm glad they do that, it's called the [local PD} hashtag number. I know how to retrieve that number through my MDT. Down at the bottom, you're able to type in to send information. I'll type in that [local PD] number out to the alarm office and somehow, some way, it comes back to me with what the first 911 call was. What the call is from the call taker...
Information - Control	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	...So, say if I'm calling 911, call taker comes on, "What is your emergency?" They're typing this in already. Me, as a paramedic, through the [local PD] number, I'm looking that information up. So I'll send that code number to the alarm office and that call taker information that they printed will come back to me on my MDT and it tells you everything that person on that 911 has stated. Not everybody knows how to do that.
Information - Control	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: retrieving call taker info] I mean it's a learning thing. I learned that in the field. I learned that in the field. It's all just asking questions, like "How do you do this? How do you do that?" So, and then it tells me everything. The person's complaining of this, and this, and this, and that. Or the offender's still on the scene. It has much more information on there. And I already know that, already going into the scene.
Information - Control	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	I know a lot that goes on at the [dispatch center] and they're very busy and they get a lot of calls. I can just imagine them sitting there and get all these calls, and I understand the call taker, they're trying to get all this information. But I think the information they give us is limited because I think it's just a lot of work. They tell us what we need to know. We have

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								an injured victim, he's conscious. We'll send you another company, the basic information. I know if it's a critical call, if it's a battery and the offender's still there, they'll let us know. They'll let us know what we need to know. Because it's so busy in there. I just know it's just so busy in there.
Information - Control	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: dispatch] Any piece of information for me. Even if it's a stubbed toe, they'll give us the basic information, but I'll look it up. And sometimes it will be in there. How did the person stub his toe? He fell down the stairs and stubbed his toe. All we got was stubbed toe. They didn't tell us he fell down 10 flights of stairs and stubbed his toe.
Information - Control	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: preferred mode for getting detailed dispatch info] MDT's good. That's efficient enough for me. There's another way too. If we're at the firehouse, and we're waiting for the call, there's the alarm terminal, another computer, and it alerts us by a bell. And the computer system, a female voice will come on, "[company], we have a call, person down." It tells us the address, and that's pretty much about it. At the terminal, at the area where the computer is at, it's called the-- brain fart. It's a printed ticket. A paper copy comes out. It'll tell us the company, the time, basic information, the address. That's pretty much about it. And I always take that ticket with me.
Information - Control	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: dispatch printed ticket] They haven't been notified. You have a thousand people in the [high rise]: visitors, tourists, people that live there. And there's security. And someone who actually is living in the [high rise] called for shortness of breath, and security may not know because they're dealing with the tourists and whatnot. So at least I have that printed ticket here. We're going to go to room 4502, they're complaining of shortness of breath. And that ticket tells us also how many stairs there is. It tells us exit points, entry points.
Information - Control	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: communication issues] Well, one big thing is when you have multiple companies trying to talk at the same time to the dispatcher because there is only two EMS. You got EMS [city], and EMS [city]... So you have two dispatchers for EMS. So you could have a big incidence up

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								north where there's six ambulances and they're all trying to talk at the same time. And dispatch will say, "Okay. Hold on, guys." He'll triage via, he'll "Let me see what's going on first, okay? [Company], go ahead with your message. Okay. Now [company], go ahead with your message." So he has to triage that over them all.
Information - Control	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	when it's summertime, it's so busy. Dispatch is trying to send ambulances and send them here, send them there, and we're telling them, "Okay, we're on the scene. We're leaving the scene." We have all these ambulances just telling dispatch. So with me, when we're leaving the hospital on our MDT on the ambulance, I'll hit returning to base on the MDT. And I'll look to see if it registered. So there's two icons. When I hit the button, it'll say, "Okay. [company]'s returning." I'm going to look at the other icon to see if dispatch acknowledged that. If they acknowledged that, then it will say return. If they don't acknowledge that, it won't say return. And I'll look. And I'll look to see. And I'll hit return on the button again. Return. It'll say return on my company, and if I see if it's not acknowledging by [dispatch], then I think the system may be down.
Information - Control	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: using MDT to communicate with dispatch] ...that's something where I think everybody should be trained on too. You need to look at your computer. If I know that it's really busy on it, there's a lot of communication over the radio, and it's something simple where I'm going to have to tell dispatch, "I'm on the scene." and there's a lot of other important stuff going on, I'm going to hit on the scene in my MDT. If it says the alarm office acknowledged my on the scene, I'm not going to tell them I'm on the scene, because they have other important things. If it's quiet I'm going to say, "Okay. [company]'s on the scene." "Okay, [company]. You're on the scene." But if it's really busy out and okay, "Take it to the gunshot. Take it to this. Take it to the fire." I'll hit on the scene from my stubbed toe and I want to make sure the alarm office has acknowledged me. Okay, they acknowledged me. They know I'm here. I'm not even going to bother because they got other important issues relaying over the radio.



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Information - Control	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: using radio to communicate with dispatch] We're supposed to use it all the time. There's a memo out there, there's an order out there that we've got to tell them. We have to tell them we're on the scene. We're facing northbound, [company]'s on the scene. I think it's a personal thing. It's my personal thing. I do follow the orders if it's nothing really busy going on. I will say, "[company] northbound. We're on the scene." and I want to make sure they acknowledge. But if it's so busy out there, that's my personal thing. I'm going to make sure I'm going to hit that button. Did they acknowledge? Okay, they acknowledged me. If I'm in the call, whatever, radio traffic has subsided, "Hey. We're on the scene." "Okay. I got you on the scene." Cool. It's a safety thing too, because they're monitoring us. They want to make sure that we're safe. That we're on the scene. And also too, they want to make sure that we've made it to our patient. So they want us to say over the radio. Tell us we're on the scene. But there's only one channel. There's only one EMS channel.
Information - Control	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Our cardiac monitors. We have Bluetooth modems, where we're able to communicate to the doctor at the hospital if we want him to see real time of our patient's cardiac rhythm. Say, "Hey doctor, can you look at this second-degree heart block? I'm going to send this out to you right now." So in my cardiac modem, I'll put in buttons, and I'll go scroll to the hospital, and I'll hit send, and that picture of the EKG gets to the doctor. It's pretty cool. I think that's cool. And it's real time. He'll get it right then in a matter of seconds. I think that's great.
Information - Control	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	We do. Not so much as on the radio end of it. Yes, I do. I deal with [State] Department of Public Health, the [County] Department of Public Health, and I'm involved in the [Hands?] program where it's a hospital-bed-assignment program. Where I get notified if there's a hospital somewhere in [State] that is-- like one of these hospitals had to evacuate due to the water, so they let me know. They contact us and find out how many beds are available in [City]. So we do have to communicate.
Information - Control	EMS	U	Other	46-55	21-30	Female	EMS-	It does. We can download our runs. Cardiac arrest runs immediately get

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			Public Safety Personnel				U-009	sent to the-- we can forward the strip right to the hospital. We call from the inside of the hospital on our telemetry radio calling the hospital to let them know what we have. And the computers, of course, keep and download every time you turn it on. On the heart monitor, I mean. Everything is saved and downloaded.
Information - Control	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	... He's responsible for all of our MRU, mobile reporting unit data, and what people can ask for. He gets calls from the morgue in the middle of the night, the police. I mean, he's got everything. All the information we put on these run sheets, he has. Yeah. So I think that's scary to them too.
Information - Control	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	Yeah, it's just us communicating through the dispatch if they call us on the radio or something like that, see if we're available, see where we're at, wherever like that.
Information - Control	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	We don't really communicate with [City]PD. But when we get on scene and if there's a fire company before us, then we do communicate with them to see if we need to bring anything to them, if they're going to bring the patient out to us or whatever. We do communicate with them.
Information - Control	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	Yeah, most of the runs will tell you if the person's conscious, if he's breathing-- he or she is breathing. That kind of information does come across if it's available, so it just really depends on what the call taker receives, I guess.
Information - Control	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	Yeah, it'll-- certain, like you said, nature of the incident, so we'll know. I mean, it'll show on the computer. It'll tell us if-- what other fire companies or anything like that is being dispatched with us or-- it will show that. But we don't know anything about-- we have to talk on the radio to find out if police are invited, or are going to the scene, are they on scene, something like that, so--
Information - Control	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	You know if we're busy we have calls if you mean radio communication. What we do is first thing in the morning at 8 a.m. our dispatch will send over a test tone and just basically tell us good morning, we respond back so we know the radios are working. They do that every morning and then when we get an actual call we'll get a loud tone there in our

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								bunk area or throughout the station and then dispatch will give us information, dispatch information ... And then of course we let them know that we've heard them and either clarify information if we couldn't understand them..
Information - Control	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	We have a cardiac monitor in our truck. That's really where it ends as far as patient care goes and that some of them have the capability of sending if we do an EKG or 12 lead of their heart that we can send that directly to the hospital while we're in route.
Information - Control	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	There are. You know us being human. Dispatch will misinterpret what a patient said and relay incorrect information to us. We may they may relay the right information but we don't hear it right whether it's because we've got the sirens going or we may not be paying attention whatever it may be so human error of course plays a big role picking up and then I think sometimes again that human error just not asking for enough information as well. So part of it is our own fault and what we do and don't do but the better radio system and I think that I think that in general dispatch people that work in EMS all of us as a group could be trained better as far as how to use the things that we do have like the radios.
Information - Control	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	because you have to guess in a way-- "911, what's your emergency?" "My house is on fire," and you get there and it's a trash can, well we don't need seven units. Everybody else go home except for one. "Hey what's your problem?" "Hey, I see a little bit of smoke," we send a smoke investigation unit for smoke investigation, and suddenly it's a big fire. "Hey, we need a bunch of more folks."
Information - Control	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...And so the battalion chiefs all get together at 10:30. They look at how many people are on vacation, sick, or training, and we staff our battalions and we talk on the radio, basically an open-talk channel like a-- when you hit it, everybody else is listening to your conversation or what you're saying and we pick people from a list, as a group, to fill all the spots. And so a radio helps us do that, that is, it doesn't have to be encrypted, it can be open. It's not a big deal. We also send out our orders

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								about, "I have these stations, these people, this movement." And we've created a system on Outlook which is a meeting notice that every station saves, this recurring notice, it's a blank template, and then we go in. And I think every BC does this now where it's, "Here's who's coming to work, who shows off, and here's any special--" like today I've got some people training. Somebody's training at 2:00, somebody's training at 3:00, somebody's training in the morning, and so my whole team reads that daily order email or meeting notice, and then they have their marching orders. And of course, they can call me...So we have the radio that we all get on one channel, say channel one, and we're all listening to that channel. So when the first person gets there, they tell us what they have. "It's a fire. Here's how big it is. Here's what I'm doing."
Information - Control	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	I know-- like, "Tell me what conditions are inside." And if they said, "Well, it's smokey and there's fire." Well, that's okay. What's better is if it's brown, heat-driven smoke, under pressure. The fire is 25% of the structure. I'll say, "Hey, I want a more thorough update, Engine One, fire attack. I want you to tell me." And again, if something went wrong, then I would know in that group, "Hey, Engine Two and this other Rescue 14, Engine One personnel are in trouble. "Are you'll in their location?"
Information - Control	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...I want to know how hot the conditions are inside. And so please give me a CAN report about, not just the smoke and what you see; the color, the velocity, the density, but the heat issue and how much of the house is involved.
Information - Control	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	I need to know how big or small it is. I need to know where it's going. I need to know how many people I'm going to have to solve my problem. And then, I go from there. So it's a matter of scope, how big or small is the incident, and what do I have--
Information - Control	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	That's what dispatch-- that's where they send me where I'm going to and everything they know about what's happening and everything my department knows about the building and so on and so on.
Information - Control	FF	U	Field	36-45	11-20	Male	FF-U-003	Some things we do in our crew that I think is really good is if we go to a

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			Responder					medical call and say, "This lady lives alone where she's bedridden," we call dispatch and they put it in our files as a note on the call and it comes up on the MDC. I forget where it comes up at, but it tells us where they sleep. So they sleep in the bedroom in the Alpha Delta corner of the house, you know what I'm saying, Alpha Delta?
Information - Control	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	Before I respond, I would need pre-fire plans, KNOX-BOX, or gate codes, hydrant, and in-response, road closures. Other things would be if anyone's trapped, anything of high priority, anything stored at the facility that's high priority. And just like they do now, an overall what's going on with this place, what do we have? And then once we get there, I don't really need anything else on my computer
Information - Control	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	For instance, those MBCs, they're great. It limits the amount of radio traffic [inaudible], because all the information you're getting for the call, you're seeing real time as the dispatcher's typing it, you're seeing it on your MBC, you're reading it, you've got a map right there, so you don't even have to know your territory anymore because you can hit the map button and woop.
Information - Control	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	A lot of times, I've seen and heard how the 911 call goes and I know the dispatchers are trying to get information from the caller and they're giving you everything they've got but sometimes, it's just I can't get anything more. They don't know where they're at. "I can give you the best address I could, so don't get mad at me because the address doesn't seem to be right." It's like, I got the best out of the information.
Information - Control	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	...So usually when they are leaving the station, they hardly have any information other than the address and the call time. Sometimes they'll have maybe one or two lines of call [inaudible] that the dispatchers [entered?], but as they're driving towards the scene, they're getting more and more information as a call taker is still on the phone with the caller.
Information - Control	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	Yeah, well like I said earlier, if there was a way that more closely tied that person who has having the emergency with the people that are responding. I mean, that's the goal is to move the information from the

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								caller to the engine.
Information - Control	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	...For the most part, dispatch should be the only ones communicating en route. Because they're taking direct caller information that they can give to us and we don't know anything. We're just going.
Information - Control	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	They're supposed to. Emergency traffic is one. If command says, "Priority traffic only," everybody is supposed to be quiet and let command and the officers talk. The big one we have is, "Mayday. Firefighter down," something like that. If somebody gets on the radio and says, "Mayday, mayday," everybody is supposed to be quiet. Sometimes that didn't always happen and that goes back to the discipline thing but that does happen. So if we have a Mayday, whoever calls it, gets the channel, gets to talk. Sometimes dispatch can help clear. They'll say, "Dispatch received. Engine 14 calling a Mayday," and then everybody else should be quiet. So there's a few key phrases that we had built in.
Information - Control	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	Command will say, "Mayday, Mayday. It's been burning for two hours. We think it might collapse. We're going to do a tactical withdrawal." That's where everybody just kind of slowly withdraws. They take all their tools with them. They take their hoses. All of our equipment comes out. If there is something catastrophic like a building collapse, command is going to say, "Mayday, Mayday. Emergency evacuation." And everybody is going to drop their stuff and just get out.
Information - Control	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	Yes. This is coming in over the radio. When we do get assigned to an emergency like that, dispatch will also be monitoring, and then all of that gets transcribed for our reports or whatever they do up in the upper management. But yeah. So that's how everybody else is getting their info. Dispatch will hear it. They'll start typing everything in into our call text. So if somebody didn't have their headset on or something, it'll actually populate on the MDC, and then that info can be relayed.
Information - Control	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	Okay. So I'm driving there, and so the dispatch tells us information, we get time of day fire reported. So information we'll need as we're responding: is everybody evacuating, are there any hazards in the

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								building, stuff like that. And that's normally through dispatch that we get enroute.
Information - Control	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	There's certain informations that I could tell them to reinforce, and then there's certain informations that I kind of hold back so that it doesn't stop the flow of the incident.
Information - Control	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	It is. It is. It goes the same way for when the police are involved. I have to help the incident by listening to the police channel and telling people that are on the call, whatever the police are saying, "Hey, there's somebody that's in the house with a long rifle, so you should be parked a long ways away because if you're right in front of the house, you're in danger."
Information - Control	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] How do mean? So I can talk to you from my level. I send out an occasional email explaining what's going on in the department. I would love to meet with every crew once in a while, but that's 54 stops. So by the time I get to the 54th, everything is changed from the first one. It's impossible. So we have to depend on the information coming from [Name] to the battalion chiefs that can go out and communicate with the crews. I think it's important for the chief to get out, but it's impossible to get to all the stations.
Information - Control	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] Yeah, to answer the basics is to have leadership meeting once a week, on Tuesdays. He'll bring in his staff; people like me, the EMS, deputy chiefs, fire marshalls, gives us the broad message. We deliver it down to our people. I have monthly operations meetings where I bring in all of the battalion chiefs and, for three to four hours kind of give them briefings for them to take out into the streets. And then, yeah, we try to stop by and see the crews and let them-- they enjoy it actually, to actually see some of us out on the scenes. So we try, but when I first came in here, again I've only been off the streets for two years. So yeah, I was going to come in, and I was going to be that great communicator and I'm going to be out talking with the crews. You just can't do it.
Information - Control	FF	S	Supervising	Not	Not	Male	FF-S-036	[S2] Followed up with a real dispatcher in there that can give them any--

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			Field Responder	specified	specified			relay any information needed outside of what's on their screen.
Information - Control	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] We have the ability to do that. The problem has been finding time to put all that information in. It's very time-consuming.
Information - Control	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: communication with LE] ...The challenge that we had starting shortly after is the people side of it. So just because you can talk, police chief to fire chief, the cultural limits, the busyness, who knows whatever reason, they still may, to this day, not talk to each other. In which case, I can give you all the technology in the world but I can't force you [laughter]. We like to describe it in the national level, with FirstNet and SAFECOM and whatever, that we manage the pipes, we don't manage, necessarily, what's going through the pipes. That's up to every fire chief, police chief out there.
Information - Control	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. Some of them are paid. Some of them are free. Some of them are mandated, like the AskRail is a mandated app. And so the railroad companies actually maintain them. But you do have to send in an application to get access to it. And then they'll send you a username and password.
Information - Control	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	The city actually uses a web-based program that they track all their water and sewer systems. And so we have access to that, that you can actually go into just a GIS map.
Information - Control	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. So if we went-- and the only thing that they would monitor is that somebody else in that northwest quadrant, or southeast quadrant, or whatever, wasn't already doing something. So if they are doing something, then you may switch to a radio channel that's out of that quadrant, but just that dispatch is monitoring and they know that isn't busy. Or we can go to a non-repeated channel. Something like that. So they'll find a work-around to make it happen if we need to make it happen. But it all comes through dispatch.
Information - Control	FF	S	Not	Not	Not	Male	FF-S-022	[RE: NG 911] So it's neat. I think it's giving a lot of-- there's a lot of ways



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			specified	specified	specified			to get information to a dispatcher to be able to get people en route to a call. Some of the texting and some of that, when you're getting away from the phone call, it's difficult to be able to gather the needed information to get the right truck to the right call, which is one of the biggest problems. It's being able to ask the right questions, being able to get the right answers. You're dealing with people that are... really distraught. They're really worked up. And you're trying to have them come up with a good answer, I guess, is the best way-- I don't know. You're trying to get them to think and to say the right things. You're trying not to be leading, because once you start being leading, then you start getting misinformation. So the text thing I think is neat, but it doesn't give you that rapid communication where you can get all the information. But at least it's another means to get people there...
Information - Control	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So we start our day with our daily pass off from the off-going crew. They tell us anything to note, just what they did on the day before for anything, any issues. And then we go to our life-size system which is a video conferencing system through all the stations and headquarters and dispatch. Everybody gives any more pertinent information and what's going on with the day. And the time chief and the support officer run that. After that, we go out and do our truck checks, get everything ready for the day. My lieutenant spells out what we'll be doing for the set the two days that we're on, and we go from there.
Information - Control	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So we do have a dispatch center, our own dispatch center. So they verbally, over the air, and on our NDT's give us information about, obviously, where the call is and pertinent information. A lot of the information doesn't come over the air, but I'll get notes on the NDT telling me specifics. And then we all wear headsets, so we can talk to each other in the truck.
Information - Control	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So really, if we take a fire scene, command is in a separate vehicle. And usually there's at least two people in that command vehicle. So they're giving overall orders for the scene. So it's a back and forth of-- we echo everything, so, "Rescue 54, I want you to do ventilation." "Copy.

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								Performing ventilation." And then we can talk to other crews, also, which doesn't happen, usually, on our fire scenes. Everything goes through command and then send information back out to the crews.
Information - Control	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: radio in the rescues] The officer usually is talking into it.
Information - Control	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: radio in the rescues] The officer and the engineer both have a button to talk. In the back, we don't have a button, so either one of them can talk, but he's the main.
Information - Control	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	...sometimes there's been information that's been lost in translation from people on the scene to the officer, to their dispatch, to our dispatch, to us, confusion about if somebody's inside or not which really changes what we do tactically. So we're doing something, thinking there's potential rescue when there's not. So you're really putting guys in quite a bit more risk...
Information - Control	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Yeah. So generally station five is our support, or we support each other with technical rescues. So we always respond jointly. And again, with that, we're part of the [Name] Tech Rescue Team. So our last one was a trench collapse with a guy in the bottom, out in a different jurisdiction. And so we responded with them out there. And yeah. So we go on scene, and there's a guy in the bottom of a collapsed trench. And for that, we'd shore up the sides, and then we start digging out. And as far as communication, it could have gone better. There was the incident command structure, and he was delegating all the tasks and all that. But, yeah. I don't know if we had a common radio channel. It was mostly face-to-face on that one. How in-depth, do you want me to go about the call?
Information - Control	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So, I mean, my role, I talk with my lieutenant. I barely get on the radio. Everything's relayed through him and same with him to me. He talks to me. And then he's usually assigned through the radio from instant commander after the command's open, it passed the battalion, to the chief.

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Information - Control	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Really, for the most part, it's the company officers talking to command. On a larger incident that could change because they could set up divisions. So I might be talking to a specific person who then has four or five companies under them. Then they talk to command.
Information - Control	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Yeah. So that's frequently how we-- we'll just set up and have a communications plan. Police will be operating on whatever channel it is. And then we would have that. And we would spread that information to whoever that unified command incident commander is who's working in that specific incident. And then we would take down and pass-- if we wanted to have subchannels underneath there, we would pass that down to fire commanders or to police commanders who are working underneath, like in a fire branch or in a law enforcement branch, or an EMS branch...
Information - Control	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So every morning, I check with the Joint Terrorism Task Force, the [State] Information Analysis Center, to see if there's anything credible that's going on and see if there's anything that's going on within the city and county to see if there's any correlation. And if there's information that I need to disseminate, then I take that information and I push it on out to the operations folks.
Information - Control	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So Tablet Command is a program that, in a nutshell, we-- a company came in and helped develop for us. And so what it does is it takes live data that comes in from dispatch, and we use it on a tablet, and it puts the incident on a map and then it has an incident command kind of application. So it's kind of a live feed thing. So it's an incident commander saying, "Hey, Truck One and Truck Two, I want you to go to the roof and be my vent group." It will drop them in. Everything is live feed, live recorded, and so it really helps us after to actually see what transpired. And so rather than using a tactical worksheet and say, "Okay. Truck One, Truck Two to the roof. You're my vent group." It has trucks color-coded as red. They are now the vent group. You could just slide them on over and drop them in as the vent group.
Information - Control	FF	U	Field	46-55	11-20	Male	FF-U-020	[RE: Tablet Command program] Yes. So only one person can really

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			Responder					make-- so the incident commander is the only one that could really make any changes, but multiple people could see it. So let's say Division Chief [Name] is the operations divisions chief and he's sitting in his office and he wants to take a look at what's going on at this fire over here. He could turn on his radio, listen to the radio, and he can pull out his tablet and see exactly what's going on, where the crews are, how they're being utilized. What we didn't want was a second and third battalion chief on scene being able to manipulate data. So I'm not quite sure how that piece works, but if I'm the second-in chief, I'm not the incident commander. I'm the safety officer, or I'm assigned to be on the back side of the building. I can see things but I don't have the ability to actually drag and drop companies. That only comes from the incident commander and dispatch... So if the chief's super busy, dispatch can actually take that and they can actually assist the chief in doing--
Information - Control	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Situational 360 program] ...From an incident perspective, there is also-- it kind of splits. Most people would have access to that. So if I'm a firefighter or a company officer and I'm working downstairs and I wanted to get on that tool, I can say, "Hey, what's going on today? It's Saturday, July 4th," and I could just start clicking. "Man, this road is closed here. We've got to take this route over here."
Information - Control	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Situational 360 program] ...Or, "Man, I totally forgot that [Name] Festival was going on this weekend, and there's going to be a couple hundred thousand people at [Name] Lake. Man, that's going to mean we're probably going to be heading on over there for a lot of calls." There's also a public safety side to that, which is not accessible by some of those other people within the city. Only by public safety, which actually does something similar. It's tied into 311 and 911.
Information - Control	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...So our fire prevention division, which is the code enforcement part, the people that go out and inspect, as they come across certain features of buildings from a code enforcement standpoint, sometimes it's not possible to get people to come into compliance immediately. Some larger buildings or facilities that don't-- even if I take them to court, it

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								doesn't necessarily mean they have the money to fix a problem. But the building is still standing and in existence. Even if I take everybody out of the building, we still have a building.
Information - Control	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: hazardous construction features] And so now, rather than it coming and going through kind of a bureaucratic-y kind of, "Well, maybe we'll get- who's going to get to it? I don't know," there is, I'm a company officer. It's 2:00 in the morning. I went on a call. I found whatever the hazard is. I immediately click safety hazard. I write in what it is. And then that's going to be immediately, that very- immediately, the next day, people will be assigned to flag the building, go out and look to see if it's meeting code, put it in the dispatch notes so all the key players who would be involved in communicating it and mitigating it are immediately involved.
Information - Control	FF	U	Manager	46-55	11-20	Male	FF-U-021	Face-to-face meeting every day. Same thing, I kind of update on city attorney stuff, things we have going on litigation-wise or if any of the concerns he needs to be aware of. He's over at a separate building. That's where arson's staffed out of, so he's kind of my eyes and ears for arson, and we also run the Youth Fire Stop program as well, so that staff's a smoke trailer and does all the education components for the schools, for DPS, and things of that nature. So I kind of get an update from him what's going on. Investigations, any arrests, anything in that aspect I need to know about...
Information - Control	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: Firehouse app] But basically what it does, it gives you a timeline of the incident. So it'll tell you the timestamp, the time the call came in, from the time the rig got it, from the response time, when they get on scene, and all the notes that are important as far as safety concerns, or this or that, so that they can mentally prepare what they're going on. So I've got that on my phone where if a fire comes in, I get a text for it. But at the same time, I can also look at the call and see what we have going on. And that way if PIO calls or there's information I need to know, it's kind of like as soon as dispatch is putting it in it's up to in my phone.
Information - Control	FF	U	Manager	46-55	11-20	Male	FF-U-021	...What we've been doing and what the issues are with a particular type

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								of call. PD, again, it's dependent on the type of call but if it's an active shooter or something significant then we'll have some type of a joint command. Same thing with ALS but those are not as frequent but again, you still have, they respond a lot to accidents. So there's that verbal communication and we will listen to them on the radio to find out if the scene is secure and safe for us to approach. So we'll definitely go to the radio channels and monitor the radio channels. Same thing with ALS, we can go to their channels or let them know that they're not needed or vice versa. They'll pick us up on our channels if we're not needed at the scene.
Information - Control	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Yes, Evenza Maps is pretty awesome. You can go in, and basically individuals will create maps. And then they can then make them available, so some of them cost money. Some of them are free. [Organization] has all of their maps on there. So you go in and pick a region. You download the maps you want. The other cool thing about Evenza Maps is for crews that are deployed to, say, a wildfire anywhere in the country, the [Job title] team can send those maps to the people's phones of the area they're working, and so they can interact with those maps. It's pretty awesome.
Information - Control	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: comms with other disciplines] We do. If dispatchers and if everybody sticks to protocol, it's not so difficult for us to get on the same radio channel, but it doesn't always happen. So EMS and fire are pretty much on the same channel. Law is on their own set of channels. Dispatchers will tell them to move over to our channel if it's a big, long, drawn-out call. Otherwise, if not, then we got to tell dispatch to tell law enforcement. Law enforcement has to give-- tell dispatch the answer. Then they have to tell us.
Information - Control	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...The other thing about station alerting is right now someone answers the phone, they start taking information, who, what, where, why, what's going on, and then they hit a button, whatever their procedure is, and then it goes to the other consoles. Then the person who's dispatching sees the call, they read the notes, okay. They start building the calling

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								CAD, and then they have to go to this other screen and they have to choose which radio channels need to be awoken, if you will. Then they use a button, they make the noise, and then they send out the dispatch.
Information - Control	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	No. So that's going to be the chief and the rescue squad. And that is a report of smoke in the building at that address. And everything here is tied in. They use the old telegraph street boxes.
Information - Control	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah, we do that stuff. We go to schools sometimes. Sometimes if the neighborhood's having a block party or something, they'll ask us to show up and we'll go and show the kids a fire engine and stuff like that. When we're out driving around, usually the boss is always pointing stuff out like, "Look at this roof, or that roof." And aside from that, it's the normal banter in the fire engine, which is always fun. So.
Information - Control	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Only what they send us. So every call we get, a screen pops up that shows a lot of the same information. The call, the units due, address, the box number and then below that, we'll have all the data that the dispatchers have typed in. And there's a button that says, "Resend incident." And so if they add or delete a unit from the call or add or delete information, you can hit resend. It'll resend you the most current version of what they have.
Information - Control	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Which can be handy if we're out of ambulances, for example, and they say, "Medic to follow." We'll get an indicator on there that we're a certain number in line for an ambulance. And then if you hit resend when they've assign an ambulance, it'll pop up with a unit number so you can tell that you've got one at that point.
Information - Control	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Okay, that was a question I meant to ask earlier is whether or not you had to notify-- you know, push a button that you were on scene because we've heard that before they have, you know, on scene or when they're departing scenes, so you guys do that here too?
Information - Control	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	The officers relay any information that's citywide, as far as the department, on email. And so our morning brief will get that information or over the radio if it's a-- say it's like a holiday or they'll advise if certain

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								streets are closed.
Information - Control	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Yeah. And then it will come to our chief, our division three, who's our fire commander for that type of fire and then he would relay that to the operator. So if they were going to have that dispatch go out, then that operator would tell the lieutenants or captains to start calling people to say, "Hey, you guys are going out on this fire. Report to Station 7 and you have within an hour to be here to get deployed."
Information - Control	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Everything was face-to-face, yeah. So it turned out since we had three victims, communications to our dispatch, I requested another ambulance to come.
Information - Control	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Green, yellow, red. And by the time you get to red, you're going to get your Viber alert, and then you got to grab your buddy. Two in, two out. So you grab your buddy. You let your officer know, and then you report outside. Change your bottle. Go back in.
Information - Control	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	So it's kind of nice to be able to actually see that. But if you've got good officers, they're reporting it back to you anyway. So I mean, the biggest key is to have-- would be to have communications that never died.
Information - Control	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...now it's getting better with them letting us know that these are dangerous buildings. So that's kind of changed where if it comes in through dispatch that there's a fire in this building and an address, now our main office has addresses that are built into the computer saying that these are dangerous buildings, or abandoned buildings, and those kind of things - Those are good to know - or what may some of the contents in the building be. That's good to know. I think for me, as far as my experiences go, is it's good to know that. But at the same time, what's imperative for us to know are, is it unoccupied or an occupied? Are there occupants in the building? That changes our game plan. It changes our risks versus benefit, which I've talked about before...
Information - Control	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: communicate via radio or computer] Yes, it could be both. The person making the call could say, "Everybody's out of the building. I've got a fire in my house. We're standing outside. Everybody's out of the



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								building." The main office could get that information and relay it back to us. It could be printed out on a computer, or it could be relayed via radio. The other way is if a company's on the scene first before say we get there and the homeowner's out front saying everybody's out, that's another way that that communication is transmitted. So the first companies will say, "Okay. We do have a fire, and everybody's out of the building per occupant, owner." So those kind of things.
Information - Control	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	There's always. A lot of ours is just-- the problem is we rely on call-takers who are reliant on the public to pass on information. So especially on our EMS calls, they can vary widely. We'll get gunshot, and you get there and it's nothing, or you get minor accident, and you get there, and there's like three cars. And we get traffic accident. Is it a school bus pinned under a truck, or is it just a fender bender? You have no idea until you get there and see it.
Information - Control	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	As far as, yeah, mobile data terminal which is basically a computer on the rig. It gives you the address of where you're going, across streets for people who are unfamiliar with the area. It gives you the cross grid and also geographical location. But the best thing that I like about that is you can acquire additional information. But they don't say it over the radio because it might be, for example, if you see something over a radio for a HIPAA, you can at least put in the remarks column or the additional column on our screen to give us a heads up of what we're going to be encountering. It's nice to have that information beforehand, before we even walk in...
Information - Control	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Correct. Yeah. On a truck company we'll send two guys to the roof if we had a fire and they will ventilate the building. So I have two guys on the roof that aren't even in the building that work for me. And so, I was always on the radio, "How are you doing up there," just to hear their voice told me they were fine. But I worked with people who wouldn't even do that. And I'm like, "How do they even know what's going on up there?" So that was no good. But we've come a long way with all that. We truly have.

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Information - Control	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Yeah. I mean, as far as the way that it's being used now, all the way down to the fire fighter rank, they'll put out maybe, a memo on our shared drive saying, "Check your email." And they'll dump something into the email of every department member. And they'll kind of flag that they should be checking it because it tends to be on the lower ranks that they don't check it as often because there isn't anything too important in there for them. Whereas, at the upper ranks, it's the main source of communication I would say right now, maybe even being abused by some. I've had people in the building here email me something insignificant that worked down the hall from me and I'm like, "Listen. Just come down and talk to me." I mean, really? You're going to say this in an email?
Information - Control	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	On your rigs, we have on-board computers. We have the ability to type in narratives to the fire alarm office. They do the same to us if they don't want to transmit something that somebody outside the department may be listening to because people have scanners and listen to us. So we can communicate that way... We're basically, it's all simple, en-route buttons, on the scene, returning. You may send them information about a patient that you don't want to say over the air that's HIPAA-related, maybe. And now the alarm office can read that and send up a typewritten message to the responding ambulance to let them know what you're encountering
Information - Control	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	... Any information I always had, I would always try to just verbally tell everybody because I didn't feel like I should be the only one that knows this. I would leave the firehouse with that printout but if I saw something, I would say, "Hey, the 20th floor, they're saying is loaded with gasoline drums." I would tell everybody [laughter] about it. I don't want to be the only one that knows that.
Information - Control	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	... We'll give them building dimensions, whether we have fire showing, or just smoke showing because sometimes it can be burnt toast coming out of the window. We'll tell them the size of the building. Is it occupied or not? And is it commercial? So we have certain things that we'll say

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								from the very instant that we pull up
Information - Control	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	...So you fly over and get a nice aerial view of the building and it really aids tremendously to whoever the incident commanders are for tactical decisions as far as fire-spread, roof conditions. Even hydrant locations, believe it or not, because in certain times of year our-- there's a variety of things weather-wise that affect fire conditions, like barometric pressure, and humidity levels, and things like that. Sometimes we can see everything outside of a fire building.
Information - Control	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Dispatch has gotten to where they give us cross streets which we didn't get always. They give us a cross street, they give us numbers, you know and all that. Part of our problem here is a third grader numbered our [County]. Actually she wasn't a third grader but the way the system is supposed to be... you can go put it in Google Maps, Google Maps will tell you that you should go to this place for this particular address because Google Maps knows that you're supposed to assign a street number every so many feet. Okay? That's not the way it was done. They would look in the book and say, oh well, so and so lives here and so and so lives there and they live in the middle. They live a little closer to this one maybe but I'll say--I'm just going to give you this number.
Information - Control	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Oh, there's some things that we use. There's a... different things for hazmat that out there that we use. I don't have it on my stuff but like on the sheriff's office stuff they have a digital system or electronic system where you can send the judge a warrant application or, you know, whatever. There's some of those. And I could get to it. I just -- I don't use it enough that I... so but... but, yeah, we have different apps that we use. We have some drawing things we use to draw our pre-plans and then we move those into--we use software that's not really an app but we use software on a computer called Firehouse. It manages our run reports and all that stuff.
Information - Control	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: Sure absolutely, we do a shift change in the morning with the previous crew. We get total information about the truck or about equipment, any changes that needed to be taking place and anything

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								that needs to be repaired or replaced from the previous shift, any cool calls that came about and we will talk about those and we do talk about those as in a debrief type of atmosphere is routine. You know the crew ran a two-car crash at an intersection, there was a patient trapped, they flew one out, and you know we talk about that kind of a call, not breaking any HIPAA laws.
Information - Control	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Well, we get one guy that is assigned that particular job of looking for the right price and how many we are going to need and then he brings it back to the table, you know, to the meeting and we will talk about it, how much is it going to cost, what is it going to be benefit for us, is it going to be a good investment and then we will vote on it.
Information - Control	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Yeah, we all give input and we are passed around the estimates, everybody -- you know, it is kind of an open discussion -- hey, why is this going to cost this much. Why is this radio this much? Why is it -- you know, are we going to get a maintenance fee in case one of these melts, you know, I mean just its thrown out there for everybody to ask the question and you brainstorm kind of so you are like -- oh, you know that? I didn't think about that.
Information - Control	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Yeah it's usually up to the dispatchers what they give us.
Information - Control	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Yeah some like medical calls we get too much information from dispatch constantly updating us while we're going on site. You know so we've talked to them about hey, if it's changing on scene the safety on the scene or anything like that yeah we need to know about it but you know sometimes there's too much details and other times I'll have the CAD status on and with this this is exactly how the CAD system works that they have like if I want to know here's a wildlife call.
Information - Control	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	And they're pretty good about that so we get medical pre-alerts so they get us notified really quick and that comes up on active 911 so we know where we're going and you can look at it on the map on your phone

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								which is very helpful and you can see who else is responding if they remember to push a button.
Information - Control	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Mostly it's just things that I feel like they need to know either new information like that app, getting it set up. If we had a call we'll talk about it you know what we could've done, should've done, what happened, what could we have done better or worse, some is going through our trucks training you know, we got kind of old business and new business, we'll read our minutes from the last meeting, go over that stuff, if somebody was supposed to check on getting a truck built or getting something like that and then anything new that comes up you know like last month was Halloween so we put on a deal for everybody by donation, talk about that you know how much we got donated or didn't that's about it in the meeting.
Information - Control	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	The directions and what is exactly going on? And that's been an issue too not to put down our dispatch center but they hire they're probably the least paid person there. They need to have as much training if not more than we do because they're getting a call from let's just say a panicked, excited wife that her husband is laying on the floor not breathing so she's hysterical, she's got to take that information put it in the computer, type it out and then get us the right directions and all the right facts. A lot of times that don't happen and I mean that's the key of it all right there is that dispatcher.
Information - Control	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Currently we have just switched to an app on our phones on our smartphones that's called [Application]. With it, it will the app will come across our tone for our department will go out and then it will give us the information for the call, it will be followed by a text through text messaging through that system we can either say we're responding to the scene if we're closer than where we're at to the scene or we can respond to our department or we can stand down and in doing that through the app it goes directly to everybody on the department so everybody knows who is showing up and it also goes to dispatch and they can know okay we have a firefighter or EMR that is in route either to

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								the station or to the scene.
Information - Control	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	...They brief in the morning or in the afternoon, whichever shift they work. They have what we call pass down or shift briefing. Each officer's a little different, but they'll get in their cars, and they'll go start patrolling.
Information - Control	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	Daily, it's really left up to the officers unless we've had a complaint about a certain area, or speed, or if it's people running stop signs. Then I'll send information out to them, and ask them if they can be in this area, kind of spread it out and stuff.
Information - Control	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	The Sheriff's Department dispatches for us, and so 911 calls and calls go into them, and then they disseminate it to the officers who are working.
Information - Control	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	...I need to know as much as I can about what's happening in a timely manner. There's a little bit of a disconnect-- I'm sorry, not disconnect. There's a little bit of a delay, because currently, when someone calls 911, the information goes from a call taker to dispatcher to us. So there is a few seconds even to a couple of minutes delay in getting the information.
Information - Control	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	...As far as, we're working at a UT football game, while there's a concert going on right across the street, everyone's texting, and then - I don't know - somebody blows up something. Everyone's texting. Everyone's calling. There's an obvious issue there.
Information - Control	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	We'll have a show up thirty minutes prior when the shift first starts, at which point we discuss some of the BOLOs, what we call Be On the Look Outs, for certain events that are happening. See any events that the other troops have worked previously. Sometimes we'll discuss training, sometimes we'll discuss tactics. We've had a call that's been-- that was complicated, dangerous, people make mistakes. We like to debrief those. That's one of my biggest concerns is to make sure we debrief people and learn from our mistakes. So we'll talk about the tactics involved, what we can do better, those types of things.
Information - Control	LE	U	Field	26-35	6-10	Male	LE-U-005	So if I've got somebody who was being cooperative with me, but he's not

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			Responder					in handcuffs yet. And dispatch comes back and says, "Oh, he's got a felony warrant for stabbing his wife." Well, he just heard of that. Now he's going to run.
Information - Control	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	But other than responding to those types of things, we also do press conferences. So if there's an affidavit that came out for the media and the detective isn't available or it's just something providing safety tips like a particular media outlet wants to talk about running on the trail at Lady Bird Lake, what you should do, what you shouldn't do. Or we had a sexual assault suspect that was a serial rapist going around, and so we would go and give public safety talks and those types of things. But really, it all starts from our inbox which is our email and daily media, along with public, send requests for interviews, questions. Why do officers do this? I was on a traffic stop and the officers did a great job here. Those kinds of things all filter through our office. So we do use a lot of technology. We use a lot of social media. We use Twitter. We use Facebook. Also for our briefings when we're on scene, we use Periscope, which is a really invaluable tool for us because media will edit our interviews, right? So they will get sound bites and they'll take what they need
Information - Control	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	So they monitor all that stuff. So when we're getting ready to go out on scene or a call like that pops up where they know it's probably a homicide or robbery, they'll call down to our office and they notify us. And they'll say, "Okay, we're working a bank robbery at this location. Robbery detectives are en route." So we give them a few then we call up to robbery and we see what sergeant is out there. And then we're like, "Okay, what's going on?" Get a little bit of brief information.
Information - Control	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	He'll call us and let us know. Make the notification. And they also send the emails overnight. Those significant notification notices to let us know, maybe what we've missed and what we might be getting called on during the day. [talking about the watch commander]
Information - Control	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	Yeah. And they're usually not very long. Because the briefings is-- it's the initial investigation. So officers responded this date and time to this.

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								Suspect came in, took an undisclosed amount of cash and left the bank on foot. I mean, we give out very minimal on a briefing. Later on, as we get more information, then we provide it to the media or we'll have the detective do a press conference. And we'll show photos or whatever else that we need to do.
Information - Control	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	I mean sometimes it's just the game of telephone, too. So you have the watch commander tells me this. I hear it that way. Then I call the responding officer. He tells me something different. I talk to his supervisor. It's something different.
Information - Control	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Police dispatcher. A dispatcher is then going to start dispatching that call before they have additional information. As the additional information comes, the call-taker will relay that to the dispatcher and the dispatcher will supplement the information that she's already provided. But when you call, from the time that that actual telephone call is relayed to a call-taker, they input the information to computer. That computer information is then generated to a second body. That body then uses their computer system to decide who is responsible for that call, puts it actually out on the radio, gets the information out.
Information - Control	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	...And if it's a state of the union type thing or inauguration in the state, then the park-- I'm sorry, the Secret Service takes the lead, so they're giving us information in. So as I hear these things coming in, I'm making sure I'm trying to be a little bit proactive and if I'm hearing something, of course, I'll start bringing up cameras in that area.
Information - Control	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah. It's still the dispatcher or it be through our Command Information Center, which is right down the hallway here, which you walk past. The dispatcher lets them know and they call different agencies to let them know, "Hey, something's going on," or whatever.
Information - Control	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	...So I'll get called on the radio through ECC, Emergency Communication Center. They'll call me and let me know that my assistance is being requested. I'll acknowledge it and then they'll let me know where I need to go. Then through that, they'll tell me where I need to go over the radio



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								then also send my computer a message saying, "This is the address that you need to go to."
Information - Control	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	And we also get information. So we have anonymous text tips that come in. So citizens can text tip - it's 5041 - any kind of information or pictures anonymously to us.
Information - Control	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	And then those folks who are inside our command information center, they're pushing out information. So they're using social media. They're using your Twitters and your Facebooks.
Information - Control	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	The BOLOs, one individuals we push out. So every day there may be new warrants issued. We can push those BOLOs out electronically
Information - Control	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] ...As far as operator to operator - 911 operator - they're handling one call at a time. They're not required to pass on information over calls that they handled in that type of world. Dispatchers, though, however, if there's a major event going on such as there's an active 10-13, an officer needs help, we actually want that dispatcher to stay and handle the event if at all possible.
Information - Control	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: MDTs] Yeah, any time that goes down, you get officers, they have to be on the radio and ask two or three times for the address because they didn't write it down.
Information - Control	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Fire has access to our encrypted channels because we share a radio system. But the channels that they use primarily are not encrypted. And we thought that that was going to be a big issue, and so our PRC, our Public Relations Coordinator was all freaking out because the news was going to be able to get our radios. It has not been an issue at all. It has actually improved because we used to stop cars, and they have the app up, and then we could hear ourselves key it up, and it's coming through their phone. And now that doesn't happen. So it's very good. We still let the news know what's going on. Tweet them or whatever [laughter].
Information - Control	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	... part of why dispatch has access to all our report-writing stuff because they don't write reports. They don't need to access it for that, but when they can pull up and say, "Hey, we've been here. We've taken four cases

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								on this," because the CAD system logs pretty much every time someone calls the police or calls for a fire department. The report writing-system only logs anytime we take a case. So if someone calls for something, and it's not really to the point where we need to take a case on it, it's still documented in one system, but not necessarily the other. So they have a lot more short-term information. Everything from the call to the time we get there, pretty much. And then the report-writing software is pretty much everything from the time we get there, whatever follow-up, anything that we've saw, what video we need to get, this, that, and the other. So it's kind of dispatch has the shorter term, immediate information, and then the report-writing system has the longer term.
Information - Control	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: electronic evidence discovery] We certainly from the district attorney's office, probably their efficiencies have gone up huge. And from the defense attorney's side, being able to provide that discovery is big. It does provide electronic tracking. So as soon as we send it, it's stamped and they get it. So there's no questions on, "Ready for trial?" "Well, you never provided this photo to us." "Oh, yes, we did."
Information - Control	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: app for situational awareness] It did work pretty well. In the command center, I could see it. I was able to take pictures. We were able to monitor crowd size. So from the field, I would take pictures within the app and then it would tie it into the app. It would show up in the command center. Then they would relay it to the public relations people. So I'd watch how long it would take when I'd say, "Stands are half full." And then that would go to the command center, they would pass it on to the PIO group who was putting out, on the public side, the notifications. And it's usually about a minute or two and then it would come through, "Stands are half full." And then the people in command could actually see the pictures, so if something did come up they could have gone back to those pictures at the time that I took them...
Information - Control	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: decrease radio time by using computer] "And then when you get on query, you say--" and let them know you already did it on the computer. So it's MDT traffic stop. Then everyone who doesn't have a computer

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								knows you built a traffic stop somewhere. So that was a process of working through. I'll say it was a little letting go of control from the dispatchers. They disagreed with a lot of this. I think, as a field user, we said, "We don't care. This isn't your decision. We love you guys. We appreciate what you do. The person most responsible for my safety is me. And so if I need to build it on the computer, don't try and give me a policy that says you shall not. It's not going to work. Highly discourage. Make it as strong a language as you want. It's going to happen."
Information - Control	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: information sharing software] ... it gives me nicknames, heights, weights, tattoos, these are all tattoos and scars, personal data. And then if you keep scrolling down, it will give you associates, it will give you vehicles, addresses, any of that stuff, so it's extremely helpful. And it's great that I can get it right on my phone...
Information - Control	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: person of interest information lookup] before, what we were having to do is I would have to contact dispatch on my radio and I'd say-- tell the type, DMV, and request from them for a DMV photo. And then they would email DMV and say give me a DMV photo and then you have to wait for a person at DMV to go to a computer, type in that person's photo, download that photo, email it back to our dispatch, then our dispatch emails it to us. Then we have to log in to our computer in our car and then get the photo and then you-- meanwhile, you're sitting on the side of the road with this guy
Information - Control	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... So anyone that has a [information sharing software] login, they can now view our photos from our crime scenes, from our booking photos, anything else, surveillance videos from bank robberies, anything like that. We don't have to now try to find an encrypted way of sending it, they can just log in and view it. We're the only agency that stores it like that so nobody else has that capability. But if you go to the desktop versions, you will now also be able to read any agency's reports from any of their systems. So while you don't get the media, you still get the reports, so it's all great sharing.
Information - Control	LE	S	Other	26-35	6-10	Male	LE-S-021	[RE: bank robbery incident] Well, technology was great because we had

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			Public Safety Personnel					a tracking device that the bank teller had given the suspect. So we're trying to track through that but here's your problem, is you have the Feds that are doing their Safe Street program for the bank robberies, they have the tracking device. We also have a tracking device here or a tracking system here, [county] has one, I don't know if [city] does or not, but all of them are looking at their systems. They're then all calling up to our dispatch, so our dispatchers who are already handling two channels are now handling three different people calling into them to give them information instead of that source coming straight to the officers on patrol. So if they could just air up with us and then give us the information straight, that would be great...
Information - Control	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: bank robbery incident] ...there's the relay to the dispatch and then our dispatch has to relay to us while they're trying to maintain the channels and then also provide the information that we're giving to them to other people. So then they have to run a third channel, [urban city channel], so they're relaying out all of our information to the rest of the metro area. So our channels are encrypted so no one can listen to our channels. But they take it to [urban city channel] and now they're telling all the information, so now everybody else is-- if you're scanning the [urban city channel] ... you're hearing that we're tracking someone. So if the suspect is listening to that, they now know to get rid of the pack, which they did. Okay? So if we can-- I don't know how it can happen because you have to share encryption across everybody. So I don't know if it's a monopoly then if everybody has to have the same system or same-- plus, then, if the encryption code gets out, then now you have to deal with all of those issues. But if there's a way--
Information - Control	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So I'm part of a CIR team, so it's a Critical Incident Response team. So anywhere in [county], if a shooting happens or an officer-involved incident of any sort, we can respond. So we get called out for that. So we won't just work in our agency, we work in other agencies. So now when we go over there, we kind of have to buddy up with another agency member and say, "Okay, you listen to your radio, I'll listen to mine, and I'll

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								tell you what I hear and you tell me what you hear." That's the only way that we can communicate...
Information - Control	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So if we could just-- so one great thing that we've done here is our fire department has the same channels that we do now. So when they go to an incident to help us out, they pull up on scene or they get dispatched to it, they flip to our channel, they answer up on our radio, and we know that they're hearing us and all we have to say is, "You're good to come in," and they can come in. Whereas before, we call our radio, our dispatch, they call their dispatch, they send them, and actually, we're sitting next to each other-- So that's been beneficial, but if we could expand it to include other agencies, which, I know, again, it brings in a can of worms.
Information - Control	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: surveillance video] ... So where it comes to the size too, we're starting to go to a online paperless system through the courts. So [county] has had this for a while, where they can do online submissions and they would upload-- they scan all the documents and then send them electronically, but then they would still send a disc of all the photos or surveillance or whatever else. Well, now they're able to upload that electronically, but it's got a limit of two gigs... it's not helpful at all. So for example, for one of our cases that we had at the beginning of this year, we took 3,800 photos. I'm trying to think. How much was that? Oh, I can't even remember how much surveillance, I mean, but it's-- man, if I could remember the gigs. It's astronomical... a single officer taking an average amount of photographs on a domestic is going to be close to a gig and a half at least, but for this case, I mean, it was-- it took, I think, like seven DVDs in order to get all of the photos onto there...
Information - Control	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: data sharing between LE and DA office] ... So we create what's called a web share which is actually giving them not just the raw data, but the raw data that's been turned into the product so they can view the product up there. When it goes to the public defender's and they get the raw data, they have to create the product themselves. But it comes into constraints of, "How do we get this up there?" [county] is soon going to a

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								paperless system. And we've been learning through [county]'s problem that if they don't make the pipe bigger, we're not going to be able to get it up there. And at this point, there's no solution for it. It's just flash drive after flash drive. And so every photo disc request that we send to the DAs office, we have to send three copies through. So three discs of the same photos up to them, so that one goes to the courts, one goes to the prosecution, and one goes to the defense. And that's per defendant. So then if you have multiple defendants, you're having to do it multiple. But if it exceeds the capabilities of the DVD, you either make multiple DVDs or if it's a phone dump, then you have to do flash drives. So at this point, they're willing to accept one thumb drive to accept it, but then they will have to make their own copies, but if they're trying to get away from the paperless system, it's not going to work unless we figure out something else.
Information - Control	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Yeah, so at the beginning of shift you have to log in to your computer so that it's assigned to you specifically based on the vehicle, your ID, your password, so they can monitor who's using what, where they're at, and then within that you have to log into-- certain officers pull up different programs. It just depends on what you want to do because we can run stuff through dispatch if we want to, but I like to run people if I can just on my own so I don't have to call dispatch, wait for them to do it and then call me back, as opposed to me just typing it in and it coming directly back to me. But you have to log in to those, so they're different programs...
Information - Control	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... So I think it's cool to just sit there because I'm here in light duty and I'm not able to get involved, but it's cool to hear other people communicate. And then the way that the commanders or sergeants or whoever's on-scene, how they delegate and kind of orchestrate this whole chaos into something that's manageable. So I mean, communication is huge. And if it's not there, then nothing functions properly.
Information - Control	LE	S	Field	26-35	5 or less	Male	LE-S-022	I think, in general if there's ever information that's not provided to us

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			Responder					prior to arrival, it falls upon the reporting party or their inability to communicate effectively through dispatch. People are in states of panic or whatever, so it's very hard to communicate. And so dispatch has to do the best that they can and provide us with the most succinct and direct response to what they're being provided. So yeah, a lot of the time we show up, and it could be a suspicious incident or something, and it's actually an active domestic. So you get on scene and it's, "Okay, well, I wasn't provided this information," but it's not necessarily their responsibility to tell us everything that we need to accomplish our end goal...
Information - Control	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	.... It's actually easier just to come back here, write the report. We have an inbox, we have a stack of reports to read, like he's doing right now, and then as we come in we make little corrections and then tell the officer, "Okay, it's good," and then he can go home or he goes back on service. Most of the time they write the report as fast as they can and then they run back out on the street.
Information - Control	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	...But now dispatch just broadcast this guy with the knife call. I'm going to be bumped off that run and go handle it. And it just calls the services when the officer gets in his car, just stacks of them.
Information - Control	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	...? But that A-priority call-- so dispatch would try to say, "Hey," - say I'm calling Car 54 - "Car 54. We have a call at [Location], Nordstrom's, of a shoplifter. Are you in the area?" And you go, "Yeah, 10-4, yes sir." Or the sergeant will look at this, at the waiting calls, and go, "Okay, I have a foot beat unit in that area." And on that call, the homeless person in a doorway, all of the sudden I caught that. Because the cop doesn't know. You know, if he has his phone aren't hooked up to CAD, to where he can see the waiting calls as he's driving down the street.
Information - Control	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Even then we had communication issues, because they're [City], we're [City], we gotta figure out what channel to go to, you know, so. And it takes training. No matter where you go, it takes training. Now [County] is pretty good because they have all the-- they go to a green channel, which is the channel everybody has on their radio. We don't have that for us.

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								We have to go to a different channel to talk to them, a C [bank?], but it probably requires a dispatcher to tell an officer--
Information - Control	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Those are probably the main complaints from most of the cops are the cars. The radios, they stay on that one channel. The biggest complaints on the radio is that officers, if they have to go to [City], and they get in the pursuit, that they can't talk to that cop in [City]. And like I said, it's a training issue. We have to make sure that the dispatcher's on board. She has things that she has to do from her end, and go to the mutual aid channel and everybody has to switch to claymore's eight. As me, a radio person, I know that, but even if we go down to BART, we lose communication in BART.
Information - Control	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Q: Right, yeah, and ideally though, I imagine, you'd want to know a little bit about the history of what's going on. Like you said with the firetruck, "I don't know." SME: So we get that in CAD.
Information - Control	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Okay and then dispatch usually broadcasts that information in CAD. So the way-- have you been to our 911 system?
Information - Control	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	So that's the most frustrating with the people that are calling 911. They have a script. "What's it look like?" [inaudible]. "No, what's it look like?" Right? Because they have a scripter going [inaudible] even with the fire side. I need an ambulance here. "Why?" Because they have to figure out what type of-- are they bringing firetruck also? Are they bringing police who might be closer with the [AD?]. What's going on? "He's going nuts, I need a--" well, if he's going nuts, they're not going to bring the fire or the ambulance crew by themselves. They're going to bring in the police car also, right? And then it's because they're going by their script. "He's having a seizure." Once he has the seizure, it's already done. But [inaudible] response, [are they?] bringing the police over there. Once he wakes up, he's going to be disoriented, so these that you have are the little script you go by. The cops get frustrated, I think, every once in a while. "We need an ambulance here now!" "What's the reason?" "Get an ambulance here now, he's not breathing!" "What's going on?" And the cop's doing [crosstalk], so. So that's, you know.



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Information - Control	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Q: So generally that information is coming through CAD, it's coming through your radio, from dispatch? SME: CAD and the radio, yeah.
Information - Control	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Probably both. I can't always give them-- we can get like a-- remember I shared a channel with two, with another station, and we have a code 33, there's a cleared emergency channel, for something, some cops chasing a [inaudible] suspect, all of a sudden a cop is in front of the station calling for an ambulance at the same time. Sometimes I can't get on the radio. I'd rather get the information from CAD, or I can switch it to another channel.
Information - Control	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	...And this first time the community has talked to the cops in months. And they're still doing this thing. The Captain says, "You got any issues, you email me." I'm looking at him like [laughter], "Why?" If that was the fact, why are we having a community meeting? We just do a mass email. How about that? Let's just video tape it. We'll video tape it in here. Everybody logs on and you video tape so you don't have to talk to anybody in person anymore. But that's what society has turned to now. And that's where technology is hampering, I think law enforcement, is they're not getting out and not talking to you. Every once and a while, you'll get a clip of a cop playing basketball with a kid out in the street or something like that. But they're not doing that. You can't communicate with them unless it's PlayStation 4 or some crazy stuff. There's nothing to relate to. There's no Monday night basketball. I remember you had to be home before the streetlights came on. And if I screwed up, my neighbors had permission to whip my butt. Then I got two of them, from them and then from my parents when I got home.
Information - Control	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	With these cell phones, and people filming you, all right? It's very, very difficult to-- and even with our shootings, when you get an officer go off shootings. And the next thing you know it there's a protest, because it's already been on YouTube on the civilian side. It'll be four or five days before they put out the real video.
Information - Control	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	...So your passenger is going to be your comms guy, communicating with dispatch and reading the CAD. And whether they need assistance

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								or they want backup units, all that is going out over the air. It's not getting typed up. It's going out over the radio.
Information - Control	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	Let's see. When you arrive at the station, you go to lineup. When you're in lineup, the lieutenant or sergeant explains to you what's happening that day. Just in case you have any critical incidents or things that were happening prior to you coming onto shift, because there's different shifts that you work. And then depending on either your seniority, if you have a sector vehicle, or if you're walking a foot beat, you'll get in your car and you'll start doing your patrol, your patrol functions. You have your gun. You have all your equipment that's issued to you. Now they have cell phones. Now they have body cameras. So everything is turned on. So when you leave the station to start your shift, you're ready to go. You tell dispatch you're in service, and if there's a call within the area that you're supposed to patrol, they will let you know.
Information - Control	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	They'll be on a radio with dispatch.
Information - Control	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	MDT in the car. You'll have to CAD all that information, where you need to go. One guy's driving; one guy's looking at the information prior to going to the scene itself. The only times that you would use, I would say, your phone is if you're doing the investigations, usually after the fact. The primary is when you arrive at the scene, depending on what you're responding to, you have to render the situation. Is it safe? So last thing you're going to be doing is taking out a cell phone. Talk to the victim. Talk to the reportee. What's happening. What you have here: the who, what, when, where, why. The standard procedure stuff that you have to go through.
Information - Control	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	So with our department, we have our line up in the morning. It's like roll call, I guess in other departments. They give us information. If we're looking for someone or if there's someone that's wanted, they'll show us a BOLO or a be on the look out for. Information that's passed down through the captain or command staff, if someone is ill or if there's a birthday in our station, we kind of relay information.

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Information - Control	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Q: Give me the data, right? Okay. And so, when you think about information though going from person A to person B to person C in terms of who needs in, so where does it start? SME: Usually, through dispatch.
Information - Control	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	... So the routine with that is that they would be checking on, get ready for the lineup, get their gear and everything else, respond to the lineup, meet with the platoon commander for the day, get the brief time activities that are going on, things that need to be done, or any bulletins, or any warnings, or anything else that come up. They get those notifications. They get their assignments, their sector assignments, and then any other information for the day, whatever has to be passed down, if there's roll call training or something that would be given at that time.
Information - Control	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So the communication at the larger events, the issues become when you've got multiple entities involved. So you've got the police department, the fire department, the medical services, the EMS guys that are actually on-site...So they'll hire their own security companies, their own volunteers, so getting communication in a timely fashion, and the information disseminated from all those different components to the point of contact for the PD and do our command post and then coordinating that with the district station at the same time. So a lot of times, we'll get a different channel, another PD channel, separate from the district channel.
Information - Control	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Yeah. Depending on what's needed, yeah, there is. But a lot of the marching orders and the instructions are already given at any of these events at the lineup and at the briefing. All right? The expectations, the parameter, what the idea is for the event, and then what the chain will be if there is a response for something or a need. We establish that. And then the proper contact for any of the officers that are on post is that squad leader. So that squad leader is pretty diligent as far as staying in communication with the command post or whoever the event commander is.
Information - Control	LE	U	Field	46-55	11-20	Male	LE-U-014	Radio to radio. Yeah. Not so much person-to-person. So the person-to-

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			Responder					person, once that venue gets started and people are on post that person-to-person is not really person-to-person. It's unit-to-unit over the radio that you'll deal with radios.
Information - Control	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So the end routine, the officers would patrol the district all day and handle the calls for service in their district, respond, to assist, whatever other units need assistance in the district. And as their shift is coming towards an end, we'll have an overlap of another shift coming on. That next watch coming on will get the same similar briefings, whatever information needs to get passed forward to them. And they would go out in the street. So the shift that's already on the street would then have that opportunity to come back in, start getting some of the administrative stuff done. Either they've gotten police reports during the day or they've got some other sort of a follow-up, that's their opportunity to kind of come in and get some of that paperwork done. So they'll have that interaction with the guys that are going off. And they'll see that, and they'll be writing the reports, and that's on a daily.
Information - Control	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	... So dispatch will be asking us those questions, and so for us on the PD side, the importance is to establish some sort of a command post if we had those type situations where there is somebody to be designated to respond to those questions, while somebody else is designated to respond to the scene and kind of coordinate the response there, so. And that is a rapidly developing kind of scenario so that's not something we have just sitting in place.
Information - Control	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So apps. So what exactly do you mean by that? So what we do on any time we're running our thread assessments, we're coordinating with our [Name] for a particular event, our DOC or operation in command. We're coordinating with them as far as if there's any protests pending or coming that they're aware of on social media. On the station level, we don't have a social media unit that actually kind of sniffs out stuff and does all that. That's beyond us, but we coordinate the events
Information - Control	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Having some way to automatically notify different districts as events are moving into their district, so say [City] has a lot of activity. They've got

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								their own calls for service... And currently, it's when dispatch gets a break because they're multitasking trying to communicate with the supervisors, notify the officer that's in pursuit, notify somebody else, and at the same time, they may have a call taker on the phone that's trying to give them information. So those dispatchers are kind of inundated with information.
Information - Control	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Two sides of our districts are bordered by expressways. So it-- there's a police shooting on the-- not a police shooting, but there's a shooting on the [street] ramp and trying to coordinate between the dispatcher talking to the state police dispatcher then to us, and getting all the information back, there's a lot of confusion going on. I mean, we had people chasing people. Nobody knew who the offender was. Until you get there and somebody can actually put it out that this is what happened, there's-- it's confusing sometimes.
Information - Control	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...on the radios, we are able to change networks. So for example, if we did have a chase from state coming to my old jurisdiction and we communicate with state dispatchers. We don't communicate with our own. We said, "We're leaving this network to go to this network." And then, we talked to [city] with state, with all of the other agencies that were then chasing, probably all the suburbs. So it puts all of us on states network with their dispatcher. So it's all going through one.
Information - Control	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: comms with other LE jurisdictions] ...I mean, when you're going by the fact of State Troopers calling for assist, that's all that will come through. It won't say, does he need an-- it should be more clear. Sometimes, they'll put out an officer needs assistance, and they'll make it like almost like an emergency, where the guy just needed a transport. There should be a better way of-- we just need this or that, so.
Information - Control	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	You know what, I think sometimes the shortfall is what the caller gives us. So, part one of the puzzle is the 911 call and if that starts very poorly, then it's that bad game of telephone just totally degrades by the time it gets to us in the car... Sometimes we'll get good descriptions right off the bat and that's way more helpful, but that's part of the equation that

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								we cannot control. I think for the most part, people get updated, you can see who's on the scene, the dispatchers will update the tickets with information as it's given out. So I would say on our end, it gets updated and it's used very well.
Information - Control	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[To the?] aspect like the radio communications that there's something going on. "Shots fired." Like, "We have an officer shot." Everybody tries to get on the radio at the same time. Sometimes the dispatcher just-- they have a hard time controlling the entire situation. The officers have a hard time not cutting each other out. So, like we had one officer that was shot while the other officer didn't know she was shot because they work in a pair. He took off chasing the guys. So, she's trying to come over the air saying she's shot while he's coming over the air saying he's chasing this person. Then people would step in, that, "I'm going. I'm going." Where then that person doesn't need to-- you just go. So some way of better controlling the airways when there is a critical incident.
Information - Control	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I came from a department and we had different technology on the computer. And we were a smaller department so it wasn't we didn't really need to worry about walking on each other, but if he got a call and I wanted to go on his call, I could put it in the computer-- we used 10 codes there. I would just put like 76 to blah-blah-blah's call. So I never had to go over the air to dispatch or [inaudible]. At least it was on the computer, which I think some people may be a little old school or worried about, "What if I get in a crash. I never said I was on the way to the 10-1, then I'm gonna be in trouble."
Information - Control	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I could look up the whole district but I can only say I'm going to or on scene for the call that I'm personally assigned to. If I want to jump onto a call, I have to go on the air and say, "I'm going to the call with this person." It's not something I could do on the computer.
Information - Control	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I do know just talking to firemen-- they might get a firehouse call. But if they get an update from us saying, "Yes, this is a bonafide fire," then they start rolling out more trucks. But initially, their response is slower until they know for sure that it's a fire. But then, it's usually too late, especially

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								with the rate that houses burn these days.
Information - Control	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: FF] they can't navigate traffic as usually as we can. So we beat them there for the most part or we could see the smoke coming up to the call. But I think they do tend to wait for us to say, "Okay, this is what we have for sure."
Information - Control	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: calls stacking up] Well, if they stack you, they will. When you do multiple jobs. That will happen sometimes through afternoons and midnights when there's a higher level of call for service. But the officers in their cars, at least before it was, they can't see what's pending or what's waiting. Only the dispatcher can and the supervisors can. So from the station, I can run and see how many calls for service we have waiting. Around the 4th of July, you get 3,000 calls of disturbances with fireworks. And we'll tell the dispatchers [not to?] call them unless there's a caller that wants to be seen because, literally, you can't handle-- you're going to be in a back log all day if you're--
Information - Control	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I'd kind of like more sharing between all the databases. I know we have [state criminal database]. If you're certified in that, you can pull up pictures of people. But I think that all of those databases should just be rolled. The states should be able to communicate.
Information - Control	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	The vigilance system, I mean, the city has it, but there's limited access to it, and they wanted to give it to certain districts, but they haven't done that yet, and that to me would be fantastic to have, like if a private company has a hit, it should automatically somehow get transferred to dispatch, like say, "Hey, there's a stolen car here," not 10 hours later when somebody at headquarters, runs it and finds out where it's at and then sends it to us, and then by the time we send a car there, it might not be there...
Information - Control	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...I will then go to the VRI office, which is the Violent Reduction Initiative, and will ask them how many cars are detailed to the [district name]. They will tell me how many cars. I will go upstairs myself if the [special information officer], if he is there. We will place the cars strategically

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								where we're expecting violence. And then I will type out all of the HunchLab boxes that they are going to be into. And then I will mail it to everybody that needs to be mailed. And then I will go and bring it-- bring the maps downstairs. They don't have a color printer. We do. So I have to go down there and go give it to him. I will go over it with him, see if there's any questions they have, and then I will go back upstairs...
Information - Control	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	Private, right. So yeah, we'd do that, and then we'd meet up with victims and witnesses and take additional notes. And then, at that point, then based on our initial interview, the case report would either be like, "Man, there's nothing further we could do. We have nowhere to go with this." And then, I would file it in the no further information file. Keep it there. In case something pops up later on, I have it. Or they would be routed into the next act of in furtherance which could be, "All right, we got serial numbers. The victim had serial numbers. We got serial numbers now. They need to be entered into LeadsOnline," which is a software that we use which ties into all the pawn shops. And they're required to report what they take in, and we could switch those transactions then. So if we have serial numbers, and it's our duty to do something with that serial number, I'm just like, "Oh, that's a serial number. Well, let's put it into LeadsOnline and see if we get any hits."
Information - Control	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	When I was out on patrol, I gave my number out, my personal number, out to people. But what I had done is I had created a Google Voice Account, and my number was [Phone_Number] [laughter], and I would give that out. I had it on a business card, and I'd give that out. And it would ring on my phone, but it was a pseudo number. It didn't come back to anything, because I was afraid-- because I have Sprint, and if I run into an offender who has a friend who's at Sprint, the next thing you know, they get all my personal information
Information - Control	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	...The next thing I would do is, I would go to what's called the 24-hour reports. And it's just a listing of all the case reports that were reported in your district for the last 24 hours, take a highlighter and read the ones-- I'd highlight the ones that I wanted to look into further. Robberies,



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								burglaries, thefts, anything that had a violent nature to it, violent tendency, domestics and this and that. Randomly, I would look at domestics if it was a person of interest, a suspected burglar got into a domestic. Ooh, I'd love to call his wife and talk to her about what he's been [laughter] up to. Stuff like that, those kinds of things. We would take advantage of those things when they presented themselves. But really, we were reading all the robbery and burglary case supports and knowing what's our crime map.
Information - Control	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	... So I know, okay, these are two good addresses for him. And this would happen on a daily basis. And I'm kind of freak. I remember everything [laughter]. That's just kind of one my qualities, and I would remember everything. And when we would go out there, I almost knew almost everybody I was driving past without even really talking to them, because I was taking advantage of the work that the other officers were doing.
Information - Control	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	... So I didn't tell you, but now, as a sergeant-- I am a sergeant. I am assigned to these SDSC rooms, which [City] just started, which is the cutting edge of technology in the department. And these SDSC rooms stand for Strategic Decision Support Centers. We have gotten all the best technology, and I am lucky enough to be the sergeant for that, so I get to decide how to utilize the technology. So I am actually in a very-- that's why I kind of signed up for this, because I actually use the technology. I push it out, and I'm at the forefront of it. I've got this phone. They brought watches to us, smart watches to us, and we had to send those back because we didn't have any use for them.
Information - Control	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	Instead of you worrying about calling it all out all the time. You've got to run, you've got all this stuff, and you're like, "I'm going left. I'm going right. I'm turning right. Southbound here and northbound here," and sometimes you don't even know what streets you're on. You're running. Could you imagine if you didn't have to do that, and you could have your hands free and just focus on chasing after this guy? And the dispatcher would be like, "All right, northbound, southbound." Because whatever

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								direction the police officer's running, then that's the definite direction that the offender's going. So the police officer's almost like a trail, a marker, a trail marker, a GPS trail marker behind the offender. And if you could see that in an aerial view, you can dispatch and coordinate cars to come from the north, come from the east and west.
Information - Control	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	I think we have a problem with that now. I think we have a problem with too much data going out. We need actionable intelligence. We need actionable data. Someone in the department needs to be responsible for analyzing the global data picture, absolutely. All that data, again, disseminated down, it just creates data confusion, if you want to call it that. It's too much. You need to figure out-- you need to vet that data. You need to then send it to the right people in the right format. That's the other thing. You need to send the right information to the right people in the right format
Information - Control	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	Put that out over the air right away. Right away, we're looking at it. Our captain came in, "Squad, this what we're looking for. This is the car we're looking for." The captain, based on where the shooting happened and the type of car it was, he already knew. It was like he pointed to the map and said, "They'll be heading in that direction." He's like, "I'm going," and he left out on the street. This guy's an amazing-- he's a god. He's a genius.
Information - Control	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	And that visual has to be pushed. The push is important, how it gets to the officer. Flying, bing, and you just see a big picture, "This is the car we're looking for." That's awesome. If it's an email that they got to open up or this and that, it's not going to work. The format's wrong. It's a dynamic situation. They can't get to it. It needs to be boom, "Wanted vehicle for this," boom, and just the picture of it. Simple, bold writing. That's the key. Now, if you give them too much information, if it comes up in a format where, "Year 1997, Ford Taurus, VIN number." I don't need all that. Let me see the car. Let me know what- well, now I know what I'm looking for.
Information - Control	LE	U	Field	26-35	6-10	Male	LE-U-023	You have to kind of figure out, what is this person's position? What is

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			Responder					their role? What is their functionality, and what are their needs? And what information do they need, and what format does it need to be in to be effectively delivered to them so they can actually utilize it and use it?
Information - Control	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	...We have very good bosses in the town districts, especially on days where they really like sharing information as much as they can with us. A lot of them work from the game units and everything. So they're very, very on about letting everybody know what's going on. I've heard other bosses, "There's the keys. Get out of here. What are you doing in the station? You shouldn't be in the station." And that was years ago where you didn't even have access like you do now. I could go on my phone in here and look up the major incidents that's happened in the last few days in the [district]...
Information - Control	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	[RE: dispatch information source] It'll come from the 911 callers. Okay. And then, usually the dispatchers, whatever they do, they'll type it up and they'll send it to us. Obviously, there's probably changes between the stories as it goes. The dispatchers, I think they do a very good job of getting us the information that we need, and they kind of know what kind of situation we're going into. And I think they pay a little bit more attention to the more important jobs. And I don't want to say important but more high risk jobs. So they're always-- our dispatchers, I think, are very good.
Information - Control	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	[RE: information from dispatch] it'll come through the radio, always through the radio, always through the radio. And if you do have a functional PCAT terminal, obviously, you want to be logged on and then they'll put it through the PCAT...
Information - Control	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	...I mean, there's problem areas that you could drive by, see what's out there if you want to take protective steps to stopping people. That's always a good thing. But if you're doing that you basically got to call your co-worker and say, "I'm going to try to put a stop on these guys." Or at least let the dispatcher know what you're going to do. I mean, they give you a set of keys and say, "What do you want to do today?"...

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Information - Control	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	[RE: comms with FF and EMS] It has to go through dispatcher... So if you have an irate mental who needs to really go to the hospital, chances are the ambulance is really coming whether or not you tell them, "Yeah. This guy's really acting up. Let the ambulance know." And vice versa, telling the hospital we're coming in with a mental or whatever. I think that's the biggest thing with us and the fire department is people with mental problems because that's when somebody could get hurt. So usually anytime there's a call for service for that, they're usually requesting police presence. And so we already know what's going to happen. So they're all pretty good...
Information - Control	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...They're also using body cams out in the field so officers are issued those as well as their radios. There are other door controller systems like the swipe system that you saw us use to get into this facility. That's another one. We have communication systems between [State] Patrol and other government agencies throughout the county mostly based in [City] and so we've got electronic fingerprint systems where we can transmit fingerprints back to state and federal agencies as well as kiosk systems so that customers can come in and interact with accounts for inmates so that's all tied in and integrated...
Information - Control	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...So the officers are entering information the supervisor is looking at that information and approving it, that information is going to the RMS administrator, she's viewing that information and approving that, that information is going back to the officer for final approval and getting pushed up to the feds. So there's constant electronic communication back and forth as far as checks and balances and making sure the information is accurate and it all flows very well and I'm always impressed at how much information is back and forth and not just via email but via these systems that the officers are using to maintain data.
Information - Control	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I mean I think that on a daily basis. I mean that not only just with technology I mean certainly the state operates the eyelet system which is a law enforcement database for criminal histories and driving records and vehicle registrations you know all types of vehicle registrations

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								boats, planes and so I think that's a constant daily hourly thing. I think I can't think of you know there's probably tons of other things. You mentioned like the fingerprint system and like anytime someone's booked in the jail their fingerprints are transmitted electronically to the state. There's tons more.
Information - Control	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I know the probation department has systems and they work directly with the juvenile offenders, the correctional institutions, the prosecutors are constantly working with different agencies throughout the state. We're tied into hub and spoke network with the [State] Supreme Court and so there's a centralized brand new system in the State of [State] where the Supreme Court has servers both at each county and also centrally located and so there's constant communication, probation prosecutors, public defenders and defense attorneys are all tied into that system as well. And so that information is funneling from law enforcement to the prosecutor's office to the courts to probation and it all ties in seamlessly...
Information - Control	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	... Secretary of State is a direct connection for us as well so the voter systems, registration, voting booths all of that stuff ties in automatically and information transferred nightly between different agencies. I know that the [state] Patrol maintains a crime lab and so a lot of the investigative pieces of our investigations go there and there's a system that we can access 24/7 where we can view the status of different pieces of investigatory evidence and where that's at in the workflow and so we're very tied in to agencies throughout the state...
Information - Control	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...I think we have seven or eight direct connections not including the cities which we also directly connect to. Some of the evidence management we do have an evidence management system and some of that ties directly into the cities where they have the ability to log evidence up there enter information and then it comes down here to a centralized evidence locker where that stuff is maintained piece by piece row by row aisle by aisle and so it's a lot of integration.
Information - Control	LE	R	Not	46-55	Not	Male	LE-R-042	[RE: [Organization]] ...That was our primary way to push out information

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			specified		specified			to local first responders and commanders for fire and law enforcement and EMS along with like the health districts and the state EOC. We had a lot of users in the county that was pretty much their primary source of information during the flood events as far as the daily operations and updates. I think it took a couple of I think [Organization] has been in place for many years but it really took a while to catch on here I guess and now I know during this flood event the state guys were like you guys have so many users now it's becoming such a big thing and it's like well that's good that's what you guys wanted. The management of it has been excellent and the training and it's really been a big tool but it really only gets used when something's bad is going on.
Information - Control	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	...A lot of time you're driving because you're going from Point A to Point B, you don't have time to pull over and jot down like a note or take a recording about everything that's taking place. So me, I'd rather be able to look at it, see it, and then send it off.
Information - Control	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	It can be. But there are some troopers that do monitor our radio so they'll relay that information to their chain of command.
Information - Control	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Social media on both hands whether it's the fire service or the police service, it's a great tool. But it can be a tool that can hurt you. I believe especially, especially an emergency, emergency work, police work and fire department work, that social media as far as us is public service should be a one way direction. We should only be sending information out. We should be informing the public of what they need to know, in other words we shouldn't be commenting on other people's posts. We shouldn't be allowing people to comment on our posts. The public service aspect of it should be a one way direction. We should only be sending out valuable information about road closures or anything to update the public. As first responders, we should be more professional than argue with people on social media and put things about our personal lives on social media. We shouldn't be doing that.
Information - Control	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	I think it's easy to get the information at least at my level I'm learning about it that the part with information on a--specifically on a game day

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								for us is how do we disseminate and who does it get disseminated to when you're looking at certain things.
Information - Control	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	Starts at Dispatch, then I'll call in to Dispatch, they'll look at the rotation of who is up in the call rotation, they'll call that next person, it usually starts off on alert, headquarters will call whichever officer they're trying to get to, the officer will respond, then the next step would be a--just a basic description, like a--copy, disturbance, or medical emergency here, or something like that, and then once that officer responds, because they know what it is and where it is, the communications will give them more information if they have it, over the radio, while there are officers on the way.
Information - Control	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	It's usually pretty short. Occasionally, they can put a lot of information in the notes, on the computers, that would go to the officer's computer, so as soon as he gets that call, it'll come up on a screen, or if--depending on whether or not it's an emergency. If it's not an emergency, they'll sometimes do it by phone, or just ask them to step up if they're nearby.
Information - Control	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	... It's bad enough that off--the complainant is the victim of a violent crime, aren't necessarily capable of giving us exactly information as they can, and since things--there are very few cross streets, it's a very foot traffic heavy area, they were going to--they generally just tell you the last building they remember, or the building that they actually know that they're closest to, rather than a more specific location, and communications officers don't have anything else to go on, because a lot of times, a complainant or the victim can't give any more information, so just the officer has to just drive around in circles, get out and walk around, and never be able to find it.
Information - Control	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	... We'll speak with them on the phone to have them come in. But I always want to meet with the victim, sit down with them, put that human aspect there and let them know who the detective is, who the person investigating it is, let them feel comfortable talking to us. And once they make that connection, I think maybe they feel more comfortable calling us with information.

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Information - Control	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	We do not a lot. NCIC obviously, if we're entering property that's been stolen or wanted persons. Other than that, we don't interact with them that much. Sometimes we'll have them run packets on a suspect or something to see criminal history. But other than that, it's not a lot, not nearly as much as the average patrolman does
Information - Control	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Sure thing. I mean, [short laugh], computers obviously, cell phones; gosh, I am trying to think of anything else. You know, for me, honestly, it's more old fashioned, it's more the telephones, the face to face, the, you know, the computers, the emails, those type of things. Social media - I personally don't get involved in social media but the department has a social media page that we put information out there; we're still a little bit with that, but you know me, I guess I am a little more old school and maybe not as much - how do I want to put this; technology, I embrace it, it doesn't scare me, but I am more a pen and paper person because I rely on that, I know it works but other than that it is really the basis of what I deal with.
Information - Control	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	You know, we tend to stay away from the conversations on the MDT and again, unless they are of critical nature or very - not critical nature but sensitive nature I guess is the best way to put that, we generally don't have those chats back and forth on the MDTs, again, unless it is something that is officer safety related, you know, maybe embarrassing to whatever the complainant may be, something along those lines, you know. We don't put that information out via the radio. Because we are such a tight community, people tend to know, okay, if I send an address, you know, in the [city], you know, ten people might recognize that address and who that address is associated with, so if there is something of sensitive nature or a potentially embarrassing nature, we tend not to, or we try not to put that information out there for public consumption.
Information - Control	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	So generally the calls come in to Dispatch and they will route us to wherever we need to go.
Information - Control	LE	R	Field	46-55	21-30	Male	LE-R-060	Both. They will tell us where to go and they will have the address on the



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			Responder					MDT with some notes, you know, about what we are going to and so forth.
Information - Control	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	For the most part. You know, the dispatchers do a pretty good job at determining what questions need to be asked, you know, so that we have an idea what we are going to; some domestics, for instance, you know, Dispatch will ask if there are any weapons in the house or if someone is intoxicated, and in pretty much all the calls that we get dispatched have an element of questions that would typically go with them. So I mean, generally it's pretty good. And some of the stuff may be a little more colorful stuff that you don't put over the radio is entered into the MDT.
Information - Control	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Yeah, I would. I mean, I think they try their best, but if - you know, there is always what's lost is the nonverbal or you have let's say a dispute maybe that is domestic. While it is a domestic, depending on what the office is asking for, you know, domestic, if I hear that there is another officer at a domestic, that I am going to go help because I know volatile domestic situations can be and so forth and so on, but sometimes, the dispatcher might not know - okay, well, so and so on [town] is on a domestic, should I send another unit automatically or do I wait for them to ask for it? So, a lot of times, if we hear it, we might not even wait to get dispatched; we will just start and that way whatever.
Information - Control	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	You know, for instance, if I get called to do an accident investigation, I might get an initial phone call from Dispatch saying can you come in and do this accident? Then once I get en route, I will, on the radio, I get into a car that has MDT, usually I will use my cell phone on the way to kind of figure out, you know, what's going on and by calling the other accident investigators, figure out how close they are, do I need any equipment, so that stuff. Traditionally, I don't know how they would have passed that on, you know, before cell phones and stuff; I guess you could go through Dispatch but if they have already left their house and you don't have cell phones, so I think it is kind of streamlined, some stuff, but again, if it doesn't work.

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Information - Control	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Yeah, they know that they gotta go and where to go but as far as okay, hey, this, you know, this person has got a history of violence or whatever might not make it to the opposite frequency.
Information - Control	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Most things are done with our police radios. We can also send messages over the computer if we dont want to call, you know. A lot of the public have police scanners and certain information that may be sensitive for specific crimes you dont want to go out over the airwaves where somebody is going to, you know, immediately post on Facebook or on the internet or call the station in a panic. So we will send that over our private messenger system.
Information - Control	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	A lot of the behind the scenes information, I would say, through the MDT in the car, like their driving record history, their criminal convictions, you know, our previous contacts with them definitely we can access that through the car computer or up front here at the station but the let's say human-to-human transmission of that information through the radio is [unintelligible] so it is a little bit more of a priority because I could scan that information, I can pick up the important points that I need to relay to whoever and say, hey, he is a white male, 5 feet 6 inches, weight 160, brown eyes, brown hair, warrant for whatever, this is what we are looking for, so, instead of sending them, you know, 10 pages worth of documents that they then have to scan it and stuff like that.
Information - Control	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	... they create new parcel ID numbers and then so there's a script that runs over the weekend that says these parcel ID numbers are not in the GIS layer so that tells me that there's new stuff that they did and then I can go in there and update that and do those updates so yeah and as far as you know other things that need to be updated you know people will send me an email saying this address needs to be updated or this thing text messaging thing needs to be updated or who knows what so yeah.
Information - Control	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	I provide them information you know we do follow that kind of NIMS idea where we have a public information officer so and of course I'm not an ultimate decider right so because [Name] is my manager, [Name] is my manager so my position is split between two departments right so

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								I'm in the [County] Communications Department which is a [County] entity and then [Job title] which technically is a [County] entity also but it's managed by the Sheriff's department which is a department on all its own so yeah.
Information - Control	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	Information...the largest amount of data we need almost always comes from dispatch so when we get dispatched to a call we need to know what's going on, where's it at some of that dictates the priority level, how many people are involved, are there injuries, you know what's the life safety factor as far as what kind of additional resources are we going to need to get there that kind of stuff so that would be from the call side.
Information - Control	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] ... They send us street numbers, give us the name of the people, outside of that we got to go from what we can figure out we know. Like he was saying we have to (INAUDIBLE 00:12:36) if we don't buy our own GPS you better have a phone.
Information - Control	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] Dispatch gets the call from the reporting person they say this is what's going on. We have a computer system which is the call log center, they sign in, call tells us what it is and then they reach us over the radio tells us what the address is and then send us... We're going to do a search warrant on a house we do what's called (INAUDIBLE 00:21:50) which means no one else in the department talks but the people that are out there on that call.
Information - Control	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	...We're a very small county here so generally you're just getting information from your radio from dispatch right so dispatch is going to call us if they've got something they need us to do or some place they need us to go. Maybe you know when we're in the station we're just talking to people so that's kind of with dispatch there with you know the sheriff there but or sometimes you know if we get a call we're going and we're talking to people so sometimes we're just we're just talking to people.
Information - Control	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	So it's not that hard but it's also kind of not it's not through the radio like the rest of our communication is with dispatch. Dispatch is sending

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								them usually the calls. They're getting their calls too from dispatch so often times we'll get those calls from dispatch and not from fire right?
Information - Control	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] ... we'll provide her with the names that we're aware of because we're out on the street and the guys that work in our unit both [Name] and I don't know if I'm allowed to say these names.
Information - Control	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] ...Now if we're in a certain area for a certain type of crime burglaries for instance we'll let the dispatcher know that and we'll be on a separate channel from the regular patrol units and then the dispatcher will switch over and say hey I got a burglary in your area so that way that's our priority that's why we're there we head over that way but in the meantime like we said all these other forms of communication if we're working on stolen cars that's when we have most lines of communication come in because the stolen cars travel from jurisdiction to jurisdiction and we're getting this information from so many different officers.
Information - Control	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] The app has 185 officers on here and how many jurisdictions? Probably 20 and like this car hit the license plate reader. They put it out instantly 185 officers know about it rather than it taking time to go through dispatch or whatever. We would never get that information. It's real time.
Information - Control	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] The way it would work is the LPR behind the computer would tell [City] Communications then [City] Communications would contact [count] Communications. [County] Communications would then put it out over our radio so there's such a big delay with the app with the guy that's sitting at the LPR computer takes the picture sends it out to 185 people right away.
Information - Control	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] Yeah I mean as far as accomplishing our tasks in our job I think it does but along with the hectic thing has become with so many lines of communication in ways of receiving information is has become a lot there's so many different things going on you got to pay attention to 20 things rather than just listening to the police radio.

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Information - Control	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] ... you're getting lists like this daily from other jurisdictions along with our list of stolen cars so you go down the list of 15 different cars you know what I'm saying it's an overwhelming amount of information you know so you're not just looking for that one red truck now you're looking for 15 from [City], 10 from [County].
Information - Control	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] I think the only thing that would cause problems is the unnecessary people being on the communication level. You know what I'm saying? There's certain people that you want putting information out because they know what is the pertinent information. Sometimes you got too many people putting out unnecessary details that don't necessarily involve other people. I don't know. What else guys? I think if you necessarily don't have a restriction on who is putting information out that's when it kind of gets all cloudy you know what I mean?
Information - Delivery_mechanism	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	--risk associated, right? But not being able to hear, like, "Okay. What did he say? Did he say he needed more people or did he say he was coming out of the building?" I mean, you would think-- you're like,"Whoa." I mean, it's sometimes that bad where you
Information - Delivery_mechanism	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	And I'm like, "Okay. I got to push that [over to the side?]," and I grab my clipboard, and I just start writing. That's okay, too. I mean, nothing's perfect, and I totally get that.
Information - Delivery_mechanism	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Yeah. And for what it's worth, there's some human element to that. I have that great fleet map that I showed you, and I'll print one for you.
Information - Delivery_mechanism	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Yeah. Which is great, right? I mean, we have that. Let's see. What else? Our county protocols are all digital so they don't-- they used to publish a manual. I mean, the thing was this big [laughter], but let's say I want to know like, okay, a pediatric-- for burns, there it is right there.
Information - Delivery_mechanism	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	--26. And so 26-year-olds like to text. And so that's what we do. We text a lot. We don't talk a lot on the phone. Email a bunch. And I like face-to-

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								face with people. So I spend a lot of time-- the Comm center is probably, I don't know, maybe 100 yards fr
Information - Delivery_mechanism	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	...A lot of times they just write stuff on a tablet and then type it into a word processor later and enter the times that they looked at their watch to get the times. They can't buy any of this stuff. But they have crime there, and they have people that get sick there, and heart attacks, and all of that kind of stuff.
Information - Delivery_mechanism	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	We call them cards because the original set is actually physical cards. In case our computers go down--
Information - Delivery_mechanism	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	--We have those as backups to flip through. We have the online medical part that We just click on, but the numbers associate. so the number one is abdominal pain, number two is an allergic reaction, and it goes by alphabetically.
Information - Delivery_mechanism	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Yeah, we should have the face to face type of phone calls but we don't. So we have-- it's a very large disappointment to us.
Information - Delivery_mechanism	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	--writing addresses down on cards, and keeping track of all our calls on cards.
Information - Delivery_mechanism	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	I remember when we didn't have email [laughter] back in the day. Everything was done by paper memo and you'd have to go to your mailbox--
Information - Delivery_mechanism	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	--in the station and get the envelope out and look at this. Leave requests were done by submitting a leave request on paper to the scheduler. And it would go via pony mail, and then it would come back. So just--
Information - Delivery_mechanism	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Sure. So when I come in I will always have my breakfast and then I come in here and to our roll call room, sit down for a meeting, they'll go over any important information, sometimes we have trainings in the morning, we will go over any like major incidents that maybe occurred the day before, anybody that we're looking for stuff like that. Anything related to ECC if there's some type of technology issue if there's something like that and then upcoming announcements and things like that. Just like

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								housekeeping stuff and then after that I will go into the room depending on we're assigned something different every day you know based off of what your qualifications are then they try to fit in training.
Information - Delivery_mechanism	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right. So we have to manually enter that information into our CAD system in order for us to be able to search it and then present our CAD system is not as dynamic as say Google right...
Information - Delivery_mechanism	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Basically, you're just going to make sure that-- anywhere from 8 to 10 minutes-- depending on the call. If it's not a big deal, you're going to keep checking their status. Make sure they're secure and they don't need any backup. Or if they do, you get backup on the way. If they need, like in that instance where [Name] needed a file, so I ran the file and he asked me to save it, so you print it off.
Information - Delivery_mechanism	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Most of it's word processed. I just like to write things down in case I miss something. Generally, I'll write it down and then put an X through it. I enter a lot of stuff into the computer and then sometimes the officers will call they're just rattling off so fast. As I think you saw, I was taking a phone call and talking on the radio, so I got them in one ear and I'm writing stuff down in the other, just so I don't miss anything. We also have this complaint book which is old school, but if the computer goes down I can still go back-- if somebody comes in and wants an accident report I can still go back and say, "Oh, that was last week at [name] and [name]." And then I can run and get the report, so even if my computer's down I can still pull the report and make a copy so they don't have to come back.
Information - Delivery_mechanism	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] I think the more we can do the better. I mean, we have a lot of processes that are all paper-based. If I have to fill out an overtime card, they're still printing them out on pieces of paper. It just doesn't make any sense, right? I should be able to put in my pay. I should be able to submit my time off request. I should be able-- and all those kinds of things should be accessible from a connected device. Call-offs, call-outs, my on-duty status, my off-duty status; all those kinds of things really should be as simple as pushing a button. And today it's all done phone calls,

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								face-to-face, all those kinds of things. So yeah, I've got a whole list of things that we are going to try and tackle.
Information - Delivery_mechanism	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	It helps us because as long as you have a Facebook account or you have a Twitter account or you have this account or that account. But being rural, we still have to go back to the paper press release or making sure that family takes care of family, friends take care of friends.
Information - Delivery_mechanism	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	I mean I typically speak to the same people in the public quite often. So I mean I guess in a way yes, but I mean on a personal level, no.
Information - Delivery_mechanism	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Yeah, absolutely. Actually, see Monday nights. Well the Mondays I'm off, our rotation actually goes out for steaks. We go and we talk, we'll talk about I guess serious situations, stuff that deputies worry about, the dispatchers worry about, 'cause we don't always find out what happens once the deputy goes on scene or how they solved it. So we don't always talk, but sometimes we talk about football, or it's not always the same thing. But we definitely spend time together outside of work, and I think that helps the working relationship for sure.
Information - Delivery_mechanism	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	It definitely starts the same and ends the same. We come in. We relieve the group before us. They're usually tired or ready to go. So yeah, we'll talk, [inaudible] pass on what situations could have, could come back up, what happened, and is not going to come back up.
Information - Delivery_mechanism	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	So they physically see me and my major which is only two steps below the sheriff and sometimes the sheriff will actually come with us to that fire chiefs meetings to ask if there's anything that we need to address, if there's any issues or just sharing information back and forth basically. Besides that they are... very well aware and used to call me [Laughing] if they have a question or a concern. But I also do sometimes bring along a dispatcher randomly, just a random one that hasn't been, hasn't met them, especially the newer ones just so that way they can put a face to that voice that they're going to hear on the other side.
Information - Delivery_mechanism	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Right. Not unless they're bringing paperwork or something but other than that no.



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Information - Delivery_mechanism	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Oh, your partner, well your relief comes in at about 5:15, 5:20 and you go over shift change, tell them everything that's happened, who all they have working for them, and just kind of make small talk and they make their coffee and you leave and that's it.
Information - Delivery_mechanism	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Yes. Basically the start of my day we relieve, 'cause it's 24/7 so we relieve another shift. We'll do like a pass it on type of thing where they just let us know what happened the night before. We just log into our system. We do check everything like to make sure our radios work. The radios are still working from the night before, the 911 lines are still working and everything like that. And then at the end of the shift we just prepare to give the coming on shift their shift notes or reports.
Information - Delivery_mechanism	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	[Laughing]. It is to a certain extent. I do think we do need to test our systems but sometimes it's like, well, what if they go down, like right after I do it, like how am I going to know it's down? But so we do test our systems. We kind of I think we need to restart them 'cause our computers never take a break. I guess like they--they just run 24/7. And the passing on, I definitely think that helps because you get to know like what happened on the shift before. So if somebody calls us right back and like well I just talked to y'all, I'm like, no, you didn't talk to me. But, yeah, we'll know what happened because we can look at the shift notes and they can tell us. They've already told us what happened.
Information - Delivery_mechanism	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Just to jot down little notes or whatever but not... we don't--the only thing we... we record by paper and pencil is escorts and like details and stuff like that but nothing major.
Information - Delivery_mechanism	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	I mean we're 1984, '85? At our best right now. And they're using notepads and writing down information. They're handing it to someone else and they're keeping notes of that. And I don't mean just a stack, a small pad, I mean stacks of paper. And they're using their mind, their brain to figure out problems. They're not relying on the technology to solve the problems. They're using their human brain power to find the solutions to those problems and it's just a portable radio and a portable on the other end with a deputy or a fireman in a boat going, okay, I've got

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								6 people out of this house, where do I go next. And they look at the next piece of paper and say go here. And so that's kind of what I think that we're looking so often to say technology is going to help us in these big events when you know you'd better prepare for that big event to take that technology.
Information - Delivery_mechanism	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	...So I guess you could say that's the stressful part. I like dealing with just police stuff. I don't really like dealing with, I wouldn't say the public, not face to face. I can deal with them over the phone; I don't really like face-to-face contact with the public. So that's kind of stressful. Having to do office stuff in there, that's kind of stressful, 'cause I'm more call-oriented. I'm more, I like that kind of stress, not office stress.
Information - Delivery_mechanism	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	... And then we go from there, and then at 7:00 we get off, and we give them the rundown of what happened that day. If it's serious, I've got to let them know. During this time, we're also dealing with national crime information files. We have to do a lot with that as far as if somebody stole your phone, and [inaudible] NCIC. If someone gets a hit on it, I have to verify that. That can happen time anytime during our shift. And so if we input someone as like a wanted person, I would really need to relay that to the next shift.
Information - Delivery_mechanism	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: Well, we have briefing beforehand outside this centre. Yeah, so that's every day and then they will come in as a group, relieve the ones that are leaving.
Information - Delivery_mechanism	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	I mean, I guess to elaborate a little bit more, we operate with phones, radios, computer, email, face-to-face. So I tend to, if I can, I try to operate face-to-face... I do better that way. It makes it more personable. If I can help somebody out, I'll try to go to their location and be able to talk to them...
Information - Delivery_mechanism	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Back to the communication, so we have that form. And then we do more of the verbal communication, sitting together. Everybody face-to-face, talking. There's some documentations or policies that are read every morning. We may share a quick YouTube video if need be of an

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								incident before, lessons learned type thing. And then after that, most of it is all just one-to-one or individual verbal communication throughout the day...
Information - Delivery_mechanism	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So at the station level, it would be face to face. On actual incidents, important or urgent messages are delivered via radio so that they can span the whole audience, whether it's just myself or my partner on the scene saying that we're going to the hospital or that we're at the house or what we've come across. If it's just something I need you to go to the second floor and check the battery and smoke detector, that's face-to-face. That would not need to be transmitted over the whole county or the whole population. So I would say most all communication in my profession is done verbally. And probably 50% is face to face. The other 50 would be over a means of radio communication or phone.
Information - Delivery_mechanism	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	We usually interact with them frequently and well, usually if we need to talk to other first responders, police officers, or whatever, usually it's face-to-face on the scene. We don't have radio communications with them. Our radio systems aren't connected to theirs...
Information - Delivery_mechanism	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: new ambulance setup] So I mean, I've spent my whole career literally standing up in the back of a-- well, moving around during the call in the back, and it's not like I'm running around, or there's drama, or whatever. It's just like, I got to grab this, then I got to grab this, then I got to grab this. And there's railings on the top. So you're kind of holding on the railing, grabbing this thing. You're looking at the traffic, and you know where you are. So you're like, "Is it going to be bumpy," or, "There's going to be a stop." And your partner is also trying to tell you like, "I got to stop fast," or, "There's train tracks coming," or, "There's a bunch of traffic ahead," or whatever. So all those things are happening. And you're not trying to be like cavalier and be like, "Oh, I can swing from the bars," or anything. I need to be up...
Information - Delivery_mechanism	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...sometimes, if I've got something I've got going on, or the other firefighter has something that he or she has got going on, when they come in a little bit later, we'll ask, "Hey, did you already check the oxygen

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								bag?" "Yeah, I got that." Or, "I didn't." So it's pretty much face-to-face communication. There's no electronic record-keeping on that.
Information - Delivery_mechanism	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	But from the EMS side, we do so many things where we talk and we experience, based on what we see. Whether your face is drooping or if I'm talking to you and you're not quite making sense. You are making sense, but I'm picking up on something that isn't quite right. So how do we portray that to the hospital sooner? EKG monitors. Our monitors don't have WiFi or Bluetooth capability. They purchased them right before I got hired here, so I think they bought them in 2006 or 2007. And if you think back then, WiFi was still kind of limited. We can't send our 12-leads. We can't send our heart monitor pictures to the hospital. If I thought it was important, which I never do, I could lay out their EKG and take a picture of it and send it. But again, we don't have that capability with the department...
Information - Delivery_mechanism	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Always two of us. We have a paramedic. His title is a fire paramedic who drives the ambulance and me as the paramedic in charge. So my role is to document everything that occurs in the shift even if it's not pertaining to a run. It pertains to inventory of the ambulance, anything that needs to be done to the ambulance, or work to be done, maintenance. Everything that goes on in the 24-hour period, I need to document that in a journal... At the firehouse in a journal... It's all by hand.
Information - Delivery_mechanism	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: preferred mode for getting detailed dispatch info] MDT's good. That's efficient enough for me. There's another way too. If we're at the firehouse, and we're waiting for the call, there's the alarm terminal, another computer, and it alerts us by a bell. And the computer system, a female voice will come on, "[company], we have a call, person down." It tells us the address, and that's pretty much about it. At the terminal, at the area where the computer is at, it's called the-- brain fart. It's a printed ticket. A paper copy comes out. It'll tell us the company, the time, basic information, the address. That's pretty much about it. And I always take that ticket with me.
Information -	EMS	U	Field	36-45	6-10	Male	EMS-	[RE: dispatch printed ticket] I have it. So when we get to the scene of the

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Delivery_mechanism			Responder				U-012	address, I have that ticket with me because I don't have nothing else, besides my radio and that ticket. Because we could go to a high-rise, the [high rise] on the sky level, and the security there's like, "Hey, what do you guys have?" I pull out my ticket, "This is what we have." "Oh, okay. I'll take you to that person." A lot of times, they don't know we're coming.
Information - Delivery_mechanism	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	So the way that works out is the first 15 minutes, we do what is called a lineup. So whoever is in charge of the shift in-- on the nights that I'm in charge, I have a little briefing that we go over, whether hospital statuses, pertinent information like that. And then everyone goes and does housework or chores.
Information - Delivery_mechanism	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	...And then once we're with the patient, and the family, and other providers, it's all person to person.
Information - Delivery_mechanism	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] Yeah. Trying to standardize that so when there's a big event. But at the same time, for me, I've done that so often, that was just refresher, but for my trainee, that might be his very first experience, so he's going to pay a lot more attention and might be more overwhelming.
Information - Delivery_mechanism	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] Apparently new stretchers [laughter]. I mean, I would like to go back to the old days of just writing paper trips--
Information - Delivery_mechanism	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	.... We have a MRU, it's a mobile computer that we get-- we download runs, runs get downloaded to. We fill out our paperwork on that.
Information - Delivery_mechanism	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	Visually's nice. Because for the ones-- like for driving, I mean, the city's so big, so it gives you cross streets. So that's always nice to see.
Information - Delivery_mechanism	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	Yeah, it'll give you the grid system, it'll give you the hundreds, so-- and then [City] just a big grid, so you can figure it out from there.
Information - Delivery_mechanism	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Honestly the only other thing that we use is once we get back we kind of do old school. We have paper patient care reports so we write all the patient's information and then when we get back we log into the computer here and actually type a narrative which is a storyline of what

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								we did and what happened on that call. Printer, copier, fax that's about it.
Information - Delivery_mechanism	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	It's paper. It's a checkboard. We don't even check in addition to that. We'll run it, make sure it's operational. Like [Name] said, we go through different compartments, clean it, run it.
Information - Delivery_mechanism	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. Right now, everything's done on paper. We've looked at a couple different ideas of going to a digital system. But without building it ourselves, nothing really exists that does what we need because the physical check are just a database of saying yes, it's there, or it's not there. It's pretty simple to build. And we've actually kind of, here, worked on a real simple process of doing that. But what really needs to be done is to have a log of, it's there, but then a log of how it's working. So is it working? Then, if you did a repair to actually notate or maintain record of the repair. There really isn't a system that's there. And then, the other thing would be is if it's not broken, but there's still something that's... whether it's not quite right or not operating right...
Information - Delivery_mechanism	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So they're trying to create a standard. But to do that all across the United States is almost [tough?] because you got to look at data back in the history of years past. And you might have done yours in Excel, and he did his in DOS, and I just did mine on paper. So there's really no set system, just like [Name] said that we had Fire Zone, we have different software programs, but none of them communicate with each other. So it's just a lot of data entry. Then all of a sudden, we'll start doing it. And then all of a sudden, the computers don't run on certain programs. So then you got to get rid of that program, and then you end up with a new program. So it's constantly changing.
Information - Delivery_mechanism	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: lifeline rope] And so we have an inventory software that we can track when we bought it, and we can track when we throw it away. But the only way to track all the stuff in the middle is a piece of paper.
Information - Delivery_mechanism	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Then it even goes deeper than that, in terms of certifications. So based on what my certifications are, may be different than [Name] certifications. So when do those expire? How many CE hours do you

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								have to [inaudible] that certification? And then you have injuries. You can throw injuries on top of that. So here's this individual. Here's all the injuries to date. Here's what happened. Here's the surgeries. There's so many different aspects of it that's not tracked. A lot of it's paper-tracked, like [Name] said, but it's never really data input. And you can actually look back at a history...
Information - Delivery_mechanism	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: working in Arson] Radio-wise, by the time we got there, everything was over, everything was done. Most of ours was face-to-face communication or cell phone comms with each other, the other investigators, or the state investigator. Everything was cell phone or text message. It was rare we do a lot of radio comms...
Information - Delivery_mechanism	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: working in Arson] People were touching your stuff and moving your stuff and dropping your stuff, and at some point, you just went, "I'm going to write on a piece of paper with a pen." And that's it. And I went back to pen and paper. And a good pen that could write when it was 20 below and that was it. Because trying to use technology in that-- it made sense, but it just was impossible to do. It was just too hard.
Information - Delivery_mechanism	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Yeah. So generally station five is our support, or we support each other with technical rescues. So we always respond jointly. And again, with that, we're part of the [Name] Tech Rescue Team. So our last one was a trench collapse with a guy in the bottom, out in a different jurisdiction. And so we responded with them out there. And yeah. So we go on scene, and there's a guy in the bottom of a collapsed trench. And for that, we'd shore up the sides, and then we start digging out. And as far as communication, it could have gone better. There was the incident command structure, and he was delegating all the tasks and all that. But, yeah. I don't know if we had a common radio channel. It was mostly face-to-face on that one. How in-depth, do you want me to go about the call?
Information - Delivery_mechanism	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Boy. Typically I have technical rescue response. I'm either going to be operations which is-- because typically what we do, even on a fire, I might initially be command, but then I'm going to pass that on to our

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								battalion chief which would probably most likely what would happen unless we assign this gentleman to operations or something like that because sometimes it's based on expertise or something like that. So I would probably initially be [inaudible] in command and get things going and then assign your operations and then assigning specific tasks. But then eventually I would probably work with command or pass command on. And then, that would be-- on calls like that, it's a lot more face to face. But I would do some stuff over the radio. Officially passing command and assuming command, and things like that, that's all face to face stuff.
Information - Delivery_mechanism	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	And on those, they usually do a brief with everybody before. And it's not over the radio. It's just, "This is what's going on. You're doing this. It's doing everybody good," something like that versus a fire where they usually air everything just so everybody knows because everybody's not there, and it's a little more hasty and a little more of a fire and stepping back on the HAZMAT.
Information - Delivery_mechanism	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: information dissemination] It's usually via email. Depending on how sensitive it is, I might just make a phone call because if there's something usually that's sensitive, I don't want to put it out via email.
Information - Delivery_mechanism	FF	U	Manager	46-55	11-20	Male	FF-U-021	Face-to-face meeting every day. Same thing, I kind of update on city attorney stuff, things we have going on litigation-wise or if any of the concerns he needs to be aware of. He's over at a separate building. That's where arson's staffed out of, so he's kind of my eyes and ears for arson, and we also run the Youth Fire Stop program as well, so that staff's a smoke trailer and does all the education components for the schools, for DPS, and things of that nature. So I kind of get an update from him what's going on. Investigations, any arrests, anything in that aspect I need to know about...
Information - Delivery_mechanism	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: vehicle schematics] You've got to pay for them, but they initially had books. So it's kind of a sort of hazmat book. It's an emergency response guide book for all the vehicles. And you could flip to Prius and it'll show you where the high voltage is running. So it doesn't change really our



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								operations internally. It just gives you a lot more to think about.
Information - Delivery_mechanism	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	[RE: call information] We get it on the print-outs and the mobile data terminal. Like I said, they have to be on something that you can digest quickly. It may be too much information to put on any one thing, or it may not be able to process it as quickly as you'd like. But some of it would be nice to have on the screen. You could scroll down. We do have it on some of those where-- how many floors, because I go to high rises all the time. I don't know how many floors are on there. I mean, so I've got hundreds of buildings in my [inaudible] district of high rises. I don't know each one how many-- what the floor is. Be nice to have that either on the printout or on the screen so you could access it.
Information - Delivery_mechanism	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	[RE: cause of communication issues] It's probably two-fold. First, a lot of it is operator error. Like I said, radio discipline - being able to use your equipment and also being able to make the correct communications at the appropriate times. And I'm sure there's also a technological aspect where you have to make sure it works. If anything, there's a tendency that things may break, need to be replaced. As a whole, our department, we don't embrace change very well. So we have a lot of people that-- I mean, I don't think it's as much now, but I know that whenever I get a radio, in the beginning, some people are like, "I'm never going to use it." Just like the computers, "I'm never using that." 150 years tradition unimpeded by progress. We're just getting to the part where we don't file forms with carbon paper anymore.
Information - Delivery_mechanism	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	It seems like we're definitely moving in the right direction. I know they're going to roll out-- for the medicals, I think we're going to get iPads soon where you can do all the information, capture patient information via the iPad, and then have them fill out their paperwork instead of being on paper like we still are.
Information - Delivery_mechanism	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Whoever said face to face, that's the best method of communication. Receiver and sender and sender and receiver. You got me and I got you, and we understand our messages from face to face. Relying on technology so, "Oh I hope he got that message." Or, "I hope I got this

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								message to achieve that might be three blocks down the road on a large scale inset." The assurance of knowing that you got your messages across and especially critical messages. There should be no doubt or wondering if this is going to fail us, this system. Did he get the message or-- again, nothing beat face-to-face communication. I say, "Well, I'll write him a letter."
Information - Delivery_mechanism	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...Gaining complexity is the real killer of simplicity from my perspective. And how to improve that? A lot of face-to-face communication, maybe having one guy operate the radio. Giving messages instead of everyone having radios, and all this talk and garble. I have to be responsible for listening to all this, because it may apply to me. So funnel. So you take your five people in a room. You tell them all be quiet, one speaks. So that would be just a suggestion for that, just not being in a position where you're going to be overloaded with, where this technology has become rather burdensome in your decision making or thought processes right now.
Information - Delivery_mechanism	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	I can still read the PDF and scan through the pre-fire plan but it would be nice on the scene to always have it printed out and ready.
Information - Delivery_mechanism	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	That's why we have extra whiteboards, that's why we have extra radio setup.
Information - Delivery_mechanism	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Right. And face-to-face communication will always be the best route. If I'm talking to you right here, if we just put a barrier up right now, inference and stuff will be lost, there may be so many things that we would lose.
Information - Delivery_mechanism	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	So we have lots of-- any of these buildings downtown we've input maps. So it's a great example of communication overload. What a wonderful resource to have if I'm going into one of these big high-rise tall buildings. Right? So it's a great resource to have. No one would ever argue that. But then all the sudden, I've got this 30-page map. It's got everything I

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								want to know about that building on a computer. That's overload because that doesn't--
Information - Delivery_mechanism	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	I think we can go back to face-to-face and we'd be a lot better off for most of our transactions.
Information - Delivery_mechanism	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	Yeah, we had paper map and plus you just knew your territory and all the traffic and communication from dispatch was over the air. So if you needed more information, you had to ask for it and they'd give you what they had.
Information - Delivery_mechanism	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	Face-to-face if possible but I'm assuming that if I'm there asking about it, they'd probably already gone up in the building. Face-to-face is best. And then if there's something I feel that everybody else needs to know, if they tell me face-to-face, I'll transmit it out. But a lot of that stuff, I'm just making sure that they're completing stuff as they're supposed to without any difficulties.
Information - Delivery_mechanism	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	...So then command can either do it face-to-face but probably, with the large footprint of our high-rises, command will be on one side, the FDCs, the water connections will be on another side. Command will have to do that by radio and say, "Engine three, your water supply, what's going on? Check the hydrant. What's your pressure?"
Information - Delivery_mechanism	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	Sometimes you can go to direct and sometimes that works with a walkie-talkie. But the biggest thing is-- and this has happened on the scene where I had to leave the fire control room, walk outside, go face-to-face with command, walk all the way back in there, just because I can't communicate out. And command really needs to know what's going on from the fire control room but we're just separated by concrete that our radios can't get through.
Information - Delivery_mechanism	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	Oh, so the orders, the battalion chief sets the board up. Battalion chiefs actually come in at 10:30 in the morning. So they set up the board and everything for, "Okay. These people and so and so are on vacation. Well, I need to fill those spots with overtimers." So they're going to come in and say, "Okay. Well, battalion one, which is station one, two, three, four,

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								sevens--," yes, and sevens. So they have those, whatever that was, five stations. So they'll look and say, "Okay. Well, this many people are off. We're going to bring in overtimers to fill those spots."
Information - Delivery_mechanism	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	Correct. So me, being kind of the low guy on the totem pole, I'm usually here pretty early. As soon as the orders get up, I'll go up, make the board. So that would include who's riding where on each rig. We have three different rigs here. So, for the most part, it's pretty straightforward but when we start having a lot of vacations, especially over the summer, it's kind of a game of, "All right. I don't think anybody's going to yell at me if it's set up this way," and then right below it we'll add the notes on what's going on throughout the shift, whether training, or what have you.
Information - Delivery_mechanism	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	With my limited amount of experience here I haven't really come across a situation where I could say that, "Okay. Somebody wasn't giving us enough info." Unfortunately, we don't make as many fires as we would all like, but [laughter] I suppose that is a good thing. Like I said, all the officer's training that they go through so our drivers can ride up as lieutenants if the situation calls for it, just like our firefighters can ride up as drivers, when they go through the program in order to do that - they call it getting your hat to ride up - actually, it's a fairly in-depth program from what I understand. So through that training they do a ton of different scenarios where's it's, "Okay. You guys just need to start getting it into your head now that this is the kind of information you need to be telling everybody else coming in." So, like I said, I can't think of a situation yet where I've not had enough information going in.
Information - Delivery_mechanism	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	I think the only time that I would probably be on the radio is to acknowledge a request. So if they say, "Okay. Firefighter one, we need--" something random that we wouldn't really-- "We need an attic ladder or something to get up in there." "Received," scoot down, grab the attic ladder off the rig, and that would be a face-to-face meeting with the officer. The only other things I can think of is maybe if you were coming in not as a first on-scene unit but a later in the scene unit, that you'd be confirming or contacting command, whether that's still the first-in officer

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								or the chief. By that time, that utilities are shut down, evacuations are complete.
Information - Delivery_mechanism	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	For something like that, I would venture to guess that that would be information given to us outside the rig. So the officer won't have access to the MDC anymore. It's going to be strictly radio updates. So it would probably-- it's kind of hard to make this all play out kind of the way that you want it to because of how quick we can get on scene, because each unit has their own objectives they're supposed to handle.
Information - Delivery_mechanism	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	So more than likely, if nobody calls in saying, "Hey, I'm in the apartment next door. I'm disabled," or nobody outside knows that there's a person in there that's disabled, it's going to be one of our rescue or ladder companies saying, "Hey. We got a guy in here. We need to get him out. It's starting to get a little smoky in his apartment." They're going to give us, more than likely, a face-to-face kind of update.
Information - Delivery_mechanism	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	That can be kind of overwhelming. So, at that point, it's sometimes best-- instead of holding on to technology like you do, it's just better just to go back to the old school, and say, "Okay, what do I have?" And just start writing it down, putting it up on the whiteboard.
Information - Delivery_mechanism	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...So we come in, first thing we do is we do our line up, which we did just before you got here. We all met in the kitchen at 7 o'clock in the morning. I've looked to see what the activities are that we've got on our calendar. I look to see what activities the chief has on his calendar for us, sort of figure out what the plan for the day is, communicate that plan, talk about any issues within the station or the apparatus that have come up. Often there's things that are broken, or just got fixed, or stuff like that. Lay out the plan for the day
Information - Delivery_mechanism	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	It's probably 10 o'clock. Yeah. And then at 10 o'clock, most of us start to do our rounds, which most of us start to visit stations, and it's not an expectation, but I try to go ahead and gauge with the station at least for 45 minutes to an hour.
Information -	FF	S	Supervising	46-55	21-30	Male	FF-S-041	No, I have a chart, a paper chart.

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Delivery_mechanism			Field Responder					
Information - Delivery_mechanism	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	There's four people who staff that position. We get in at five o'clock in the morning, usually a little bit earlier as a courtesy, and the first thing we do is just kind of, hey, what do you got for me and we'll go through the landings with the person, we'll go through what units are in and out of service, any sort of major incidents, anything funny [laughter], anything bad that happened, anything that. The watch commanders are the supervisors at OUC, even though we all know each other, we're still required to go reintroduce ourselves every day. Kind of talk, shoot the shit with the dispatchers. basically needs to be passed along. We do basically a pass along report...
Information - Delivery_mechanism	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	And in reality, 99% of what we do in that place is documented. I mean, we're literally on camera when we're sitting in there.
Information - Delivery_mechanism	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Tradition and fail-safe, I guess the journal's never going to crash.
Information - Delivery_mechanism	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	We're almost always face-to-face. We're literally relieving the person.
Information - Delivery_mechanism	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	I don't know. Good question because I'm trying to move-- so when I'm on an incident we keep track of it through a tactical worksheet and it's handwritten.
Information - Delivery_mechanism	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Yeah, the tunnels and they're in different locations. So some guys just have this giant binder full of paper, and I can just use this.
Information - Delivery_mechanism	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	...My aide would do staffing. He would do it with pencil and boxes. He'd fill in buckets and boxes. And you need fireman boxes filled and you need [inaudible] box.... So if he knew this battalion needed this and he had extra ones, okay, you send them there. And I think six guys with pencil could do a lot better job than a million-dollar computer program because before, the deputy, all he had to worry about was numbers.

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Information - Delivery_mechanism	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	Yes, so we would-- in the morning, we always had a meeting to kind of outline what's going to happen over the course of the day and then there was four incident safety officers, each one had their own administrative responsibility... We did quite a bit of face-to-face or conference call meetings about new products coming out or stuff that we want to see that we think that could maybe work for us.
Information - Delivery_mechanism	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	...On the fire ground, obviously it's face-to-face interaction, radio communications.
Information - Delivery_mechanism	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	You know, this sounds really silly but we had a couple of people from our Homeland Security EMA come meet like a table-talk thing and I was away over July and I was watching the Nationals game--
Information - Delivery_mechanism	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	.... And if I want to get through to one of my company, we split up into three teams. If I want to get through to them or they want to tell me what they found, if I gave them something to do, it's almost impossible. So sometimes we do face-to-face.
Information - Delivery_mechanism	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	A lot of the times it's interviewing people. When you get there, talking face-to-face instead of having a third person tell you. It's asking the person. And sometimes like I said, it's people explaining it the wrong way or being a civilian, not knowing what he's looking at. But as far as radio communicate, I think everybody does a good job except, like I said, some people get on the radio and just start talking.
Information - Delivery_mechanism	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	Yeah, yeah. And if radio gets overwhelmed I do a face-to-face. Or I send somebody else.
Information - Delivery_mechanism	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	No. No, I have to tell them and I more or less do it to say, "Okay. Open up here, we don't have to open up here," and then you can look at a building, you can look through smoke and see a body. But I know there's technology out there, certain cameras, but if-- every officer has a TIC camera, so I don't know-- they'd have to have a huge TV screen to see

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								everybody's camera.
Information - Delivery_mechanism	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	.... But if I had a display that was very legible and easy to read on board, and obviously the way the apparatuses are - and they can be different from different firehouse to different firehouse - because budgets don't allow us to buy the same thing throughout the city. The more people that could see it, the better. Any information I always had, I would always try to just verbally tell everybody because I didn't feel like I should be the only one that knows this. I would leave the firehouse with that printout but if I saw something, I would say, "Hey, the 20th floor, they're saying is loaded with gasoline drums." I would tell everybody [laughter] about it. I don't want to be the only one that knows that.
Information - Delivery_mechanism	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Sure. So as a firefighter, the daily routine is come into the station, chat with the people that were on shift before, the 24-hour shift. We work 24-hour shifts. So in the morning, we would talk with the people that were on the apparatus before us, see how their day went, see if there was anything, any information for them to pass.
Information - Delivery_mechanism	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	So right now, we utilize a paper-based pre-fire planning system.
Information - Delivery_mechanism	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Yeah. Certainly, so communication within our station is almost always face-to-face. And even often with our outlying stations it's-- I guess it wouldn't be face-to-face. It's often over the phone if you want to-- there's nine stations in [City] that are staffed [inaudible]. So face-to-face communication and then a lot of telephone. If you wanted to reach somebody, we can see in our staffing, daily staffing, kind of software where everybody's at. So if you need to get somebody, "Oh, this person is at station such and such. I'm going to call that station." Communication from the administration is very much not face-to-face, it's through email. The department relies a tremendous amount on email for communication, and yeah, to the extent that it's almost, at some degree, starting to become a problem, I would say. Just the fact that everything is just kind of-- if I've pushed out an email, I assume it's read by everybody and just lots of email, lots of communication that way. So,



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								anyway, so the inner crew, definitely face-to-face. Your direct supervisor, face-to-face. Communication to and from admin, a lot of it is not face-to-face and done via email.
Information - Delivery_mechanism	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	And currently, we write all of our forms on carbon copy type paper, and so we're changing to a tablet-based reporting system which will send that information to a database and facilitate better communication with the hospital and, basically, the electronic patient care record kind of system
Information - Delivery_mechanism	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Right. Yeah, but ideally, anything that's better than I go on nine calls in a period of throughout the day to different healthcare agencies that have people that need to be transported. I get a jumbled pile of paper from this person. I get a nurse who's, say, very acute and aware of what's going on with this person and can tell me everything. I get a person who has no idea, really, what the medical condition is that this person has. They don't really know, they just happen to have a shift change. I get a person that tells me something about their health that's completely bogus.
Information - Delivery_mechanism	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	So the daily routine for a line officer - so that's when you're working shift work - is there are 24-hour shifts here in [City]. and the mornings always start off with roll call. So we make sure that everybody's there, everybody has what they need, they're in their proper uniform.
Information - Delivery_mechanism	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Most communication, preferably, is done face-to-face. You have a less chance for a misinterpretation of the message. You can maintain eye contact, interpret body language and posture, and things like that. So face-to-face is always the preferred means of communication, even on the fire drill ground. We try to do face-to-face communication as much as we can. Other communication, obviously, you have email for things that they don't need an immediate response. Or phone calls are also forms of communication, obviously. But around the station, yeah, obviously it's face-to-face for the most part...Most communication, preferably, is done face-to-face. You have a less chance for a misinterpretation of the message. You can maintain eye contact,

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								interpret body language and posture, and things like that. So face-to-face is always the preferred means of communication, even on the fire drill ground. We try to do face-to-face communication as much as we can. Other communication, obviously, you have email for things that they don't need an immediate response. Or phone calls are also forms of communication, obviously. But around the station, yeah, obviously it's face-to-face for the most part
Information - Delivery_mechanism	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	It's not difficult. We, typically, only interact with police when we have a joint incident. So something that requires law enforcement and an EMS response. And then, same thing kind of applies if we're in close proximity. We'll have face-to-face communication.
Information - Delivery_mechanism	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Depends on the call. Currently, all of our medical reports are hand written on a triplicate type sheet. And so if we see a patient and they're going to stay at home, or they're going to go drive themselves into the hospital, or if they're going to go drive them self to their personal doctor, we don't have to fill the paperwork out on site. We can. But we don't have to stay there and leave a copy with anyone. So we can take that back to the station and we can fill it out on our desk when we get back. If they're going to get transported by a medic unit, or an ambulance, or an aid car to a hospital then we need to stay on scene and fill that paperwork out so that we can give a copy to the ambulance, or the aid car, or the medic unit to stay with the patient as they go to the hospital.
Information - Delivery_mechanism	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	No. The paper form is only for-- well, there's different paper forms, obviously [laughter]. There's the medical paper form. And then, if there's a car accident, there's usually an injury associated with that. And so they would also get that same medical form. If there's a fire, there's not a specific paper form for the fire. But we definitely take notes of that and record that.
Information - Delivery_mechanism	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	--and you forget about it. That would be the only instance that I can initially think of where technology would get in the way. If you get too focused and you only know how to work with technology then what happens when it doesn't work? That's the problem. So we always have a

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								paper system too. So if all the technology fails, we have paper maps in our apparatus. And we can always use a paper map.
Information - Delivery_mechanism	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	So we have our pre-fires. They're all on paper in binders. The tablets have most of them loaded on the tablets.
Information - Delivery_mechanism	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	--devices. They're used to a map. They're used to the paper. And so I could see somebody who's used to working on maps and paper-- all of a sudden, now they have three or four devices in their hand.
Information - Delivery_mechanism	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Yeah. I think when I started, anyway, it was all paper. When I was a volunteer, anyway. It was all paper. So we would get a dispatch from the dispatcher, and we would have to write down. If we weren't in the station, you could grab the printout. We [would?] have a printout. But if you didn't have that, you'd have to write down the address, and write down what channel that you're going to be responding on.
Information - Delivery_mechanism	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	And probably the biggest thing - and I'm not trying to give you my big break here - but when I'm on scene before, I had a piece of paper and I was able to jot notes like in a column. Because sometimes, things get fired out at you - BPs, heart rates, different things - and I had a level of awareness that I was able to keep, and to be able to make a note in the column and then finish my form later.
Information - Delivery_mechanism	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] The third person on a crew always helps. but you're right. That thing requires nothing more than the ink that comes out of your pen. [talking about a wooden board with a piece of paper]
Information - Delivery_mechanism	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] I've got a pen in my pocket, I'll write down vitals and try to scribble as much information as I can on my hand. That way my attention is the patient.
Information - Delivery_mechanism	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4]... Not everybody gets to hear the face-to-face communication, so I used to not like to have a whole lot of radio communication, for instance. I would always try to do face-to-face. What I found was is it

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								created a lack of situational awareness on the incident as a whole, so it was really incumbent upon me to make sure that as the incident commander, I transmitted out important information. But if I needed-- if he was the guy, I would get the information from him face-to-face, because when I have a face-to-face conversation, then I'm going to have the best of what he says. I may be able to read a lot into what he says based upon how he's saying it and the look on his face while he's saying it.
Information - Delivery_mechanism	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] ... So by the time I get to the 54th, everything is changed from the first one. It's impossible. So we have to depend on the information coming from [Name] to the battalion chiefs that can go out and communicate with the crews.
Information - Delivery_mechanism	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] That's face to face, trying to unify our command when we can when we have these large-- even when we have a large fire, I want a police sergeant there. It's not a fire incident. It's a police sergeant in my command post.
Information - Delivery_mechanism	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	Big incidences. Yeah, it saves times and it cuts out that middle person of the old of saying, you tell this person, by the time it gets to the tenth person, it might be a little different. Well, if I can just tell the police sergeant and have him relay to his people--
Information - Delivery_mechanism	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	.... So I have a good understanding of the benefits of face-to-face versus just the emails and the texting. I understand the benefit that it's easier for me to communicate with you face-to-face than a short little blurb on an email.
Information - Delivery_mechanism	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Yes. Monitoring the radio, windows up. They may get somebody that comes up to their window that wants to ask them a question. Unless they're ready with everything they're going they won't roll their window down and talk to that person yet. Now if the person-- if it's an emergency, certainly, but we've become disciplined, I guess, in that aspect where we understand the importance of listening and paying attention to the radio.

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Information - Delivery_mechanism	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Q: Okay. So that is the face-to-face communication where-- SME: Correct.
Information - Delivery_mechanism	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	[RE: communication with other responders on scene] Most of it's verbal. If it's a major incident, like a fire, a huge auto accident or something like that then you'll have a TAC channel, tactical channel, assigned to you. And if you're not within eyesight of the person who you talk to, it's gonna go over the radio.
Information - Delivery_mechanism	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	So we are expected to be here at 8 o'clock in the morning but most guys come in earlier, around 7:00 so they can relieve the people that are here. You can imagine if you've been here 24 hours, you're dying to get out of here. Some of us. So we show up at 8:00 and then our day really doesn't start until 8:30. From 8:00 to 8:30 there's our coffee break. People are just talking day-to-day on things that need to be done, how the rig's responding, if something's missing, or what type of fires or calls that they had and just heads up.
Information - Delivery_mechanism	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	There's a chart and the officers, their job in the morning is to delegate those tasks. So we all take turns, so there's a watch chart and people are assigned.
Information - Delivery_mechanism	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Well, in a fire-- you might have to do a face-to-face with the incident commander, the chief that's planning the call. Because there's so many people talking on the radio that if it's important enough, instead of waiting, I'll just go outside and do a face-to-face.
Information - Delivery_mechanism	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Or I'll give you an example, the other night we went to a vehicle crash here, two blocks away on [Street], and the police were first on-scene. And it was a drunk driver in one pickup and then another SUV, and they were both pretty banged up. And so in that case, communication when I first on-scene with the officer, "Just how many victims do you have?" And he would point out, "I have two." And there actually turned out to be a third victim that was sitting down. It's when a officer pointed that out to me, some other officer, and so I went and checked her out. And I go, "Which vehicle were you in?" And she goes, "The black SUV." So I went

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								back and I communicated with the person that was driving that vehicle and I go, "Do you know this person? She says she was in your vehicle." He goes, "No. I've never seen her in my life." So I tell the cops what's going on. Turns out that she was a prostitute that was in the car with him, and he did not--
Information - Delivery_mechanism	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Everything was face-to-face, yeah. So it turned out since we had three victims, communications to our dispatch, I requested another ambulance to come.
Information - Delivery_mechanism	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	So on the squad, our systems are so dated. So Google Maps doesn't really work and they're not precise, so we rely a lot on our phones. So a lot of firefighters-- if I'm driving the squad I'll have the person behind me go, "Can you map this out and tell me directions over the headsets?"
Information - Delivery_mechanism	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	No. I mean, our tours change all the time so you're working with different people, and you get to know how people work. So say you didn't work-- you haven't worked with this person before, it'd be nice just to have a face-to-face and work things out how-- if we do get something, how things should go.
Information - Delivery_mechanism	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Right. It's funny. We think about technology these days as electronic technology, and we fail to realize that chalk and maps are all technology--
Information - Delivery_mechanism	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	You have to wait. And I don't think they've experienced that because we haven't had any major events. But on the other hand, if we do have a major event and the system becomes real busy, we can fall back to our conventional backup system and be still the one on one conversations, but we're not competing with anybody else other than the fire resources.
Information - Delivery_mechanism	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	I'm not sure I can answer that question just because in every after action review, communications is in the top three items that need to be reviewed and improved upon. And so, I mean, I don't know if I can answer the question if it's helped or hindered. We're still in the top three of items that always seem to be an issue in any major event. I'm sure it enhances it to some point, but we may rely on the technology to share

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								that information where verbal communications could have, should have been directly involved. And I mean, that could have been walking up and talking to somebody, versus trying to send them a message through an MDT, and the system being down or congested, and it never made it there to where-- it's dependent on the situation and what's happened, but--
Information - Delivery_mechanism	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	On the scene just guys being able to you know hear their radios you know if they're in and out because you get on scene things are loud. You're going to have to yell at guys you know face to face. I mean you and I are what five feet apart we'd be hollering at each other most of the time trying to communicate you know depending on the scene. Just being able to hear each other and you know so we can understand each other that would be a main thing I think on a lot of it. So just you know just improvement radio wise I think would be huge. You know we could have every guy have ear pieces on their gear or something included in there where we can be talking and doing stuff and hands free stuff would be great.
Information - Delivery_mechanism	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Yeah. Communication is invaluable whether it's over radio, whether it's face to face. In light of 9/11, [Organization] as brand as it is it is vital to understand at least the basic incident command system. It's the first step in safety and from that you know it responds whether it's face to face verbal, whether it's over radio communication things of that nature. On a scale of 1 to 10 out here our communication on scene I would rate it at a six.
Information - Delivery_mechanism	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...we live and die on our MDCs. There's been times we've had [CAD allergies?] in dispatch, and the programs go down, and you got to jot stuff on pen and paper again as to where you're going, what the call is, to catch it up later and people just-- [they pull on getting?] more. They don't know anything different.
Information - Delivery_mechanism	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...one of the deputies was in our city, actually ended up firing shots at a suspect. We got the call from another party in the house, and we were already responding had units on scene, before we got relayed that it was

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								a [county] deputy involved, and then we've got the scene shut down. We're taking care of it when the Sheriff's Department and all their resources start rolling into the scene, and we're immediately screaming at them, "Stay in your car! Stay here! We've got this." We don't want any blue-on-blue stuff because you don't know where we're at. We don't know where you're going. Because in order to switch everybody to a channel, it takes time. You would think that they could hit a button and do it, but it doesn't work and so... We just shut them down, we handled it, and then it was all face-to-face conversation, and it went through that way. And it got taken care of...
Information - Delivery_mechanism	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: paper, but want electronically] Yeah, things like tow sheets. We're still doing them on paper, even though technically I can build an app into our eticketing where we could do that. We have a lot of forms from the state. Like drivers, if they get a DUI, then those revocations, they won't allow us to do an electronic version. We try to come up with an electronic version and, "Oh no. You can't do that." I don't know why not. I can print out three copies. But they don't like that. Other things, like DUI field notes and stuff like that that I've already generated as a PDF, we're still not using electronically. We have access in our RMS system to do affidavits which then keeps it as part of the permanent record in there. But, again, at the command level, we haven't forced the officers to use that, so some still use Word and type it up. And then we're scanning and attaching, all to six different systems, and I think that's the big challenge...
Information - Delivery_mechanism	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...There's a lot of things that-- there's really almost nothing that we have to do on paper anymore, I don't think, but we do. Even our eticketing, it imports directly into the court. They have it the next morning. They still print out paper copies. Our records department, it could import directly into our RMS system, but because they had to click three times to merge the records, they print them out, and they hand type them in. There's job security there [laughter]. So it's there, but... we still have stacks and stacks. "Paper and printer is expensive." Then stop doing it [laughter].



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								But we keep doing it, even though we have other places to store all that stuff.
Information - Delivery_mechanism	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	... If we're out doing something, and we don't really want to be known that we're in the polices, we usually text each other via the phone, so we're not using radios. If it's people that just have questions, usually we'll just come back to our office and we'll talk about it face-to-face. Other times, if it's someone that's not working or if it's for everybody, we'll do email- excuse me. Or, like I said, we do a lot of follow up on the phone too, so a lot of phone calls.
Information - Delivery_mechanism	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	So the state passed a law where it charged the [Job title] Offices, state-wide, with creating a system so that every law enforcement agency in the state submits records to them electronically. And they engaged a vendor who did that, and that vendor wrote the interfaces with whatever records management systems we have. But it's a separate system you log on to. It's a manual data transfer now, where you go pull the case and it populates the fields. And then they have to go through and do the attachments and you can label what each of the attachments are. The additional step that all the records folks have is they have to print out the narrative. So the report that I wrote, they print it out, create an electronic copy of it, and reattach it...
Information - Delivery_mechanism	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: evidence discovery process] ...if someone's on the stand and they hand them a printed out copy of the report, they want it to look the same as if the officer printed out of their own records management system. Not change the format that the officer's going, "Well, this looks totally different than how I've ever seen this." Which then can lead to some credibility issues on the stand. So it was kind of a good catch that someone realized that could cause issues down the line and in court. It creates an extra step for the records folks to go through and do that.
Information - Delivery_mechanism	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: electronic evidence discovery process] And that's always an interesting one. When I first brought that up, the person in records was literally printing it out, rescanning it, and attaching them as a PDF. A said, "No, no, no, I meant just print it to PDF and attach- it's all

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								electronic. You don't have to physically use paper for anything." Then there's a whole discussion on, do you still keep paper files? ... Do you just keep electronic files? I think it's mixed within the county. At the sheriff's office, we still keep paper files. So everything is replicated into a case file that's stored somewhere. The salt mines. I don't know. Oklahoma, Illinois. I don't know where they are. So, yeah, we have all of the physical copies of everything.
Information - Delivery_mechanism	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: evidence discovery process] Today, if they [district attorney's office] were to call us up, we'd just make a new copy of whatever and take it to them, which we probably already gave them a copy and whether it got lost, got misplaced. So there are a few safeguards built in and a few potentially helpful things as these systems come up. And that's sort of the tracking, the data integrity, all the other stuff that people think that any system should have when you're talking about data and data transfer.
Information - Delivery_mechanism	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: station life] ...usually, at some point, it's going to involve leaving and doing some field work, whether it's coming up to a meeting to discuss radio procedures or going out to someone's site because they're having issues with their in-car computer. Or this time of year is when we get all our new cars that are coming in so there's been a lot of driving to [City] to pick up the new cars as they're getting outfitted at the electronic shop.
Information - Delivery_mechanism	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... Our vehicles are kind of accurate as to where we're located, but we can't establish jurisdiction based on what our vehicle reports, we have to do it on that phone or with a map or something, a physical map.
Information - Delivery_mechanism	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	so our cheat sheets, if they're on our phones, it's because somebody took the time to scan theirs and then email it around. That's how I got mine, as well. Another officer took the binding off and actually sent it through the scanner... But our municipal code, you can search for stuff, which is pretty convenient. Because otherwise, [statutes], the revised statute, state law, we have to go through this gigantic book to find stuff, and it's not always the most convenient thing to- or time efficient thing

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								to just sit there and peruse... I mean, it's fairly user-friendly for the most part.
Information - Delivery_mechanism	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: learning geography] So I have my duty bag, and I keep my-- so we have, they're laminated and they're yea big or so. And so each side is a sector, so you've got Baker one side, Adam on another, then Charlie and Delta. So if in situations like that, if you absolutely needed to pull out your map, then you just-- and that's what they do with a lot of the recruits or people in training is they'll have them pull over, identify where it is, and go.
Information - Delivery_mechanism	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: roll call] It'll be the whole shift and then a supervisor, whether it's a lieutenant or a sergeant, will come and address the watch.
Information - Delivery_mechanism	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: using station computer instead of vehicle CAD] It's easier to navigate. Kind of instead of being able to sit in the computer and use a physical mouse, instead of the pad and it's off to the side. And if it's something like a picture for a warrant, then you could print it out. So the more tangible to look at the photo in front of you.
Information - Delivery_mechanism	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: getting call info] It's radio and they'll throw it-- you'll get it on the computer pretty much simultaneously. If you don't have a computer, usually I ask them to repeat it, and you write it down on a piece of paper.
Information - Delivery_mechanism	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: technology use] I would say it's pretty much computer and phone-based. Other than that, it's all through-- word of mouth is really still going to be powerful with police work. Because people want to talk, but they don't want to talk. We can't exactly always talk to somebody on the phone or say, "Hey, come into the station." People still want that type of business to be handled privately. So even though we have all this wonderful technology, there are still people that are shy to get into-- some people don't even want their names put in reports, let alone phone numbers and all that kind of stuff. But I would say the bulk of what I'm doing is computer-based.
Information - Delivery_mechanism	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...We also have a meeting, and it consists of the commander and all the other bosses. And we go over any violence, any shootings, any robberies

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								from the night before to make sure everybody has the same information. There's a PowerPoint slide. We send it out to all of the officers on the watch on all three watches, the TAG team, any other outside unit who needs it. We do that. I make sure that the probationary police officers feel comfortable with their FTOs. If they have any questions, they can come and talk to me. They can come ask me questions when they're not with their FTO. If they're scared to ask their FTO or if they have any comments, cares, concerns, they can come to me just like anybody else on the watch. So there's probably some other stuff but I can't remember.
Information - Delivery_mechanism	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...I will then go to the VRI office, which is the Violent Reduction Initiative, and will ask them how many cars are detailed to the [district name]. They will tell me how many cars. I will go upstairs myself if the [special information officer], if he is there. We will place the cars strategically where we're expecting violence. And then I will type out all of the HunchLab boxes that they are going to be into. And then I will mail it to everybody that needs to be mailed. And then I will go and bring it- bring the maps downstairs. They don't have a color printer. We do. So I have to go down there and go give it to him. I will go over it with him, see if there's any questions they have, and then I will go back upstairs...
Information - Delivery_mechanism	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...I think we need a lot of information and specifically I have a hard time coming up with things I mean for my job from a command staff level I mean we do a lot of in person communication. We certainly have lots of meetings face to face I know that sometimes as nauseam. But as far as the information I mean I'm trying to think of it from my perspective or from one of our average you know patrol officer/jail deputy's perspectives I think they just constantly need information passed verbally through email, through telephone, radio...
Information - Delivery_mechanism	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	Typically, they arrive to work, and then they get started. They brief in the morning or in the afternoon, whichever shift they work. They have what we call pass down or shift briefing. Each officer's a little different, but they'll get in their cars, and they'll go start patrolling.
Information -	LE	R	Field	18-25	5 or less	Female	LE-R-002	There's not a roll call, we're not really big enough for that but we have a

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Delivery_mechanism			Responder					briefing. The two-day shift officers will kind of talk to the two-night shift officers about what happened today, if there's any kind of be on the look out type of stuff or any kind of talk about burglaries that might happen or things like that. Just sharing of information really.
Information - Delivery_mechanism	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	That's more of on a detective level. That's more of we'll-set-a-time-and-date kind of level. But on a patrol level, at least here in [City], it's-- yeah, we don't work together. We don't take calls together, nothing like that. I mean, occasionally, if I see a deputy making a traffic stop, I'll pull in behind him, and walk up, and ask, but there's no communication on the radio, nothing like that. It's just more of in-person communication.
Information - Delivery_mechanism	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	Well, it just kind of varies. There's different forms of communication that patrol would use on a regular basis, anywhere from your normal stuff that you hear, the radio, communicating with dispatch, communicating between officers. Then you have your messaging on our computer-aided dispatch, on our CAD systems. Essentially, it's like text messaging, but on the computer. Or even on a broader state, just emails going back and forth with day-to-day stuff, with our BOLOs, be on the lookouts, just information, briefings, going on our emails a lot of the way that that gets communicated, and obviously cellphone, and face-to-face, and all that.
Information - Delivery_mechanism	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	So before, when I was on patrol, you'd check your email whenever you get around to it. There's usually nothing too important on there that you don't get in our daily briefings or just word of mouth kind of thing. In this job, I check my email, I don't know, hourly?
Information - Delivery_mechanism	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	I mean, it depends on what you're doing. There are paper copies for family violence. If you take a report for family violence, a lot of times you have to fill out a family violence victim statement form, is basically what it's called. And then, that gets put in with your arrest affidavit, and it gets sent to an attorney, the district attorney's. So there is definitely some paperwork still. Crash reports still have paperwork. It's getting less because it's getting more digital--
Information -	LE	U	Field	26-35	6-10	Male	LE-U-005	We'll have a show up thirty minutes prior when the shift first starts, at

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Delivery_mechanism			Responder					<p>which point we discuss some of the BOLOs, what we call Be On the Look Outs, for certain events that are happening. See any events that the other troops have worked previously. Sometimes we'll discuss training, sometimes we'll discuss tactics. We've had a call that's been-- that was complicated, dangerous, people make mistakes. We like to debrief those. That's one of my biggest concerns is to make sure we debrief people and learn from our mistakes. So we'll talk about the tactics involved, what we can do better, those types of things. So that's in a 30-minute window, at which point we'll move to starting to check out equipment, which is a task in itself. So it takes about 30 minutes or so. That includes loading up the vehicles, which is a huge fiasco for us because when we start running into technological issues, we've got a lot toys in the car and a lot of those toys don't play nicely with our wireless. So that's a big window when we're off the street tied up for a while. And then we'll hit the street somewhere about 45 minutes to an hour after the start of the day. They'll cruise around. It depends on what I need to get done for the day. I'll either do paperwork or I'll help them out with some hot calls that'll will clear the calls off the board. We'll try to clear everything up. About 30, 45 minutes, by he end of the shift we'll try to cruise back inside and have show down, which is where we offload if we have evidence. If we have extra reports to get done, if someone's got a big case, everyone will kind of jump on it. Some people take some evidence and turn it in to lessen the burden on that individual, and then we just kind of wind down, and then we're done for the day.</p>
Information - Delivery_mechanism	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	<p>So that's the way to kind of work around just having two of us in the office. So some days it can get busy. Because we can have a homicide and we can have a bank robbery when my sarge and I are out. But in addition to those types of responses-- oh, we do go to the scenes. What we do is we basically get the information from the investigating detectives or the officers on scene and then we provide media with the briefing... So that's what we do in those types of incidences except for officer-involved shootings. The chief will talk on that. So usually, if we have a situation like that, we'll get a timeline for him, get him all the</p>

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								information. He talks to everybody on the scene and then he provides the briefing. We just set everything up.
Information - Delivery_mechanism	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	...But really, it all starts from our inbox which is our email and daily media, along with public, send requests for interviews, questions. Why do officers do this? I was on a traffic stop and the officers did a great job here. Those kinds of things all filter through our office
Information - Delivery_mechanism	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	So they also monitor the stuff like any big incidents that happen overnight. In our email address or in our inbox, we will get what's called a SIN which is a significant notification. Basically, tells us if something's going to garner intense media attention. They'll put at the top like if it's an aggravated robbery or a celebrity was arrested or something like that. We'll get a notification.
Information - Delivery_mechanism	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	Yeah. And they're usually not very long. Because the briefings is-- it's the initial investigation. So officers responded this date and time to this. Suspect came in, took an undisclosed amount of cash and left the bank on foot. I mean, we give out very minimal on a briefing. Later on, as we get more information, then we provide it to the media or we'll have the detective do a press conference. And we'll show photos or whatever else that we need to do.
Information - Delivery_mechanism	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	...So they won't dispatch us calls, but we're still at work, per se. And then, when the time allows, when you are done doing whatever it is you're doing, whether you leave roll call, which is a process where everybody comes to work and goes and the supervisor meets with everybody at the station, gives them anything that they need to know for the day, any information that they need to know, if there's any lookouts, if there's any of the actual departmental logistical stuff that needs to take place.
Information - Delivery_mechanism	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Sure. Yeah. Yeah. I mean, every once in a while, if it's incredibly busy, a supervisor will tell you to go in-service from the road, but 99% of the time you're going through a station. You're sitting down. You're having a face-to-face and then you would leave from there and everybody would go out their respective areas. We're provided geographical areas which

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								you're responsible for.
Information - Delivery_mechanism	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	I mean, it's all professional. I mean, when I'm at the station, we're usually talking about something that happened at work.
Information - Delivery_mechanism	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	...everything of importance that happened that day, you'll see a list of things, and you can click on it, and that'll give you the information about what happened. And that's what the sergeants do during their roll calls. They'll look through that, and they'll read those out loud for people to hear what happened.
Information - Delivery_mechanism	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	...And if you're not near another county building, you'd have to pull into a gas station and use the-- when the dispatcher would call you-- now, the radio was even worse back then. I mean, the reception was bad. But there was no computers, so you had to write down every call. Then once you write down the call, of course, there was no apps to find GPS or anything. So we had the old maps. We had to pull them out and find which way to go and stuff like that. Report writing and everything we did were-- when you arrested somebody and you charged them was all done by paper. I'm trying to think what else we did that-- I mean, it was all-- everything was either hand-written
Information - Delivery_mechanism	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	Yes. In the grand scheme of things, it's better, but like I said before, there was more personal contact with people when it wasn't all computer and all technology. I mean, there was more face-to-face conversations. Now you go to a call, and people will just show you an email of text conversations [laughter] as opposed to an interview. Now you have all these other things.
Information - Delivery_mechanism	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	Verbally. Verbally. In a verbal conversation. So now, you're getting accurate information because you're getting it right from a source within those outside agencies.
Information - Delivery_mechanism	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	Yes, so they're in here as well. They have a station. Whenever we go live from a planned event, they have a station where they send fire and EMS. Both come. Now, on the command bus, they're not on that, but generally where our command-- they have a bus as well. So, generally, where they



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								park, we're close to them. Yeah. We're close to them. So we can convey information whether we go over the radio or we physically walk to them.
Information - Delivery_mechanism	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yes. So we would come in, go to the locker room, get changed, put your vest on, put the belt on, and then we'd go to roll call, which the beginning of every shift, all the members of your shift are in a room. And then your supervisor is at the front of the room, and he gives you assignments such as Officer X is assigned to area Chinatown, and Officer Y is assigned to Union Station area, and this is the vehicle you have, and this is the equipment you're issued. And so basically, the roll call is essentially time where everyone is together, and they give you out assignments and what roles everyone's taking that shift.
Information - Delivery_mechanism	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Oh, it's good. I mean it's helpful that-- so my desk is there, and the Assistant Chief's desk is right in the other room. So if he needs anything, he's like, "Hey, [Name]--"
Information - Delivery_mechanism	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah, face-to-face more, except for a lot of people that are under our bureau.
Information - Delivery_mechanism	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah, admin email boxes. And then some things still need to be hand carried though, depending on what it is. But in the office itself, it's mostly just verbal communication.
Information - Delivery_mechanism	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Or you know the person really well. Yeah, it's hard to interpret an email, so I'd rather go to someone in person. It's easier and usually they can't ignore you if you go to them in person.
Information - Delivery_mechanism	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Our day begins is we log in to our mobile computer, and we go to our area of responsibility, and we get a schedule from the supervisors, so we know where we're going. And then, sometimes, we'll go into the office if there's anything we need to check. Sometimes, we'll go to a district station and attend their structured roll call. For patrol officers, they have to report for structured roll call at every shift, whether it's day shift, evening shift, or midnight shift.
Information - Delivery_mechanism	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	I've communicated with state police. Federal wise, anything I've done with them, it's usually we will brief together and then we'll take care of

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								whatever the assignment is. But radio wise, federal level, I haven't used radio for that level. Q: Okay, so it's usually face-to-face when you're dealing with --? SME: Yeah
Information - Delivery_mechanism	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	... And we rely heavily on NIMS in the ICS structure because we use a lot of special events, so we're bringing in folks to make sure we have that. So to communicate, to make sure everyone understands-- when you bring in that many law enforcement and we have a large briefing where we bring them in and basically, we walk them through the plan. The parts of the plan that are important to them, what they're going to do. And we do an overview of the entire plan so they're aware what's happening.
Information - Delivery_mechanism	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	...We actually host the bi-weekly meeting with all the law enforcement partners here, FBI, Uniform Division, everyone. They come, so we kind of all talk about, "Hey, this is coming up. This is on our radar." So everyone's kind of aware what everyone else is doing.
Information - Delivery_mechanism	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	...New daily briefs, any pertinent crime trends or anything that's come in overnight, or something that's pertinent to our bureau. Like we have major crash, so any crash fatality reports, anything like that.
Information - Delivery_mechanism	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] ...And they'll have that exact assignment, zone 15. So they'll look at the board then know they're going to zone 15. If they come back from sick leave or something like that then they'll actually walk into the supervisor and the supervisor will return them back to work and give them an assignment. But if they're coming in when they're scheduled they'll see their assignment.
Information - Delivery_mechanism	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...And so on a day-to-day basis we handle, I mean, really, department communications required just amongst ourselves. And even at the PSAC you'll see upstairs face-to-face or walking from one side of the floor to the other, there's a lot of communication that can happen that way just upstairs in the PSAC. But out in the field as well, as an incident may be growing, we deploy field command posts and other-- there are sort of forward command posts and command posts that are set more

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								back. And there's really a lot of face-to-face interoperability going on in the field.
Information - Delivery_mechanism	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	They are paper. They're on a computer. It's a rather archaic system that we have for storing our case reports. It's called CRIS. So we refer to it as the CRIS system. And it's not linked with other systems, so you have to-- if you want to get a copy of a case report, you have to log into another system to print it out. But we would at this system. No, we're not allowed. I know how to download it as a PDF, and I could easily throw it on my laptop and review it there, but we're not allowed to do that. So we just print out a paper copy, and then we just sit down and go through them, make our notes on them, and then just go meet people, and then just keep building our notes on the back of those reports.
Information - Delivery_mechanism	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	So what I want-- I want to finish on that, actually. The reason why I told you that story was the format, and that's what I want to impress upon you. We put out this car description: silver, black thing. Now, if I sent out-- how do I want to get that out to my officers for situational awareness in a dynamic situation? They don't have time to sit and open up a PowerPoint. I can't send them a PowerPoint slide. I need to send them a text message, bing, where it pops up, "Oh, that's the car." Now, when they have that visual of that car, that makes them a thousand times better at finding the car. I give you a auditory description, and you get-- yeah. But when you see it with your eyes, like, "Oh, this year, make, model, round headlights, square taillights," you're going to be so much better and more effective at finding that car.
Information - Delivery_mechanism	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	...So that's something just to be aware of, but how many black money collars do you see drive by every day, unless you really focus on a license plate or a damage to a vehicle. It's kind of really hard to keep that in the back of mind along with the gray car that's wanted for this, along with the blue car that's wanted for that.
Information - Delivery_mechanism	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	... So when I come on a Monday, I kind of always go on the computer. And I'll go back a couple pages just to see, "Hey, what's going on here?" I think just from my officer's safety point of view. He said, the lieutenant,

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								"It's pretty violent. We're doing real bad with the shootings recently." So that's just for me. I just want to see what happens.
Information - Delivery_mechanism	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Q: And generally through the radio? SME:No, face-to-face.
Information - Delivery_mechanism	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Yeah, some people. But I definitely try to keep those relationships going throughout the day. But it's a great environment, very positive. I love it here. I mean, I get to sit down and talk to the chief often. I talk to my commander, [Name], out there. I talk to him.
Information - Delivery_mechanism	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	I figured it didn't matter. But yes. So it's a nice environment. It's a very open environment. We're not a big city so we do talk to the chief. We do wave at the chief. We do talk to him. In some big departments, you don't ever see the chief.
Information - Delivery_mechanism	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Even though we rely on this stuff, it's really important, I would rather shoot a quick email and then run over across the town and go talk to someone in face, just to-- it's more personable. Because you have all the time in the world to use the phone, so. But that's why I do this position too. I like to be in front of people. I like to present.
Information - Delivery_mechanism	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	...So with that, all you do is you stop somebody or whoever, you get their driver's registration, and that's where you scan their driver's license, scan their registration. It automatically populates into the computer. And then you just hit print, and it prints out an exchange of information or the accident report. Everything is done on the computer, so for me, I've seen-- that was kind of the beginning of my career. That was I think when it really started to go. Here, nobody writes paper, rarely even a paper ticket any more. Almost all tickets are done on the computer.
Information - Delivery_mechanism	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	.... And then we bring up pertinent informant in a briefing, "Hey, be on the lookout for this vehicle," or, "Look, all these [inaudible] happened in this neighborhood," or whatnot, to try and pass that information down to the officers, the line staff, so that they know what was going on while they were gone.
Information -	LE	S	Supervising	36-45	21-30	Male	LE-S-028	... We're a really small agency but we're a small agency so we all know

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Delivery_mechanism			Field Responder					each other and we all get along. I can go and sit in the chief's office for half hour, just chatting about whatever, as well as I can go and sit in our dispatch center or whatnot.
Information - Delivery_mechanism	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	...I mean, as a rule, we'll meet as a command staff. We'll meet every Monday to discuss things. Other than that, I mean, I'll get phone calls from my immediate boss who's Deputy Chief [Name]. So she and I talk fairly frequently, usually by phone. Generally speaking, I don't have a lot of meetings with my bosses. It's more phone conversations about specific topics. And again, I try to get after the precincts.
Information - Delivery_mechanism	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Yeah. I mean, for interpersonal stuff, it's all face-to-face. For work-related stuff because we're all in the same precinct, a lot of times, it's face-to-face, but sometimes, it has to be emails because they all work different days.
Information - Delivery_mechanism	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	.... So if we're at a scene where both police and fire are present, it's very easy to talk to them. I think the police department and the fire department has an excellent working relationship. And from that perspective on a one-to-one basis at a particular call, it's very easy to communicate with them
Information - Delivery_mechanism	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Oh, absolutely. Absolutely. Because it's the same as having a face-to-face conversation or trying to have that same conversation by text or email, right? Because I can look at you and I can read body language. And if one of or both of us get stuck on a point, we can work that out.
Information - Delivery_mechanism	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	... So I will use the computer to look at that. I'll look at bulletins that are on the computer, I'll print those out, and I will ask the other sergeants in the area what was going on that day. So that's how I try to-- and then we have a board that we use and I look through the board to see if there's pertinent items--
Information - Delivery_mechanism	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	... So then we go into roll call, give the information. After roll call, the officers that go to cars, they go to their cars.
Information - Delivery_mechanism	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	--we talk face to face, right. I use the old phone if I need to call a detective or a follow-up unit. A lot of work I do, I have to call our

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								operations center and I use the phone, either the work phone or my cell phone to do that. I do find that-- I know we don't like to print a lot of stuff out, but I do print stuff out for a lot of reasons. And if I want to print, I have to walk over to the door to pick it up. And then if I want to print it in color, like a picture of a person's face, I have to walk way down to the other one person--
Information - Delivery_mechanism	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	... I will go and I will put that-- when I'm in charge of the roll call, I won't even read that. I won't read it, because they already know it. We train them a certain way.
Information - Delivery_mechanism	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] Face to face. Yeah, I mean, sometimes I could send an email, I could pick up the phone, but I choose to get up from my desk and walk in and talk to the person. And yeah.
Information - Delivery_mechanism	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] More discussion. I think you can communicate your point better or there's no emails and messaging as you know just from texting can not portray exactly what you're meaning to portray, right? And I think face to face, I just think you can communicate better that way.
Information - Delivery_mechanism	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] It's a lot more contextable that you couldn't see otherwise in communication I think. And from a technological perspective, sometimes I'd rather be face to face rather than chit chatting and reviewing an attachment on an email thread. I like to be there, point things out, explain things, have that discussion face to face.
Information - Delivery_mechanism	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] To actually do the email piece, or you just want to be able to talk to them, and point it out--
Information - Delivery_mechanism	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	... We have an inbox, we have a stack of reports to read, like he's doing right now, and then as we come in we make little corrections and then tell the officer, "Okay, it's good," and then he can go home or he goes back on service.
Information - Delivery_mechanism	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Oh, yeah. Oh, yeah. It's very regimented in that aspect. Say, it's 6:00 AM lineup. You meet with the lieutenant and the sergeants, and they call the roll and go over any issues for the day, hand out the assignments.

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Information - Delivery_mechanism	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Yeah. So we've got multiple watches that come in. They check in their day watch, their late days, then your swing watch, and the midnight guys. So the routine with that is that they would be checking on, get ready for the lineup, get their gear and everything else, respond to the lineup, meet with the platoon commander for the day, get the brief time activities that are going on, things that need to be done, or any bulletins, or any warnings, or anything else that come up. They get those notifications. They get their assignments, their sector assignments, and then any other information for the day, whatever has to be passed down, if there's roll call training or something that would be given at that time. So at the lineup, once they've done that, they would have all their equipment.
Information - Delivery_mechanism	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	But these events, depending on what the event is, don't raise to the level where we're going to open up a huge DOC, where we're going to have representatives from all these other agencies and be in there for a huge instant command kind of thing. We're dealing with this command on-site for this event in there. So unless it mushroomed out to something different, we wouldn't stand another command post. We would have our mobile command out there typically or we would set up a command post on-site. But again, it would require us to be in close proximity to all event organizers, all these other entities involved with the event to get that information shared.
Information - Delivery_mechanism	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	And then person-to-person wouldn't be unless you actually walked up to a particular post and identified an issue or you reassigned somebody to someplace else. But most of it will be directly feeding off-- if there's a observed issue out there where there's a crowd is getting too rowdy, or there is an unruly group, or there's a medical crisis, or there's some other call for service that came up for robbery, a battery, or something like that, we coordinate the response to that unit-to-unit, to get a unit to respond over there.
Information - Delivery_mechanism	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So I would say the station level as far as I'm around, everybody gets along. Some days you're doing more or less, but that's to be expected,

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								just because of staffing and the changes in a lot of jobs, or we're trying new stations is allowed to get newer officers coming in that make it not monopolized with the reports. Communications, everybody speaks to each other, talks to each other.
Information - Delivery_mechanism	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...And as their shift is coming towards an end, we'll have an overlap of another shift coming on. That next watch coming on will get the same similar briefings, whatever information needs to get passed forward to them. And they would go out in the street.
Information - Delivery_mechanism	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	... Somebody else is making notifications, and we'll respond accordingly and then, additionally, locating witnesses and trying to get more information, that kind of thing, so.
Information - Delivery_mechanism	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Not with work people. No I don't find text messaging something that I try to do with a lot of work people. Usually because text messaging is so short and sweet you know there's not a lot of time to really explain I know there is but it's easier to talk than to type out the explanation. So yeah that's probably it unfortunately fortunately? I don't know what other types of communication there are.
Information - Delivery_mechanism	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	I provide them information you know we do follow that kind of NIMS idea where we have a public information officer...
Information - Delivery_mechanism	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	And that again is just the same. I mean it's mostly email, phone calls, in person meetings. You know you schedule a meeting with all the people and you all get in a room and then you all tell each other what you think they want to hear let's face it and then you go home and complain about them. They never listen to me. But yeah and so you get emails, exchange emails back and forth and phone calls yeah that's about it.
Information - Delivery_mechanism	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] They send us street numbers, give us the name of the people, outside of that we got to go from what we can figure out we know. Like he was saying we have to (INAUDIBLE 00:12:36) if we don't buy our own GPS you better have a phone.



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Information - Delivery_mechanism	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] Dispatch gets the call from the reporting person they say this is what's going on. We have a computer system which is the call log center, they sign in, call tells us what it is and then they reach us over the radio tells us what the address is and then send us.... We're going to do a search warrant on a house we do what's called (INAUDIBLE 00:21:50) which means no one else in the department talks but the people that are out there on that call.
Information - Delivery_mechanism	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	Sure. We start out the shift and we're talking to the folks who are coming off shift. We're seeing what was going on. We'll generally have at least a little bit of time in the department in the station there and go out we check our car, we check our equipment then we're out on the road and most of us we've got our kind of patterns where we go when we're out there but and then we're just patrolling until we get a call and if we get a call then we'll go someplace specific yeah and but otherwise we're just driving around trying to make sure people are feeling safe and feeling okay about what they're doing. So that's generally what we're doing when we're out there.
Information - Delivery_mechanism	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	Yes ma'am yes. We start the morning there we end the afternoon there. It's fine. If dispatch is there we usually come in. We're joking with them usually. We'll run over what happened during the day, we'll talk about maybe what didn't get done, if something didn't get done for some reason so the evening shift can look at that take that on you know but not much. If we've had something going on during the day we might have to be writing a report or finishing something up but that's really pretty rare really.
Information - Delivery_mechanism	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] Yeah so we try to have a set thing like me and him talk today we're going to do this, this it always fails.
Information - Delivery_mechanism	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	At the other campuses it's only one or two so but you're going to come in you're going to have a chat with your supervisor kind of figure out what's going on for the day. We do a lot of we call them business checks but it would be a lot of walk through, building checks, location checks so sort of expected but throughout the day when you're not answering

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								calls, you're not doing traffic, your job is to be visible whether that's riding through a parking deck, walking through a building that's a big part of what we do as an institutional police department.
Information - Delivery_mechanism	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	I would say it happens on calls you know if it's any sort of call where there's a perception there needs to be another officer there, there will be another officer there. We have the luxury that we can we're close and we have enough officers we can have backups. You're definitely going to have face to face communication on a lot of your calls. I mean you go to a building unlock you're going to go by yourself or you go to a wreck you're going to go by yourself.
Information - Delivery_mechanism	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	We're very close to getting that but we don't so a lot of officers complain about that having to hand draw their diagrams and hand write their accident reports. Ticket writers I think people would like ticket printers you know having electronic ticketing I think people would like to have but again we don't write a ton of tickets here so when guys complain about that it's like if you were writing 20 a night I'd feel bad for you but you write like 4 a month you know you can make it happen and then having access to NCIC in the vehicles which I think is important.
Information - Delivery_mechanism	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Give it to this guy that kind of thing and then that's on a Sergeant I think to stop that but that sort of stuff happens playing favorites those sorts of games or sometimes dispatch will be uncomfortable saying something over the radio so they'll ask you to call dispatch or they'll ask you to come and meet them in dispatch and it's like well that's defeating the purpose of all this. We have these radios for a reason. We have means of communications. We don't need to always but there's probably more face to face here than there should be because of the commun-- not in terms of personal interaction but people like during the course of their job either calling or going back there to talk to dispatch instead of just doing it I think either over the radio or on the MDT but again this is me offering my personal opinion as opposed to what but I think I speak for the communication supervisor as to what she would like to happen.
Information -	LE	R	Field	46-55	21-30	Male	LE-R-052	In the morning, the only routines that we have are every morning we will

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Delivery_mechanism			Responder					send out a brief. We get a pass on from the night lieutenant. If I'm on day shift this week, I had a pass on this morning from the night lieutenant to let us know anything that's going on, major that's taking place, that may take place today, like a major incident, and it may carry over to us. We'll do a debrief and then from there we'll send out the bulletins to the deputies using our computer system.
Information - Delivery_mechanism	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Some, normally in the mornings it's face to face because our morning section because when I'm coming I'll normally come work early, 30 minutes early. We have to be out for a quarter to five, I'm normally out 4:30, 4:15. Our off-guard lieutenant will normally be in the office typing up his paperwork or his pass on information, so we'll do a face to face.
Information - Delivery_mechanism	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Hurricane, what we experienced in Hurricane Katrina was catastrophic phone failure. There were no phones. We even talked on the radio or we had to meet up face to face because most of the towers here from Hurricane Katrina were destroyed. They looked like pretzels, there was no communications.
Information - Delivery_mechanism	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Q: Okay. And you mentioned that you've got meetings and training, so you've got a lot of face to face communications. SME: Yes, ma'am, Yes
Information - Delivery_mechanism	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Alright. Well our department, our fire department is set up to where every first Wednesday of the month we have a board meeting which everybody's always invited to attend. And then the second Wednesday is a departmental meeting where we actually cook a supper and the whole department meets as an organization and then every Thursday of the month, throughout the year, every Thursday is a training day where some days we'll do classroom activities.
Information - Delivery_mechanism	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	So you almost had to just tell them like me and you are talking face to face, key, look, we have a disturbance at this specific location, or they would just follow us there. So yes, I do believe that especially across American, we need to become more standardized in radio etiquette especially when a major incidence goes down that we can communicate

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								between police and fire and ambulance and all be on the same page. And I think national incident management has done some of that for us but we still have a long way to go.
Information - Delivery_mechanism	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Yeah, I do believe so. I do believe so. I believe that... yeah. Training wise, and technology, I think that the officers are becoming more, more reliable on less lethal means, because of different, the trends on social media, and even more dependent upon the computers and the radios, rather than being able to get out there and just the old police way and talk to somebody. Nowadays when you go to a restaurant, rather than seeing face to face conversation, everybody is on their phone texting. So I do believe that in some technology has hurt us. It has helped us along the way, but it has hurt us a good bit as far as that face to face communication and being more isolated. Rather before a police officer would get out there on the street and talk to somebody and develop information. I can remember walking down the street as a [Job title], canvassing and talking. Now they're on their phones, on their computers in there, searching somebody's bank records, searching their phone records, they're going through all of--it puts them in a bubble. It puts the police office in a bubble where no longer does he have to get out there and interact with the community.
Information - Delivery_mechanism	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	... But I mean I would love to have computers in all of the fire units that we--I mean we still generate handwritten fire reports. When an officer goes to the scene, he generates a handwritten fire report, brings it back and turns it into the station and we put it into the computer system.
Information - Delivery_mechanism	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Well, between unit to unit, of course you've got the radio traffic, and they use their cell phones quite a bit. There's some face-to-face, where they meet with each other and discuss what's going on or whatever, but typically, they respond to calls, if it's not enforcing traffic, of course, if they're out checking for speeders or whatever, but then you have your dispatch calls to your accidents, your medicals, sometimes if they need assist, Fire Department.
Information -	LE	U	Field	36-45	11-20	Male	LE-U-055	Yeah. I mean I think we get a lot of... interaction when our officers are

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Delivery_mechanism			Responder					out and about and, hey look, I saw this guy the other day and so word of mouth, face to face information that comes in to officers as they're out on the street. You know we're starting to see social media, or not starting to see, we've have been seeing it. With social media and you're pulling information off of that. And so... we don't have a full-time analyst that monitors social media but I think there's probably a... we could certainly fill that spot if needed.
Information - Delivery_mechanism	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Then it's kind of a face to face interaction, you know? Assuming it's just a normal, everyday, we either had a small fire or medical emergency of some sort. It's just interaction between their personnel and our personnel. Hey look, this needs to happen. We've got to do this and we have to do this. You know? I would... in a major incident that's going to change just because of the mutual aid and everything that's going to be going on and I... I'm not quite knowledgeable enough to speak exactly on what that would look like. I think Lieutenant [Name] who's our communications supervisor can probably shed a little more light on that but.
Information - Delivery_mechanism	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	--going to talk to them? And then you know I think we've already talked about it but they have the MDTs in the car. So they're getting information and communication through that. They're dispatched via radio so they're getting information through that. And then any face to face interactions that they may have where they're getting information and communication.
Information - Delivery_mechanism	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	As a sergeant, not quite. I've only been a sergeant for a little while. Before that, I was a traffic officer on a motorcycle. For me, it's--I try to wake up early enough to make sure I can get to work. I keep all my work stuff in the same place, so I know where it is. I usually have whatever uniform I'm going to wear set up the night before, come in, we have a shift briefing, pass on any information we have from last night or anything new that we need to pass on to our officers, then I usually go get some coffee, come back, and start writing reports.
Information -	LE	U	Field	36-45	11-20	Male	LE-U-057	... And then towards the afternoon I'll meet with my detectives and see

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Delivery_mechanism			Responder					what they have going on, see if they have any questions or anything like that that I can help them with.
Information - Delivery_mechanism	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	I think it's changed [inaudible] the years for sure. I mean it used to be a lot of phone calls and face-to-face talking. Now everything seems to run through email.
Information - Delivery_mechanism	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	Victims, I always prefer to meet face-to-face with them. We will email and try to set up appointments to talk to them and have them come in. We'll speak with them on the phone to have them come in. But I always want to meet with the victim, sit down with them, put that human aspect there and let them know who the detective is, who the person investigating it is, let them feel comfortable talking to us. And once they make that connection, I think maybe they feel more comfortable calling us with information. Or they have a concern, then they know there is a face to that voice and I can, that person is there to be my advocate, they can help me through things. So I think that's very important.
Information - Delivery_mechanism	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	I kind of stay in my office most of the time unless I'm meeting with my guys. I have a lot of paperwork to do, so I don't really get out and talk to the officers too, too much. I kind of worry about my detectives and the people under my command, and I take care of my paperwork and the reports. So I would say I don't interact with everybody in the station as much as some of the ranks do here, other officers.
Information - Delivery_mechanism	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	When I first started, honestly when I first started, we had email, but it was used very rarely. Maybe 5 emails a day you would get, and now it's 56 emails. If you were dealing with your cases, it was never, information was never sent to you in email. Your supervisors didn't tell you what to do in email. I mean it was a lot of face to face, a lot of, maybe we used phones more back then, than what we do today. It's just, that's the main thing.
Information - Delivery_mechanism	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	I think email can sometimes cause communication problems to be honest with you. I know it's a trend, and I don't want to bang on emails. I get all the great things that we get from emails. But you don't always get

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								the full picture when you're just emailing, and people maybe don't feel comfortable sending their questions because they're afraid of who else might be on the email trail or who it's getting sent to afterwards. So I think sometimes having those face to face, people are more comfortable to ask a question and not be embarrassed later or something that they didn't know or that they wanted to ask and didn't ask.
Information - Delivery_mechanism	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	But you know, certainly we have processes that we follow and that being, you know, generally the guys will come in and they will brief amongst themselves as far as information that the previous shift dealt with again, you know, what type of incidents they dealt with the night before. They will brief the oncoming shift so they are aware of anything that may carry over into that oncoming shift. Once everything is done, we will go out, we will do our patrol car checks, make sure everything is good, jump in your office for the day, and then you know, go out on patrol. But, you know, as far as anything routine that we really do other than those briefings both at the end - excuse me- beginning and end of shift, that's really the true routine for patrol
Information - Delivery_mechanism	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Okay. And so it seems like that communication that is face to face amongst themselves.
Information - Delivery_mechanism	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	But again we are much smaller, you know. A lot of larger agencies may do it with a shift briefing via email, you know, where a [Job title] or [Job title] or something along those lines is briefing, where everybody is not brought into the same location, it's done, you know, electronically. There certainly is that option as well. We are very small, so we, you know, our focus is the face to face.
Information - Delivery_mechanism	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	I am pretty much just email and phone, yeah. You know, person-to-person contact when we have meetings and stuff like that but a good chunk of it is just email and phone.
Information -	LE	S	Field	36-45	11-20	Male	LE-S-061	S1: And what about for your officers out on patrol? S2: Mostly face to

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Delivery_mechanism			Responder					face contact.
Information - Delivery_mechanism	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Yeah. We do a roll call. I mean, it's pretty informal. There is a special attention list that they are provided, whether it is to pay special attention to a stop sign or we are looking for this person to arrest, they have got special attention books that they are responsible for.
Information - Delivery_mechanism	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	To an extent. We are not - some of the [unintelligible] are fairly micromanaged, we are not here, I mean, you come here; you would be here on time. We have kind of a daily roll call, other shifts will go over, you know if there is BOL for this or you know, stuff like that and then aside from your call that is kind of - they kind of leave it up to you to go out and - you know, if you wanna go do neighborhood checks, gonna stop by the businesses that day, if you feel like working in traffic enforcement, as long as you are doing
Information - Delivery_mechanism	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	It depends. I mean, I would say 90% of it is. We also have more sensitive missions, if you will. You know, if we are going to pick up somebody on a warrant, we will have all the officers meet in the station, go over our game plan, figure out where everyone is going to be, what everyone is going to do. We got a [unintelligible] board at the back, you know, if we have certain things that - really in-depth, things of that nature; we meet with other agencies here who need assistance [unintelligible] come out to look for people before; Department of Corrections, state police, Child Protective Services, so we will meet them here in the station a lot of times, formulate a plan and then go to the location, but then all the communication is done in person, so when we get there, nobody is confused; theoretically, nobody is confused.
Information - Delivery_mechanism	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Well, face to face in terms of the diagram, we put something on the board, there is no way to diagram or make a drawing on the MDT and send it to somebody and as far as us here at [town], you know, you say you take the east side of the house, you take the west side, north, south; we all know what that means. But if you get some agency from out of town that doesn't spend much time in [town], you know, they are like, it's a grey day and there is no sun for reference, and like...what is the west



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								side and which is east, you know?
Information - Delivery_mechanism	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	We will sometimes actually draw it and print it out with a copier machine so everybody gets a copy of -
Information - Delivery_mechanism	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Sometimes, there are communication - I mean, we try and be pretty good but now and again between like the 3 shifts; like midnight is almost like being on an island because you are cut off from all of the normal day stuff and every shift is different days - like you deal with the schools, nuisance stuff, if the businesses are open, things like that. Afternoons gets a lot more of the crime kind and then midnights -it varies, but the communication between days and afternoons is pretty good. Like a lot of times I will hang over and do traffic overtime for a couple of hours after my regular shift so I talk to those guys at noon, make sure that everybody knows what is going on, to let me know stuff that is going on in that afternoon shift. Whereas midnight is a little different, you know. A lot of times in the morning they barely got their eyes open, wants to get the heck outta here, not linger around and talk, but at the same time, I mean, we have, on our computer system, we can go there and read all the recent reports; we can see what happened last night. I generally try and read the reports every morning; if there is a problem, I will answer. If I think we are going to [unintelligible] some more I will know.
Information - Delivery_mechanism	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Yeah, I would say about in the 80-20; 80% probably face to face and then 20% that is probably going back and check the logs for the computers and scan documents or something like that or check previous calls to that area.
Information - Delivery_mechanism	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Right. Yeah. We receive a phone call or a walk-in and I would say about 85% of the calls for service that we have are generated based off those phone calls and then about 10% of it is maybe someone walking in or [unintelligible] on the road or something like that and then another 5% is just straight off initiated on the road, so..
OE	FF	S	Other	36-45	11-20	Male	PS-S-001	It is a fully integrated department. Right. So we've got EMS, law, and fire,

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			Public Safety Personnel					of which, we rotate back and forth between bureaus. And, I mean, it's a very unique experience.
OE	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Yeah. So for example, this station, we do annual sign ups. So each year, we'll bid for either fire division, patrol division, or special operations. Special operations is like our training units, our internal affairs, our community service officers [with the schools?], detectives, our motor unit. So anything that isn't kind of the two main bureaus falls under special ops. But fire bureau, within that bureau, you have a whole bunch of specialized assignments. Like this station has, normally, a platform, a ladder truck, and so that's a specialty assignment. This is also your hazmat team, so it's a specialty assignment. So within those assignments, we have rotations for specialties that are anywhere between three and five years. So being the supervisor in charge of this hazmat program on A-shift, I have that window of I could be here in this role anywhere from three years to the maximum of six years. I mean, obviously, there are some [spin-up?] costs, and training costs, and just getting to know your job. Likewise, same with a canine officer, or a detective supervisor, or something like that. So it is a very unique challenging place to work at. There's lots going on.
OE	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	And in our city-- off the record, of course. But it's about a 160, 170 thousand people, peak hours. And so with that, we have six stations and we have a police substation in the middle of it. So with those seven buildings-- our fleet for fire ops is we have, what, 13 apparatus. Three of them are trucks. 9, 10, 11, 12. Is it 11? So, yeah, 10 of them are engines. No. I'm sorry. 9 of them are engines. 1 of them's like a heavy rescue, USAR, hazmat kind of combo which is housed out of here. So then on the patrol side, we have anywhere from 6 to 7, 8 units on at any one time to maybe 14 to 18 units on depending on peak hours. It's a busy place. A busy place to work.
OE	FF	S	Other Public	36-45	11-20	Male	PS-S-001	... And in this department, because we have a whole bunch of unfilled positions right now, we do a lot of mandatory overtime on both bureaus.

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			Safety Personnel					So these guys will be working here today, and then tomorrow, one or two of them will go work on patrol shift for 8 hours to 12 hours.
OE	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	It's interesting because most of the complaining happens outside of the view of people who can answer the question. They don't want to complain to me because then they know I'm going to tell them how it is, and that, "No. Actually, if you press that button it will work." But if they can go over here and say, "Every time I press the button it doesn't work," when I know it does, then we are a headline news society. All they're reading is-- it's kind of this mindset that has just engulfed us. And it happens even in law enforcement and fire. So having the resource. Making people completely aware of how the technology works in a non-technical way. And giving them resource. If there's a problem, if you give them an answer to where they can go, if they know every time that they have a problem that they're going to be able to go somewhere and get the answer for the solution, I've noticed that that takes away about 80% of the angst. I mean, it cuts down a lot. Nothing's perfect. You're never going to make everybody happy. But it's a lot of the little technology things that we do. When we put new laptops in the car, people complain. I shouldn't even say this on tape, but this isn't published, right?
OE	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Yeah. So, I mean, I think FirstNet has a good group of people. I think they're working hard. I think they've done a lot of great outreach. I think our profession has refused to listen. I mean, that's why we're doing more town halls and more public stuff. I think FirstNet has a great plan for getting that done because they've been going-- I mean, I can't tell you, but I think FirstNet's been here six or seven times the last five years--
OE	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	It is. Overall, I mean, our radio system, we budget-- so [City] is somewhat unique. We do a 20-year plan. So we do a 10-year budget, 20-year plan, and then we do a 2-year budget cycle. So every two years we budget for two years out. We have some flexibility in that. It's more difficult to move money. But then we budget for the 10-year realm and then we put a forecast for 10 years. So that gets us 20 years out. Microsoft actually adopted our budgeting process.

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OE	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	We've had a history of never laying anybody off in this city. And we do budget appropriately which makes our finance department very strict at times, so sometimes they're difficult to work with. And we're doing different things now. Our new city manager-- well, not new, she's been here a couple of years, but [Name] has been here a couple of years. She was in [City] and [City] prior to that. And she's changing some of the way we do business that makes it a little bit more effective. So money is not necessarily the issue if you can make the business case [laughter]. And we--
OE	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	In our organization? I would say we're middle of the road. We're a leader in some areas and we're way behind in others. I mean, these voice over IP phones, those are four months old. I mean, we haven't had voice over IP. Radio system-wise, we're cutting edge.
OE	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Yes. Yes. So I think everything's going to go tablet. Fire is really pushing tablet. I mean, Fire has been tablet-based for a long time in some areas, and most of the agencies that I've talked to are going tablet. [City]'s switching to iPads. They're getting rid of their MDCs. I think we'll do the same eventually.
OE	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Right. But you do become more efficient overall because you have better information when you're going where you want to go. I don't think the adoption of technology is causing a problem. I think what's happened is there's a disparity amongst agencies. Everybody had report writing back in the day. Everybody had portables. So then you have phones and laptops and tablets and APIs from different software companies that can do this and do that. And you've got agency next door doing all of this cool stuff with their electronic citations, but we're still writing paper citations. We want that. And by the time you convince everybody here that we need to get that, we got our paper citations. "Oh man, they're doing electronic report writing for crashes. We need to get that." So there's a disparity. And as you move around the counties then you find somebody else who's doing something else really cool. "Oh, we're tracking all our officers by GPS though iPhones that we issued to them."

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								"Hey, we need iPhones." So you have all these agencies that you look at that you say, "That's really cool and I want to do that," and then you have one agency that looks at that and they say, " Well, geez. If I do that it's \$10,000 a year, if I do that it's \$20,000 a year, and by the time I'm done it's \$50,000 a year and now I got to ask for the money." So I think it's figuring out a way to really know what's reliable, what works, how it works. In most law enforcement agencies that I know or even fire agencies where something like that gets implemented, it's usually the one guy that's the hobbyist that loves it and then he gets it implemented--
OE	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	And so sometimes you don't have adoption by everybody because they don't want to use it. I think, again, that's becoming far and few between because of the age of people that we're hiring. But I mean, we had a guy up until a few years ago who didn't even have a cell phone. And when he finally got a cell phone-- and I'm talking like three years ago didn't have a cellphone, and when he got a cellphone, he has a flip phone that has 10 buttons on it.
OE	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	I think everything going on in society. I think it's just-- whether it's drug behavior, whether it's mental health behavior, criminal behavior, society perception, I think all of that right now has become kind of a sensory overload for officers. And what's sad is I think that the stress that we saw in the '80s and '90s which got the strong retirements for law enforcement, that got taken away recently and weakened those retirements, I think the stressors that officers are going under, I think it's going to increase again. I think we're going to see the shorter lifespan. I think we're going to see-- the only good thing is, is the health of officers is up. The fitness of officers is better than it has been, at least locally. I don't know nationwide, but I mean, at least locally, the awareness of healthier eating habits and fitness is better than it has been.
OE	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Yeah. We dispatched for 13 different agencies.
OE	COMMS	R	Manager	46-55	11-20	Female	COMMS-	[S2] We're a consolidated dispatch center.

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							R-008	
OE	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] So they're called takers. They handle police, fire and EMS.
OE	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Summer it goes up. There's two months in the summer it pretty much doubles which is July and August and then winter so our average is about a hundred calls for service a day and so in the summer it's you know 200 calls a day. Some winter we will get it in the winter at certain holidays like president's weekend is a big ski time so everybody you know have a bump up in calls then so certain if there's certain events going on so it's very driven it's driven by tourism. Who is coming and going you know what activities are being promoted.
OE	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] We have a minimum of two on shift at a time. We try to have three. We have we're authorized to fourteen full time employees but typically it's two and that's our minimum for our mandatory minimum.
OE	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] They rotate every 6 months. They don't rotate from they bid on their shifts so it goes first by rank and then seniority and so supervisors get put where I put them and trainers will get put where I put them if needed but I try to give them as much flexibility as I can with their scheduling and they bid they work 4 on 3 off, 3 on 4 off schedule so it's a 12 hour shift and they have the ability to bid on that type of shift as well as opposed to another that is a little different.
OE	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Well let's start with phones. So they have the 911 lines which come in off of 4 camera trunks so basically it's set up so that so there's four 911 lines, there's ten other lines?
OE	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] And for the radio they handle 700 megahertz radios they answer on fire the HF radios and there's I don't know off the top of my head probably they handle four primary channels, radio channels and then up to six it's probably about right six to eight I guess and that's also through the [brand] IP based radio system and the phone system is IP based as well and okay so there's the phone. They have a CAD system so their computer system they have eight different screens so eight monitors,

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								CAD system which is operated off of a desktop and the software programs they run would be the CAD system itself, computer aided dispatch and then the our the eyelet system which is your criminal justice information. They run that program. They have a [application] which is a 911 text program that they use and then emails, general management, records management, they have the jail, they're able to take the control over from the jail so they're able to use touch screens to open doors or whatever they have to do if they have to.
OE	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] No not very much. We have had calls so they've been it has been used in a positive way where it was a true text to 911. They couldn't call so I think we've had maybe four and we've had it in place for 2 years I think now. So you know it's basically doing exactly what most people said it was doing which is very low.
OE	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] ...They don't have the we haven't purchased the software yet for the fire and police but the fire's getting purchased this year for the line of questioning that they'll be asking. So yeah it's really call specifics but in order for them to get help on the way they have to have the address and the call type.
OE	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Exactly. So that's very important for us to be able to in our CAD system has a automatic ping to the cell within 30 to 50 seconds it will automatically ping and then we can manually ping as well after that to try to better exhume it yeah if we can get off the cell tower you know get more precise information which we do sometimes.
OE	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] And in the town that we live in it's challenging. We're using anything from you're using anything and that's what I wasn't trying like even in that meeting to say we all need to be on the 700. I know it came out that way but I know that it takes every single type of radio or cell phone or phone or smoke signal to I mean out here you could be in the middle of nowhere, you could be in wilderness land and you can't take anything in there so you got to get the authorization and that's timely and you know so it can be difficult so you have to figure out what works and you have to be flexible enough to recognize that and support it.

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OE	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Obviously not using type printers anymore or index cards so all of our records management. We moved out of our card files and implemented them into the records management system so that it shared across all the agencies so they have that access to them. You know if they'd come across an individual they can see well okay this guy's been doing this, this and this you know or whatever so that's definitely been useful. Can you think of anything else?
OE	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S3] This is is the first time I've worked with a piece out in my career and so it was eye opening to say the least at first but I think that it's more for a lot. It's changed from when we used to have our own selective router here in the [County] because we had multiple ESOPS in the [County] that was consolidated and the way that we received calls, the equipment that takes the calls is new. We're looking at replacing that with nex gen. It's constantly involving the changing.
OE	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] We get a lot of 911 hang ups mostly off the mountain. Now with the smart watches doing 911 hang ups. They move their wrist. That's a real pain. That's worst than the pocket dials.
OE	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S3] Another technology initiative that we saw fail in this [County] was the fire several fire agencies were trying to get mobiles in their vehicles and right now there's very limited capabilities for fire to see the important information in their mobiles that law enforcement sees and again it comes down to just lack of funding and ability for them to tie into these calling systems and so I think that interop just isn't radios there's more to it with these officers, these first responders need to have certain information, they don't need to see arrest records and things like that but there's a lot of information that they crave from dispatch and they just don't have any way to get to it because they can't have the tools that are funded by the law enforcement side.
OE	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Well they do now. They do now. Because they have apps on their phones now that they can listen to the radio. It's not mission critical you know you can try mission critical piece of a device but they can listen you know just click on it and listen to it which is great but if it's not



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								mission critical then you can't depend on it so it's just another nice thing to have.
OE	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	And so in our county, we're organized under the town of [name]. So all of the agencies in the county we dispatch for.
OE	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Everybody except for state patrol. But we're managed by the town of [City]. So my boss is the Chief of Police at [name]. But I really answer to everybody, all the chiefs. We have 24 dispatchers and supervisors, and I herd them.
OE	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	24. Dispatchers and supervisors.
OE	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Representatives from every public safety agency in the county sit on that. So the the hospital has people there. The ambulance district, the courts, fire departments, the police departments. Our health and human services people are there. Anybody can come to it. It's open meetings but the-[talking about the [Organization]]
OE	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Last year we did a complete remodel. Actually this year in May of our comm center. So we took everything out of it. Moved it into a different room for a couple of weeks and we stripped it down to zero and put new furniture, new computers, new everything pretty much.
OE	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	.... But yeah, and we train law enforcement dispatching first. And a lot of places go with phones first. And I don't know why we do that, but that's the way we've always done it, I guess [laughter]. I don't know. But it seems to work out pretty well.
OE	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	...Particularly, in our community, a lot of our Spanish speakers have Spanish phones, of course, and the product that we have doesn't translate Spanish alphabet. I guess as it were, all of the different accent marks and stuff like that come back as pretty much gibberish.
OE	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	... So we have a cell phone in the center that we sometimes use to text out and try to initiate contact with people. Once we've got contact then we're good

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OE	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	But, I mean, frankly, in [Name], we have so many young alcohol induced stupid people, our thought is we're probably going to get a lot of pictures of penises [laughter]. And for no reason whatsoever. Sorry, I said it. But is that something that we can choose not to look at. Like the dispatcher can say, "Well yeah, okay. Thanks for the phone call," and just whatever. Or is it going to be something that's always there, regardless of what is sent and whether it makes any difference to the call or not?
OE	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	So, I don't know how that's all going to look on the data. I think our county is pretty well poised already, and I think addressing has to be 98% pure. We've been cleaning data for months trying to get to that, and we've come up with some solutions that we're going to probably change our processes.
OE	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	... So we have 53,000 people that live here, but in the winter time, the population of our county is closer to 85 because of all our skier visitors. And a lot of those people call 911. They're lost. They're hurt on the ski mountain. They've crashed their car because it's snowy. All that stuff, and so, a lot of that impacts our business. But their surcharge goes to wherever they live. So we don't get that funding from them. That's one thing. Location information sometimes is difficult to get from a cell phone. And again, we have a lot of visitors here. And they never know where they're at. Had no clue.
OE	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	There might be 40 or 50 houses, 40, 50 families, and none of them have a phone. So we had to go get-- we had a different program. We have [name]. And [name] allows people to sign their cell phone up and associate it with an address. So that they can get that Reverse 911. But if they haven't signed up for it, they're not going to get anything.
OE	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Constantly. We split the county into four; it's east and west basically but east law and east fire, and west law and west fire. And the fire dispatchers work with their law partner. The law dispatchers are a lot busier most of the time, and so the fire dispatchers are the call takers as well, and they work to back up their law dispatcher on running plates and parties and stuff like that. And then, when the gas line breaks and

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								you have this huge input of stuff, then the law dispatchers kind of help back up the fire dispatchers. So they are talking to each other constantly.
OE	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	No, they do. We try to rotate every day. Since we have four disciplines, we try to have each person-- if there's four on shift we try to have them take one a week. Or they work four turns. It just works out. That doesn't always work because we have trainees and they have to have a certain channel, but we do try to rotate. We also rotate their shifts. We rotate every quarter, and you can pick the same shift three-quarters, but the fourth quarter you have to take something opposite. So if you work week days for three-quarters of the year you have to go weekend nights because they're different calls, different stuff comes in at night and on weekends. And then, if we have extra people, usually they just answer the phone or do something, go get ice cream [laughter].
OE	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Most of the jurisdictions here near [name] have a civilian corps of dispatchers and 911 call takers. Here in [name] we have paid firefighters that have gone through all the fire training. They've spent years out in the field. And then at a minimum of five years, then they're allowed to come up here and be in the communications division.
OE	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	There are other smaller jurisdictions that have one dispatching center for sheriff, police, fire, ambulance, everything because they're smaller. But we have 37 fire stations and over 1,400 career firefighters, it's quite a bit.
OE	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Yeah. It's funny because time of day, in the morning you have all your car accidents here in the [name] area, between like 5:00 and 9:00, you have a lot of that. And then you get a lot of the medical facilities. People go for their doctor's appointments, and then we get a lot of medical facilities calls between like 10:00 and 1:00, because they go to their doctor for a checkup and then they have either chest pains or trouble breathing or a seizure or a stroke or something like that while they're at the doctor's office. Or their blood pressure's too high or something, and the doctor feels like they need to go to the emergency room. So they call

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								an ambulance for that. And then you get a lot of people that break for lunch that have problems...
OE	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...And then you have the commute going back home at the end of the day... A lot more accidents. And then also at the end of the workday it seems like kids are out of school, there's a lot more activities, so there's a lot of kids with accidents on the playground, at different sports fields, depending on the time of year, soccer, football, baseball, swimming, all that other stuff. You have accidents after school. So between 5:00 and 9:00 it kind of picks up. And then depending on summer or winter, if it's summertime you get a lot of people in the clubs and in the bars. Summertime, school's off and they drink a lot, and so you get a lot of drunks, drunk driving accidents, people hurting themselves because of alcohol-related injuries, anytime during the week. But then when school starts it's usually only on the weekends. So at nighttime Monday through Thursday, between like 10 o'clock and midnight, it's not as busy. But in the summertime, with good weather, it hikes up a lot...
OE	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...And then we have a joke up here that we have the Friday Night Knife and Gun Club. So any Friday night, because of our geographical location, because of the local gangs that we have, Friday night we always have stabbings and shootings... Multiple, every single Friday night. And that bleeds over to Saturday sometimes also. It's always our Friday night. Always, always, always we're going for stabbings and shootings every Friday night...
OE	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...And then you have, with the seasons, you have the summertime injuries. And everybody's out and about hiking, or on the trails. So all of our local parks and the trails, specifically the Potomac River and the Billy Goat Trail, that is a seasonal thing where the experienced people go hiking and running all year round. But only the inexperienced people do it in the summertime and they get hurt. And then you also have the seasonal depression. so around Thanksgiving and Christmas our suicides spike up considerably, between the middle of November and the New Year. We have anywhere between three to five or six people

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								commit suicide every week during those months. and then the cold weather emergencies, you have a lot of people that are exposed to the elements. And then you have a lot more accidents because if the [City] has any little bit of snow, people don't know how to drive in it very well...
OE	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...And you have a lot of people from other countries. So this is a very mixed geographical area that we have. And then with all the research facilities that we have in here, the population in [County] is very unique with just a lot of foreign people here... their experience in driving the local area varies tremendously. And then there are local customs and their local holidays, and there are safety precautions, because in a lot of other countries they don't have smoke detectors, they don't have 911, they don't have any of that. So when they come here, they still practice a lot of their habits that aren't quite the safest, but hopefully for them, we do have smoke detectors and fire prevention that we try and teach them, "You can't build a fire in your living room," things like that, that you...they build a fire in their living room with wood, yeah, because back in the country they lived in, that's just kind of what they did. You can't do that here, because of other fire hazards. There's a lot of things that are out of the box where you couldn't make this stuff up, because it's just very strange. People coming from other countries, they just don't know about that and it's just their ignorance. It's not bad, it's not their fault, it's just different customs...
OE	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...here in [County], there's a lot of different countries that come in for various reasons. And then we also have a lot of the diplomatic and political population in [County], and we also have a very expensive cost of living in [County]. So you have a massive economic separation, between people that work here and people that live here. So people that work here usually travel into [County]. People that live here in [County] are kind of split between the higher end district of [City] and [City] and all that, and some of the other areas aren't as rich. So it has a lot of different call volume because we have a lot of areas that people need 911, and then some of the more rural areas where it's very rich, it's

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								slower, but when they call 911, it's because there is a real emergency.
OE	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	We do have the Potomac River, which is what they say is the largest Class V rapid river in a metropolitan area in the world.
OE	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Because you have classified rapids within a half a mile of an [University] and it's two miles from [City]. So this massive river that is very fast and very dangerous, around a lot of people who may or may not know the dangers. And there's people that unfortunately drown every year in the Potomac River. And we do all the rescues and all the body recovery and everything else.
OE	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	... So where all the major corridors of traffic are, is where we run a lot of mutual aid. It's just because it's a geographical thing. So that's a lot of people that we deal with, but they're other dispatchers.
OE	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	But [name] is a very open county. They're not very strict when it comes to certain things. So in [name], you have a big mix of international people. Whether they're illegal or not, personally I don't really care, I don't have any one stance or another... But [name] is a very open county. They're not very strict when it comes to certain things. So in [name], you have a big mix of international people. Whether they're illegal or not, personally I don't really care, I don't have any one stance or another... You go to the north in [name] near [name] and some of the more rural areas, and people call 911 only if they've shot themselves or there's a hunting accident or they're missing a [inaudible], like a legit crazy call. Sometimes in these more densely populated areas, and part of has to deal with the economic split in some of the lower economic areas of the county, people don't have a stable income, they don't have Medicare, they don't have health benefits, and so their only help is 911 and the hospital. And since we have such a strong financial foundation in [name], with multiple hospitals, fully staffed, that are very good hospitals, that's their only case. So they call 911 for a splinter.
OE	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Exactly. And so you have all sorts of numbers of people that are just-- or you get the people with some psychiatric behavioral issues. You can't

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								avoid that. You have to send help. So we get our frequent callers. People say, "There's a plane crashing--" there's a certain gentleman that has a certain phone number that we know. And whenever he calls up, he says, "I'm having a heart attack. I just set myself on fire. And I see a plane crash." And he says these crazy things. And he is out there. But if you're a new call taker, you freak out, because you think this is a major thing. So those are the type of people we deal with, is people anywhere from-- I wouldn't quite call them system-abusers. They just don't have coping skills for life.... And in [name], if you don't have insurance, we don't bill you. It's a complete free system. If you have insurance, we'll bill your insurance because in your insurance plan you're already paying for it. So it's not added cost. So if you can't pay for it, we don't bill you. If you can pay for it, you're already paying the benefit. So we're just taking advantage of the insurance side of it. So that's where a lot of people like to come into [name] because they get great emergency coverage for EMS, with no cost.
OE	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	[RE: resources] It is normal across the country that it's there, but with [County], specifically fire and rescue, we have paid professionals from our fire department budget for our firefighters. It's mixed between our union and the department, and they work together to offer the firefighters financial advice, counseling advice for financial, counseling for family, for marital counseling, divorce counseling, all the spectrum, we have someone that we can turn to that is sponsored, that either refer us to, or that they pay and its a service for us so we just have to ask, "Hey look, I need this help. Who is the contact?" And then they're already contracted with our county or with our union and we can take advantage of that benefit.
OE	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	I think that would be-- that would describe a 24-hour shift.
OE	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Well, it's extremely diverse. I mean, we have all kinds of different cultures. There's a big Latino or Hispanic population, lots of Spanish speakers. I was saying before about, that can be frustrating for the call

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								takers because--
OE	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	24 on and 48 off.
OE	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	I mean, they did have planned outages, usually they occurred in the middle of the night. If they wanted to upgrade the system, they'd take it down for an hour from 2:00 AM to 3:00 AM.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So demographically speaking the County of [county] is an extremely wealthy county. It's one of the I believe it has one of the highest median income household incomes in the whole country. Very, very privilege people live here. With that they also kind have grown accustomed to a higher standard of living and they also expect that in their public safety so a lot of the things that we deal with are usually maybe other agencies would not respond to but there's kind of something that's referred to as the [county] Way and that's just kind of used within the government here to kind of refer to the kind of extra customer service that we provide that maybe other agencies do not. We respond to a lot of calls that other agencies would not respond to. We are a lot more patient than other agencies would be and so I think that it helps us in a lot of ways but it can also be kind of negative. It helps us in one way because I do feel like there is a higher professional standard so we're very good at our jobs, we're very professional and courteous to the public but then on the other hand sometimes they can tax our resources because we're responding and dealing with these incidents that maybe you shouldn't really be receiving a public safety response.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	And again it's good you know sometimes it's nice if you're an [County] citizen and you request the police you'll get the police but then on the other hand we also don't have as many resources as other agencies that are surrounding us. Like for example [City] has many, many officers from many different agencies that can respond to a variety of incidents however we don't have as many resources as they do and yet we're also expected to respond to more incidents in that sense you know not the volume but necessarily the type.



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OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yeah so this building is a little strange. It incorporates a variety of services. It is the courthouse building so there are several floors that are dedicated to the courts and it also houses the police department. A lot of people are surprised to find out that a county of this size and this location only has one police station. People call us all the time and ask us where the closest station is and there's actually only one.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yeah we have everything out of this station. So the whole police department is in here and like I said we have the courts, we have a couple of most of the sheriffs are over in the jail which is across the courtyard. I don't know which side you came in on but the courtyard but just across the courtyard is there's the jail and that houses most of the sheriff's office but there's also some of the sherriff's office over here and then in addition to that we also have ECC here as well and it's convenient but also in terms of public safety critical infrastructure this is not perhaps the wisest setup because everything is one place and then I don't know if she spoke to you as well but across the street actually literally right across the parking lot is our backup center.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So if anybody from here ever needs to have a meeting over there with someone from the county or if the police department needs to go have a meeting with the county or whatnot the county offices are right there, the county board offices are there, that's all very convenient, the fire department offices are over there but you kind of have this there is an issue of geodiversity in the sense that all of our critical infrastructure is in one spot.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Which is not good and there's a perfect example I don't remember the year before my time but a couple of years ago there was a suspicious vehicle that they thought may have contained a bomb and that was parked right on the street between the backup center and the main center and if that had gone off [county] would not have a public safety answering point, it would not have a piece up. So that is great and that's something that's been expressed to the county but one of the frustrations I feel like that we have here is we do feel like they don't the

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								county does not prioritize public safety as much as you know maybe we should and so when we've expressed that we need a geodiverse separate building for public safety specifically for the piece app they're like you know interested. They don't want to pay for it because it is expensive to set up and they just don't really see the value because they don't think the way that we have to think.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So we have two different shift schedules for our day and our night shift.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Oh okay so we have four shifts. We have two day shifts and two nights. We work 12.25 hour shifts.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	We have a 15 minute roll call. In my day I arrive at 6:45 a.m. and then I leave at 7 p.m.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Hopefully. Staffing permitting and then basically and that's a traditional that's what your scheduled to work and for day shift we do it's like two on, two off, three on, two off that kind of set up.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So we work Monday, Tuesday then we have Wednesday, Thursday off then we work Friday, Saturday, Sunday then we have Monday, Tuesday off, Wednesday, Thursday, Friday, Saturday, Sunday off back Monday, Tuesday and we do that rotation.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	And then the other day shift rotates with us and then the night shift they're much simpler. They do four on four off and then they alternate with the other night shift so they'll do four on four off, four on and four off yeah and then so I so to ask what is someone's schedule is kind of difficult because that's our traditional schedule the day shift but then a lot of people work a lot of overtime like a lot of overtime so---
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yeah so we are required as employees here to work eight hours overtime a month which is not a lot especially considering we work you know 12 hour shifts so you can just pick up one day and not even a full day and you thought you'd be satisfying your overtime but a lot of people work overtime because the pay in this job is not as great so that's where a lot of people make their money and then also a lot of people also work

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								to help out other shifts because our staffing is so poor. So a lot of time even though it sometimes has a lot to do with money it is also to help out other shifts so that they can get breaks and stuff because if you don't have the appropriate staffing you're not going to get an hour break. You know you're not even going to get a half hour break and also the people that need to get trained are not going to get trained because we do all basically one on one training here.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yes. So to my understanding keep in mind I've only been here since January but to my understanding it is a chronic issue. Independent research would suggest that it is a nationwide issue. It is especially felt here. We just sometimes we barely have enough people to cover our minimum and in fact we've had several studies that have been conducted by various contractors with the county that have suggested that our numbers should be around 15 given our population and our call volume and we most of the time will have eight.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right. So even just one person is a massive difference. So and a lot of things contribute to the lack of personnel. Partially it's retention, partially it's recruitment and then also it's just you know when you have people that work like overtime all the time sometimes they get really over taxed so got to take a break and stuff so yeah so and again the only reason why we're at our minimum above our minimum today is because half of the people that are on our shift today are working overtime.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So anyway yeah so basically my interaction is usually all police so I really the only interaction I have with the fire side is I call take obviously for fire and police and then taking medical calls and things like that but I personally don't have a lot of interaction with the fire side however if you speak to a more experienced dispatcher someone who is trained on the fire side I'm sure their answer would be very different. So my main interactions are with the public obviously is the biggest group of people that I speak to mainly taking calls and things like that and with the public I would say most of the calls we receive are non-emergency even if they come in on a 911 line most of them are not emergency. Usually I mean

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								we're definitely busy but again a lot of the (00:15:38) stuff that we're responding to is you know is routine stuff.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yeah [County] Way stuff kind of routine. You know suspicious vehicles, suspicious person, minor vehicle accidents, accidents with injury that sort of stuff so that's most of our that's like our bread and butter is that type of stuff and then of course we do I mean a lot of people have this kind of idea that nothing happens in [City]. That it's a very, very safe community and it is quite safe. It's very you know it's definitely a nice place to live. I live here myself but I think that's kind of a misconception because there is actually a lot of crime that happens here that people don't really hear about or see you know and so we definitely do get our fair share of emergencies whether that be you know domestic or whatnot. I mean you know and like I said I've only been here since January but I personally have you know taking stabbings and stuff like that so you know assaults with injuries, robberies, armed robberies that type of stuff. We do get that you know and that's a lot mainly given where we are you know we're right next to [City], [City] has their fair share of crime, [City] does too so we're not immune to crime you know.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right, right and then of course that's also not counting the actual emergencies and then I would say for emergency calls most of the time we're taking calls for medical and I think any piece app will tell you that that's--
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yeah a lot of their real true emergencies are going to be medical and those can get pretty stressful but you know a lot of it is elderly people with chronic conditions and then they flare up and so they need assistance from medics and then outside of that I exclusively communicate with other agencies and police officers and so those are my main people that I speak to. Police officers I would say public, police officers and other agencies.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Sure. So when I come in I will always have my breakfast and then I come in here and to our roll call room, sit down for a meeting, they'll go over any important information, sometimes we have trainings in the morning,

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								we will go over any like major incidents that maybe occurred the day before, anybody that we're looking for stuff like that. Anything related to ECC if there's some type of technology issue if there's something like that and then upcoming announcements and things like that. Just like housekeeping stuff and then after that I will go into the room depending on we're assigned something different every day you know based off of what your qualifications are then they try to fit in training.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So we like I said we do 12 hour shifts so we have 3 rotations so we have basically three positions that you'll be working and they're all four hours. So if someone's fully qualified they could be on five ground radio for four and then they'll move over to maybe teletype for four and then they'll move to police dispatch for four.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right. [City] will train you in three of the four competencies. They train everyone as a call taker and then you get to pick which two you want to do.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Okay so let's say I'll use a domestic because a domestic I think is a pretty good example of a regular call that we take so the most important question that we ask always is the first question we ask is what is the location. We need to know where it is right? Our technology in terms of locating people is just not there. We don't know where you are you know I've used the map as a reference but based off of the cell tower that you're hitting off of I don't know where you are. You could be anywhere you know and that's why we get a lot of calls for different jurisdictions.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yeah we do do geo-training and we do make an effort to become familiar with the county but it's 26 square miles you know so it's very and especially when you're not out there everyday. We're here right so it can be challenging to know you know and I definitely overtime become familiar with our hotspots where we get most of our calls.
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	But the problem is is that you're overusing resources then because you're sending police and fire because you don't know what the problem is or whatever. You know what I mean? So anyway so location

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								information is very important. I would love to be able to see you know this is a pretty big wish but one day I would love to be able to see you know accurate you know x, y, z coordinates. I'm talking like z coordinates would be cool especially in this environment where we have a lot--
OE	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	The problem with an environment like [city] is we have a lot of development that goes on here especially in the last couple of decades and again I wasn't here but this is to my understanding is that area and you can see it too just being here for I've been here since January you know just being here since January you can see there's even some places that have totally changed just in my time here. It's really great. It's a very vibrant community, there's a lot of change going on here, there's a lot of change going on in the [City] area in general. [State] is a constant state of construction right so you know it's there's a lot of changes that are going on and with that there's a lot of influx and up flux of businesses right? So businesses, apartments all that sort of stuff.
OE	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Yes it's kind of a demographic for dispatch where it is much more lean towards female but it is male. So in our center we have employed I believe it's fifty two employees with the capability for more. We've lost a few and out of that on the actual dispatch floor I believe that we have maybe five male dispatchers and in the back office the administrative side of it we have another five so out of 52 there's 10 males.
OE	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	We had enough staffing it was right around a switch time so the oncoming staff was told to go to our backup center and our staff that was in our main center was escorted out under SWAT protection so shields, everything, the whole shebang escorted out of the building. There were no bombs found. We didn't find any snipers but at that point we were still just across the street from where our building could potentially collapse and our backup center is actually where we answered 911. The calls and dispatch and things like that so it is an even older facility that is much smaller as well so our capability of having as many dispatchers on the floor is very limited.

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OE	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So it's a lot different when we do have to go over to our backup center. So with combining the two centers we do have some additional options once the rest of our technology catches up, once we get an integrated CAD, once we figure out our radio system and how we're going to get them to work together then we'll be able to in those instances when we need to leave [name] when it just effects the courthouse area we will have a second backup center that we can go to as long as they're not as well occupying it.
OE	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	It makes it a little more difficult yeah so I mean it's off topic but it's something that brings it down to such a simple thing but something as simple as changing the name of a road. In [name] once the city decides on it they do it. In [name] we can't. The state government has to decide that because it is a state road because we're a county so we can't just change the name of a road because the citizens want us to. The state has to say that we're allowed to change the name of the road. So that same kind of regulation affects us in other aspects as well.
OE	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Yes. So they are a much wealthier demographic and so and a lot of them are very big in technology because they work for federal government, state government, they are military, they work in the tech worlds, they work for [name], they want the best of the best and they don't want another city or county near us to be better than us. So their expectations are very high even if it comes down to something as simple as parking or dogs off a leash they expect a certain level of response no matter what the call or what the situation is.
OE	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	It puts an extra burden on us. So the citizens if they want something they have the ability to get it because of the money and the power and the voices that they have which is a great thing. It's great to have that communication with them but making sure that the correct expectations are set for them so that they fully understand what the expectations are, what are limitations are, what they're asking for. The burden that they're asking on us--
OE	COMMS	U	Manager	26-35	6-10	Female	COMMS-	We also have the military base where we are their medical department.

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							U-007	They have a fire engine and a Battalion chief but if something big happens [name] is the one responding and anything medical [City] medics are the ones going to it.
OE	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	We do yes and [name] which is a very small you know maybe 10, 12 square miles it's a really small little city we are their primary answering point as well and we're their fire department.
OE	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Demographics for [name] are quite different.
OE	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	We almost double our population during Monday through Friday because of different federal or government buildings that are in [City]. So our population level for how small we are we're roughly 22 square miles our population is somewhere around 250,000. During the day that almost doubles.
OE	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So [county] it can be really hit or miss with call volume. You can have some days in the middle of the day that are slammed. You can have some like a Sunday night or a Monday night when you expect nothing's going to happen and you were busy all night long so it really fluctuates depending on what's happening and can fluctuate day to day, month to month. There's really no we all have our sayings of when we're going to have an influx full moon especially if they're on Friday nights, if there's holidays. We're getting into the time of the year for domestics, Thanksgiving, Christmas, New Year's because family comes to visit everybody and so you get influxes of that.
OE	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So you kind of know certain times of the year when you're going to start getting influxes of certain types of calls but it really goes up and down. We get more calls during the day that are less severe. We're getting the parking complaints, we're getting the barking dog complaints, the dog is off a leash, we're getting referral calls where someone calls us and asking us you know who they need to call that kind of thing. At night we may have a slower call volume most of the time but they're usually the more severe calls.



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OE	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	We can't do anything but the expectations are there that we will do something. Some of that is not necessarily ECC's fault but [county] jurisdiction government as a whole where we have also kind of fed into those needs and wants of our citizens versus saying no.
OE	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	[City] can say no to somebody, [county] we don't. If you want an officer you're going to get an officer, if you want an ambulance you're going to get an ambulance. We're not allowed to say no. We've had people call with a tick on the toe. She refused to pull it off herself, she refused to drive herself to the hospital, she wanted a medic, she refused to let the medic to take it off, she wanted to go to the hospital and have a doctor take the tick off of her toe. So we've kind of allowed those expectations to also hold true so we've kind of also perpetuated this [name] kind of view on life. So we kind of make it harder on ourselves but again it's a county as a whole not just one specific entity within the county.
OE	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Then we have other things that integrate in. [county] is really big on IP and fiber. We have laid our own not ECC but our County Department of Technologies Services has laid a massive IP fiber connection throughout [county].
OE	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So they'll eventually be working towards trying to integrate it into the firefighters current equipment and gear versus having a pager that they need to clip on to their belt yeah it could be lost, it might be damaged because of fire so they're trying to find ways of course that's going to be well off in the future because once it's available then jurisdictions have to buy it so we're pretty excited about things like that. So we have a lot of things coming into this area where they want to do test runs and trials with us and see what we're doing. One thing that we are doing already is we have established and I was part of this as the first year after the first year I moved off into continuing up my chain but we established in 2013 [name].
OE	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	I would say it's unique in the sense that we do handle all the window traffic. Like I said, we handle sex offenders. We do purchase permits. I mean, we have the citizens that come in. We have probationaries that

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								come in twice a day or sometimes three times a day, to do breath test for alcohol-related incidents. Plus we have to manage our records. So I mean, you're call taking. You're dispatching. You're handling the window traffic. You're running all the officers' paperwork.
OE	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Our community is small, so it's not the big city. You get to know a lot of the people. And since I've been here 17 years, I know a lot of the business owners and a lot of citizens. So they'll call or they'll come in and then they all address you by your first name. So in that sense, it's a little more-- you get a better feel for it because you start to get to know people. Even when people call you [laughter], you get to learn their voices. You don't even have to ask their address or their business because as soon as they call you, you're like, "Oh, that's so-and-so," and you just start typing in the address, where on the big city, it's not like that. I mean everything's different. You've got so many different people calling. There's no personal level. Where here, I think, there's more a personal level because it is a smaller department.
OE	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	I would say prominently, middle class. I mean we do have some lower socioeconomic areas or some of them are apartment complexes. There might be a couple neighborhoods that are lower socioeconomic, and then there might be a couple areas that are a little bit more affluent. But I would say the medium is middle-class families that live here in town.
OE	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Our department is small. It's within the city hall. We have our own dispatch center which is the only department, besides the sheriff's department, that has their own dispatch center. Everyone else goes through central dispatch. We're only open 16 hours a day, 7 days a week. So 8:00 AM to midnight. I'm the only full-timer. And then we have one three-quarter timer. And then we have five part-timers that are only allowed to work 29 hours a week. So generally, they'll fill in on the afternoons, or the weekends. And we have 12 officers. So we're small in a sense that it's a smaller city.
OE	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	But we kind of work together as a team. And, again, that goes with the small department. Where, in some of the big departments, you probably

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								don't have-- I guess it's more like a family here versus just a workplace.
OE	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	When I worked at my other department, I worked every weekend and holiday for 10 years. I think the only time I ever had a weekend off was maybe if I was on vacation. And a lot of other agencies, you might alternate weekends, or if you decide to work a specific shift, or overtime, you might work every weekend. It just depends.
OE	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Probably because it's smaller, and the officers work 12 hours, and then I work 8. Over the summer, we were really short, so there a lot of days I was staying 12 hours.
OE	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	I mean we have a lot of domestic violence. So someone might call screaming saying, "My boyfriend's beating me up." Or I mean it could be a parent. It could be a child saying, "My mom just hit me." I mean, we have another sad situation in our society is the mentally ill out there. We have a lot of people that are living out on their own that are severely mentally ill.... And again, you get to know all these people. Even if they're here for a short time you know their voice as soon as they call, you already know where they live, you already know their address. And that's the beauty I guess of a small town. But we get a lot of unlocks, a lot a lot of private property crashes, a lot of crashes on the streets. But we get a ton of unlocks and I think we're still the only agency in [county] that does unlocks. We carry the tools in our car and that's a service that we provide for free, so we do get a lot of calls for unlock.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	That's the biggest thing really. You've got to be a really good communicator. You have to be good with people. We do have people sometimes coming into our offices so you know you've got that one on one and you have to be able to deal with people. Sometimes they're not happy, sometimes it's just you know have a chat. We have a lot of older folk in our community and sometimes they just like to stop in have a good old chat and then go on their way and so got to be good with that. You have to be able to follow a protocol right because when people call we have to be able to get the right information to give that information to the deputies so they can go out and do their job and actually help

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								those people so communication skills, communication skills, communication skills you've got to have those.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well it's remote I would say where I work we're kind of remote when we're there are no big cities real close and so we've got a lot of farmland. There are seven small towns here and we serve them all and everything in between and so there's a lot of area I think that we cover but that's really a lot of farmland. Again none of the towns I don't think are very big maybe a couple hundred folk or so. Post office, a gas station, you know sometimes that's about it in the town. It's not like it's an actual town. We have maybe one diner so small I would say small if I'm describing where we are.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well I think most of us do live in the county. I can't imagine anybody who doesn't but I don't know that it's required really so no I don't think it's required. Most of us know it because we're here because we live here because we know the area but I don't know that it's not like we take a test or anything about it but it's hard to dispatch a car if you don't know where you're sending it so I think that we do work hard. We've got maps here and different things that can help us too.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well it's a dispatch center but really it's an office. We're in an office and you know I've got my desk here and you know here's the radios and the Sheriff has an office back in the back, the jail is back there but really we're just in a small office yeah.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	I do. I work afternoons and so that's by choice and I've been here long enough I can you know I kind of get the shift that I want. We do have trouble getting dispatchers and keeping dispatchers so sometimes you know we might have to cover an evening shift or we might have to cover a weekend shift or you know somebody might ask you to take a shift for them but generally yes we're doing the same shifts all the time and that usually means we're communicating with the same deputies out there because they also they rotate maybe a little bit more than we do but not a lot and so we know each other. Again this is small enough to that there aren't that many of us so we do know each other and we come in and

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								we can talk and I know who I'm talking to over on the radio.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well we've got the public certainly. Sometimes they come in here so sometimes they're in here and we're just talking but usually they're calling in and so they'll call if they got a problem. This time of year it's a lot of we get a fair amount of accidents this time of year so generally the public. We do dispatch all the 911 calls in the county so usually we're talking to law enforcement, we're talking to the Sheriff's deputies but sometimes we might have to send a call out to fire and so each of these small communities have their own volunteer department but they'll all be notified when something's going on because often times they'll have to send trucks from different towns to help in the case of a fire and here we've got a lot of wild land fires, we've got a lot of brush fires and so often times it's bigger than just one town can handle so fire and we've got also got an EMS. That's a company we send out too so that all comes out of this office.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	So we do, we do we've got again kind of a lot of small towns here. We call them towns but they're not really towns in the way most people think about towns right? It's not like there's oh I don't know restaurants or bars or anything like that but our post office and sometimes a gas station and so most of what we've got here is farmland and so we're dealing with a lot of kind of remote locations and our folks are driving around a lot during the day kind of seeing what's going around until we get a call and then they'll go directly there but we're very small.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Yeah we're not like [City] for example you know which is bigger town. They've got a bigger population and there's definitely more diversity up there. We don't really have much. I think in general folks are pretty basic here mostly farmers or people who are living on farms working someplace else. We've lost people in really the last five to ten years especially populations in these towns have really gone down and that's really been a problem certainly for dispatch for example we have trouble getting people to work, to find dispatchers and so that is just we don't have folks who want to live here anymore and that is a problem.

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OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	We start out by asking who this is and where they're at. Those are the two pieces of information we really have got to get. Who is this and where are you at? Then we need to know what's going on. Is this an accident? Is this a fire? What's the nature of the call because then we have to send out the appropriate people so that's the main information at the minimum that we need to get. Kind of who is this, where are you and what's wrong? Once we get that we really need to dispatch because that's all they need to get going and because we are such a large area it might take one of our deputies a while to get wherever they're going so we want to get that information out to them and then we might go back to the person then and ask we're going to ask things like is anybody hurt?
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well sometimes but that's very, very rare here. Sometimes maybe but if we do if I'm on a call for example and I get another call you have to see what the nature of that call is. You do make a decision then about where you need to focus your energy first, you take care of that, you dispatch that then you go back to the other call so some of it is about prioritizing and understanding what needs to take priority in those kinds of situations and so it's about figuring out who needs help the most and sending people there.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	No not really. I can't think of really any instances you know maybe one or two maybe again we're organizing something or you might have something going on but not usually for calls no I wouldn't say that that happens.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Not really. Again radios drop out sometimes yes and so maybe that. Again this is a we're kind of remote we've got sections of the county that are relatively remote and those can be a problem for our radios. You know you're out in the middle of a farm and who knows what you're getting there so that can be a problem but other than that I don't think so. No.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Q: And so you are providing your own 911 service here? SME: Yes ma'am. Yes we are. It's all run through this office.

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OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	I don't think so. I think that's about it. It's a good job but we do have trouble getting people. It's not like it's a lot of money or a glamorous job but it's a good job that helps your community and I hope we can get more people here to do this work because we do need help, we do need help.
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] So the answer is no. And the way that it works in our county, and particularly in the fire world, we will start out on our trunk radio system which provides the best coverage and audio quality. But we have to go down to the most common denominator which is an analog VHF radio. And so we move from that digital trunk world to the analog VHF world so that the agencies that are responding - and they came from all over northern [state] to help out - can show up and have
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] No. We're responsible for ourselves. I mean, we could hire them back to do it, but we have the capability to do it.
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah. So the sky's the limit, really. And the way that it works is there are a variety of built-in tools. And it mimics a EOC environment within the application. And so if you walk into an EOC, typically, you'll look around there's hanging boards. Like one behind you. You can't see on there quite [crosstalk]--
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] But the boards will just be easy ways to put summaries of information, right? So one board will be the fire department status for this particular agency. Another one will be an EMS status, and one will be road status and those kinds of things. So we do that exact same thing but we digitize it in the application, right? So we have all those things, shelter statuses, staffing levels, we've got road statuses, those kinds of things so that at a glance everybody can see the same information at the same time. And as I start adding information everyone else gets to benefit from the information that I'm sharing. One of the things we're priding ourselves on is not making it too complex because if it's too complex, you require too much information, then

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								people are going to be hesitant to actually use the tool. But we've been really successful and just about everybody says it's been an amazing implementation.
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] On the back- end it's a dot net application. So your standard Windows desktop, Internet Explorer browser. Any HTML file browser will work. Your mobile devices will work as well. So people bring their own device to use the application which is awesome because when you work in the county, you distribute architecture in terms of our county. So each department is siloed. They've got their own IT resources, they've got their own everything. So when we all come together is really difficult, right? But in this case, this platform is designed to kind of be at the level set of that. You bring your own device, they should all work as long as you can get to the internet.
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] [laughter] So this whole building becomes the EOC for our county. So every room will have a designated purpose in this building for a different function. And they used to have to be physically here before they could even start their job. Now they can access it from anywhere and they can start and or work it from their own offices if that's the only option.
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah, we're actually proponents of using our daily tools to manage the incidents that we actually use and that's because people are already familiar with it. They're ubiquitous, right? And if you can just modify it slightly to handle your incident work load then you're just much better off. So we use the standard types of tools, right? Email communication, phone communication, radio as well, and the application suites that we integrate into the whole process. But from a communication perspective, that really encompasses the majority of it. My group is an all hazards communications unit. There are other siloed groups that just do it for their organizations but ours is cross-cutting because we have so many departments. Within the county itself, we have EMS and hazmat and law, so all those groups are facilitated through our communications unit. But yeah, on a daily basis it's the basic tools.



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OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] We don't really have pre-canned comms plans. Essentially, as a comm [owl?], we essentially look at the situation and we look at what's available and then kinda match that up. In our county, we developed a tool for doing online reservations of talk groups. So we're all sharing a pool of interoperability talk groups, and those can get used for a variety of purposes but they can also become conflicts. So we use a tool that de-conflicts that process by basically reserving them in advance, and then there's a process to-- if I have a higher priority incident, basically bump people. And that's a mobile application that people use from their phones or on their computer and then they get notifications when a new reservation goes in. In essence, that replaces many comm plans, right?
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] So they don't have to write a full comm plan. But if the incident is big enough that it requires a communications plan, we will write it based on what's available at the time and the certain circumstances. Our geography and density in the county, if we want to use analog or conventional channels we really have to pick the right ones.
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] So for example, we have a lot of refineries in our county.
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] We do. We have a high population of refineries in our county and chemical plants as well.
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] We do a lot of net-- we stand up independent networks. So mesh networks, point-to-point networks. We do that a lot in the search and rescue arena. Yeah. We pipe in satellite, we pipe in LTE, we pipe in connections back to our enterprise corporate networks, those kinds of things. Yeah? Hi.
OE	COMMS	S	Other Public	36-45	11-20	Male	COMMS-S-001	[S3] So there's a variety of tools out there that we're using for mapping. Within the [application] has its own mapping component. Primarily, we

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			Safety Personnel					use a tool called [application] or [application]. It's the same tool, just two different names. And it's a free tool and it has a ton of features in it. It was originally developed for the search and rescue world, but it's kind of expanded its features today. And its access is everywhere and for everybody. They even offer a version that you can download and host on your own server so that if you're in a search and rescue environment with no connectivity you still have the mapping component.
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Well, it's changed dramatically. Particularly since we've-- from a law-enforcement perspective, we left the analog radio world and we went to the digital world. That's been a significant change for us. Capacity has increased significantly. We've been able to divide up our communication paths by function and just made it so much more simple. Access to applications and application development, and being able to develop things on our own has made really a significant positive change for the organization. With our outlook on technology as a way to bring people together has definitely strengthened, right? What we see as an example of that. Before that I would venture to say that everybody kind of did their own thing, right? And now it's less of a challenge to get people to come to the table and communicate and just share information. So--
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] There are some people that don't understand that concept, right? That those problems were there all along, you just didn't know about them [laughter]. And now you're getting it out, right? And so I think we're working our way through that phase right now. And I think things are improving and then we'll just get to a much better place where hey, yeah, it's not that difficult for a fire guy to call a law guy and a law guy to call a fire guy. And we're all the better off for it.
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S2] Diverging cultures.
OE	COMMS	S	Other Public	36-45	11-20	Male	COMMS-S-001	[S3] Yeah. So we have a full-fledged drone program here at the sheriff's office.

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OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah. So we have three drones.
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah. We are implementing on the tactical side right now so our tactical teams have access to it. It's also a shared resource so they can be called out by any agency, really. And we have a paid staff and a volunteer staff to back them up, just to cover the 24-hour model--
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] --seven days a week. And yeah. So we have full-size drone, not military grade but commercial grade full-size drone, and then some smaller ones that they can navigate through buildings.
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S2] Cool. And how long have you had that program in place?
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Right. And in our program they actually use pilots. And then they have an operator that goes with them so they can do the TFRs and all that kind of stuff.
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Just making sure that everything is connected and then how to monitor it all once we do get it connected so that it can be seamlessly monitored. We're building a new EOC so that's where my mind is also going. So a lot of video and audio technology is what we're looking on with things. There's a lot of fiber-based stuff out there now so we can push a ton of video. Which is really nice but not everything is connected to fiber. So now we're doing cross--
OE	COMMS	S	Other Public	36-45	11-20	Male	COMMS-S-001	[S3] So [county] is about 735 square miles in size. It has 1.09 million people in it so it's in the top 50 sized counties. So it's big. It's a big

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			Safety Personnel					county, high population. Industry that's here, we have the oil industries here, lots of refineries. We have a significant technology sector. We also have pretty good size agriculture as well. So because we're along the coast and we have a valley as well, so we have this really interesting mix. Banking is also here. [bank] has a significant foothold here as well as Wells Fargo, so it's kind of across the board. We have a population that is very poor and we have a population that is extremely wealthy in our county, so it's really diverse from that perspective. There's nineteen cities and towns, so that's kind of it in a nutshell.
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah. [company] has their headquarters here.
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[RE: source of funding for new technology projects] [S3]: I would say 90% is through grants.
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] So our department just made the decision recently to give every person that's on patrol a cell phone from the agency. They're doing that for a couple reasons, one: they can't have the excuse of I didn't have the ability to make a phone call. But it's also a lifeline as well in that case, if you really need it. Our county is so big geography-wise that people can be out in places where there-- we have 95% coverage from our radio system, which is significant. I mean, you don't really find radio systems that high. But the fringe areas that our county patrol works in are the 5% that you don't really get it so you need to have an alternative way of communicating.
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Right. No. You probably get another 1%, maybe [laughter]. But at least they're doing their part to give you another tool to train. And so patrol has it. Anybody that's in the sergeant position above will have an issued phone as well, but everybody still brings their own phone, right? That's just the way it is.

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OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah. That's not cool. We just got rid of our MDC's and went to tablets. So part of the reason for that is so you can pull your tablet out of the car and utilize it. We also dropped hard-wired modems in the cars and exchanged for a modem built into the tablet so that if you do pull it out you can actually still get connectivity. So those kinds of things. I mean, they're small but they make a big difference for some, in some cases to have that accessibility.
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Q: So you've mentioned that there wasn't a lot of support initially. Do you feel like that's been changing over time? Was it sort of one of those things people just had to buy into the idea, or--[S3] SME: Well, I think they had to buy into the idea because, status quo. Like, "We're fine."
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] And we have a significant, diverse population here--
OE	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] But we have phone lists, just like you said. We have [application]. We have radio. So there's a whole bunch of communications technology that we have. We have satellite phones here as well. And satellite radio. So we have a system that allows us to push to talk over satellite to different communications centers as well. So there's a bunch of different technologies that we can use. And that's not just for our operational area, that's for the whole [Location].
OE	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	It's very rural. We don't have a very high crime rate. But lately we've been experiencing more elevated [inaudible] burglaries, and we're not too much on the shootings. We do have them, and we have had issues where we would have those hot calls... You have to deal with, we have a lot of accidents. So being that we have US-[road number], which runs off of a river, it's a very, not as big as the [river], but it's big enough, and we have lost a lot of people that'll lose control and go into that river. Those calls there, me myself, I've worked three that we actually saved, and two that we actually lost.

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OE	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	<p>Hmm. Some of them are lower class. Well most of them, lower class. We have mid-class, not too many upper class. But mid and lower. So the lower class is sometimes difficult to work with, because they're at a high demand. They want what they want, when they want it, and how they want it. And some people, you can't get them to understand I'm only the dispatcher... Mid-class, they're more understanding. They'll give a day. It'll be well, we called into to your dispatch center and reported this, and nobody never came out. Well sir, I'm sorry about that. I will relay that message again and get them as soon as possible. And they'll understand; they're more understanding. It's very understanding with the lower class being, some of the areas, speaking of like [inaudible] area. It's more of a higher crime rate, more the burglaries, more of the home invasions that happen around that area. So in certain areas, we know which, what to look for.</p>
OE	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	<p>Well our dispatch center isn't real big. It has grown since before I started. I'm ten years into it right now, so the size that it is, this is what I walked into when I walked in ten years ago. It was smaller than that, just from what [Name] [phonetic] was telling me. And sometimes it can be a little cramped up when you get certain calls, and you're, it's a busy time. You get cramped up; you need to take a walk. We're very secured, so we can walk around the building and not worry about anything because you have to key in. You have to key in. And at any time the police, sheriff office is right up front. So it's secure.</p>
OE	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	<p>Q: So do you work the same shift every day? SME: No, it varies. I could work day shift, like today. I could work a night shift. Sometimes I'll split a shift. It varies.</p>
OE	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	<p>... And that in a nutshell is, the councilmen, [inaudible] the communities, the different districts, we have our council members that speak for that area. So if they call in and they need any assistance or they have a resident that's calling them for certain things that's going on, they may call in, and they'll ask what's the latest on this, or did you all send anybody out here? So we give a lot of updates.</p>

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OE	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Mm-hmm. Sheriff, fire. We have the two police departments, which is Lutcher and Gramercy. We dispatch for both. For EMS, we transfer straight to their dispatcher. Now we do assist their dispatcher in getting that information. If they lose the call or if they couldn't hear the caller, and they call back, we already got that information, so we'll in return give it to them and make sure they have the assistance if they need any assistance going in. Then we assist them in doing that also.
OE	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	We try to get a routine in. Sometimes it'll work. Sometimes it's like okay, we can't do it that way, you just have to do it another way. So coming in, setting up our system, and logging into all of the systems that we have to log into, and just being ready, readily available for anything that comes.
OE	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	...Our fire services would be second because we dispatch to them in the event of a residential fire, which is a structure fire, you have a house. We have two on the east bank and two on the west bank. So normally for a structure fire, if your house is on fire on the east bank, we dispatch both departments.
OE	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Each of the towns, yes. And mostly our [town] department, they are very good about coming out and handling the calls that their municipality gets. Sometimes with [town], we may not have an officer on certain days. He'll come out maybe the weekend and maybe two days out of the week. And our sheriff office has to handle the calls that they don't pick up, so...
OE	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Our call volume goes up. Our call volume goes up extremely. And it's like the phone is nonstop. That's when we bring in our three laptop positions, which are call-taking stations. So that'll be the biggest difference in the event of a natural disaster, the call volumes.
OE	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Emergency preparedness is a little different in [County], being we are very, yes, we are very rural. As emergency preparedness director, I'm in charge of 911, radio infrastructure, GIS, IT, and prisoner care. [state] is a little unique in which the sheriff operates the jail, we have to pay for all

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								the upkeep, whether it be transportation of inmates, keeping of inmates, medical care, dental care, the whole 9 yds., we have to, we have to foot the--
OE	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Not, it does. They bring the invoice to me. In a nutshell, I guess if you were to [inaudible] my job into one, it's public safety more than just emergency preparedness. We also have a direct, all four fire departments are volunteer within the [County]. So I also have one person on my staff that handles just fire department calls as far as clerical work. So she acts as the point of contact between all four departments as no one is at the station 24/7 like in majority places.
OE	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Never a dull moment [laughter]. Not knowing, always something different. No two days alike. Borderline ADD [laughter].
OE	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Dedication. You have to want to do this job. It's not a job that just anyone can just jump into. They have to realize that they're going to get screamed at, hollered at, fussed at, in an individual or individuals' worst time answering a 911 call. So cannot come in with the mindset of, also being the same job, the same day, every day, 'cause it's not. Heavens knows what's going to, what's coming down the pike. There's going to be a flipped-over car versus a burning house versus, you know, someone held up at gunpoint in a residence, just so many different odds and ends and so many perspectives that it could just be anything.
OE	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	[County] is between [City] and [City]. We have a population of right over 22,000 people. We average about 16,000 911 calls a year, and probably close to 12,000 calls for service a year. Our dispatch center is a little unique in that we have a consolidated dispatch. However, we have a law enforcement, sheriff's office dispatcher, and a [County] dispatcher both cross-trained in each other's jobs. The only difference is one gets their, one's on the payroll of the sheriff, one's on the payroll of the [County]. There is a supervisor for each shift or each, I'm sorry, not each shift, each discipline. We are 24 by 7, 365, two position [inaudible].
OE	COMMS	R	Manager	36-45	11-20	Male	COMMS-	Not really because I think the boundary lines if you will, the areas of



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							R-011	jurisdiction are pretty clear-cut. There's no gray areas. So I think that that really plays a key role. The two municipalities, one's a little bit smaller than the other, so naturally would not have the funding sources the bigger one has. So it's a little hectic sometime on the dispatchers insomuch that the smaller municipality does not always have a sheriffs, a law enforcement officer on call, and t may have to be the [County] backing up the municipality. So it can be frustrating at times, but I have to say they hold their own, and they do their best.
OE	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Correct. [County] is real heavy on petrochemical, but there are a lot of people that live here but work out of the [County]. So we are still fortunate that some of the companies or individuals work for, they do let them leave for emergency situations. And we have a lot of shift workers also that work in the petrochemical industry that are available during the day. But it's still not that optimum number of folks that you'd like to see.
OE	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	This is kind of comical. When new folks come in, the building was built in 1985, was in the in theory is an above-ground bomb shelter. When you walked in, there's 18 in. of concrete, 1 ft. vapor space and a cinderblock filled with cement. We have no windows. So the only way I can see outside is pulling the cameras to see if it's raining or if it's sun-shining.
OE	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	So protected. We don't know it's raining outside unless we hear the water dripping in the gutter [inaudible]. So it's kind of comical sometimes. A lot of people, they can't get over it that we work in a building that has no windows. But at the same time it's kind of a safeguard more than anything, so it's pretty neat. It's pretty unique, if you will.
OE	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Sheriff's office is actually in the courthouse. This first floor is all emergency preparedness. We do have one sheriff's office, lieutenant that is a supervisor over his folks here in at the dispatch center. And then above us on the second floor is our community action folks, council on aging and special programs, that type of thing. So we see a lot of traffic coming through them, through here going into them. And the only other folks that I'm not over that's on his first floor is

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								purchasing, which is actually in a corner office. But it's because of the warehouse for supplies being at the back. But other than that, I have control of everyone on this first floor.
OE	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... And when it comes down to the communication end of it versus the emergency management side of it, it kind of ties together because when we do have natural or man-made disasters, all of a sudden we're wearing several different hats at one time and having to change gears to do and make sure that we don't overstep our boundaries, if you will, speaking, what's either law enforcement-sensitive and/or dispatch-sensitive versus what's going on in the real world. So we're almost the speed dial call of a lot of people because when's the roads going to open, when the bridges are going to reopen, that type of thing. So I mean it's, and they come to us for a lot of answers that sometimes may take us a little while to get back to them. It's quite interesting.
OE	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... What we've done after, we've had as I spoke earlier, two [Event] almost a year apart in 2016 and 2017. And that was some very unique situations for us, because we're not used to [Event] here. And GIS Department also falls under my umbrella, if you will. And there were a couple of applications through a GIS provider that we implemented after that, so we could do damage assessment. We can show, we can take a picture of an address and not have to worry about buying hypothetically a \$3,000 camera that gives you lat and long of the picture.
OE	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	911 inundation, we have three 911 trunks. Like I said, we average about 16,000 911 calls a year. Me being a fire [inaudible] that I am also, we have to, we have the Property Insurance Association of [state] which is ISO in many other states. Property insurance kind of takes some of the ISO and kind of puts a spin on different things. But we do have to file an NFPA 1221, which is the answering, one part of that chapter seven I think it is, is the answering section of it to where all incoming emergency lines have to be answered within 15 seconds 95% of the time, within 40 seconds 99% of the time. I mentioned the 16,000 911 calls. But as a whole, we answer two dispatches 24-by-7, 365, answer on average

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								about 82,000 calls coming in the dispatch center. Now you take the 82,000 and subtract the 16, that's all admin lines coming in for the simple fact they were so small that everybody knows that if they dial 562-2200, somebody is going to pick it up and not have to go through [inaudible]. So it's kind of comical, and a lot of those 911 calls also are maybe in a neighboring jurisdiction to where we transfer those calls to a neighboring [County] .
OE	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... And they don't realize what actually goes on behind the scenes. Yes, our normal working hours are 7:30 to 4:30, and 7:30 to 11:30 on Fridays. I'm here at 6:30 every morning and usually don't leave 'til 5:30, quarter to 6:00. Yeah, I'm salaried, but so what? There still is a lot of work that has to be done, that needs to be done behind the scenes when the phone's not ringing, the email's not coming through, to where you can have that zone, that trance if you will of trying to get something accomplished.
OE	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Okay. And we talked just a second ago about the fact that you are deputized.
OE	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Depends on what day, I guess it depends on what day, 'cause some days it's aggravating. Some days it's easygoing. It's a roll of the dice. You never know what to expect. So I think that's probably the reason why I'm still here after so many years. It's ever-changing, so I never expect the same thing every day.
OE	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Well you have your cities, which [City], well it's a, I'm from a much larger city, so I think it's a small city. Some people think it's a big city. I think it's a small city 'cause I'm from [city and state]. So it's definitely probably about five times the size of [City], easy. So you got your small city, cities like [three cities]. But then all those surrounding areas, like the areas between the two cities is very rural. It's not surprising, like if you're driving from one city to another, and you see somebody in the bayou alligator hunting, like where I live, it's a rural area.
OE	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	I guess it depends, 'cause you have a lot of oil builders that live in the [County]. So before the oil field [inaudible] out, basically you had a lot of

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								higher middle class groups. But I think mainly it's at the very minimum middle class people. You do have some lower class areas, but for the most part it's definitely middle class.
OE	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	It's definitely much bigger than our older office. Our older office is probably the size of this room and the room next to us. So it got a little crowded. And unfortunately when you're on top of each other like that, not everybody gets along, so you'd be surprised what a little room does [laughter], but yeah, this building is a complete shock. Like it's, we went from sitting at a desk with just one computer that worked when it wanted to, to we came to this building, I mean everything's I guess fancy right down to the desks. The desks move up and down. I had never seen that even when I was in college and out here, and I'm like, I played with the desk for about three days. We have multiple screens to deal with, so now we can look at everything all at one time instead of closing one thing down, opening another, closing. And the computers are much up to date, so they move a lot faster, and we don't have to worry about officers being in danger 'cause our computer is frozen, we forgot where they were, or having to go to paper and then back, back and forth from the computer to paper.
OE	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	I work the same shift every two weeks, the same shifts every two weeks. So the best way to describe it is I work Monday, Tuesday, Friday, Saturday, Sunday of one week, and then the next week I work Wednesday, Thursday. So I work a total of seven 12-hour shifts over two weeks. But it's split up so you have days off between your shifts.
OE	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Well they were work the same shifts we do, so they get used to dealing with people, the public, and they have their typical, we call them frequent fliers, which is the people who call at least once a week. So we know them, we know where they live, we know basically, we can guess what they're calling about.
OE	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Well that's when you forgot whether it's going to be a slow day or a busy day is right about 10:00 and 12:00. If the phones start going crazy, it's going to be like that for the rest of the day. And if not, then it probably

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								won't be.
OE	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Okay. So you have one sibling that's calm and mellow, and then you have one sibling that tends be neurotic. Like everything has to be a certain thing down to the T. This agency is your mellow agency, and then some agencies we deal with are neurotic. You kind of wish your mom had adopted them out [laughter].
OE	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	My regular dispatchers have six. I have eight, and then the fire room has eight. So your regular call takers and the headquarters have six monitors. The extra station, which is where the supervisor would sit, you've got three people on your shift. And then there is the fire room, which has extra monitors. We typically have the Zuercher running, and then we have a camera system which covers the whole building, which kind of, it increases security. So if we see somebody in the middle of the night walking around the parking lot that shouldn't be there, we can send somebody to, hey what are you doing? Because we do have a lot of, like we have our body shop here. We have a lot of property here that would not need to be damaged.
OE	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Yes, it's definitely sufficient. It meets our needs. Our boss, the sheriff, he's pretty good at, if it's not over the top or you don't really need that, what are you going to do with that, if it's something technology-wise that we should update, he typically doesn't have a problem allowing it to be updated.
OE	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Well, the call volume definitely increases, which the problem we have [inaudible] we're answering the same question. Even though like we put our press releases, we've put out, there's numerous ways to inform the public, and like they'd rather just call. Which is fine normally, but if we have an active shooter, we have other things that we're focusing on and getting everybody ready 'cause we know we have to deploy a SWAT team, 'cause we, it starts with this building for any situation.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	If you are a full-time employee in the dispatch center you actually attend what is called the 360 post academy, just like a regular police officer. We

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								have a night academy and a day academy hosted at our agency. Our communications officers attend the night academy from 5:00 p.m. to 10:00 p.m. Monday through Friday after shift. They get paid and compensated for that. And at the end of it you are a post certified deputy just like a police officer on the road.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Busy. Unpredictable [Laughing]. You don't know what you're going to pick up and what's going to happen at that moment in time. But to me I enjoy it. It's very satisfying to know you can help somebody.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	It is mostly rural. The one large city we have is [City]. Everything else is little populated cities and towns mostly. We kind of have our [County] divided into three different areas: north, central, south. And they all have their own rules of living, I don't know what else to call it [Laughing], unfortunately. But it's very diverse. Very.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	The north end of our [County] is more of the [City] and a little rural around it but it's a lot of subdivisions and such. The central area of our [County] has [Street] running straight through it which is a main interstate going through. And then the south portion of our [County] is... we call it another world once you cross the intracoastal canal [Laughing] but it is... they work in the boating industry, the fishing industry, you know the shrimping and crabbing and they work out of Port [Town] where they go offshore. So it's a lot of that culture, strictly, down there. So they have a different way of life than north that works in a city and offices and businesses and such.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	No. We actually have part of the training as a dispatcher, we actually take you around the [County] and show you the main points of what we call landmarks throughout the [County] or the main streets and subdivisions that we know are going to pop up that are the normal areas we go to unfortunately. And we actually go through that in their training. They also actually ride along with a patrol deputy during their training to see what that patrol deputy does and what he goes through on the other end of that radio.

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OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	It is 4 years old. We actually went active in here in October of 2014... But we made sure that, you know... they could be as comfortable as possible at their station. Their stations go up and down whether they want to stand up, sit down. They each have fans. They each have a heater. They have dimmable lighting.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	And it seems a little excessive but when you're sitting there for 12 hours and you just need to get a little bit of heat but the person 2 desks down from you is cold or is hot and wants the fans on them, it makes a big difference because just in their work you are letting them get comfortable at their station as far as, you know, environmentally-wise they can heat up or warm up or cool off and they can--I find that it helps them perform better because if you're sitting there freezing, I mean you're not exactly going to do anything at that moment in time. So. But we've been here 4 years and it's still a work in progress I think. It's still, you know a year after we were here is when we had the video wall installed up with the--but we're constantly getting technology and adding stuff to it so.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	They work, I want to say it's called a 2-2-3 schedule is how it's described. They work the same shifts as their patrol shift. So they stay together. The same dispatchers stay with the same patrol officers. They work 2 week days, and 2 weeks nights.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Over here, we work 12-hour shifts on the station at terminal one. So you day starts with that station and it ends with that station for the most part unless someone needs to switch during the day for whatever reason. I don't know that it starts and ends the same. If you're on day shift it starts really, really slow. 6:00 o'clock in the morning not a lot of people are up for the most part. But by the time you get off at 6:00 p.m. it's [Laughing] extremely chaotic in here. And then if you're night shift you're coming in at 6:00 p.m. So you're starting it off on your busy time and you're ending at 6:00 in the morning really slow.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	A normal dispatcher, call taker, in our agency, it depends on what station you're at. At station 6 that person is actually a call taker to 7-digit lines, a

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								call taker to 911 because we don't operate our 911 in our sheriff's office. We actually have it at a primary PSAP [phonetic] in [City] and then we're considered secondary. So they have to answer 911 lines that have transferred to us and/or compose messages. And that dispatcher also has to tend to 8 fire departments throughout their 12-hour shifts.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Yes [Laughing]. If you're at station 5 which is our primary NCIC channel that person is 7-digit phone lines, 911, and channel 2 which is where all our officers run criminal histories, driver's licenses, and vehicles. And then if you're at station 3, that person is our primary radio. They are strictly dispatching and taking the radio traffic from officers.
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Yes. If there are enough personnel in the office they can step away and step outside and just take a breath of fresh air and come back [Laughing].
OE	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Fortunately we work for a sheriff that is very big on technology. So we normally... normally getting in on the very front of some new technology. Our sheriff's office is CLEA [phonetic] certified and he's a commissioner and all that other stuff. So we get in on the very front of that. He was president of the National Sheriff's Association so he get a lot of people that come to him to try this or try that. So I feel like we have a lot of technology here that some departments may not have or may not have the access to.
OE	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	It's usually quiet here [Laughing]. We only have 2 call takers on at a time, 2 dispatchers on here at a time. And during the day it's more busy because we do have people in and out of the building, dealing with the ELC and other aspects of the sheriff's office but at night it's extremely quiet. It's really not that busy here so like I said it's really quiet. And really quiet. But the building is nice. You know we have our kitchen and our restrooms and facilities that need--it's nice.
OE	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	We rotate: 2 weeks of days, 2 weeks of night, but it's always the same time 5:30 to 5:30
OE	COMMS	R	Comms	26-35	6-10	Female	COMMS-	Q: Okay. And do you work with the same people all the time?



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			Personnel				R-014	SME: Oh, yes, we are assigned partners. The only time we'll switch out is if somebody takes off or if you're working overtime and you work on another shift but, yeah, we have the same partners.
OE	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	We have the same shift [referring to the deputies' shift]. We're assigned to shifts. It's the same. If somebody takes off or works--working overtime that's the only time they'll switch up.
OE	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	I don't know the numbers but I think we're kind of fairly small. We have the [subdivision] and it's predominantly white. We have [subdivision] in [town] which is predominantly black. We have a subdivision out on 9--Highway 965, it's kind of mixed. And, yeah, that's pretty much it.
OE	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	We have a mixture-[referring to social class]
OE	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	It's not very high. Like I say we're small. We don't see as much... as many calls as other agencies do. We actually did some training, where they took us to a larger facility [City] and we saw their call volume compared to ours, oh my God [Laughing], oh my God. Yeah, so we maybe get, on a slow day we'll get anywhere from 2 to 3 calls. And on a busy day it could be anywhere from 10 to 15 calls.
OE	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	No, because it's 2, like I said, it's 2 of us on shift at a time so if I can't do it or my partner's doing it, you know, we get it done.
OE	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	It's entertaining because sometimes it's--people are different. Like everybody is so different. And so sometimes it gets to be like... almost like your own TV or something.
OE	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	We work 12-hour shifts. And we work 2 weeks days, 2 weeks nights. And so sometimes that gets... kind of difficult 'cause I--you know you have kids and all that and you have to still get here and just kind of erase everything with them so they're pretty much like on their own.
OE	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Huh. It's a--it's an okay place to live I think. Most of the times that--we don't say the Q word, but most of the time things stay pretty calm. Everybody kind of knows each other 'cause it's a small community. We...

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								kind of... I don't know. I guess they're okay people [Laughing].
OE	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Q: And would you say for the most part it's wealthy people, poor people, average-- SME: It's a mixture of people.
OE	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	I think it's mostly Caucasian and then African American, then we have a few... others that are... 'cause we have a couple of restaurants and things like that that are owned by like different people but.
OE	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Yeah. But for the most part it's Caucasian.
OE	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Not really. We do change with the same set of people, like it's 2 of us and then there are 3 people permanently on our shift for the road. And so we hear the same voices but we don't know them like that. We don't know them like personally. We just hear the voices also.
OE	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	We do fit pretty close. We sit like maybe 5 or 6 feet from each other.
OE	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	[Laughing]. It's pretty good. It's closed in 'cause we don't have any windows or anything like that. It's always very--sometimes it feels like a dungeon. We call it the dungeon [Laughing]. But it's okay.
OE	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	I know. But it gets like that when it's like... a pretty day outside or something and we're sitting in the dark 'cause we keep the lights low because the computer screens are really bright. And we keep the light so and then you go outside and you're like, oh, fresh air [Laughing]. Society [Laughing].
OE	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Yeah, kind of sort of but the day can bring about anything. Like you never know what you're going to have--what's going to happen for that day? Like some jobs you can go to and you're like, oh, I know what I'm going to do this day or whatever. Like your job, you never know. Like this job you never know. Like you might get 2 calls that's nothing. And the next day you come to work and get like 25 calls and have 1 thing that's really, really major or something like that that'll keep you occupied for

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								the whole day so it's really different from day to day.
OE	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Yes. Basically the start of my day we relieve, 'cause it's 24/7 so we relieve another shift. We'll do like a pass it on type of thing where they just let us know what happened the night before. We just log into our system. We do check everything like to make sure our radios work. The radios are still working from the night before, the 911 lines are still working and everything like that. And then at the end of the shift we just prepare to give the coming on shift their shift notes or reports.
OE	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	I think the--I think it's the in--an in house thing. I think it's like first responder type of thing. Like I think it's like either they think like we don't give them enough information or we didn't ask or something like that but it's like how could you not get enough information. Like I understand you're going but there's no way for us to sit there and tell you every little thing. All we can tell you is what we were told. And we have questions that we ask. We know the questions to ask. So sometimes it feel like belittling, like well I'm the one that's doing this and you just sitting there all night. Like they'll say stuff like that. Like you just--I mean you just sit there all night. But I'm not just sitting here like...
OE	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Busy, something new all the time. Challenging. Challenging just to wrap my head around and even to get my arms around the technologies but the personnel issues also because it... with Next Generation 911, with FirstNet, with any of these technologies, it's... we see it from the line level.
OE	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	We are a very rural community in many instances. The largest part of our area, our [County], is rural. But we have some very growing, we're one of the fastest growing [County] in the state and we have a lot of suburban areas. We don't really have any city urban areas but we do have a lot of suburban type of communities, large subdivisions and developments. But most of our area is a very urban--I mean very rural community.
OE	COMMS	R	Comms	46-55	21-30	Male	COMMS-	We... I don't know. I think we're at about 120,000 people in the [County].

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			Personnel				R-016	I'm not sure about the number of square miles but we've got--
OE	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Mostly white. Probably 80-85% white working families. The African American community would probably make up the next portion of that. Maybe 1% since Hurricane [name], maybe 1% of it is Spanish, Latinos that have moved into this area as working, the working class, doing a lot of construction, farming, labor, labor jobs. But we're more of a middle class and lower middle class... demographics.
OE	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Well we have--we had a flood, [Event] in August of 2016 that covered about 80% of the [County]. About 75% of all structures in the [County] received some type of flood damage. And including our 911 communications facility which had to move overnight into a backup facility.
OE	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	... We staff 7 positions on a normal basis: 5 radio positions and 2, well, a sergeant to supervise and a call taker for most of the time.
OE	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	No, they work a 2-week schedule it's called the every other weekend off schedule. It's 12-hour shifts is what they work.
OE	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Maybe a hunter or a fisherman every now and then but somebody riding a motorbike but that's the people that are going to get injured, going to get lost, and we don't have that. That ability. So yeah, I think we have a lot of area like that in this area.
OE	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	... The deaf community... very rarely do we get calls for service from the deaf community. Number one, they're a very small population, a very important population for us to serve and make sure that they have access to the services but we got a call one time. This has been many years ago, probably 20 years ago in [City]. I got a call on a TTY call of a, and I think it was a medical call, but because it was an individual, hearing impaired individual, we needed to make sure that it was just a medical call.
OE	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Stressful is like today. My computer does not work, so my co-partner, if she's here, which is usually two of us at all time, but if one of us is gone, we have to handle everything from traffic stops, phone calls, we field

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								everything. That can be so stressful. My computer being down, I can't really do anything but answer phones. I handle walkups. So that's also different from other departments. Most, I think we're one of the very few departments that actually have walkups to our window. We're not really supposed to interact with people. We have a bulletproof glass for that purpose.
OE	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	We serve faculty. We serve students. We serve visitors. We serve fans. We serve celebrities sometimes. You have, ESPN will come here. You have, [athlete's name] comes here. You have people from, some police officers from other countries just want to come and see what we do. We've had them all over. So we serve even the locals around here. I even live right off campus [inaudible] in an old neighborhood. Sometimes we deal with some of them because they're concerned about traffic. They're concerned about football issues. Current situation events such as the shootings and stuff, they're worried about that, what we would do during that. So I'd say we deal with everybody.
OE	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Oh yeah, definitely. Social class stems from, they come over here from a foreign country. They have nothing. Some of them are on scholarships. Some of them are, they literally came here with nothing. We have people who live north of campus from lower socio-economic backgrounds. We some on this side. I [inaudible] here 'cause I'm not technically with [inaudible] over here, but they're pretty ritzy, you could say, posh. We deal with ages from, we have kindergartners over here at the U high school, high school on campus, which is kind of new to me. It's called University High School. So you deal with those. We have a childcare center over here, babies. So babies all the way up to whoever works here. I think we even have like a 95-year-old professor that still works here.
OE	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	We have, it's a difference from any other police station than I've ever seen or worked at. We have a way to where you have parking, who is on the other side, which they're moving them. We have two cells in the back, which are very tiny, two cameras on them. Since it's so close to the stadium, this is kind of a landmark to where people need to get here,

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								they kind of have an idea. I think it's too close to the stadium, but eventually hopefully they'll move this location. But it is a decent way to describe how to get to us. I think we're, as far as location, I think we're kind of in a decent place. Easy to give directions here. But as the office part, it's kind of weird, I guess you could say. The cell situation, I've never really seen too expect for old-timey rule areas, not for [state].
OE	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	We switch monthly. So I work, basically I tell people I work 14 days a month. I work 12-hour shifts. I guess you could say seven days every two weeks. This is my weekend that I work, so we rotate. I love that. I love night shift because the more serious calls happen at night, and I'm more serious-oriented, not as office-oriented. So I guess you could say that we alternate, and we've put in votes for who could get I guess, if we wanted like straight shifts. But I guess it kind of works rotating. But so night shift, they'll come on. I think we rotate next Friday.
OE	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Oh yeah, I definitely feel you get to know, for example, say we worked six months all day, six month all nights. We kind of would miss out, I think. You get a month here, say you get rotating in [inaudible] football. You would get the kind of day shift calls with the football games versus the night shift. You get a mix. You learn different times, when different events on campus happen. I know when a professor, if he gets rid of the pianos in the music school, he'll get those at the, or send them back in the first part of May and then get them back in August, and I always deal with him. He's like I remember you.
OE	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Typical day. So for the most part, I'm dealing with law offices. On a day shift, I'm dealing with law offices. I'm doing [inaudible]. Professors, business-oriented school time people, I guess you could say, students. I'm dealing with people who want to come to the campus for classes sometimes on the weekends. I deal with foreign individuals a lot. And that's day and night. I deal basically with any type of person on campus you can think of. We've got them. We even have officers that are foreign, so we deal with them too.
OE	COMMS	U	Comms	26-35	6-10	Female	COMMS-	Yes. So over here we have our gates. So our campus is like this a giant

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			Personnel				U-017	square sometimes. And we'll have 4 [City] and [City]. That's not us. That's city at that point. But right there, [inaudible] that intersection is ours. So sometimes they'll call us and be like is that you? No, it's not us. But sometimes we do have to deal with that.
OE	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	... We had a situation where I had to make, we have new sorority houses, and they change every year because people get kicked off or come back on. I made the whole new map up, like a just a brand new map. Just like [inaudible]. So sometimes I take things upon myself to make things better.
OE	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	It's a very nice community. I am--it's very [inaudible]. There's a lot of different things that go on around campus. I mean, it's a very nice campus, I enjoy working here.
OE	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Well, I mean, there are very different demographics. You have students that are foreign, you have--you know, most of them live on campus, then you have the students that are--it's just a very different demographic, so you have your students that live on campus, you have some that live off of campus, so it varies, there's definitely a vary there.
OE	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	I mean, it's--I like it. I mean, I don't necessarily like that we're up in the front, but, I mean, that may change. I think [inaudible] is going to be leaving, they're going to have their own, so we're going to have this whole building at some point, I believe, and I do--I enjoyed it, I enjoy the people that work here and everything, so I enjoy it here.
OE	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Well, we work 12-hour shifts. We work five days a week, but we don't work more than three days, so it's shift work, and we do month to month, so we're actually going to be switching to night shift at the beginning of next month, on the 5th, so we do--it's like, every three and a half weeks or so, we switch from days to nights.
OE	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Yeah, I usually--and you know, sometimes we'll get one in, like, one of the communications officers can't make it in, if they were working by themselves, we get called in to come in and work their shift, but usually, it's just me and XXXX that work together.

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OE	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	... Yeah, I mean, we have a lot of tasks in here, and it's definitely never a dull moment. We always have something going on.
OE	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	... It's definitely not as bad as other agencies, so I definitely enjoy it here.
OE	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	And see, the way that they're set up, EMS and Fire are all in the same building, so when they put them on the call, they usually just put them on the call, and then they see it and dispatch it out.
OE	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2] ... So, we got the dispatcher talking to the field units and of course they have a different responsibility to make sure that they are responsible for the safety of the officer that's answering the calls and then to make sure that the information that comes from the person on the phone to what the officer gets in the car is correct.
OE	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S1]: City and County. I am saying still; I am sticking into 700 -- around average 700 dollar calls a year, that's --
OE	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: We are in the same room. We handle -- okay, of course, the call processors are just separate, they handle everything coming in... Those are our employees, and then you have Rural/Metro which is a private ambulance service, county fire service.
OE	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S1]: Interstates -- we've got two major Interstates that run together.
OE	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: Four shifts.
OE	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: With A and B, which each have a day and a night, 12-hour shifts. So --But they are all 14 days a month.
OE	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: There work two days off, two days work, three days and then next week -- it is reversed [Crosstalk]
OE	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: [inaudible] some new recruits that when they are interviewing them. You may work like 12 days a month.
OE	COMMS	R	Not	Not	Not	Not	COMMS-	[S3]: And it's worked great nevertheless -- oh man from 8 to 12 hours?



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			specified	specified	specified	specified	R-019	That's hard. They wouldn't give it up now for any amount --
OE	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: For four more hours you get so many more days off. To take a seven-day vacation you take two vacation days and you are off seven in all, you know, there is great benefits it to it.
OE	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: No. We have 40 call processors and then the agencies are split up. [City]PD has 16, No, that's not right. [County] has 16 -- [City]PD has 20, [City] Fire right now is 8 but we are trying to get that number increased overall.
OE	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: No, there is a routine depending on how many hours you are working. So, if it is a regular day of 12 hours, you get two breaks. Well, let's say a break before lunch, where you get an hour of lunch break and then you get two breaks after lunch.
OE	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: So, it just depends on how many hours you are there. That's routine. Our phone system, you don't sit pick up or choose which lines you are going to answer. It automatically assigns to the longest idle. So, it will make sure that the workload is spread.
OE	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: Of course, the daily routine there is a difference, too, in the shift because if you come in at 6 in the morning you can get a slow period, you start slow and then it builds as you go. Whereas if you come in at 6 at night, it is busy when you get here but then it slows down in the morning hours. So, it's you know, a little bit different there.
OE	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: Stand back out of the way, but it its organized chaos. I mean, if you are standing there or you are going -- oh my gosh, because you've got all these people coming in and all these people getting out, but it is organized.
OE	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: Right. So, as soon as you are free, you are cleared up and you've done what you are supposed to do with that call, then you can tread out.
OE	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: Yeah, we do. We have chaplains, we have -- we have a lot of -- a lot of assistance for it.
OE	COMMS	R	Not	Not	Not	Not	COMMS-	S3: Yeah, they do use 10 codes still.

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			specified	specified	specified	specified	R-019	
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	I am responsible for our communication center here in the 911 Center for AMR. So we primarily dispatch [City] 911. We also dispatch [indiscernible] the rescue squad. We dispatch all the first responders in [County]. We also take calls from our outlying [Counties]. We have some smaller EMS and they call in here and get the right numbers. We don't dispatch them, but we maintain the records. We also have another dispatch set up in the 911 Center in [County], and even though I'm not over there, I really helped them get set up because their manager is more of a supervisor, a young man and they're smaller, they only have two. They run 50, 60 transports a day where we do over 200. Including we do fire and everything else, they just do their ambulances. So a lot of mine is set up leadership, because we help set up and get the equipment, get them put in, radios all that stuff. So in a nutshell, I am pretty much over, even though I may not be financially or physically responsible for all of our radios, telephones and communication for operations in East Tennessee, I kind of, I'm involved in all of it to make sure that we're all on the same page, we're all doing the same thing and moving in the right direction, it's good for everybody. So that's more of what my job is.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	It's not that much work for them and they don't do a whole lot. I mean [county] frankly can handle the local 911 dispatches.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	We do what we call IFT transports - which are Inter Facility Transports, or anything that is not 911. So nursing homes, hospitals, things like that, we do the non-emergency transfers, so that's a whole separate business unit.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	But we run it together. So by being efficient and me being able to be involved in all that stuff, we make that more cost effective and more efficient. I don't know, if you got to go inside but when you are done, I will take you into the center and I'll kind of show you what we're talking about. So we have a fire dispatcher, we have an EMS dispatcher, we have a call taker and then I have what I call a [Job title] that sits between

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								the Fire and EMS and then we have two IFT dispatchers; one is out sick today and then I have a couple of trainees in there today too. So each one of them have a job, but all of them answer emergency phone calls and take emergency calls.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	They have to code it correctly: emergency / non-emergency. Build it very quickly; as quickly as they can, with as few questions possible to get that right: emergency or non-emergency; get the ambulance dispatched or the fire truck dispatched as quickly as possible; and then keep up and maintain that the crews are safe, and it's that same repetition, that's the basis of what we do. There's a lot more into it, there's a lot more record keeping, all those things; but that's the basis of our job. We are, I mean our business guys so anyone in our meetings I tell these guys that "you guys have got to understand we're a consumer. At Dispatch we're a consumer, EMS is a producer, and Fire is a producer. We make no money. We don't do anything that provides any income for this business."
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So we have to, we do more work with less people than government does. So if you go in and look you will have people sitting around on that side, that's government, not doing anything, now [indiscernible] you can see on our side too, the phones are ringing, go off, but they're usually doing some training or something going on. So we do more with less and we have to because if we don't make a profit, I can't buy new radio systems, I can't do all that stuff, so we have to be frugal with our money.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	We're always looking at technology solutions, and not looking at technology to replace people, looking at technology that will make it easier and more efficient and less stressful.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So I also have the third party compliance software called First Watch. We worked with them and we built a lot of triggers, we also built triggers for the health department. So there's things they watch during the year, such as heat emergencies during the summer, cold emergencies. Right now it's narcotic overdoses we're looking at, anytime those things come up, and they'll trigger in First Watch and they'll be able to go in and get

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								that data out of our CAD immediately and by going through that third party there's no HIPAA data exchanging, all that stuff's clean, and I also pull my daily reports, hourly reports, compliance reports, because we have a county contract. We have to be at all emergencies in 10 minutes or less, 90% of the time. If we don't, we pay fines. We have another thing set up to where we have first response for ALS engines in the county. So if an ALS engine gets there in 10 minutes it bumps the ambulance time up to 17 minutes, so we still got Ucare in 10 minutes, and if we don't make that in 17 minutes it's a fine of \$250 and in a minute it's \$500 and then in three minutes, it's \$1000 and it goes up, to be allowed to do that; so there are economic reasons for us to be efficient. Unfortunately, the reasons that was in place is because a lot of places contract ambulances and nobody paid attention to that and at one time the county paid ambulance services, so we get no money from the county, we're held under that contract. I get my overtime, every time we are in with the county; I tell them they gotta pay my Mafia money. I say this is the only business I've ever worked in where I pay you to be here and they're like stop saying that, like its extortion. [Laughter].
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Indigent is huge here in [City]. We have a huge homeless population. We have a huge psych [crosstalk]. It's...so if you're in jail, you're supposedly deemed indigent, which I still argue that, if you're in jail and you have the insurance, why am I taking you for free. We should be able to bill your insurance, you know, but by the law, you are deemed indigent when you are in jail.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So our dispatch is. We have shift work. So they used to be straight 6 am to 6 pm when I took over two years ago and it wasn't efficient, because everybody coming as 6 to 6, all the dispatchers and the call takers.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	It went crazy, the whole things. So I staggered the shifts, so we now have, we're looking at our busy time, so we have three: the supervisor and then two 6 to 6, we have three 6 to 6, we have a 7 to 7 and then we have a 10 to 10 and then at night we have three more 6 to 6 come in and relieve the other 6 to 6's, and then we balance it after 10'o clock at night,

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								there's just four of them in there, because we're not as busy. Then we have my two IFT guys that one comes at 7, one comes at 8, they work 10 hours, 50 hours a week and then we have a 5 pm to 1:30 am Tuesday through Saturday, that comes in at midnight because that's our little busier time and they work 40 hours a week.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	They work the same, so our EMS has a union and they're part of that union so through that all shifts are bid by seniority. So all the senior older people on days and all my new people on nights when I'm not here, so that's a nice...
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	No. you'll see more the private. Its union driven because of bad management practices in the past I think.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So yeah they're not all union, but most fire departments are.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Yeah. They're usually all part of the AIAFF, American International.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	They would come in and log onto the computer and pull the CAD up, get OPTIMA. Depends on which station they're at. Fire does a few little different things they have to do and I will show you that when we go I there, because they're just taking care of our fire department, [indiscernible]. So they have...Fire's a totally different piece than Ambulance. Fire, you know they run out of one station, they have their area; if they're on a call you send the next station that's closer, whether it's on the right or left hand side of that station; it's strictly straightforward and simple. Ambulance is dynamic, they are moving all. We could have 15 available and then 10 minutes later we will have three ambulances available because we had a bunch of calls come in. So we're constantly moving and if you look at that map, you'll see the shaded areas?
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	This tells us our coverage. So right now, for calls I'm covering 69% of the county. Geographically I'm only covered 40% of the county. Out of 20 vehicles, only 10 of them are available to me. Hi, oh thank you, I'll charge

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								them for these [laughter] thank you. And [Name]'s got your keys so hopefully he will be up here in a little bit.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	No, they post. Now we do have a couple 24-hour trucks, so right now the fire department has one getting ready right now too, so this Medic 241 that's down here in [City], the fire department has put an ambulance on in that fire station for the [City] community and it belongs to the fire department and it runs out of the station. Now we have two critical care trucks, 747 which is right here and they [indiscernible] they run out of station 15 where they post, because they're on 24 hours we post them somewhere they can get out of the truck and go on scene.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So we use the UHF frequency on land mobile radio for EMS, both are 911 and IFT side and then all the Fire is on VHF, only different frequency. So all our ambulances and all or our fire trucks have to go on that radio zone. Now we're going to 800 and everybody is buying tri-band radios. Fire, excuse me, is going to migrate from the VHF to the 800.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	EMS is not. So we're working on some legislation changes. So in the ambulance service requirements for the [state], there are certain frequencies that we have to carry - VHF, 155, 205, 295, and 304 those are the disaster frequencies. So the State does not migrate it, but all the hospitals are on UHF to talk to them. Now we're going 800, so I've been meeting with the State and other people so we got to change the laws, because all you're doing is creating expense. So for EMS to go to 800 right now is an added expense, because we still have to maintain those older channels because we can't get rid of them because the State requires them. And there's no funding for us because we're a private company that is not getting grants, and I'm like we got to work on this, and not only for us being a private company, but in [counties], where there's three ambulances and they're already squeezing every penny out of that county's budget, they can't afford to go buy three \$20,000 radios.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	The workload's high because the flu is running rampant, so we're short on ambulances for short dispatches. The guy that went out today has probably got the flu. He's like I can come in - absolutely not. We're in a

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								closed locked in building, once the flu gets in here it'll run to that end of the building and then it'll run back and we'll keep it for an extra month that it shouldn't be in here. So no, don't come to work. So, we're on our second round of flu.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	And there are a lot of older people in our community right now that have, especially in their 70s and 80s that's have spontaneous femur fractures, they'll have a foot turn and snap their femur. Now that we know that's what it is on the phone though, so if we want to ask pertinent questions without talking to you for 30 minutes to figure out what's going on.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	There's a lot of land around here. It creates a problem. We don't have, we've not had the issues of them being on a wrong street. Of course we got rid of all that, we changed our -- the metropolitan planning commission changed where we can't have two street names the same.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So we're all on the same CAD. [talking about Fire and EMS]
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So a 911 call comes in and it goes to the 911 call taker, so what we will do, because they're not EMD and we are, we EFD are all fire calls as well -- so they take the call, they grab any information, the address - and then they code it C-fire which is county fire; or they code it EMS and it shifts the cards, and they transfer the caller to us. So they pick the phone up, and now we're on the phone with the caller; we again verify whether we have the right street, and then we EMD or EFD them and dispatch the calls.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	They're all on 800 trunks, the old system. [talking about the police]
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Now, the [City] fire department, they're on VHF along with our county fire. So we're county because [City] touches three counties. I don't know if you're aware of that. [City] community is in [County].
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	[City] is on 800, they're moving to the same new technology, so [City] like great we're going to go 800 too. [County] just went to a brand new 400 trunk UHF trunk...

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OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Yes. So the great thing is we worked on that with EMA and through the [state] we now have -- so it's kind of we now have this TBRS system, which is the State system. So we have what's called Tac. We have a U-tac, a V-tac and an 8-tac. So if I - I don't know if I will find it here - I don't know which band it's in because I don't use this that much. [state], I don't want [state] - fire department. They have a bunch of fire department mutual aids, but there will be a - and we have EMS mutual aids. But we have a V-tac, a V-tac, and an 8-tac, so if I am on a UHF and I go to U-tac, and you're on an 800 radio and you off to 8-tac, and a VHF radio goes to V-tac, they're tied together in the building and we are on the same channel even though we're all on three different frequencies.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	That was a huge event; we probably could've used 140 radios.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	EMA's got like 25 which will take care of what's going on in [City] because most of us have them. It's those inner -- it's when you go outside your region, outside the people you normally play with.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Right, for us it's uncommon. [state]? They do it all the time. They do it all the time, so they're set up with a lot of grants and funding and all that. We tried to take those lessons, but how do I sell to somebody that we need to buy a half a million dollars' worth of radios that we are going to use twice before they have to be replaced because of upgrades. That's just hard to do.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	No. So on game days, I don't come up here, [names] comes up from Ambulance. Normally I go to the game. So on game days - which I didn't go to any of them this year - normally I go to every one of them, but we caught it this year; [indiscernible] but we take a laptop and our EMS supervisor that sits in the command post at the [University] takes a laptop and this was the whole idea of Citrix and how it'll work and to practice that. So they pull the CAD up, so we have three CADs - we have [cities] and [indiscernible]. So when they go to an event whether it's the UT ball game, a marathon that we're doing, they go and set up and we bring ambulances on for that with different numbers and we put them



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								over on that CAD, and they run that system and it doesn't impact up here. So they have the CAD, they have their own radios on their channel, they have all that, so we set up a complete operating system, and we do that different from what anybody else does.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Right. They don't go to the meetings, they don't go to the monthly stuff, they don't go, they don't -- not doing it, so they don't know because they have three jobs. [County] the [indiscernible] director.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	He's a great guy, but he doesn't do much with the 911 because he has got it running and it runs great. But I guarantee you, he's more up on Ambulance, financing budget, ten care, Medicare, those types of things than he is on next gen 911, because his primary job is EMS and that's another responsibility he's got.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	No, I got it, I'm trying to remember, it is about 80,000 calls a year.
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Total. For the rescue squad, fire departments. [for the 80,00 calls/year]
OE	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Well it is because EMS has been the -- EMS is the stepchild that everything gets kicked to when nobody else wants to do it. So for instance: you are elderly, you fall down at home and you're not hurt, but you can't get back up and you just need help getting back up, but you're not injured. In the county, the fire department, or the metro fire department will go do that, pick them up. In the city, they won't.
OE	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	We are a group of trained medical providers that operate in the pre-hospital environment. So it depends which jurisdiction you're with and how the systems set up. Here, we operate as part of a fire rescue service. So EMS providers can be either assigned to a frontline transport piece, either medicated or an ambulance, or they can be operating off of a fire engine which is-- they're an ALS provider. An additional provider on that piece and they provide ALS service prior to a transport unit arriving.
OE	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	A mix. Firefighters, EMTs, yup, between 12 and 15. Some crews are smaller, closer to 10. Others are towards the 15. [talking about the crew

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								at the station]
OE	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	We are an interesting station. [County] is a combination system. This station, in particular, is all volunteer. And then when we cannot be here, we pay our own people to be here. So they're not [County] employees in that sense. They are not volunteers, in the sense, they come in for free but we pay them. So we're allowed to-- we run calls into the district through a mutual aid agreement and it's specific to our organization and the district. So we like to send units that say our name and our people, which is why we do that.
OE	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	...And we provide EMS and heavy rescue services, and our station is one of the few that provide those services. There are a number of fire stations around us that have engines and truck companies but they don't have rescue squads or ambulances.
OE	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	For EMS, they just need to decide, is this an advanced life support or a basic life support. And once they figure that out, the computer does it. It's also much easier to update us on the way than it is to rejigger an entire fire assignment. In [County], if you send units for house fire you're sending nine, at least, pieces of apparatus versus if you say, "Someone collapsed." You're sending probably two.
OE	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	...Here, we have a system that will set off certain lights and it used to open doors. It doesn't anymore but it'll announce the call. It'll do all this stuff. Up in Rhode Island, we just had to listen to a specific tone that meant it was our town. And then we had to listen to which unit was being sent out. So we had Motorola pagers that would only go off when that specific tone was set off. But that was something that we did to kind of prevent us missing a call. So it depends on what the resource allocation of the jurisdiction is. We're very fortunate here to have this technology we have.
OE	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	So we were dealing with that, where you kind of show up to something you weren't expecting. Here, they do a very good job of asking all these questions. So by the time we get there we know certainly, age or an

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								approximate age, the sex, what they're complaining of, they ask some questions, "Have you taken aspirin? Have you taken anything else?" So we could have an idea about that. So they're very good about doing that stuff.
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	I get to work roughly around 6 o'clock in the morning. I relieve the person that was working before me and more or less do some kind of pass it on to see what issues they encountered yesterday, and at that point I would do my apparatus check. And once that's all taken care of I normally get to my office and start going through my emails. See what kind of issues that I need to address for the day and I check the operations briefing which is put out by the duty operations chief and see what areas I need to help out the duty operations chief with the overall operations of Fire Rescue. And once that's done, typically a breakfast...
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...Our boss allows us two hours of PT time, so I normally do some kind of physical training. After that I normally go around the county. I drive around in a Dodge Ram pickup truck in which I am available to respond on whatever calls I would like. My boss gives me a lot of leeways to what calls I want to run. But there are certain expectations that if there's a pretty significant call like if it's a stabbing or shooting or cardiac arrest, they kind of expect us to be on those kind of calls. And we can run at them at any time.
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...Answering a lot of phone calls that providers may have issues with and more or less I'm just kind of a support role to see what is needed. And if I can fix something, I certainly do. Typically, by the end of the afternoon, start going back to the office again, eat dinner, and at that point I start winding down for the day. I work a 24-hour shift and I'm off for 48 hours.
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	In [County] Fire Rescue, we are all EMTs and firefighters.. Some of us are paramedic trained as well. It's just a little bit additional EMT trained. We can give medicines and stuff like that..
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	For the most part, throughout the day I do operate by myself. My response area is pretty much-- we have two EMS duty officers a day. So

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								we pretty much cover half the county a piece.
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	For the EMS supervisor, we have two a day. So we have half a county. So I have anything pretty much north of [City] and so I go way out to [City]. I go all the way out to [City], [City]. I go down to [City]. That's my first due. But we have apparatus that is first due to those calls. I'm more or less-- I go there as a supervisory role.
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Typical communication, for the most part, is by cell phone... This is my county-issued cell phone. This is my personal cell phone... I carry them both with me. This county-issued cell phone-- when I get off in the morning, I hand it off to the next guy... This is a shared phone. And the county also gives us a county-issued personal cell phone so that we can take it home and be available for calls as needed... This is my personal personal cell phone [laughter]-- in which-- I typically don't carry my county-issued personal phone, but I call-forward to my personal phone... So if my boss calls me from his phone to my county-issued phone, it will go to this phone and I'm good. So I'm not managing three, four, five different phones at any given time.
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Yeah. It's typically like your own home. We operate in a firehouse and we live there a third of our life. And we have other providers, firefighters, EMTs, and the typical lifestyle is nothing different than your own home. We have TVs. We have beds. We have a kitchen. We have our offices... Other than that it's typically-- it's like your own day at home. And the only thing that we have to do is be available for calls and for citizens that are in need.
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Countywide [laughter]. It's huge. It's got to be the biggest jurisdiction in [State]. I forget the square miles that [County] is, but it goes anywhere from obviously up to [City] down to the [City] line. Almost into [State], the Potomac River, all the way out to [County]. But it's well over a million people that we serve.
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	SME: ...But it's well over a million people that we serve. Q: And at any point in time, you serve half of that?

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								SME: Yes... And on particular instance like this little meeting we're having today, I know my counterpart, EMS704, he's covering the whole county right now. So if any significant issues occur, he's going to be the one-- he or she will be the one that would be handling all those issues. Typically, that's a small portion.
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Yeah, absolutely. I mean things do happen throughout our day in which we won't be available for calls. It's typically for a short period of time, an hour or two whether we're attending a class or we also operate on calls for long periods of time so that EMS supervisor knows that he's going to have the whole county to cover and also we'll help each other out on big incidents. If we really have a significant incident where we are caring for 20, 30 people at any given time, he or she may need to come up and support what I'm doing or what the battalion chief needs.
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Any given time I am not really-- I'm not directly supervising anybody. Meaning day to day, hour to hour. But typically whenever I respond to a call, I'm supervising them at that point. That's typically anything from-- most times about six to seven people in my role right now where I'm maintaining the supervisor role for about that many people. That's typically what our span of control is. Anywhere from five to ten people is what we were typically supervise. But at any given time I could be supervising 30 people depending on the incident. But that's a very rare occasion. It's typical for a short period of time.
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	For EMS, for the most part, and this is well over 90% of our calls, it's a pretty low scale incident. Probably dealing with about six people operating at a call, somebody on a chest pain. So the incident command structure doesn't really-- like the big incident command structure doesn't really fall into that...
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...when you're talking about a significant event when you're talking about multiple buses that have crashed on [Street]. We also had an incident down in [City] in which we had a building explosion. Not only was the fire going on and they had incident command structure, you also had 30 to 40 people that need to be transported to hospital with burns. So that's a

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								whole other incident command structure. So we almost have two incidents going on in that one incident. So it's a very similar incident structure in which we have a number of units in which we need to get X amount of people to the hospital and account for them as well. So very similar incident command structure that the Fire Rescue has.
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...That's my main job, is to make sure that the hospitals can sustain, and we share the wealth of these patients to each individual hospital, and dependent upon their specialty, as well. Some hospitals don't take kids. Some hospitals don't take these types of patients. So I had to make sure that I know that, and [quarantine?] with all that.
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Sure. Normally, the people that are taking care of the first triage are the ones on the fire engines and fire trucks. It could be ambulances and medic units. We have four providers on engine companies, three on trucks. So we typically utilize those crews, so that they can get through a lot more people, and triage them and give us a number as to how many people we're dealing with.
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	So we'll have an actual incident commander. Let's say it's a mass casualty incident. We'll have an incident commander of that, and then he or she will branch stuff out, like triage. You're the triage unit. You're the treatment unit. You're the transport unit. And then they'll have certain units under their command. It's all about breaking down the span of control so that one person isn't taking care of 30 people. You're only dealing with about five or six...
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...then typically we'll have a communications officer, and that's pretty much what my role falls in. I would call our SYSCOM, which is a [State]-based medical communication system, and then I need to declare a mass casualty incident, and then I need to coordinate with the hospitals and find out what the bed counts are. So, yes. It's a very similar command structure as a fire. You're just using different terminologies.
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Fire and rescue, EMS is very easy. We all operate under the same system. We're all the same people. We all just have different roles and

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								responsibilities. Very easy to do. Operating and communicating with police can be difficult, because there's only a certain group of people that their radio is capable of talking to the police. So I believe I can talk to the police on their radio. We can all hear what they're saying, but we can't talk to them, back and forth.
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	We need to know the channels, yep, and if you don't really operate in those channels too much, you pretty much don't know them, but we do have charts, and being able to tell us which ones they're on. A lot of the firefighters and EMTs tend to listen to police channels, because we do operate on the same calls, but I say, we very rarely can talk to them by radio.
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	It can be. We have mutual aid agreements. We all have very similar SOPs, whether it's fire and EMS, but once again, talking to some of these jurisdictions can be difficult. It's gotten much better. Years ago we could not talk to each other. Had different radio frequencies. We also used to have separate radios. So if you worked in a border station, like down in [City] or [City], you had separate portables to be able to grab when you want to call into their area, but now we're able to utilize our radios, and go to their channels.
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Yeah, typically when we get dispatched on a call, our dispatchers will say, "Respond on [Name]. Eight, we know, is a [County] unit. Or nine something. Typically, part of the dispatching is something you have to listen for, as to what channel you'll be operating under.
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Well over 90% of our calls probably operate-- we typically dispatch on alpha, [Name]. Then we respond on [Name]... these are just channels. And most calls operate that way...
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...On low-scale calls, not a whole lot of communication that needs to happen. We'll have five or six people on an incident, and they're operating within a house, so we don't need to talk to each other via radio. We can just do face-to-face. On big incidents like house fire assignments, hazardous material events, mass casualty incidents, then

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								we go to a whole separate talk channel. There's not a whole lot of talking on that radio, other than what's on that particular incident. So if we have six, seven, eight units dedicated to one incident and you know there's a lot of talking, we'll go to what's called 7 Charlie, or 7 Golf, and we'll have a talk group that we can operate within. And only people talking on that channel are on that call...
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...More than 90% of calls we operate under is 7 Alpha, 7 Bravo, and there's not a whole lot of chatter on the radio, other than I may need an additional resource. I may need just to clarify something through my communications.
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	So our communications they dispatch every single call whether it's a fire call, an EMS call, hazard materials, you name it. It's all done on [Name]. We have well over 100,000 calls a year [County] wide. And every single one is dispatched on [Name]. Well over 90% of the calls get-- respond on [Name]. And that is only an operations channel. We don't dispatch on that channel. They just do request of resources and questions and stuff like that of people that are on an incident.
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	It gets to be a little bit more confusing when you go mutual aid. But we have taken a lot of steps in [County] to be able to communicate with other jurisdictions now. But we typically have to be within range of that particular jurisdiction as well. Like I wouldn't be able to talk to [County] if I'm all the way out in [County]. And I wouldn't be able to talk to [County] if I'm all the way down in [County]...
OE	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...Now, I do recognize that our communications is tied by based on what the 911 caller says to them. So it's not a 911 center issue, it's more or less, "It'd be nice to have this information," ... but sometimes the dispatcher has to get the call out without having all the information because there might be a very significant event.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So my daily routine, when I'm at work, is that I work a 24, 48-hour schedule. So I work 24 hours on, and then two days off. It works out to be 9 days a month is my schedule. Typically, I report to my duty



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								assignment, whatever station that may be by at least 6:00 AM. Our report time is at 7:00. So that gives me an hour ahead of time to just kind of help with a last minute call or whatever needs to be done. Makes smooth transition.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...I normally find where I'm riding and get that position ready with my gear. Makes sure it's all ready to go. And then I sit at our breakfast table and generally do breakfast and coffee. And then at 07:00 in the morning, we have lineup which is a traditional term. What that means, that the nine gentlemen or females that are working on my shift, we sit and we have a face-to-face discussion about previous shifts, the day ahead of us, what needs to be done, accomplished goals for the day. And that generally takes about 15 to 30 minutes uninterrupted...
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...we go out and check our apparatus, whether it be the fire truck, the fire engine, or the medic unit to make sure that it's operational and ready for the 24-hour tour of service. Fix, maintain, repair whatever needs to be done. That generally takes about 45 minutes to an hour as well on a normal day...
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...from there generally move into some form of physical fitness or activity to maintain personal readiness... Uninterrupted again on a normal day that's, I would say, about a half hour or 40 minutes on a good day. And it may be individual-based, it may be as a collection as a shift doing that. And from there, change, put on the uniform of the day, whatever is required. And then start our day.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...from I'd say on an average about 1:30, we start an afternoon drill or an afternoon exercise. They can be anywhere from 15 minutes to 4 o'clock that we participate as a whole station...
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...then we move into, excuse me, personal time, pretty much after 4:00, preparing for dinner, cooking, assisting with station duties, housework, cleaning, vacuuming, those type services. And then throughout this period, as I've stated up until this point, we're responding to 911 emergencies or calls. So we're always ready.

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OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So my station has four individuals in which they ride a fire engine that brings water, three individuals on a ladder truck that brings ladders or an aerial device, and then two individuals on a EMS transport unit. So that gives us our total. And then every once in a while we'll have a ride-along, a shadow, an intern. So the staffing does fluctuate a little bit but we do have dedicated staffing.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So it's one of our lieutenants or a captain assigned to that station for the day. And it's kind of a, I would say, informal forward progression where based on those individuals that are there, everybody more or less knows where they're going, and we rotate. So if I was on the medic unit the shift before, then I would move to a fire suppression piece the following shift if all those individuals were there. If that individual was on sick or took vacation and there was only one medic there, then that would default that I would be the only medic. So we try to rotate...
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So I'll use Google translator. Or I find that people that I serve, and I don't mean this ill in any way or disrespectful in any way, but most people can understand a text message. So even if they don't completely understand the whole paragraph, per se, I can write a text message and show them the message. And then it also allows them to text back if they can, or it's just another form of communication - excuse me - along with body language.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So it is a second family. In many cases, I know more about the guys I work with than my own family in the sense of these guys I see every 3rd day for 24 hours a day. There's no hiding feelings, or stress, or things that are going on. So we're very close-knit. We depend on one another for everything. We see it may be our 10th call of the day, but still, it's the first time that a citizen in the county may have utilized calling 911. So we see people at their worst, most of the time or often. And that is a very stressed impact amongst all of us, but we share that stress amongst one another. And when I say I knew more about them, I mean in the sense of my family lives all over the US or can be all over the US, so I may only see them once or twice every couple of months.

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OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...These guys I work with, they live in multiple states, but we all come to the same goal at the same station every third day. So I see them more frequently than I do some of my own family. And when you come to work for 24 hours, and you're eating and sleeping together, and expressing the same life goals, life interests in a profession, you're more open to communicate those opinions and views. And so we certainly know if everybody's having a good day and we know if everybody's having a bad day.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So the community that I serve is a very large response area. I wish I knew right off the top of my head how big the geographic area was. But we go from garden style apartments to townhouses, condos, [Name], or multi-million dollar mansions. We serve and have the largest portion of the Potomac River in [County]. So we have a very large water-based area. As well as we can get within just a couple of miles of making a turn out of our station a very rural of an area that has livestock and farm animals. So where we go from high-rises, mid-rises, apartment buildings the same distance in one direction, the same distance the other direction we have barns and silos, and ponds are our only means of getting water to put a fire out.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	Very, very diverse in all aspects: the community, the population, the people, the ages. There's not one set demographic that represents my response area.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So there's always a state of readiness. So you do have collateral duties or jobs or responsibilities to do from the simple of going to pick up meals for both lunch or dinner to eat to maintain your own personal nourishment but as I said, you can always get that 911 call at any time. So maintaining to be professional, maintaining to answer questions, representing the department, the county...
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Knowing your area, knowing what's going on in the area. And not just my immediate response area but it could be the whole county because any one of us - excuse me - could get moved or relocated to a different station based on service needs for that day.

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OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	I would say things are good outside the station. Most people want to be out in the public. Most want to go out and train and do things, let people see what we're doing. A lot of interaction with children a lot of the time. They're almost a magnet at times, anytime there's a fire truck at a grocery store there's some kid that's coming up to see it. So I would say it's very positive image most of the time...
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Within the last couple of years, it's the the first that I've ever had to really work hard to maintain that professional image, in a sense of a lot of negativity within community or the changes of social media, civil unrest. And not going into too much depth of that, but everybody loves a fireman per se. Some people may not understand salary or taxes or why we're sitting in front of a grocery store, but I think education's the best part of that.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	My station is a fully career station.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So it's not, it's just frustrating and then we-- I just don't listen to the call, what's going on. And it's just being, I guess, situational awareness. I'll even use the word just nosy. To just hear what firefighters are doing and the types of calls. We all try to see what other agencies are doing during their calls, from a tactical standpoint to evaluating it. Self-critique. If I was in their shoes, what would I do? So you try to listen what's going on to hear the calls, and sometimes you can't. And if they switch to another channel that we don't have in our radio bank, then you're done.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	Yeah. So the AVL is a new where it's not just-- it's a part of CAD or the computer-aided dispatch. It dispatches 911 resources to the closest available rather than that response area... So it's just sending coordinated resources that are the closest available via distance. And then it incorporates speed bumps, and jersey barriers, and medians. And so if the closest unit is right across the street, but has to go 10 miles down the road, and get off on an exit, and do a U-turn to come back, well, that may not be the most appropriate resource to send. It may be more appropriate to send someone from that exit that doesn't have to

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								do all those navigational directionals.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	[RE: AVL / call volume] Has increased. So it doesn't upset me one way or the other, of that. The call types are different, in the sense of, I used to question it why they were sending a particular unit because I felt that I was closer and they didn't, and that's not my job to question that. Ultimately, there was a reason why that unit went. Now that we're getting sent on more calls, it makes more sense to that previous thought of, "Oh, I knew we were closer. Now we just justified that we're closer." And ultimately it's the end user, it's the community or the citizen that's benefiting from it. So regardless if we're running more calls or less calls it's--
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	[RE: current state of technology] I would say we're probably at a happy medium. There could be bigger, better, faster out there. Knowing a little bit more than I probably should with some things, it takes a while to be current. For the size of the department that it is, it's not like you can just walk into Best Buy and buy thousands of radios, and there's obviously a price tag and a budget that comes along with it...
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	[RE: current state of technology] ...So I would say we're probably at a happy medium. There could be something better, but we certainly have better than others and the means of using it. We may be able to apply it differently or better understand it, and that just maintains-- or means us not being as busy with busy work or other things to learn how to use it better for us.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	I would say on average it's hit-or-miss. We're a very busy second due station; meaning, if one of our sister stations that's around us is busy, then we pick up a lot more calls because they're busy. I would say we average 10 to 12 calls per 24-hour span.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...So we always have redundancy in everything that we do...
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	There's some who are EMS only. The majority of them are cross-trained.

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OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Generally, at the beginning of the day, we're just going over the unit, going over the piece and making sure that we have all of our equipment and restocking the equipment as needed. There's a couple of different computers or tablets on the unit right now, that we're using, that we have to log it, that we have to make sure we're logged in properly and everything. And again, that's when we first arrive for duty or whatever, we get all that checked. Make sure everything's ready to go. Other than that, throughout the day there's not really anything specific. It's just a matter of responding to calls as they come out. And again, just restocking supplies as needed and whatever.
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...The equipment-type supplies are usually pretty well-stocked in the unit. The stuff you usually have to worry about is just the everyday-use supplies: the oxygen masks, the gauze, and IV catheters. Stuff like that that you can just grab from the firehouse.
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Each person has their own log-in. Although, usually, only one crew member is actually logging in. So usually the officer of the unit or the senior person will log into the tablet up front that we use for the CAD system and to get our dispatchers and get all of our call information. The tablet in the back is for the patient care reporting. And generally, whoever's doing the majority of patient care will sign into that one, which may or may not be the same person [laughter].
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	The one up front for the CAD stays on the unit. The other one can be taken out. And it depends on what type of unit you're on. The fire trucks take it out more frequently than the ambulances because they'll take the tablet in with them when they go in somebody's house or something. So if they need to get- the person decides not to go in, and he can sign a release or something. They can get it. Plus, they can record the information that they're getting when they first arrive, and then when the ambulance gets in, they can transfer it over to their tablet. So they usually keep theirs with them. The ambulances, a lot of times, will keep it on the unit because they'll just fill it out at the hospital or on the way to the hospital. So they don't bother taking theirs in with them when they

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								get on the scene most of the time.
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	For the most part, it's a limited set of hospitals for most [shifts?]. It'll be different depending on what unit you're on, but usually you're going to the hospitals that are geographically close to you for the most part. Of course, trauma patients have to go a hospital designated as a trauma facility. So there's a limited number of those, but they're spread out enough that usually there's one that you're going to all the time anyway. And same thing with heart attacks and strokes. There's certain hospitals that you can and can't take those to. But again, most of those are in your hospitals you're going to on a regular basis anyway, for the most part.
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	[RE: familiarity with local hospitals] Yeah. Well, especially down here in the downtown area. Now, I work over east of the river on the east side. But, I guess, the most limited ones we have access to would be probably trauma and STEMI centers for heart attacks and stuff. Those PGs, one we go to all the time or we're here at the Hospital Center. Those are the two closest ones. Strokes-- just about every hospital in the city has a stroke center. So PG is not, however. So usually, if I have a stroke patient, I'll usually send him to [inaudible] [City] Hospital. For me where I'm at, [City], and PG, and maybe Hospital Center are the probably the three that I go to most often.
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Most of the time, yeah. I mean, obviously, if they have to call in sick, or they're on leave or something, [they'll write me?]. But there's a crew assigned to a unit for each shift, so usually you're with the same person.
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	[Q: And are you being dispatched out of a firehouse or is it a separate facility?] Firehouse.
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Yeah. I mean, the relationships in the firehouse are usually, for the most part, it's sounds almost cliché because it's the same way as [I would?] describe it. It's almost kind of like a family because we're there for 24 hours. So for the most part, people get along with each other. When we're not running calls, if we have downtime, we're all working together to clean up, doing any kind of cleanup or anything that needs to be done

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								or things that have to be done around the firehouse or be in the same room just talking and watching TV or whatever, but.
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Yeah. I'm over kind of along the other side of the city. And again, depending on who you talk to, it's very different especially in this area here. It's a wide difference between the type of people that you're serving if you go way up to northwest versus down southeast. Over in southeast, where I'm at, there's a large number of low-income people and a lot of people who don't necessarily have a private doctor they go to. So a lot of times they'll call the ambulance and go to the hospital for more routine stuff that isn't necessarily what we would consider an emergency, but.
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Well, I would probably say somewhere around at least 50% probably. And then that's citywide. At best, it may be a little bit more so down there a little bit. If you go way up off of [Street] or [Street], up there they have a lot lower call volume and a lot higher percentage that are calls are actual more true emergencies, so.
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	We usually interact with them frequently and well, usually if we need to talk to other first responders, police officers, or whatever, usually it's face-to-face on the scene. We don't have radio communications with them. Our radio systems aren't connected to theirs. So if we need to relay information to them before they get there or something like that, then we have to do it through our communications. Our CAD systems are connected, though...
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	the way the city is run, they send [City]PD to a large range of calls that may or may not end up actually requiring the police. But they go on-- they end up on pretty much any call that is out on the street. So if we get called for a person down the street or something like that, [City]PD is going to end up getting dispatched. Any cardiac arrest, they'll get dispatched on. And part of that-- I think they've always done that, but especially now with them changing our policies...
OE	EMS	U	Field	36-45	11-20	Male	EMS-	I guess, to some extent it would-- well, again, there's a cell phone we



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			Responder				U-017	have on the unit that we don't normally use on a regular basis. It's used for basically, as a backup or for emergency communications if the radio were to fail or something and we need to call somebody. We do carry it on the unit. So generally, we don't use it. It just sits there, and we just make sure it's there every morning [laughter].
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...the CAD tablet up front does have a application for the old-- basically, a digital or electronic version of the old hazmat response guide that we used to carry in the units. So if we're running a hazmat call or something or whatever, we can look up hazmat information on there, and specific chemicals, and stuff if we need to. Again, it's very rarely if ever used so off the top of my head, I think that's still there [laughter]. [inaudible].
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	There's a number of patients that we run over and over. And the other thing is, the database maintains a fairly significant history. And again, I don't know how it's currently configured, but last time I knew for sure, the database actually maintained at least three years of data in the active database. Then it would archive it off into an archive...
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Generally, no. But again, they're patients-- most of the time we go, it's not really an emergency per se and usually, they could have gone to the hospital by other means or whatever, or gone to their own doctor or whatever. But the thing is they allow these patients or patients that do have multiple medical problems, and it's one of those things where you never can tell for sure until you get there. Yeah, until you get there and it's like, "Oh, yeah. We wonder every day, but she does have all this health history so she might actually have something going on," and you never know when that's going to be.
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Oh, fairly-- well I would say fairly significant since I first became a first responder and that's for sure working here 17 years, in the last 17 years. Well, for one thing, the department as a whole has had a different structure then, too. The EMS side was a lot more-- it wasn't completely separate but it was kind of a separate-- more separate from the firefighting side than it is now. They were still both kind of in the fire department, but the EMS was like a separate bureau or a separate

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								division within the fire department. They've kind of combined it all into one operations division now. When I first came on, the firefighters in the fire apparatus and on the [A buses?] used two separate radios. And we couldn't even talk to the fire engines that were on the scene.
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Well now it's a-- I say the majority of the personnel are cross-trained to do both. There are some like me - there's still a few - who were EMS only. And again, that goes back to when it was separate. The EMS had put their hire just for EMS. The firefighters have been cross-trained to do EMS since '87, I think... at a basic level...
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	At a basic level, yeah. And then, I guess, was around 2000 or 2002, somewhere in-between there, they actually started working on putting paramedics on the engine companies. And the first way with that was actually taking paramedics who were already paramedics in the EMS division or the EMS side of it and having them run on a couple of the engine companies as a pilot program. But since then, they've started actually hiring firefighter paramedics. And when they initially started putting medics on the engines, those medics were still just single-role medics. They weren't trained for firefighting at all. They were just riding on the engine to say they had a medic on the engine, that they could possibly get to the scene faster than a actual ALS transport unit with a medic on it. But as I say, since then, it's become a lot more. [As I said?], almost everybody the fire department hires now is cross-trained...
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...they're hiring both firefighter paramedics and firefighter EMTs. I don't know exactly what the proportions are and how the numbers work out. And as far as I know, I don't think they're hiring more single-role EMS providers at this point. The ones who are here-- a lot of the ones who are here are actually crossing over and becoming firefighters. And the department, every so often, will have a class specifically for EMS people looking to cross over to the fire side and do both.
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	There's private ambulance services in [City]. In the past, they haven't been used for 911 services at all. I guess it was starting about a year and a half ago, I want to say - I think it was last March - they did start

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								using a private ambulance service for some of the basic calls to try to reduce the load on because it was getting to the point where we just didn't have enough ambulances and personnel to transport everybody.
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	The other thing is, too, is there's more of a system-wide problem in this area. And the hospitals in [City] actually get backed up from ambulances coming in. So it's not a matter of taking the patient to the hospital, drop them off, do your report, and go back in service. A lot of times you'd go in-- especially. if it's a more minor call. A lot of times you'd go into the hospital and you're sitting there waiting 15, 20 minutes before the triage nurse even gets to triage you because there's a line of ambulances at the door.
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	So they started using these private ambulances to take the, what we consider priority three calls, the ones that are stable, don't require any ALS care on the way to the hospital. They may or may not get an ALS assessment on the scene, depending on what the complaint is, but the ones who basically, where-- basically, the patients that aren't going to need treatment on the way to the hospital. Basically, they just need to get to the hospital. And [inaudible], they're using private ambulances a lot for those. Actually, they're in service for us from 7:00AM to 1:00AM so they're 18 hours. From 1:00AM to 7:00AM, then our [inaudible] handle it all. We just handle it all internally...
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...There's other private ambulance services in the city, that operate in the city. They don't have any interaction with us as emergency responders or first responders. They do just mainly interfacility transports, taking the patients from nursing homes to the hospitals and back and forth. So, I guess, even though we aren't using them for 911 services, as long as the-- to the extent that the nursing homes utilize them, it takes a little bit of a load off of us because they're using the private ambulances to do some of these patients. Again, a lot of times though, too, even some of the nursing homes a lot of the times will call us, and it's a patient that could have gone by private ambulance or whatever.
OE	EMS	U	Field	36-45	11-20	Male	EMS-	...the way the agreements are done with the private ambulance service,

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			Responder				U-017	they have units throughout the state. The way that the contracts and agreements are written, the private ambulance when we request a private ambulance for transport, they're supposed to be able to get to the scene within 10 minutes. So we don't usually have to wait too long for them. And because it's structured in a-- because of the way that contract's structured, there's no requirements saying, "Okay. Look. You've got 50 private ambulances available for us to use." It's not about how many are available, it's a matter of how many they need to get there within that time frame or whatever. But at the same time, the private ambulance service does have ambulances. The way they have their stuff set up-- they have ambulances that are pretty much designated for emergency response for us.
OE	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Yeah. Because even the private ambulance service that we're using for our 911 stuff, they also do interfacility stuff in the city, too, that's not related to us. So they have some units that are designated-- from what I've heard talking to their crew members, I think they have some units that are designated for interfacility transport and some units that are designated for emergency response.
OE	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] I report to the station. We have one central location where I work right now. And I usually spend about 15 minutes doing inventory on my ambulance, making sure that we have all the appropriate equipment. Log on, check in with dispatch, and then they send us to our assigned-- what we call a post. And that's where we'll be considered coverage should a 911 call come in within a certain area or proximity to where we're sitting.
OE	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] So in [City], it's a ALS system. Certain agencies, more on the East Coast I know of, they run what's called BLS ambulances, and that's two EMTs driving around. And if the patient needs more care than they can give then they call a paramedic. Frequently, they come on what's called a QRV or quick response vehicle, and the paramedic would drive in on that. It's usually like a Ford Explorer or something like that. And then they would do the ALS interventions, the medication, the cardiac monitor,

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								intubating if they need to be-- if they need help breathing, that type of thing. [City] and pretty much across the state is generally considered ALS ambulances for the most part, and there's BLS ambulances with certain agencies like the private transport companies that do non-emergent transfers to and from nursing home, that type of thing. [City] is not exclusively dual paramedic. Most of the ambulances are two paramedics. There's a few ambulances that have an EMT more that's like a paramedic in training type of a rule. The training continues so that it's a little bit easier, ultimately, to become a paramedic, which is the end goal.
OE	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] ... More often, what happens is a call generates for whatever reason. It's assigned an ambulance, a fire truck, or the police. And when they get there, they do kind of the initial assessment. And if it turns out that an ambulance isn't needed, [City] Fire or all EMTs, they can assess the basic need. And then if they need an ambulance, they keep us coming, and if it doesn't, it's part of-- frequently, what happens is people sleeping under a tree, and the fire department gets there, they were just sleeping. There's absolutely nothing medically wrong with them, and then that person may walk away, in which case an ambulance isn't needed. And then they would call their dispatch, who would then transfer it to our dispatch, and then they would cancel us. It's a lot of people talking to a lot of different channels in [City]. It's the police, the fire, and us. It's all in the same room, but it's all different dispatchers.
OE	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] That's okay. So it totally depends on how busy the airport is at the time. I mean, it's the ebb and flow of EMS. Sometimes you can sit out there for 10 hours, and nobody is transported out of the airport... So because at that point, you're on a completely different radio channel, you're no longer on operations for 911 for [City]. There can be a long time that you're sitting. And at that point, we're basically free to do whatever we want or need to do. If we are down on reports, then we can catch up on our paperwork. If we're hungry, that's the only time that we have to get food because we're not given lunch breaks or breaks in

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								general. Some people, if they have to, they can run an errand. That's the time. If you're posted near a hospital that you ran another patient on that you want follow up from, you can go try and find follow-up from them.
OE	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	...So it's an active community. I think, generally speaking, the overall health of the community is far better than what I am used to in Louisiana. The calls are different than they were in Louisiana. I don't know. They're active. They're healthy. They're generally responsible for themselves. They think they have good food. They're wrong about that [laughter]. There is a huge homeless population in [City].
OE	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] It's something that I have never seen before on I scale that I've witnessed in [City]. But [City] also seems to have the infrastructure to attempt to try and take care of them and help them [them refers to the homeless population]out also. Much greater than what I've seen in Louisiana. I think mental health care is generally better. The hospital systems, operations for receiving EMS is just more organized. They have more staff dedicated to the EMS and hospital relationships, so everything runs smoother as far as our communication and interaction with hospital staff. That's what I have.
OE	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S4] It definitely is a fairly healthy region. It's not quite as crazy, obsessive. It's what it says in, say, [City]. It's a little more laid back on that, but there's plenty to do outdoors. It is [State]. It's pretty close to the mountains. There's definitely a lot of people who have moved here because it's close to the mountains. I have a heck of a mountain range that runs through the state [laughter]. It's in pretty access. The city has a lot of bike lanes and bike paths for people that want to ride their bike. It has a pretty decent public transportation system for what it is, and we don't have much of a train system anywhere really in the country. We're not really big enough to have a subway, but it does okay. Certainly, if you live downtown, you don't really need a car.
OE	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S4] ... And so with that, throughout the years, you've seen a lot of the original population that was there in the '90s and whatnot actually started moving out. It was gentrification.

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OE	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S4] Yeah. You've seen a lot of that happen, where a lot of the rundown neighborhoods that were located on the east side, the Crip territory if you would, a lot of that is-- I mean, they're still your pockets of gang territory, but at the same time, you're seeing a lot of different cultural backgrounds move into the area and vice versa as well. And I would say that with the part of the neighborhood as well. And so I think that that is one thing that you're saying. I know talking to-- I've only been working for the division for seven months as an ENT, and throughout those seven months, I have heard the dangerous calls and the precautions that were taken in the past and now how those have been sort of put to the side. I would say, a more general feeling of safety, but not every call, you're going to have police attached to it. There's still those flagged, I guess, addresses if you would. They're still going to have-- police are going to be attached to the call. But I would say that's the biggest change that I've seen, I guess, throughout the years I've been here, which is a lot of moving in and a lot of moving out. And also moving out to those areas that he was mentioning, into the suburban areas that surround the actual city of [City] and a part of the actual metro, I guess, area.
OE	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3]... Basically, all of the technology that we use, our specific monitors, how our ambulances are set up, how our trips are written, how our Toughbooks function, which is similar to other systems, but it's how we do things. Our HR staff and our command staff are hierarchy and all that stuff. It's certainly important. You have to pay attention and take notes, and that kind of thing. Nothing can really prepare you truly for the field. That's why it's field-training. The first couple of shifts in first week or two are generally a little on the rougher side. It's not a perfect transition for most people, usually nothing bad, a little style points. It's a lot of style points. This is our system. We do things the way that we do. And it can take a little while to get your feet under you and figure it out, and you just move along and go through the various stages of the training.
OE	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] Police don't bill victims of crime, so. EMS, the last service that I worked for, they were the only government entity that made money for

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								the city, and it was about a surplus of \$1 million a year that they brought in beyond what their budget was-- beyond what was covered for their budget. And I think that's similar to [City] Health, too. The paramedic division, it might not be a huge money making service, but it is a money making service for the hospital. And they're trying to increase that right now just by encouraging us to get signatures on our paperwork.
OE	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3]... That said, we're never going to not help people with their ability to pay. We're EMS. It's a service at the end of the day. The money system and money gets worked out in the end somewhere in other-- we're the streakers. We're way at the bottom when it comes to all of the finances and stuff. We just help people and drive them to the hospital.
OE	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] A rural system that gets one or two of those cardiac arrests a year would potentially benefit from a screen. We have enough practice to be current in that skill because we do it multiple times a year. Some of it does it once every three years. It would probably like a little extra help. Also, those rural agencies, as is the case with the CPR machine, the less people you have available, the more equipment you need to take up the slack. [City], we have so many ambulances, so many fire stations [laughter], so many cops. There's generally all these extra bodies to help you lift this, pull that, push on that. So for better or for worse, it works for our system to not have some of that equipment
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	So we have ambulances in the county. There are two supervisors, one at the west end of the county, one at the east end. It's 50 miles long in the county, so it's too big to have one person do it, although usually one end is a lot slower than the other. And we also get a lot of transfers out of one hospital in [City]. So I'm located in [City], and I switch back and forth every other month. And then I'm responsible for day-to-day holes in the schedule, for just kind of touching base with the crews, with going on calls that I perceive the crews would want me to go on, and getting transfers out the door. When the hospital can't manage a patient that gets brought to them, they need a different level of care, then they usually go to [City]. That's it.



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OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Yeah. And so there's a station there. There's five stations, one in [City], one in [City], one in [City], one in [City], and one in [City]. And there's two [Job title], one in [City], one in [City], and we switch every other month. So one month is pretty easy [laughter], but it's different kind of calls, and it can't- it takes two hours to run a call there. And one is busier in [City], but it's a nice mix. And the big busier is the hospital and the transfers, and it's busier in the winter time in [City], so.
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Yeah. So [City] done a really good job at promoting themselves as a more of a year-round thing than just a summer thing. And I started here in 2010, so I've seen I think seven winters. It'll be my eighth, I think, seventh or eighth winter this year. And I've noticed an uptick just during that time, significant. It used to be dead in pretty much April, May, and June, and dead in half of August, September, and October. And now it's slow in May and slow in September, and then it's pretty busy in the middle of the summer, and busy in the winter. So yeah, they found a way to fill it in pretty well.
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	So if I'm in [City], it's busier and has a more structured routine as far as go to the hospital, see what's going on over there, tell them who's working, check to see if there's any potential transfers going out. There's three stations for me to kind of flip between, and then the day kind of dictates itself after that just based on whatever...
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...In [City], you can rely on it being a lot slower. Not always, but generally slower. Sort of the same type of calls throughout the year. The seasons don't really change it. I mean, you might get hunters in the hunting season. You might get crashes in the winter time. More on the highway. But it's still about the same amount of calls year round. We're in [City], December, January, February, March, it's just skiers, skiers, skiers, and tourists and stuff like that. So it's a difference mix at one end of the valley...
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...And we used to be two separate agencies. One in the west end. One in the east end. So there was a little bit of cultures to mix when we merged... Around 2012, 13. It was kind of a slow process that was

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								happening behind the scenes without the people knowing that it was happening. We all kind of had our suspicions [laughter] that it was happening, and then it was announced that it-- I think they had to do some legal things behind the scenes to make sure that it could happen before they told us it was going to happen, and then said, "Oh, never mind. It's not going to happen." So there was that. And I worked in the east end first, and we had three stations, and they had two and we merged. So now we have five. But it's gone fine. It just took a couple years to transition into and changed things for both ends of the county when it happened.
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	And you're coming from the slow end and this sort of seasonally busy end, and that never end transfers and their end transfers, and had a way higher property value, and that was managing themselves okay financially. But because of financial downturn, and because a lot of our money is based on property taxes, and because it takes two years for the property taxes to actually trend one way or another, even if they're going down, it still takes two years. They were in trouble financially. So it was to their advantage to merge with us. And their person that was in charge of them, saw all of that. And I think it also makes us stronger overall as an agency, to be together with five different fire departments. Fire departments sometimes like to take over EMS agencies, and if you have one through out the county with five different fire departments, it's a lot harder for one fire department to say, "I'm going to take your whole thing over when they only cover a certain part of the district."
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...So the schedule, so we have a schedule of people. They're on a schedule. They work 48 hours and off 96 hours, and there's-- let's just say to make it safe, there's 12 on each schedule, on each shift. So there's three shifts. So basically, you work 48 on and you have four days off. And during your four days off, somebody else is working two days and then somebody else is working two days. And then you come back and do the whole same thing. That's the general schedule for the field employees that work on the ambulances, and they get put in fire station.

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								You know where you're going...
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...The schedule gets built a couple of months ahead of time. Then people ask for time off, or get sick, or get pregnant, or get hurt, or want to travel around the world, or whatever they want to do. So then holes come up in the schedule. So then about two months before the schedule, two months before the actual date happens, [Name] builds the schedule. He's the number two person here. He builds the schedule, and he puts out the openings in the schedule. So he says, "Everybody want this stuff?" And we have them make sure a full-time people and part-time people. Almost all the full-time people are paramedics. There are a few full-time EMTs and almost all the part-time people are EMTs with exception of one part-time paramedic.
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	So we hire people seasonally. They get full-time benefits, full-time schedule in the ski season. And then there's a few people that, because we're busy enough and big enough, we have them full-time, part-time. So it's like they get benefits, they get schedule, that type of thing. But they're still not a real full-time employee, but they get it for-- and it gets extended and extended and extended and extended. And those are generally younger people, and they generally have a more flexible schedule. They generally have less home responsibilities. They're generally more eager to work on trying to get a full-time job...
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	... So we home-grow a lot of those people into paramedics here. Not all of them. In fact, probably the majority of them end up going some place else after doing a few years here. And then some of them stick it out, rest at the top, whatever they do to get our attention, and we hire them full-time. But it's really, you never know. There's not two or three positions every year. You don't know. There might be one one year, three the following year, no for six months. So it's just hard because other people have other lives too.
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: full-time, part-time responders] Anyway, we use a lot of them to fill the schedule, either the winter time or when there's just holes in the schedule. You have to have at least one paramedic on the ambulance,

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								so you can't just put two EMTs on the ambulance together. So there's that kind of thing to take into consideration too...
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...we also have extra things besides just the daily duties that are actually even bigger in the summer which are special events. So there's rodeos. There's concerts. There's bike events. There's white water stuff with kayaking. There's weddings. There's visiting dignitaries. There's just all stuff that just comes with the summer. And then there's busy weekends like 4th of July weekend or holiday weekends, or there's a big concert in town, so suddenly we have 30,000 extra people in town. [the scheduler] likes to look ahead. He knows these events and probably how big they're going to draw. So he might add an ambulance or two, or 12-hour ambulance, or 1 24-hour ambulance, and it's all kind of up to him...
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...So we only manage-- the field supervisors basically only manage the immediate holes in the system or the holes that are coming up this week. That's it. If we have time to look ahead of the schedule and say, "Hey, there's some openings. We'll send out pages and see if people will pick up." So that's the scheduling thing. And then you can place people in the schedule. We can take people out of the schedule. We can put the reason why they're in the schedule for extra time or less time, or put people off sick, all that stuff. We can do all that stuff. But as far as the overall global schedule, he does that. We manage the little holes in the schedule.
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Yes. Well yeah, we have five stations. They're just EMS stations. We don't work on a fire station... we have our own stations. We're separate... So different places do it different ways... In [City], they have an ambulance sit on the street corner, work 10-hour shifts. They don't have stations. They come out of a hospital garage, and go get dispersed around the city, and then come back home at night.
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	In a lot of places, they work in a fire station. They're a part of the fire department. They're either cross-trained as firefighter paramedics, and then they work in a fire station and they do that. And then what we have is a county-based, tax-supported system that is separate. It's a separate

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								tax district. So it's a special tax district, a health services district, and it's a-- I don't know if that's only a [State] thing, or if it happens all across the country. But they had to go and create this thing 30 years ago. We used to be part of the hospital. The hospital thought we weren't revenue-generating enough, and they didn't realize [laughter] the potential. And so they dropped us and then they created a special tax district...
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	It's like a little household, kind of. There's five stations and there's generally two at most, and then with the supervisor it-- one leader, and there's three. And then in the winter time, we'll up an ambulance usually for 12 hours. So you could have two to five people in a station at one time. And everybody has their own bedroom, and then there's a kitchen in every station. There's a workout room in every station. Some stations, you have your own shower and your bedroom. Some, there's a couple extra showers. In [City], there's three bedrooms, one shower, two bathrooms. It's an older station. And then the brand new renovation that we did, everybody has their own bathroom in their bedroom which is whatever it is, may not be necessary because not every bedroom's being used. But there's a potential that are better-- could use it for grooves. So that's why they did it that way. So it's like a little household...
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	So we have four or five different apps I would use. And some people use them more than others. So we have a Whiteboard. So basically, it's like a-- it used to literally be a whiteboard, like a grease board that you would write on and wipe off. And I would have everybody on the schedule that day, and where they were, and who-- whatever. All that stuff was on a greasy board. And since I've been here-- so in only six or seven years, it's gone to a-- it's a computer monitor that's like just big Samsung television. It sits on every station on the wall. And it's a computer. So you just update it with a keyboard. And you use the scheduling technology to tell you who's working that day. And then the supervisor, in the morning, updates the board. So who's there? Then you update it throughout the day. So if a crew goes on a transfer, you're going to "x" them out and say, "Now, these people are working," or, "Nobody's working that station while

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								they are there," or, "These people are covering for them," whatever it is. So that's how we do it. Then you can see the whiteboard on the phone and that's a newer thing.
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: apps] ...there is one for the fleet. So it actually tracks you where you go. Although it looks like somebody has turned this one off [laughter], tracking off in this one, whatever... I think it even tells you how fast you were going and stuff like that. And it can even say like dangerous things that you've done. I don't know how it knows. But it kind of knows. And then you're supposed to put the gas in there, like when you put gas in the vehicle. You put where you got it and how many gallons. But since not everybody does it, it's not super accurate as to how good our gas mileage is because not everybody's putting everything in there. And it's kind of a newer thing.
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	And then, in the urban systems I've worked in, you could talk to the police on the radio. You can talk to the fire department on the radio, and you have a radio in your ambulance, and each person has a radio. So you're constantly listening to different channels, where here, you're mostly listening to your own channel. You can talk to the police on this. Although, they're not as used to it, so when we come up, they're like, "Whoa." And we're not as used to it. So it takes a little longer to find it...
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...These radios have improved, technology-wise, since I've started here as far as they've gone from I believe it was analog, although, I'm not sure, but they've gone to digital. And during the transitional phase, it was kind of bad. It sounded really digital, like you'd hear a weird thing, or it didn't work as well in [City]. It didn't work as well in places with more canyons, with higher mountains, with more obstacles, physical obstacles. But they've added enough I guess repeaters and antennas, stuff like that. So it works a lot better than it used to work...
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...And same in [City]. It used to be fine, and then they kind of went for this transition, and there were lots of problems. It wouldn't work in elevators, wouldn't work in garages, wouldn't work in concrete buildings that you're in, parking garages. Wouldn't work in certain parts of the city. You could

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								park 10 feet away and it would work, but right here, it was like, it wouldn't work. But that's gotten better also.
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	But I think we've gone way more towards phones. Everybody has a phone, everybody texts. So a lot of that. And then pagers are gone for the most part. I mean, some services use-- the volunteers, use pagers, or very rural places use pagers because they can reach places that phones might not reach, or radios might not reach. But the pagers cost money for services, so [City] got rid of pagers. So now, you can get a pager but I would say 5% of the crews use an actual pager. And they almost all get texts. So they can just get a text instead. And you get all your information on a text and or on the radio...
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...you used to have-- in [City], you used to be able to call the hospital on the radio. It didn't happen that often. But you'd do it 5 to 10 times a year. That hasn't happened in years. They still have the channel, but nobody ever uses it. So that's gone away. So some things have changed like that.
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Yes. We use laptops for trip reporting. So every patient, we have a trip report that we have to write about them. And then it goes to a server, and it goes to billing, and it goes to the hospitals. So they can have a report of what happened before they ever got there. And different places have different abilities to make it better for the crews. And some places focus on-- I mean the billing is important because you need the money to keep doing the job. But some places it seems like a little higher priority [laughter] in making it better for billing, or QA, or research, versus the people that are running the 10 calls a day, who have to write the 10 trips reports per day...
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] ...So [City] used to be-- I used to like it better than this place. But now [City] getting a new one and it's very similar to this. But it's all about billing. It's because Medicare, specifically, likes to deny. They look for ways to deny billing. So they have all these codes, and all these different patient types, and all these different things that they want everybody to fit into, and it doesn't work that way. People aren't

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								numbers. So there's a lot more drop boxing stuff into stuff in order to make it successfully billable. And less focus on just making it something that I can do that's accurate, legal, but also concise. And I can get it done in 15 minutes instead of 25. It makes a big difference...
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] ...some of them, they can drop-- the dispatch can drop the patient information into their call... They can drop the address into the call. They can drop the times into the call. They can drop the miles into the call. They can drop the hospital address where you take them into the call. And those are good, and we like that... And this place is just slowly moving to that...
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] ...Some agencies have ways to track how fast you're going. If you make dangerous turns at high rates of speed, that kind of stuff. And the ambulance, some of them have cameras in the ambulance. Some of them have-- some paramedics have cameras now. No place that I've ever worked, like the cop cameras...
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] So in both places, they're removable. So you can take it in the station, plug it in, or they have a battery that'll last, if it's fully charged and working right, it should last for six hours. And some of them you can lock it into the ambulance but most people'll just leave it on their lap...
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting system] So each ambulance has it. And then the people do different-- in [City], one person runs all the calls all day long, and then in here, they usually switch every other call, so you just share with somebody. Sometimes if you have multiple patients in [City], then you're like, "Here I got [inaudible] and you write it." Like if it's a car crash and there's three people and they refuse or whatever, I'll write that one up, or I'll write those two up and you write this one up, that kind of thing then you switch it back and forth. And you log in each time as yourself so it knows that you're creating this trip so it can come back to you if there's any issues. And here, it's the same way but they usually just switch off person. You just identify yourself as the person that was taking care of that patient on that call.



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OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...so they keep trying to do these things, and I think they're trying to do it with safety in mind, but they're not really keeping what really your day-to-day job is in mind. So the safety hinders you from doing your job. So right now, let's say we have 15 ambulances. We might have a little more or a little less. We might have closer to 20. So we have one ambulance that has this newer technology, and everybody hates it. And so it's set up differently. The chair you sit in is different. The place where equipment is is different. The idea is to be safe, and I appreciate that. But moving equipment around messes with your mind memory. So you're like, "Wait, where is the--"
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: new ambulance setup] Especially when you're trying to work on a sick patient, or trying to direct your partner who might be new or hasn't worked on the ambulance very much. You're trying to tell them where something is, and it's not in there. So that's stupid...
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: new ambulance setup] ...they think that they've tried to set this up so you never have to stand up. And so basically, they've tried to design it with you can be harnessed in like with a sort of four-point restraint seatbelt, sitting on one chair that's like this big, on a patient where you're sitting right about up their waist. And then they've tried to set up equipment around you so you don't have to stand up and reach for it. Even though there's 40 cabinets in the ambulance, they've tried to think, "Well, this is just things that you use 90% of the time, so we're going to try to shove them all right here next to you." ...
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: new ambulance setup] ...So you're grabbing your stuff and doing it, and doing it. And as long as it's a normal patient on a flat road, where you can get an IV on their arm, the arm here, and you don't need to reach for suction, or you don't need to reach for bandages, or you don't need to reach for something for them to throw up in, or you don't need to reach for some advanced airway thing, then the call is okay. But that's not how 90% of the calls go.
OE	EMS	R	Supervising Field	46-55	11-20	Male	EMS-R-007	[RE: new ambulance setup] So I mean, I've spent my whole career literally standing up in the back of a-- well, moving around during the call

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			Responder					in the back, and it's not like I'm running around, or there's drama, or whatever. It's just like, I got to grab this, then I got to grab this, then I got to grab this. And there's railings on the top. So you're kind of holding on the railing, grabbing this thing. You're looking at the traffic, and you know where you are. So you're like, "Is it going to be bumpy," or, "There's going to be a stop." And your partner is also trying to tell you like, "I got to stop fast," or, "There's train tracks coming," or, "There's a bunch of traffic ahead," or whatever. So all those things are happening. And you're not trying to be like cavalier and be like, "Oh, I can swing from the bars," or anything. I need to be up...
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: new ambulance setup] ...It's not a challenge to be up as much as possible during the call, but when you're running 120,000 calls as a system a year, you need to kind of-- spending an extra 10 minutes on every call makes it that you're going to need more ambulances, and that costs you millions of dollars a year. And the more ambulances you have, the less calls you're on. That makes your paramedics not as good as the ones that are on more calls. And so it's not like-- they're trying to solve a problem, but I don't think they're doing it in the right way. And some company came, a couple years ago here, they were all excited about this thing that they had with, "Let me show you how we can do this," and it was the beginning of this. I saw it coming, and I was all like, "Oh, no. Here we go."
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...so we used to have a technology here that would, you had fog and you would beep it in when you would drive, and it would keep track of your driving, your speed, around the curve thing. I'm sure it had some kind of driver scope inside the ambulance to tell you if you're taking the turn, all that stuff. Everybody hated it and the day it got uploaded every month. And they didn't really use it punitively. But it made noise. So it clicked when you come around a turn. And if you take the turn too fast at all, it would alarm. It was so annoying. And even if you were hitting this at a normal speed, it was telling you you were taking it too fast. Let alone when you were actually going fast, then it would just alarm the whole

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								time. So everybody hated it. We kind of mutinied. And when we merged, we got rid of it...
OE	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: new ambulance setup] ...But now we're getting a couple of new ambulances with a multi-hundred thousand dollar grant that we got. The grant's awesome, the technology is kind of back with the new ambulances in some form. So there's technology that isn't good, or that we don't understand the use for it. It doesn't make our job easier. The goal is safety, but it doesn't really seem to make it safer.
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	So my job title is [Job title], which means I do everything from call a plumber when the toilet's plugged up, to buy \$200,000 ambulances, to hire and fire people. I do personnel. Again, at a small agency, you wear many, many hats. Yeah.
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	So we are what's called a [County] in [State], which is-- you may be familiar with a water district or a sewer district. An entity formed for a single purpose to provide some kind of public service, so that's how we do EMS in this county. So we're countywide, we cover the whole county except for that little part over in [inaudible].
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	It's fine. And we're the sole provider. So in the mountains, there's not a lot of resources when it comes to EMS. If we need help, we usually are the help to the surrounding counties because they're even more rural than we are. So if somebody has a big crash, or there's a big fire, or there's something else, they're using us for help. We're limited in our mobility to basically [Highway] corridor and a couple two lane roads north and south. Lot of recreational activity in this area. So hunting season's always interesting because people shoot themselves, or fall off their horses, or roll their jeeps, or all kinds of things way back in the woods where there's not a lot of help. No communication. You can't track anybody back there.
OE	EMS	R	Other Public Safety	56-65	31-40	Male	EMS-R-008	Like a lot of things in this county, it's a cooperative effort. There is a mountain rescue group. But they're sort of an arm of us unofficially. I mean, we paid for their building and a lot of our members are cross-

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			Personnel					trained. We work with the [Organization] out of the [Name] Airport. They have the high elevation training center.
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Yeah, it's pretty interesting. But we have search and rescue people, paramedics, who are cross-trained to do what they do and are checked off to be in the helicopter and do all that kind of stuff. We cross-train with the ski patrol. We have paramedics on the ski mountain during the winter. A lot of river activity in this county. [Name] River runs right through the county in one of the [inaudible] parts of the county, of course. So if somebody dumps their raft and is drowning or something, we have to go an hour drive up to the river and figure out how to fix that situation. So lots of long response. Lot of expenditure of resources for one patient, for [smaller?] patients, for those kinds of things...
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: being in a rural area] ...And no, really, communication, so we built a lot of things that are sort of automatic like our medical protocols. In this situation, you can do this. You don't have to call on the radio because... it doesn't do any good because you can't talk to anybody. A lot of systems are very tightly regulated. You have to call medical control to do this or that or this. We have a much more - what should I say - liberal system, in that, there's a lot of things we can do just based on "you can do this if you can't have communication." That kind of thing.
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	There are. I mean, I can pull out my cellphone-- well, why don't I do that? So [because I'm old?], I got a big one because I can see it better [laughter]. Each of our ambulances have a dedicated cellphone. And they're all connected to iCloud so that, say, we have a phone list, a common phone list, for a lot of [inaudible] in [City] that we transport to. We can push out updates of phone numbers and addresses and [dura codes?], and things like that on iCloud and it'll update all our phones. So we do a lot of stuff through the iPhones just because they have a good technology and many people are familiar with it already because they have one. That's a big deal, familiarity and usability because people aren't going to use stuff they're not comfortable with or if it's hard to learn or something like that.

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OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	When I started here, there were six people, six employees and one station. And now we have 75 employees and five stations.
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	So, in big systems, you have your own dispatch and you have grid control over-- the dispatcher can collect the billing information and all that kind of stuff as they send out the call. Here, nobody is big enough to own their own dispatch. So we [are counting on?] dispatch for everything from the dog catcher, to the town buses, to the fire, EMS, police, all of the police agencies, the division of wildlife, the animal control. I mean, it's everything. And so they do a great job at that, but you don't get the level of detail that you would if you had your own dispatch. I mean, they're not trained medical people. They have a card they read off, like if you need to start CPR, okay, do this, do this, do this, do this. Medical priority dispatch, it's called. Most systems use it. You don't have to be medical to read directions to somebody.
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	But very few agencies have GPS location on their vehicles, so what happens is the dispatch computer, they can draw a geofence around an area. And so we have five stations pretty much spaced evenly down the interstate because that's where the volume of most of our business is.
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	There's pretty much five little municipalities in town. And so when there's a call for [City] they just air the call and they say, "Attention, [City] ambulance. Here's your call. Here's your location. Here's what's going on." We can get that information on a mobile data terminal, as long as we have cell service [laughter]. And so that's all great...
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...I mean, there are so many functions, computer based functions in an ambulance anymore. It's an enormous computer on wheels. The ambulance itself, it tells you when it needs an oil change anymore. It tells you when it needs this, that, or the other thing. The electric load in these ambulances is just nuts. I mean, they are just maxed out right now on power capability because we have a refrigerator in there to keep refrigerated drugs. We have a warmer in there to keep IV fluids warm.

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								We have a cardiac monitor which plugs in because it's battery operated. We have a suction unit that is battery operated. We have this, that, and the other thing that's all battery operated. It's all plugged in. When an ambulance is not running, it's on a shoreline plug. And if you forget to plug your ambulance in for an hour, it's dead. I mean, it's just the electric load, which is a technology issue as well.
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: ambulances] I mean, in the last five years, we've gone completely over to LED warning lights because they draw so much less power than the old incandescent ones. That's been a great thing. But we've made up for it by hanging all this other [laughter] stuff, this other new technology.
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	So the basic Tough-- we use Panasonic Toughbooks for our patient care reporting system. So that Toughbook can communicate by Bluetooth or over cell with, for example, the cardiac monitor. So you hit a button and it pulls the data from the cardiac monitor into the patient report so you don't have to print it and put it in the copier and then scan it and send it over... That kind of stuff, it's nice when it works.
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...doctors and paramedics and other people who take care of people used to-- people who had done it a long time had a finely developed sense of when somebody was sick. They could look at him and go, "There's something wrong there." They don't have that anymore. It's like firefighters, there's a whole generation of firefighters who is out there now who have never fought a big fire because there aren't any, other than wildfires. A lot of agencies don't have big structural fires, especially if you're not in a city with all the buildings. I mean, I can't even tell you when the last big fire we had was here. I mean, structure fire. It's dumpster fire or it's hazmat spill or brush fire...
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I'm in the [Organization] database because over the years we've done a lot of high security visits, presidents, vice presidents, things like that, special events. So my name is all over the [Organization] database. Well, it got hacked a few years ago. I started getting phone calls, crank phone calls [inaudible]... So I don't trust anybody [laughter].

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OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I mean, I can't make any of my employees do anything. Okay. They're here 24 hours a day. I've done their job. It's not easy. If you throw all kinds of harder stuff to make their job harder on top of it, it's not going to work. I mean, I can put all of the sanctions and rules and everything I want on it, but I have to motivate people to want to use this technology and show them the advantage of using it. We get paid faster. We can post statistics that show us what we're really doing, how it's useful. But if it's not to them, what's in it for them [laughter]?
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Yeah. They commute to work here. So I don't like that, but I don't have a lot of choice. My people live as far away as [City]. That's 150 miles. [City], we've got a bunch of people that live in [City]. We do 48-hour shifts, and so they can come up for 48 hours and they're off for four days. So they can make that work. And I can buy a house on the [inaudible] for half of what-- or a third of what you'd pay up here. It's just the cost of living and the amount of-- the portion of your salary that it takes to buy a house or buy a car, any of the sort of the big ticket items, has risen so much.
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Ask anybody in this county or anywhere [inaudible] area, really. I mean, you could go to [City], same thing. It's a nightmare [to?] staff because how do you staff full-time, qualified people when your call volume in May might be 200 calls in a month, and my call volume in January is 700 calls in a month. So I have to be able to expand and contract responsively, because you can't build [the church?] for Easter Sunday [laughter]. Taxpayer's money, it just doesn't work. It's not sustainable. So I have two paramedics in every ambulance, and then in the winter, I hire EMTs who do seasonal work, and have some other job as their main job. You have to get very creative about staffing around here.
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Yeah. It's difficult. That's probably one of the most difficult parts of my job, is adequate staffing so that they're not getting just beaten to a pulp in a busy season, and there's not a bunch of people standing around getting paid for nothing in the off-season. That's what taxpayers demand, but it's-- you got to have a happy medium. I mean, I'm usually a

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								little understaffed in the winter and a little overstaffed in the summer, and I try and smooth out those curves a little bit, but it's-- everyone complains when the ambulance doesn't show up for 10 minutes or something. It's like, "Where were you guys [laughter]?"
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Yeah. There's only so many of us. Like I say, the nature of [Job title] is you never know. It's like having a restaurant, you never really know how many people are going to show up for dinner. You know probably Saturday night's going to be busier than Monday night, but you never really know. You don't know when they're going to have a 50 car crash [inaudible] in the winter time or-- we got the third busiest airport in the state here in the winter.
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: 3rd busiest airport in state] In fact, some days we're busier than [City] [laughter]. So you can imagine-- I mean, you know [City]. It's all the bigwigs that own company X, company Y... They don't even have room to park all the gulf streams down here at Christmas break. I mean, I'm serious. They're doing a runway [or an?] [inaudible] expansion right now just to park them all. We get direct service here everywhere from Newark, to LA, to Dallas, to [City], to-- all those people. I mean, the full time year-round population of [City] is 5,000 people. Christmas week, it's probably 50,000 people. So how do you staff for that kind of swing?
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Yeah, yeah, yeah. So I got my base staffing is six ambulances for the entire county. Well, my farthest western ambulance is almost 50 miles from my farthest eastern ambulance. So when they get busy, they're not going to drive 50 miles to go out. It just doesn't work that way.
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	50 miles of interstate to go. So, in the city, you've got a little box. You put your station in the middle, and you can go out like this. Here, we've got a bowling alley, and I got a staff like this.
OE	EMS	R	Other Public Safety	56-65	31-40	Male	EMS-R-008	There are times, like in the winter, when you cannot leave this county. The roads are closed in both directions. The weather's bad. You can't get in or out by air. You're it. This is what you've got. So if we don't



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			Personnel					cooperate, it just doesn't happen. So that's just the way it is in a small county.
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	We meet every month. And there's one paid radio tech for the county. The county [Job title] is the administrator of the radio system. The county sort of takes the-- they're the bank. They take on sort of the pass-through for the cost and everything, do the accounting and things like that. And again, it's another cooperative effort. So that's what the tech ops committee is.
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	As you know, technology is very expensive. You don't just buy it and you're good. You've got to maintain it... You've got to upgrade it. And we deal with some very challenging and physical conditions. A lot of our computer sites are above 10,000, 11,000, 12,000 feet. You can't get to some of them unless it's summer. If one them breaks down, well, just have to wait until the weather clears [laughter]. I mean, we have ice loading on some of our tower sites such that it shuts them down. I mean, it's just--
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Yeah, I mean, the state who we're sort of partners with in the digital [inaudible] radio system. They have a couple, they're called SOWS, site-on-wheels... So it's a trailer they can pull in and stuff. But you don't just call up and say, "Hey, bring that up tomorrow, will you?" It's something... I mean, we need of those ourselves [laughter], really. But there's a couple in the state...
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...I mean, but there are just areas-- there's one area in particular in this county that is-- we've never had good radio coverage, never had any radio coverage. We never had any phone coverage. It's an absolute mess in the winter time. There's a little section of [inaudible], a couple miles long, there's nothing. It's a total blackout. There's no power up there. There's no radio up there. The [repeaters?] don't hit it because it's in a canyon. I mean, that's a big safety deal for us...
OE	EMS	R	Other Public	56-65	31-40	Male	EMS-R-008	...Because I wasn't kidding about the 50 car pile up that happened. And if we're up there with all kinds of emergency equipment, we can't talk to

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			Safety Personnel					each other, that's a problem. If somebody gets hit by a car and we can't call for help, let somebody know, that's a huge issue for us. The certain frontier areas of the county, I mean, we're kind of used to. You don't have anything out there so we just kind of go out there ready for that...
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...But if you're working on the interstate, most people expect to be [laughter] able to use their cell phone at least. There are just dead areas of this county. And a lot of counties, frankly... There's lot of parts of the country there's no cell service. And it's because there's no people [laughter] to pay for it. I mean, AT&T doesn't put a cell site where there isn't anybody to pay for it. It's the interstate corridors and even then there's places where, like I say, you don't have power, or you don't have fiber, or you don't have a microwave link, or something, you're not going to have anything. And the geography just makes that impossible some places.
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I'm sure it's the same in other rural places in the country. I mean, the upper Northeast is very mountainous and sparsely populated. They're not quite in such a bad shape on the Eastern plains of [State] just because-- I mean, there aren't any people, but it's flat. So you don't have to put your sites [close together?]-
OE	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	But, yeah, we got high volume, big accidents a lot of time, and poor communications. That's a big problem for us.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: EMS/fire call ratio] 70/30, 70% EMS
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Oh, okay. So we work in a what I suppose politically would be called an underserved area. I like it. I take the bus to work. I take the [Name] to the bus. And in the mornings, I don't have any problem, but definitely in the afternoons, I would be more aware if I did that based on what we see. A lot of homeless population there. There's a clinic for homeless people that's right across the street from our station just down the road, and

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								they tend to congregate there. And then there's a liquor store on the other side, so they get their liquor and they hang out in that parking lot there. But they're always cool to us for the most part. I would say I like running calls there because people like us, you know?
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: homeless population] And a lot of times, that demographic just doesn't know. And it's kind of fun to help them because there's also a significant amount of Somali, Burmese, Nepali, and Swahili. So many of them don't-- if they do speak English, it's just a small amount. And they don't understand services and stuff like that. They just know what they were told, so. Yeah. It's kind of a nice environment towards the-- as the sun goes down, the calls tend to get a little bit more-- we got to be more aware. But during the day, it's really pretty low-stress environment. It's fun. I like it. It's a good place.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Oh. So as a firefighter-- I've been a fireman for 15 years. Well, that's not true. I've been licensed to be a firefighter. I was a paramedic right out of school and I did paramedic for a while before I got on full-time as a-- fire department. So I'm pushing 12 years as a full-time firefighter. Well, I was, the first couple of years, trying to find a job. So I'm the senior firefighter, senior paramedic. So because we're on a busier engine, I'm also a field instructor, so I tend to have new paramedics on the rig with me. Either they're new in general or new to the department, one or the other. So we do a lot of talking, just discussing. When it comes to our equipment, like when to use our equipment, what's it really for, what's the reality behind it, like a thermal imaging camera, you got to know its limitations as well. So we discuss a lot of that reality...
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	The headsets are wired into the fire engine. On our portable radios, it's just a lapel mic. So it's just an open thing. Some people have been given an earpiece. So they can hear everything right in their ear. Nothing will come out of this. But those people are easily distracted then. Every time they hear a noise, they're like-- they got to train themselves to--
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Well, our department has paramedics and firefighters on our engine. The ambulance service is a third-party ambulance service. So we do have to

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								communicate with them and then the police, of course. So we do have three separate entities that we'd have to communicate with. To go in order, if it's just the fire department to the fire department, we just would say, "Hey, you from me." So, "Hey, Engine Two from Engine One, this is what we have." For the ambulance, the company, then we call them whatever ambulance-- the call sign they are. Now, we know that when we're dispatched. They'll say. So we would call-- [Name] is the ambulance, say. [Name] from Engine One...
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...For me, in my perspective, like I said, I'm really based on reality, and been a paramedic for a while. I don't care. All I want to know is, what equipment do I have to wear? Do I need a black coat or EMS coat, or do I need my fire coat? That's really the only thing that matters to me. Now, I need to know if the scene is safe. That would be nice. If there's a hostile party, are we going to-- is it so bad that we're going to wait for police to get there first, even though the call is for a baby not breathing? We have that luxury here. Not everybody has that. Now, some people want to know more. They want to know if it's a adult or a child. Breathing, trauma, they want to know. For me, it doesn't matter because, so often, the information that dispatch is receiving from people is very much exaggerated. "Oh my God. There's blood everywhere." "Well, compared to what you're used to, yes, there is blood everywhere. But it's right here and it's right here. It's not that bad." So that stuff really does never-- I don't have a lot of value in that...
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: receiving information] Going back to my district that I serve, no. Because those people can't afford iPhones and stuff like that. They're going to have a lower quality image, if they even have that. And a lot of them only have the administered phone that's really the same thing as this recorder. There's not a really lot of capabilities. So for my particular situation, no. I mean, if they could take a picture and send it, that's cool, but it really doesn't help me on the way...
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: receiving information] [Name], that's a rather wealthy community. Everybody there has iPhones and brand-new phones that can take

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								fantastic video and pictures that you'd see on the nightly news, you know? ...So that would be a whole different story, depending on the district that you serve. If you have the capability, we'll take it. I would take it, because again, where I work, major hospital, a lot of physicians and nurses driving through this area, they could easily take a picture or video and send it in. Doesn't necessarily have to be that demographic that calls all the time. So I would find that helpful.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Our department has those MDCs, but it's kind of underutilized for a computer. I mean, all we do is get this generalized information that we probably could have sent in the '80s. We just didn't have the ability to make it small. Nowadays, it should be like an iPad. Something simpler that's easier to touch, and you could almost pick it up and take it with you so you could continue relaying information...
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...So many of us on calls, if we have a unique situation, sometimes we will take a picture with our own personal phone and send it to our chief's personal phone so he can look at it, because the department doesn't issue the rigs smart phones. Only a flip phone, and then a separate digital camera. So we can't make it all work. So having an updated tablet or an updated cell phone for the unit would be very helpful.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	So using that flip-- having that flip phone with those sensitive numbers in there, that's really helpful. And I've used our phone plenty of times to call the hospital or whatever. But the ambulance company has smart phones, and a lot of times they do take pictures. And they have all that capability.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: technological advancements] So EMS-wise, I like it quite a bit. For instance, the hospitals that we respond to-- now, the one big hospital up north [Name], that one, they have every doctor on site. So we don't need to do it...
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...when we go to [Name] Hospital, that has-- I call it HAL. Did you ever watch 2001: A Space Odyssey? ... They have a machine that they just wheel in and the neuroscientist or neurosurgeon can look at and talk to

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								that patient right there to decide if we need to go to surgery for a stroke alert. It's amazing...
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...We have the mobile stroke unit that drives around. It's got a CAT scanner right inside of that thing, which is pretty awesome. So EMS-wise, I think it's great that we can basically eliminate a lot of unnecessary things, but at the same time, we can catch a lot of things quicker, too, by having a mobile stroke unit and being able to just go right to somebody's house. And then they can deliver the medicine quicker. I think that stuff is pretty remarkable and I think the technology should be used. Firefighting side of it is different, you know?
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	But from the EMS side, we do so many things where we talk and we experience, based on what we see. Whether your face is drooping or if I'm talking to you and you're not quite making sense. You are making sense, but I'm picking up on something that isn't quite right. So how do we portray that to the hospital sooner? EKG monitors. Our monitors don't have WiFi or Bluetooth capability. They purchased them right before I got hired here, so I think they bought them in 2006 or 2007. And if you think back then, WiFi was still kind of limited. We can't send our 12-leads. We can't send our heart monitor pictures to the hospital. If I thought it was important, which I never do, I could lay out their EKG and take a picture of it and send it. But again, we don't have that capability with the department...
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: EKG transmission capability] ...The ambulance company does, but they don't utilize that either with telemetry and stuff like that. So there's a lot of underutilization. Yet, because those things are so darn expensive, they want to get 10 years out of them. It's kind of like a car, you know? ... You want to get as much time out of them as you can before it's necessary to progress. So labs, blood draws, stuff like that, we just can't take advantage of that due to that limitation.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: mobile stroke unit] So with our dispatch-- I can't think of what they call it. You'll find out when you do dispatching, I suppose. I forget the name right now. It'll come to me. They ask specific questions and then if

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								they were going to dispatch us for a stroke, they will also add on the stroke unit. And then we'll have calls where we'll get called for just a sick case, and we'll get there and turns out this is a stroke. So we can call the stroke unit, too, if we need to. There's only one though, and they only work a 9:00 to 5:00, or an 8:00 to 5:00, or something like that.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: mobile stroke unit] ...So the stroke unit's kind of cool. Anybody can call it if they think they need it, but a lot of times, especially where I work, I'm like seven minutes from my furthest part of my district to the hospital going emergent. In traffic, 12 minutes away, it's easier for me to just load up my patient and go to the hospital because of where that thing is-- where that unit is...
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	It's 140 square miles land mass, I think. It's 20 miles from our northernmost station to our southernmost station. 350,000 people. Our density isn't huge, but it's fairly dense. It's not like Manhattan. Or where you're from, out east, that's really dense. We're not quite that dense. We have urban sprawl. That's what we are. 15 stations spread out. Like I said, 20 miles from north to south from our northernmost to southernmost, so. And then the further south and east you go, there's a larger distance between the stations, for sure.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...Our engineer is the one who does the documenting on our EMS calls because we're fortunate with staffing...
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	So for us, we don't have dead spots, which is generally pretty good.
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...In our agency, and then for our specific department, we have a problem due to staffing issues with dispatch. This is just my opinion on it. I don't have the-- I'm just a firefighter. I don't have that upper-level knowledge. But every EMS call we get goes to our TAC channel called TAC 2. Unless it becomes a complex issue, maybe we have an EMS call because a building collapsed, we will change channels for that. But if we have-- which happens often, if we have eight EMS calls going on, which eight EMS calls is 16 units, we still stay on TAC 2. So we can never get out,

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								even to tell-- if all I want to tell is the ambulance to come from the north, not the south, I can't get that. Because other units are doing the same thing. 16 channels is just too many...
OE	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...it's my understanding that the limitation is when we switch it to a dedicated private TAC channel, TAC 4 is for fires, or if something major comes up, hazmat call or something, then a dispatcher, some other dispatcher will go and monitor that channel. But now we've strained dispatch and they just don't have enough dispatchers to say, "All right. We don't want any more than six units on a TAC channel." And then so, six units on TAC 2, six units on-- all it takes is-- and this happens every day. As you know, it's true out east. We get two accidents on the highway on top of our four EMS calls. A highway call is two units because we try to keep a shadow of safety. I mean, we have almost 15 units on one TAC channel. It's just too much. So for me and technology, we can talk. But can we get our message out because the highway, the traffic highway, our verbiage highway is just full. So we're in the traffic jam and we can't talk because of the traffic jam that's going on there. So that's our limitations, by far. TAC channels, having more channels.
OE	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Here at [City] Fire, we are responsible for all the fire suppression, hazardous materials, response, and EMS services within the city and district of [City] Fire Protection.
OE	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: job description] Rotate on the engine one month. Rotate on the medic unit for a month.
OE	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	So on paper, a firefighter paramedic and a firefighter EMT are paired together, where on a month-to-month basis, those two partners stay together and they rotate to an ambulance for a month, which is five 48-hour sets. And at the end of those five sets, they'll go to the engine for a month, and back and forth. So they have a partnership opposite of them, as well. And the reason for that is-- I think most people enjoy it because it divvies up the responsibilities between fire and EMS more equitably, and the EMS units typically are busier with longer utilization hours. So I think it helps paramedics with the fatigue and burnout of the EMS side



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								of the system. And it also keeps all the workforce sharp in both fire and EMS skills, knowledge, and abilities.
OE	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	We work 48-hour shifts. First thing we do, we come on in the morning, and we put our gear on the engine or whatever unit we're on. Go in. We have a pass-off with our crew that is going off that day. And then, we have a meeting on our life-size unit, which is a like a closed-circuit TV. So the battalion chief and all the different stations, including dispatch and here in this building administration. And if there's any training or anything like that, they'll make anybody aware of what's going on. If there's any changes, we talk about it, discuss it...
OE	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	So to give you an idea of this agency, there's eight fire houses. Last year, we ran, I think, just short of 16,000 calls, I think, to the tune of 80% of those calls are EMS-related. If you figure somewhere in the tune of 14,000 calls. And we have five ambulances. So on the EMS side, it's busy. And you figure just a rough number of the calls is anywhere for an hour to an hour and a half. So with the average unit running somewhere between 15 to 20 calls a set, the utilization hours start going up...
OE	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Every once in a while, we'll have children's hospitals. If you run a non-emergent, it's anywhere from half hour to an hour away, depending on traffic. But most of the calls or the hospitals here are pretty close.
OE	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	The hospitals have snacks and stuff, but for the most part, our fire department is pretty healthy. So not a lot of people just mow down the snacks and the vending machine. So I mean, worse case scenario, sometimes we'll just stop real quick and get some food and keep going about it and eat it in the truck, but we're trying at least to sneak in some food because we've got to maintain our health in order to help other people.
OE	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	So we do closest unit dispatching. So obviously, we have our primary response area that every apparatus is in the respective quarters. But again, being that we're so active in the community, we're all over the place all the time, it seems like, so being that they do use the CAD and

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								the MBTs and the AVL to keep track of where we are and who is going to respond to calls. We go all over the place. But, I mean, it always seems like we end up making it back to the house, more often than not, before we have another call to go to.
OE	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	The [City] fire district is something to tune of 40 square miles. So you figure-- I mean, our fire area is probably five square miles, rough numbers, but as the crow flies, we'll go everywhere [laughter].
OE	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	So [City] is full service city. It is a fire protection district that covers the city of [City] and surrounding areas, which is unincorporated [County] County and parts of [City], as well. The [City] Fire Protection District is to the tune of 40 square miles with anywhere from wildland, urban interface, grasslands to a swift water-- a world class river running right down the center of our district to interstates, to highways, commercial businesses, industrial, lots of residential. We have lots of very well established bedroom community with a lot of development of light commercial and single family dwellings on the northwest side of our district. So it is a mix of everything. Pretty much the only thing we're lacking is true commercial high-rise buildings. That's about the only thing we don't have.
OE	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Currently, [City] fire has their own dispatch center, and that is soon to change in the next year or so where [City] fire will be going to a [County] communication center. So it's a county-based dispatched center with all the fire and police in one house. That's essentially all I know about it. I think countywide it's a good thing. I think there's going to be some challenges in the short term going from in-house to countywide dispatch, but the red light goes off in the fire house, we've got a call [laughter].
OE	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Yeah. So we have the actual mobile unit in the ambulance, as well. And that monitors all the channels, so we can hear all of it all the time in the ambulance... Anytime the truck's on, you set which channels get scanned. But essentially, it's the operations channel, the dispatch channel. And some of them have them set to the PD channel, as well.

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OE	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Some battalion chiefs want their ambulance crews listening to the radio 24/7 sans sleeping with the idea of, if the police are going into an incident, we can get a jump on it essentially. But it's a difference of opinion for some folks, because then you desensitize yourself to the radio. So on paper, we don't-- there's no real policy there.
OE	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I think everything is so attached to technology that if an internet server is down or the connectivity is not there or whatever, and we can't complete trips and get back in service and get information from the hospital that they need, we just start getting backed up quickly. And our system is, I mean, not overly busy. But it's busy enough that it has an impact crew after crew after crew. So that's my opinion.
OE	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	So thankfully, our fire and EMS system is one entity, which is great in my opinion. Everything's in house. The employees, the communication system, all that. We have very little to no communication with our police agency. We are able to scan their channel, but I don't think they want us on their channel, and they don't come onto our channel. And that's been identified as a huge problem in some of these large-scale incidents around the country of, for instance, the [City] shooting. There was no communication between the police and the fire on one scene. So I think that needs to get bridged. I think that's done through policy and procedure. I think the technology is there. I just don't think we utilize it efficiently.
OE	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I think the end-user organizations make decisions that don't bridge that gap well, so I think that there is plenty of channels able to be used that can be a common channel between police and fire, for instance. I just don't think we utilize it to the way that it should be used on incidents that both agencies are responding to. And again, like we were talking with communication issues being a contributing factor to a lot of poor outcomes on incidents all around the country, police and fire interface has been a large part of that communication problem. And I think that the technology is there, i.e., mutual-aid channels or radio frequencies. I just don't think the organization leadership in the fire and police side use

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								them. I think the fire side tries to. I think the police are the ones that are more apprehensive to have that interface than the fire agencies are. That's a pity, though.
OE	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I think the fire agencies do a much better job with mutual aid and communication with other agencies than the police agencies do, in my experience.
OE	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Our wildland team is a specialty team. It's a volunteer specialty team, so they come out. The wildland team has an email text list that says, "Hey, we're getting an order for this. Who's available?" And so, X amount of people respond, and then the coordinator will say based on hours of deployment, this person, this person, this person is going to go. Because you have to be available for 16 days. So there's a lot of parameters to work within to fill the titles on a fire truck and the availability of the workforce.
OE	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I came from very small single firehouse fire department, mostly volunteer, to start and it was one radio amongst the entire fire truck. We had a county-based notification center that was not a really dispatch center for fire. So it was really self-made. So you live or die by the decisions you make versus when I come here, it's very systemic with policies and procedures and guidelines and very rank-and-file. And the guidelines are all put in place for you to just try and apply those guidelines to your daily routine and incidents you respond to.
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[Re: communications leader roles for MCIs] So there are six of us. There's myself and my five lieutenants.
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...we have a very robust communication system. We're lucky that way. [State]'s got the best radio system in the state... it's very well maintained. It's super reliable. We have a ton of talk paths. We get denial tones on the 800 megahertz trunk system. System-wide, we get denial tones at a rate of one a month, maybe?
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	So on an 800 megahertz trunk system, when you press the button, you don't actually start transmitting. You're basically requesting from the

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								computer that it open up a channel on your talk group. And so you wait for what's called a grant tone which is a little-- it goes beep which tells you it's okay to talk. Takes about half a second in normal operations. A denial tone, also colloquially known as a bonk, it sounds like mah. And it's the computer telling you, "I don't have a channel to give you right now. You need to wait." We never get them. If you talk to the guys up in [County] County, they will generate them at a rate of 150 a month because they just have a much less robust backend system...
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...On an 800 megahertz trunk system where you run into trouble, it's not with the amount of talk groups you can have. It's the amount of talk paths that you have, the actual frequencies, and the actual [backhaul?] capability from place to place. And [City]'s is very good and very robust so we don't typically get problems there. So our radio system, if we are in [City], is excellent. It's very reliable. It has very few dead spots. When we do get a dead spot-- for example, we had, oh, down at [Street] and [Street] Streets downtown - this was probably 12 or 15 years ago - Verizon put up a cell site and we just lost the whole intersection to interference from the cell phones. And you couldn't talk within about a half-block radius of that. But it got reported. Our [City]'s radio engineers went and talked to Verizon's engineers. And it took them about six months to get everything sorted out so that both people could use the site. But it got fixed. We had a temporary hole. So a lot of our holes are like that. Either you're really deep inside some building where no system's every going to reach or it's something like that where you're getting interference or something. It's a very robust system in terms of its technical capabilities...
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...So for us, our problems are more in the area of coordination both with our own people and interoperability. We do do more interoperability stuff than, I think, probably any other agency because we sit at the center of the metro area. And so we border on everybody, and everybody borders on us.
OE	EMS	U	Field	46-55	21-30	Male	EMS-	And then we also have all the privates in town, the private email services

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			Responder				U-003	that we work with, because they do event coverage as well. And so we have-- typically, if we're going to have a big event, it's not infrequent for it to overlap with multiple outside agencies. And so we need to coordinate using the various interoperability channels, make sure everybody has communication systems that are either compatible with [City]'s or with the state's, interoperability radio system, make sure that if we're going to use the state's-- the green channels is what they're known as, that we're not going to overload that system, and making sure that everybody who's going to show up with an ambulance has some way to talk to everybody else and that they know what channel to do that on.
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: private ambulances] Yes, it's very common because a lot of these events will be sort of co-coverage. A [Name] game, for example, we cover the stadium and all the people that are in it, all the spectators. But the teams prefer to have a private company called [Name] Ambulance that provides coverage for the teams, and the trainers, and their employees. So we have to coordinate with them if they're bringing an ambulance in or out...
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...At [Event], one of the big sponsors is one of the local hospital systems... one of the big medical systems. So they are a sponsor, and so they set up and run their own system, first-aid tents, which we then coordinate with. And the stuff that isn't going to require transport, like they need to sit in the shade and rest for a few minutes, and drink some water, and then they could get back into the walk, we'll let them handle it. And then we only step in for the more serious stuff that's going to come out.
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: interoperability] ...The famous [City] shootings, there were a few more like that where things really just didn't go terribly well from the communication's setup which led to a lot of committees and interoperability committees. Here in [City], they mostly operate under the aegis of the [Name] region of UASI, the Urban Area Security Initiative, which is the federal program for large metropolitan areas. So they have a communications committee that has kind of become the lead

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								organization for planning all of this stuff. They produced a TICFOG which I couldn't tell you what [laughter]. It's Tactical Inoperability Communication Field Operations Guide.
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: interoperability channels] So we have a dedicated set. They're called the colored channels... So green channels are for EMS, red channels are for fire, blue channels are for police. Excuse me. And then there's a few-- a channel called [Name] which is intended for com-center to com-center communications. So we actually monitor that here. And then there are a few spare command channels, gold channel. The feds have their own channel, in case they want the command and start playing on the system. And then, of course-- and so that's what we typically use for an interoperability...
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: interoperability channels] ...There's the whole federal inoperability system behind that, so your national MAC channels, your fire channels, your HEAR channels. And we have those in our radios. And if we ever need to use those, which the last time we needed to use any of those was when the [City] front range was having all those floods about five years ago. We sent ambulances far up north that they couldn't use our [Name] system anymore and they had to jump onto those channels. Probably 80% of our guys couldn't find them; they use them so rarely. So we sent a lieutenant out before we shipped the ambulances out of the city, like, "These channels here on your radio, this is what you're going to be using." So the commanders know where they are. Our medics typically don't know where those stuff for ground-air operations and things like that. We have them, but we have to put some special effort into using those if we ever need them. But that's going to be your bigger-- your straight up disaster is when those are going to come into use, when we're getting out-of-state ambulances or we're sending ambulances out of state or to other parts of the state where this becomes more relevant.
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	Those are major, yeah. So you're talking like Katrina level kind of stuff. Because even with the floods which wiped out several small towns and

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								took out big chunks of [City] and a few small pieces of [City], at its worst, we never took anything in from out-of-state. It was handled with-- or even outside the front range. Just [City] unit is going north to help, [City] unit is going north to help. The National Guard jumped in, but that was-- even as big an event that was, we were basically able to handle it with regional resources as opposed to interstate resources...
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...The only time that we routinely send people out of state right now is we participate in wildland fire operations. And so we provide the medical units for wildland fire teams, and we provide some communication support personnel for type one and type two ICS teams. And so when those guys travel, they actually have a special set of federal firefighting channel radios that we issue to them just for that purpose. So they have their own whole separate set of VHF radios that the wildland fire guys use everywhere. That's how they take care of that.
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	Okay. So ICS in general, incident command system, we try and use it everywhere just in practice. Type one and type two teams are the biggest teams. So currently the entire western half of the country is on fire. But out of all those fires, I think five of them are big enough to require a type one team. So in order to get on-- and then there's about 15 or 16 that require a type two team. So basically a type one team is a group of people that have been preselected and trained and certified and are very experienced as being able to handle the largest, most complicated incidents. So the really big fires, the really complicated events get a type one team. The middling teams get a type two team. And then essentially there's such a thing as a type three team, but that's essentially just whatever the local people throw together is going to be your type three. So you can handle it without bringing in specialist disaster managers from elsewhere to run you incident.
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	So fire, EMS, police, the sheriff's department which, in [City], is not a field law enforcement unit. They just run the jails, essentially, and the courts. [City]'s a unified city county, so we just have a police department. All the sheriff's department does is provide jailer and court-martial services for



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								the court, that sort of things. Public works. Everybody who is or was City of [City] or is ex-City of [City], like the Paramedic division which has been independent for about 20 years, works under one unified radio system with one organization that takes care of it...
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: unified radio system] ...so that's a group of-- there's probably about 12 of them, full-time radio engineers. It's all they do. They're very, very good at it. They run the system. They do all their own maintenance. They take care of the repeaters, the transmitters, the [backhaul?], the programming. We do all that in-house. So we do have-- currently our vendor is [Name]. So there's a contractor who's involved as a supplier and as a consultant, but we're lucky enough to be big enough as [City] that we have the capability to pretty much fix almost anything in-house with those guys, which is very nice.
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: communication with frontline supervisors] Uniquely, in this system, our ambulances don't have MDTs, mobile data terminals. They sort of have a back-door mobile data terminal in that the laptop that they use to type their reports on has a wireless link that also uses the-- we automatically download the dispatch information to them to be plugged into the call. They can look up the call notes on that, but they have to open that computer, call up the right call, and do some things. It's not just like riding around like in most modern units. They don't have an MDT that can see CAD. The lieutenants do. So command cars come equipped with an MDT, so they can get a lot of information off of that. Mainly that's self-driven, so they go and they'll hear something that piques their interest and they'll go, "Oh, I want more details on that call," then they'll ask for the notes and all that they come up.
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: communication with frontline supervisors] ...cell phones, of course, make up a big chunk of that. And then we have-- although they are not used very much, we have some car-to-car channels and a command back channel that we can use if we want to talk to them off of the main dispatch channel. Or we have the ability to do what's known as an ICALL which has become almost obsolete now that cell phones are so

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								widespread. When I first started down here, we had cell phones but they were the kind that were still attached to the car [laughter].
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...So we used ICALL heavily, person to person, as cell phone. Now everybody has a cell phone on them at all times and it's very rare to see ICALL used anymore. But we still have the capability.
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	So every ambulance carries a laptop with a wireless connection, and its primary use is to fill out the PCR, the patient care report, and then wirelessly transmit that. It gets uploaded as soon as they hit Complete. It gets bumped up to our central server, PCR server, which then faxes a copy to the hospital where they left the patient...
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	So every person, and that's a choice. So we actually will issue them an alphanumeric pager. Most of them, at this point, and this transition has occurred over the last probably four or five years, four years, have turned in their alphanumeric pagers. They don't carry them anymore. We can turn the pages into SMS messages and send them to cell phones, or we can turn them into emails and send them to an email account on a cell phone. And the overwhelming majority of people, probably in the order of 75%, prefer to just carry their cell phone and use that as a pager receiver via that system as opposed to actually carrying the dedicated pager.
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: LMR talk group usage] ICALL is very low. I would say it probably verges on zero at this point. A lot of the people, of the new hires, probably don't know it exists. It's so rare. The back channels and the car-to-car channels, that is something that you're going to mostly see officers using on a big event where they want to have a conversation that isn't-- and it's not even that they're trying to keep it secret. It's just that the primary event channels is something that just gets clogged. There's so much stuff that everybody needs to hear that if you have something that's only important to a couple of people, it's good to get it off of that channel, if you can. And so that's when you primarily see those being used, is by officers at large events to have a sidebar discussion about something that's important enough to go on over the

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								radio but not so important as to chew up valuable main channel time.
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	we've actually recently-- we've started using all of our ambulances because of the need to get data up and down to the PCR laptops, which meant we didn't have to wait in the hospitals. So now, all of our ambulances are essentially a broadband hotspot via commercial MiFi Wi-Fi. Or no, I think we use Verizon Jetpacks right now...
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: ambulance hotspots] ...So we've been looking at trying to exploit that a little better, maybe doing some medical telemetry stuff with that, uploading EKG tracings and that sort of thing. We haven't really done a lot with that yet. And again, I mean, there's all this cool stuff that people are like, "You could send the doc pictures of the patient, and upload the EKG, and do this, and do this." But we're a purely urban system. We're very high-paced. Our guys run about a call an hour. That's a lot by ambulance service standards. And our transport times are so short that they don't mess around with that...
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...our average transport time is 9 or 10 minutes. It's very short. Because we're purely the urban core. We don't cover most of the suburbs. We cover a few of the smaller suburbs, but we're primarily the urban core of the [City] metro area. So 100% urban and very quick times. If it's trauma call, our scene time is going to be around eight minutes. Our transport time is going to be around nine minutes. There's just not a lot of time. You have to move quick to get the basics done in there. We're not looking to do a lot of extra stuff in terms of communications in that time period.
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	So [City] is a dynamic dispersal system. So our guys are out and moving around. If they get some downtime, they're just assigned to a street corner posting. So we send them to an area of the city, and they just cover it from there. They're never down long enough that that's a problem. The surrounding suburbs use a couple different systems, but primarily they're fire department station based systems. So they're looking at stations. So at any given time, we're going to have-- in [City], we're going to max out at about 24 ambulances or so on the streets, and

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								we're going to drop down to a minimum, very briefly in early, early morning of 10:00 to 12:00. And there are 12 911-participating hospitals for the [City] metro area. But of those 12, there's probably about 6 or 7 that get the lion's share of the transports.
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: 911-participating hospitals] There are some of that are not like, for example, the VA hospital. That's a local rule. Where I trained in [City], the VA hospitals took ambulances. Here, the VA will not accept any ambulances whether it's a person or not. Other hospitals like [Name], which is a tertiary care hospital - they specialize in pulmonary care and immunology - they have no ED. They call us when someone has an asthma attack, oddly enough, because that's not what they do...
OE	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: 911-participating hospitals] ...There are also a few hospitals that are in the metro area like [Name], [Name], move so far to the west that when they were in the city - we sent them a lot of stuff - we no longer send them anything just because they're too far away. So some of the more suburban hospitals, we won't transport to. Some of them, we won't transport to because they're not an emergency hospital and some of them won't let us in the door. We could bang on the VA all we want and they won't open the doors for us so.
OE	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: Fire & EMS combined] So we work under the operations division. And there's two divisions, the EMS division and the suppression division.
OE	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: district chief of EMS operations] There used to be two people to do my one job that I'm doing now.
OE	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	The job of a paramedic out there, on the [City] Fire Department there are two different-- multi-levels. You can have it be a paramedic in a hospital, a private ambulance, but for the [city] Fire Department you have to be very well prepared. Not only mentally, but physically. Be able to answer calls, physically be able to lift minimum of 25 pounds or more. And you have to take your responses in stride. What I mean by that is you can for

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								everyday responses, are you going to be-- and we work very hard every day. We get about, I think, 1,000 calls a day or more. And so you have to be able to respond to medical, trauma, sometimes just talking to people in the system and their everyday issues. So not only do you have to be ready to answer the call, for an emergency call, but also be able to handle people and citizens in their everyday problems.
OE	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...I started out at a good house. By good house, I mean it was a busy house. We were constantly busy. I wanted to see everything both trauma, both medical, both dealing with people. So I started out at a good house, which means that we had good firemen. I had a good partner or partners because I had more than one. And I had a good chief, a good boss who looked out after us. And your question was how was it--?
OE	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...Now communication with the firemen, that was easier because we did have a channel that we could go to communicate with them if there was some distance between us. Otherwise, we would be we knew all the companies that were around us, and we constantly had runs with them. And so they knew what to expect from us and I knew what to expect from them. But otherwise, communications via radio was simple because we would just turn the switch over to that channel and communicate with them. And now that everyone has radios, I would assume that it's much easier.
OE	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	I could tell you that paramedics are better at the radios because they constantly have to use it on every run. We used to be able to communicate with the hospital through our mobiles, and we have to give reports over a clinical radio to the hospitals. So we were in tuned to using the radio then than a regular fireman because back then, not all of the firemen had their own radio. Only the officers did.
OE	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Well, currently each member has their own radio, their own portable radio. And then they have their MDC. Their mobile data terminal, or MDT. However you want to call it. Which was where they get their runs. They also have an MDC inside the firehouse where if they're in quarters they

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								get their runs that way, and they have to-- basically it's a touchscreen where they have acknowledge their runs when they get them. Sometimes the firemen do it for them. They also have a mobile recording unit which is basically a laptop where they do all the patient care reports.
OE	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: GPS] I can tell you that I use it myself sometimes where I don't know every street [inaudible]. If we get a run somewhere down in the Southeast, looking it up. Oh, okay, what major street is it next to? Okay, now I know how to get to it. So yes, absolutely. GPS units, we use the GPS map on there. I forgot to mention that we also do have GPS units on the ambulances.
OE	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...our paramedics are there for 24 hours and they go home for 3 hours...
OE	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: changes in technology] Absolutely, they have been for the better. It has made our job a lot easier. It's very difficult for us to change but it has improved. It's easier for us to do our reports. Whereas before we used to have to write everything out, check boxes, remember what a 1B means on a report but now we don't have to do that, so yeah, it's much easier. As a matter fact, now I prefer to type versus write. So it has improved our ability to do things easier, I think. At least from my point of view.
OE	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...As far as communications with your partners. Because of our different characters, different backgrounds, sometimes people-- I don't think it's as bad as it used to be. Where I'm saying bad is, there were people who were on for 20, 30 years and when you have that amount of time in a certain company, you're set in your ways and whatnot. Versus today we have a lot of younger officers, a lot of younger people coming onto of the job, candidates out there now. Just in the last 4, 5 years we've had over 300 new candidates. So we have a lot of new people on. And again, they come from different backgrounds, different areas. And sometimes, communication is lacking where there's a three or five-year officer who is still learning the job, trying to communicate with a candidate who has

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								a month in the job and trying to teach them what they know to survive the streets of [City]. So yeah, there are some challenges out there.
OE	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: paramedics] They also need to be able to know when to-- when they get an opportunity, they need to put their head down because you don't know what the night's going to bring. And that's the most difficult part of the whole 24 hour shift. Any time after 3 o'clock, if you haven't gotten any rest between the time that you start your day and then 3 o'clock in the morning, you're not going to get any rest for the rest of the night. So you know it's going to be a 24 hour, up all night kind of thing. And that's actually the most difficult time because you're exhausted, you're hungry, or [laughter] cold, or hot, and so.
OE	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: paramedics] And I'll give you just from my experience. Some people can be-- I don't know how to put this so that it doesn't sound offensive, but some people expect-- some people are actually very receptive to you. They'll receive you and say, "Okay, yes. You're here to help me. Do what you have to do." Other people is, "Hey, you're going to do this. You're going to take me to this hospital. You shouldn't be doing that. I saw that on TV and that's not the way you do it." So some people are very receptive as far as you're the expert, you're the professional, do what you have to do. Other people are not that way, "I'm a paying citizen, you're going to do what I tell you [laughter]." So they have to deal with that personality, those different personalities.
OE	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: GPS locator for tracking ambulances] ...I know it exists, it's just that we don't have it ...
OE	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	So our hardware is a Panasonic CF-19 Toughbook that we use to create the report. And then we partner with a software company known as SafetyPAD. And they create the software, and they modify it for the City of [City] in order for us to do the report. And then there's a function that is at the 911 Center, or the OEMC, and that's the main server, or the CAD component, that's maintained by Northrop Grumman. So we get a run. It'll push out to the fire house. It'll actually push out to the tablet itself.

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								We accept it, create a new report, and then based on your disposition which would be, "No patient found," "Refusal of care," or, "Transport," then there's a number of fields that are required for the medics to fill out before they can complete a report. There's also a component known as NEMSIS, which is the National EMS Information Systems. And we're required to collect data for them and to also send data to the state under NEMSIS. So there's quite a few components that are involved in data collection.
OE	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	[RE: run reporting] They can do it anywhere. Right. So these all have their own 4G Verizon connection. So whether you're in the ambulance or you're in the patient's house, in the hospital, it has connectivity usually wherever you go.
OE	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	[RE: GPS location tracking] The ambulance itself is. The tablets, this current version is not. The tablet is not. But the ambulances all have a GPS component. So that the 911 center-- actually, that's how the computer dispatch works. If you're not in-quarters, it'll do a GPS track to a run and recommend the closest ambulance to you. So, yes, the tablet itself is not but the ambulance is.
OE	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	...they did put the Garmin that you can use if you need to. But if you use the Garmin, by the time that you boot it up and to use it, I think it's so much easier if you got any one area where you're confused about with maybe railroad tracks or angle streets and stuffs like that. If you throw it in your phone, it's so fast, to help you get there. But our CAD right now does not have that integrated.
OE	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	...I think as far as technology goes, we're at where we need to be right now. So yeah, not much else I can think of until they get more advanced with medicine itself. I think we do everything [that an] emergency room can do right now.
OE	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	...it's a home away from home at the firehouse.
OE	EMS	U	Field	36-45	6-10	Male	EMS-	So my company, [name], it's one of the busiest companies in



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			Responder				U-012	downtown...
OE	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	... our biggest day is Sundays. But every day there's something to do to that ambulance.
OE	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	We have 24 hours on and a full 72 hours off.
OE	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Always two of us. We have a paramedic. His title is a fire paramedic who drives the ambulance and me as the paramedic in charge. So my role is to document everything that occurs in the shift even if it's not pertaining to a run. It pertains to inventory of the ambulance, anything that needs to be done to the ambulance, or work to be done, maintenance. Everything that goes on in the 24-hour period, I need to document that in a journal... At the firehouse in a journal... It's all by hand.
OE	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	So at a firehouse, it's our home away from home. We've developed kind of a brotherhood, sisterhood at the home. And we are members that are assigned to that house so we're there all the time when we are on shift. So we do have a captain that's in charge of the house. We have a lieutenant. So for an engine company, you have a captain and two lieutenants all different shifts. Same thing with the truck company. You have a captain and the two lieutenants. In an ambulance, you have an ambulance commander and then three paramedic-in-charge because we work four shifts. So we have an ambulance commander who kind of is like the captain of the ambulance. And then we have the paramedic in charge is kind of like the lieutenants of the ambulance. It's kind of like the simplest terms to explain it.
OE	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	We do a lot of education with other companies, with the fire companies, with the BLS, with the basic life support. With me, when I'm coming in, once I do my checkout with the truck, [truck] and [engine], I always want to make sure who my EMT is because if we catch a run with an ALS company us, [company], and the truck, I want to know who my EMT is because if I need his hands-- not all firemen are EMTs. They're just firemen. So if we're on the scene I want to look up, I want to see who my

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								EMT is because I'm going to grab him and he's going to help me. So in the mornings, I'll talk with that EMT and say, "Hey, do you need anything? Supplies? Are you okay with treatments? What do you want to learn-- is there anything you want to learn on something that could help us in the field, could help the community out if there's a critical call? I may need you, you may need me on certain situations." So I always want to make sure that they're ready, too.
OE	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	I think on a busy day, we could go up to, I think, two to three million people. Yeah. And when it's not busy, when everybody leaves [City], I think we have about a million people. High-rise residents. So it's a very busy environment for us. We do get calls a lot even for people that are sleeping on the bench. People are concerned, which is fine. We don't have a problem going out and making sure that they're okay, the homeless people. We get a lot of calls for that downtown. We get a lot of calls for the homeless, especially in the wintertime, which is fine. I want to make sure they're warm, so it's okay with us.
OE	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: service area] it's very congested. Like today, it is very congested. A lot of cars, a lot of traffic, a lot of hustle and bustle, a lot of people walking around, so.
OE	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: congestion] You get used to it. My partner came from the Southside of the fire department where there's not that much traffic to this. And he was like, "Oh my God. I can't believe how much lights and sirens." The biggest thing here is that they still don't pull to the right. They don't. They don't pull to the right. I'd say about seven or eight years ago, we did a campaign here. I think CFD did a campaign, pull it to the right. That was great. We had stickers. We had billboards. And I noticed that worked out great. And we haven't done that in a while. So lately, I've noticed that the community has failed on that because we could be stuck on traffic and everyone's pulling to the left. And we got to zigzag especially in downtown.
OE	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	So if we are unfamiliar with the area and we're not on a call, we will go up in-service, through the alarm office, called area familiarization. So we

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								will go around the community and just look around to see what's new, new roads, especially in the [city] area, they're building and subdivisions... [City], they're building a whole new community in that area. New roads are being built. So, the summertime, me and my partner will drive around and see what's new, road closures, there's always road closures, there's always construction. So if it's not a busy day, which every day is busy, but if it's not busy, Sundays, maybe we'll go drive around, see what's new and get to know the area a little bit better.
OE	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: comms with PD] We don't. We don't communicate with [local PD] in our frequency. And our frequency is only just EMS. I am able to communicate on the fire side frequency. That's not a problem. Let me backtrack. We can communicate with PD on the frequency, only a few people know how to do that, and I know how to do that because I learned it. I wanted to learn it. But there is no really set memo, or order, or documentation where they tell us, "If you need to communicate with police, do it." There isn't. I just know how to work my radio really well that if I need to get a hold of the police I could switch to the frequency and do it that way. A lot of people don't know how to do it and a lot of paramedics don't know how to do it. I'm teaching my partner how to do it. He's liking it...
OE	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	...in a 24-hour period, fire and EMS, we could run anywhere between 2,400 runs to 3,000 runs, citywide.
OE	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	we have 75 ambulances. Yeah. 75 ambulances in the whole city of [City], so.
OE	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	We do have, in the ambulances, like a graph or a sheet of all the stations laid out. We have all the stations laid out... So in our own ambulance we do have that laid out, so if I need to communicate to somewhere like [airport], I know how to get there. [airport] has it's own radio too. They have their own [J?] radio. It's called a [J?] radio. They have their own little radio too.
OE	EMS	U	Field	36-45	6-10	Male	EMS-	[RE: communication with other jurisdictions] I don't know about other

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			Responder				U-012	suburbs but definitely [airport]. And that's another thing, it's another radio. The ambulances in that area have to have maybe two radios. So that's probably another company you probably should talk to... That's [airport] ambulances.
OE	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: communication issues] Well, one big thing is when you have multiple companies trying to talk at the same time to the dispatcher because there is only two EMS. You got EMS [City], and EMS [City]... So you have two dispatchers for EMS. So you could have a big incidence up north where there's six ambulances and they're all trying to talk at the same time. And dispatch will say, "Okay. Hold on, guys." He'll triage via, he'll "Let me see what's going on first, okay? [Company], go ahead with your message. Okay. Now [Company], go ahead with your message." So he has to triage that over them all.
OE	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	when it's summertime, it's so busy...
OE	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	...So EMS works one on, three off. Fire works one on, two off. So every third day that they were working, I would see them. So each day I came in for my shifts, my first three shifts let's say, I got to see each shift. So then it rotates. It used to be where fire and EMS had the same time off. So then you only were really tight with that one shift, but not for us. We get to see all the fire shifts.
OE	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	No. If they're hungry [laughter]. You want to go back to eat and sleep. I mean, you have that tablet with you. You have everything you need in that ambulance. You take everything you want with you in a bag on the rig, whatever, snacks, or whatever, and you go.
OE	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Okay. Well the communication between people in the station is fine. I mean I've known these people whoever I'm working with here I've known them all for a while so we communicate fine. Communication on the radios is a little sparse. I mean you know really I mean this radio we carry it but it doesn't work once you get out of [City] really so you have to be on the truck radio. You still may not get to anybody. When you get to

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								the hospital you have to tell them you're at the hospital but our only hospitals our in another county so when you get there they don't reach so you have to know exactly where in the road to call dispatch and tell them you're at the hospital or they won't ever know. You got to call them on the cell phone so I mean you know it's just rural EMS and you just deal with it.
OE	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Right so our 2-way radios are fine right here in [town] but if you get I mean this county is huge and we're sort of right in the middle of it so at any given time like the call I went on earlier it's 15.5 miles to get there so you go 15.5 miles you're not reaching back and forth unless you're on the truck radio which is evidently a bigger radio I don't know much about them but it's more powerful, has a better antenna.
OE	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	A lot of the time you'll have to call but still you'll run into places out here where cell phones if you don't have any service either. For example, the place we just went had no cell phone service so you know being able to know where you're going it was an unmarked dirt road off of another dirt road and if you didn't grow up here you know been here for 30 years or you didn't have GPS you wouldn't have found that so cell phones are important but you run out of reception. I mean as soon as we got down the dirt road reception went off.
OE	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	The county's large.
OE	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	36 This county I didn't grow up here but I did start my emergency services career volunteering out here. It's large and sparsely populated. I mean I think don't quote me on my numbers but maybe 15,000 to 20,000 people in a county that's one of the top 5 largest counties in [state]. So for that you have you know mostly farmers or people that are just trying to live off the grid so you got larger tracks of property, people live farther apart, people are trying to get out of the city. They're trying to avoid the noise, the congestion so they come out here and that's good until you need something like us and you don't realize that oh I do live way out of the city and it's great but now I need an ambulance and they're 30

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								minutes away you know so it's a good ol' boy city or county you know with (00:07:36) everybody knows each other, everybody goes to church with each other. I'm sort of an outsider because I didn't grow up here but everybody in there pretty much grew up together. They know each other you know they know each other's parents, grandparents it's just how it goes out here. I mean it's one of the few places left that I've been to that's like that. A big county not a lot of people all spread apart.
OE	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Probably middle, middle class for the most part. You know there may be some out liars but middle there's some lower class as well but so lower to middle class for the most part. [talking about social class]
OE	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Typically I said I get here and check off the truck, I'll eat breakfast that's an important part of my day, we'll clean up anything in the station. Today, it's catching squirrels. We're working on catching squirrels out of the attic. It's a work in progress.
OE	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Here it's a real different dynamic than other places that I've heard of or been to. We have I think don't quote me again but 13 or 14 different fire stations that are all independently run. That may have changed with a few joining the county service but for the most part you've got a lot of independently run fire stations with their own command structure and they have their own buildings, they get their own budgets, they do their own thing.
OE	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	... If you show an interest in them they'll show an interest in you and just don't act mean to them. I mean a lot of people in this business will say you're a volunteer, get out of here but coming from a volunteer background they're necessary. I mean very necessary so you got to have them.
OE	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	We're using paper here right now. We just went from an iPad back to paper because something happened with the copyright of this company yada, yada above my pay grade so I'm just filling it out on paper. My other both of my other companies I work for use computers. One uses a Toughbook, one uses a GTECH computer which is a cheaper version I

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								guess but they're two different softwares.
OE	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Yeah. You'll see us in the back of the truck taking names and demographic information down right then so that we can use that to show the hospital so that we can get them registered and get them cared for quicker. So we got to have it right there with us. The patient signed, the computer you know so we've got our whole record right there on that computer. Don't have to do three different things like we have to do here right now.
OE	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	At my other job the stretchers on our ambulances are not like here. They lift up on their own and all you do is just pull them out and then you press a button and they go down so you never have to lift which is a huge deal on your back. I mean they'll lift 700 pounds or 800 pounds really so that's huge. I mean you don't have the issue of throwing your back out you know trying to lift a big patient, having to call for extra trucks but it's just you know it's money. I mean it's a \$30,000 system.
OE	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	This is public. The company I work for in [city] in private and then my full time job is public. So this is a county service, [County] is a county service and then it's a private service that works the [Organization] for [City], [County], [County], [County] and [County].
OE	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Absolutely yeah. The private's got a have a way to make money. There's going to be you're going to run more calls, there's going to be less trucks for the call volume and they're going to keep you working but for the hours you're there you're going to be working. There's none of this you know if you get a call you go. They'll put you on a non-emergency transport if that's what it takes to keep you running so you may come here and run 4 or 5 calls in a day on average, you'll go there and run fifteen or twenty calls in a day. So totally different call volume they're pushing you to the limit, they know their call volumes up but they can't justify paying for another crew on another truck to run out of that station so you got what you got.
OE	EMS	R	Field	18-25	5 or less	Male	EMS-	...I mean your computer shuts down so you're so used to hitting route

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			Responder				R-018	okay now I know how to get there you know well if you hit route in [County] we get in we hit responding we do everything off our Toughbook. You press responding, route, figure out where you're going, figure out what you're going for, read about it, go. Here you don't have any of that so everything is radio best but if that tablet in [town] goes down your radio traffic goes through the roof and you know it's hard then to figure out where you're going, what cross street you're going to, where it's at because you're so used to using it. So that's a detriment I guess.
OE	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Speaking on the radio with full words and enunciating what you're saying because we're not playing games here. You know we need to know where to go when you tell us where to go so don't say don't slur your words to where we're sitting there going what? What road are we going to? I mean we can't see it written out anywhere so we're relying on you to tell us so let's enunciate a little bit, speak up and that's a big thing. Codes, ten codes and all that mess. You know you come out here they still try to use ten codes. In [City], we plain talk. In [town] we have our own ten codes and signals so your 1022 here maybe somebody else's you know it's cancel here so somebody tells you 1022 well if you get in the wrong mindset and go to [town] and get told a 1022 that maybe speed up. So now we're flying to a call that we've been cancelled on so you know it's that is a big deal. Everybody needs to be speaking in plain talk.
OE	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Not until the county builds a plan and lots of money for it. I mean there's nothing you can do other than make it work which is a lot of what emergency services does that nobody understands. You know everybody thinks oh man they got the BRT's, the big red trucks and they got everything they need in that thing. I don't know what they got but they got everything. Normally you know in a lot of these places the stuff is held together by what the guys do in the station. They're not going to pay for a new light bar because a tree fell and hit the light bar and broke it so now you're running with a broken light bar but if you fix it in the station nobody's going to say anything you know so you fix that stuff,



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								you get it going.
OE	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	They are. I love my job. It's very rewarding. It's great to help people when they're in need. When they're having the worst day of their life but it can be stressful because not every day, not every shift ends well and there are times when you just can't help someone as best you want to you can't.
OE	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	It is. When you can't do when you're limited to what you can do or when you've exhausted everything that you know and given every treatment that there is and it's not enough that can be frustrating. It can be stressful at times. You deal with not only your patient but a lot of times family members especially if it's a bad call.
OE	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Nothing is really routine but as close as you get is you know we show up, we start our day at eight but I usually come in about 20 or 30 minutes early, clock in, I'll go get on whichever med unit I'm using that day, kind of go over all of my supplies make sure everything is there that I'm going to need, oxygen, medications all of those things, get my bunk room set up because we do 24 hour shifts so I'm going to be here overnight, just kind of check the stations see if there's anything that needs to be done, talk to the crew that I'm relieving to see kind of what kind of night they had because sometimes them talking about their calls is helpful and then we kind of wait it out and see what happens.
OE	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	And then of course we let them know that we've heard them and either clarify information if we couldn't understand them, if the radio was static whatever and then we respond and then once we get on scene we radio back in, give them our mileage, let them know that we're there and they usually check on us every 5 to 10 minutes something like that which in this area we're very rural so there's large parts of the county where we don't get any radio reception so once we get to where we're going our communication with dispatch sometimes is null and void.
OE	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	It's very rural and [County] I think is I want to say the third largest county in the [State] and I don't know exactly the details of the radio system

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								here but you know if we're close by they work pretty good but there are far stretches to the ends of the county where we have absolutely no reception whatsoever and then you know dispatch will try to call us on our cell phones but most of these places you don't have cell phone reception either so sometimes you're just kind of stuck out there and when they can't get in touch with us if they have a deputy that's available they'll send a deputy in route to come out and check on us and make sure we're okay which most of the time we're fine it's just that we can't hear them.
OE	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	...If we get on scene and we have a lot of psych calls so if we get on the scene and there's a psych patient that is planning on hurting themselves, hurting us we're the first people a lot of times that have contact with them and if we can't if they don't know for instance they don't know it's a psych patient, if they do they try to send out the Sheriff's office but if they don't we get on scene and we realize oh, this is pretty bad and we need help if we can't communicate with them they have no way of knowing.
OE	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	... they'll request that we call in because there's information they want to provide over the radio that they don't want the general public to hear especially in a rural area like this everybody listens to the scanner ...
OE	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Personal cell phones. We don't have department cell phones.
OE	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	No ma'am. We don't have any computers.
OE	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Here it's pretty laid back. We're all you know a close group and we just try to kind of get through the day and take care of anything that needs to be done here. We watch TV, pass the hours, read up for further training things like that.
OE	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	I would say probably mostly farms. I mean you can go once you get out further from this area that we're in you know we've got the little town of [City], you've got the small town of [town] here but once you go out

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								further you will drive for 10 miles and not see a home. It's very lots of fields, lot of dirt roads which is sometimes trying in itself but we're not I wouldn't say that we're highly populated you know we've got a good amount of people here but it's still a very small community and then when you get outside of these little towns you have very few people.
OE	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	I don't know that that poses a challenge as far as the communication. For us it's a little more difficult finding addresses because it's so rural and a lot of it is older population and they you know they don't have addresses, they don't have them numbered and things like that like I said with all the dirt roads. Some of the roads are unmarked so it's challenging and fun at times.
OE	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	For the most part we're here at the station. There are times where we'll do community events like last week or so we had what they call a [Event] which is community event where the kids can come in and look at the ambulance. We had one here at [Store] or we'll go to the schools and things like that to let the kids get familiar with the truck, see our faces because we don't want an emergency be the only time they see us then they're not scared of us as much.
OE	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	We're pretty far behind compared to other counties in the state and elsewhere I'm sure. We're one of the few I think that even do paper reports. We did have a system they finally got one last year and it was horrible, didn't work out so they've done away with that so we're waiting now to see if the county picks up something different.
OE	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Yes ma'am. I think that when they're bringing in technology I think they and maybe they look at this but it seems like they don't to me because I'm on the outside. I'm just the person that uses it. I don't know the ends and outs but it seems as though when you're in a rural setting that those things should be considered when they're choosing yes. There may be a cheaper way to go and it maybe budget friendly to our county but when we're one of the more rural counties and we have all of these areas that we can't even get radio reception, we can't get cell phone reception then you need to recognize that some of these things are not going to work

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								for us.
OE	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Not really. I'm new to the game so not much has changed since I've been here.
OE	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	... In reality you could have your whole report done before you even get back to the station because your partner drives and whoever took care of the patient they're in the passenger seat so it would be nice to be able to have that plus you can keep track of we have a lot of patients that call us pretty frequently.
OE	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...So FEMA partners with local organizations and we were one of the original 26 task forces that were identified by FEMA on a national level. There are now 28 task forces and all the task forces are sponsored either by local jurisdiction or a state depending on the particulars of the situation. Here in [County], [County] is the sponsoring organization... So then the local folks like me, I become essentially a federal employee and I get paid by the federal government for my time. So it really doesn't cost [County], or whoever the sponsoring agency is, anything in that moment to sponsor the team. Now, there's other associated costs that the sponsoring organizations do bear to some extent but they also get other the benefits because they get access to training and equipment and resources that otherwise would probably be beyond the means of most organizations to be able to house organically because they're really expensive assets to own and maintain for the very infrequent time you would ever use them in your own home jurisdiction.
OE	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	This particular station is 100% career. [County] is a combination system. So it's actually one of the largest combination career and volunteer systems in the country. We have about 1,100-ish, I want to say, career firefighters. And then there's about 2,000, 2,500 people who participate to varying degrees in the volunteer side of things. A lot of the volunteers aren't necessarily what we consider the operational volunteers, meaning they get on fire trucks and EMS units and go out and directly deliver services. Sometimes they help with administrative stuff and other stuff. So of that 2,000-ish volunteers, I think about 6 or 800, something like

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								that, were actually qualified to ride fire trucks and provide what we consider to be minimum staffing.
OE	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	We work 24/48. So we work what works out to an average of a 48-hour work week over a several week cycle, depending on how exactly it rotates and when your extra day off, your [Name] day, is. Some people end up working 72 hours in the week that we work Sunday, Wednesday, Saturday, but then they get another day off where they don't have to work on a Tuesday, or a Friday, or something. So over a period of several weeks, it averages out so everybody works 48 hours in a week, even though one week you might work 72 hours, then the next week you might only work 24 hours. It all averages out. So we work 0700 to 0700 every third day.
OE	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...There's also needs just to stay familiar with our area. [City] is a very dynamic area. It's growing very rapidly. The area is being developed, moved intensely right now in [County]. [City] a few years ago, 10 years ago, 15 years ago, the population of [City] was probably a few hundred or maybe a thousand people.
OE	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	Yeah. And that's over several decades but we're heading towards that rapidly. They're putting up condos and garden apartments and townhouses and single-family homes all over [City], so it's rapidly developing. So that presents challenges for us because there's constantly new streets and new buildings that we need to be getting ourselves familiar with. So unlike some areas in the lower portion of the county where you have occasionally they put up a new building or maybe they rework some street or something like that, we come into work some days and, oh, there's a whole new neighborhood going up over here. They closed off this street.
OE	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	Right. Now, at this station, this is actually one of the slower stations in the county. We don't run a huge number of calls here in an average shift. A busy shift for this station is maybe six or eight calls in a shift. And we have three units at this station. We have a EMS unit that's a basic life support and ambulance.

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OE	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	BLS. We have a paramedic engine company that has ALS capability on it. So there's a paramedic on there with all the paramedic gear in addition to having all the stuff that an engine company has, hose and pumps and water and all the tools. And then we also have a tower or a ladder truck, and that's what I'm riding today is the tower. So that's the truck company. So we have three units in this station. Like I say, an average shift is three or four or five calls. A busy shift here, we might run 10 or 12 calls in a shift and that would be real busy here.
OE	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	Yeah. The workload just varies a lot by the area, the county you're in, what the demands of that particular population are.
OE	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	Right. In the upper part of the county, where we are here, in [City], high rises are essentially a non-issue. But we do have a challenge in the lower part of the county, which basically is really from [City] down south in the county down to the [City] line where those older neighborhoods that used to be more suburban are becoming much more urbanized. And where there used to only be a few high rises, we're starting to get into a highly urbanized area where it's predominately high rises. If you look at [City], [City], even parts of [City] are starting to develop into--
OE	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...So basically, routine incidents are handled at the station level like the collision that was just dispatched a few seconds ago. The battalion chief's not going to respond on that incident unless they get there and find out that there's a lot of people injured, or maybe there's hazardous materials involved, or more complexity than the average collision that we have that involves one, two, three vehicles, three or four, five patients, something like that. So whenever we get into a more complex incident, whether it's a complex collision, a structure fire, a complex rescue, a river rescue, any number of incidents where we're sending multiple units, and there's a higher level of risk and more coordination required, we send a battalion chief. In [County], we have five battalion chiefs on duty.
OE	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	Well, football events normally fall within-- the average football event game at FedEx Stadium, that's just handled by [County] with their organic resources. But the Fourth of July on the National Mall.

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								Whenever there's an inauguration, a huge event with lots of people coming into the region and lots of resources brought in to help manage that. State of the Union. These days, because of the heightened threat level, whenever there's a State of the Union Address, there's resources deployed just in case somebody tries to do something crazy during the State of the Union. So the Marine Corps marathon, that's another one that you've got thousands of people, they're spread out all over, and you just need more communications capability. So throughout the year, there's about a half a dozen of events that sort of happen pretty routinely in the [City] region that the caches get used for
OE	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	And that's for all battalions. So this is the one for Battalion Five. I print out two because I like to always have one available for me. I also print out the neighboring jurisdictions and because Battalion Five is a V-pattern, I have neighbors on this side, neighbors on this side [laughter]. So I have a lot of neighboring jurisdictions, and I also respond to another battalion. So I like to print that out. We also have the federal--
OE	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	Yeah. Yeah, yeah, yeah. So [County] is 500 square miles. Battalion 5 covers a third of it. It is the upper V-shaped pattern of [County]'s borders. So basically, I have everything from rural, where there is hardly any building, where it's all farmland, where there are no hydrants, and we ship the water via tankers to the scene, where the response time can be 20 minutes--
OE	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	--yep, for me and also for the station depending on which station it is. And as we move away from the farmland and urban area, we have the-- excuse me, the rural area, we have the urban area and the mix of suburban area where we have apartments, like in [City]. We have planned communities here as well, in [City] and [City], and then we go into again [City], the other side, the east side of the county, where again you have-- some places have hydrants. Some places don't. So it has tankers on that side. And then we start going towards the northern section of the county, where it is somewhat rural again. And then the farther out you go on the outskirts, there is very little development, okay?

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								There are times when I go mutual aid to [County], and there are times when I go to mutual aid to [City].
OE	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	Oh yeah, yeah. It could be a house fire with no hydrants. It could be obviously a townhouse. It could be apartments in an urban area. It could be a water rescue call because we border the Potomac. It could be technical rescue, because within the county and within this battalion, we have a technical rescue team. It could be stuck on a mountain because on the top of our battalion, we have [Name] Mountain.
OE	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	So I have some stations that have the buildings owned by volunteers, some of the apparatuses owned by volunteers, but there's no volunteers that show up. Yeah, show up for meetings. Maybe on Fridays, they show up. And then I have some other stations that have a larger participation, that have a roster.
OE	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	So there's a separate EMS division in [County], so we have the fire division and EMS division.
OE	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	So there have been times where I found out from a unit officer that something is being done that I'm not aware of because the unit officer was told by somebody else and that person was told by some other shift and that shift was told by their supervisor as opposed to my supervisor. So the fire department's kind of a paramilitary organization, so there's a rank structure. So information should be funneled through the rank structure.
OE	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	--when I say everything is documented, I mean everything. Your phone's recorded. You're on camera when you're sitting in there. Everything you're doing is through the CAD and the dispatch, so literally everything you're doing is documented. So it's kind of redundant to even have the journal.
OE	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	[City] super diverse. You've lots of haves, have-nots, a lot of people--joking having grown up in the area, when someone says they're from [City] you ask, "Okay where are you from?" and they say, "Oh, I'm from



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								[State]. I'm from [State]." [City] interesting. And a lot of people are transplants. They're still registered to vote in Michigan, or Minnesota, or wherever they're from. They're here for working for a lobbyist for a few years. And it's very political and very politically driven even on a local politics level. Even just working in there is very political at WC. But it's just a super diverse neighborhood in every way, shape, and form. Our city, even the little neighborhoods are diverse amongst themselves.
OE	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Whereas you don't really-- I mean, this is actually the largest center of Ethiopian immigrants in the country, but my neighborhood in particular. But then you go to our neighboring fire company in [City] and they have oldest star Latino neighborhood. Or you go up to 22 Engines area and they have a-- which is north of us which is like [Street] up to [City] and farther up. And they've got the historic large Jewish neighborhood. It's just a very diverse city.
OE	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	It's different. So it's not a much of a blue-collar working-class neighborhood and stuff, it's just--
OE	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Just to give you a difference of how it's broken down. We haven't been a volunteer department since 1872 whereas [County] still combination, so it's still based on the foundations of the volunteer departments. It's much more, I want to say like paramilitary. It really almost is. It's more disciplined, more focused in terms of actual policies, procedures, and there's less of a gray area because you don't have competing interests. Whereas out in [County] you've got competing interests. You've got the volunteer companies and their priorities, which are not the same as the county and career service.
OE	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	But for career, they're paying you to be here. They should pay you to-- plus, we are over almost a \$200 million agency in the city.
OE	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	So most of your battalion chiefs are geographically centered. I'm not. Mine are spread throughout the city. So I'm in special operations. So I've got one upper northwest. I've got one deep southeast. The fire [inaudible] is mine. The HAZMAT is mine. So I've literally got all four

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								corners of the city. So I can't go to all in one day.
OE	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Yeah. Obviously, we see the complete diversity, so whereas the geographic tie-ins, where they are going to be upper northwest or in the projects, southeast, I see it all, and a lot of interaction with law enforcement, with locally and our federal law enforcement, like FBI and Secret Service. We deal with them every day. Yeah, very diverse. We hit all parts of the city, the kayakers on the river [laughter], the protesters, First Amendment people over by the White House, the projects southeast. I [had a car in?] one building the other day. So that was a very poor neighborhood. So yeah, we see it all.
OE	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	...So Amtrak was a little annoyed that FBI had shown up, which is typical law enforcement. And that's one of the reasons I talk to [Name] and Secret Service guys every day. So [City]PD could have an issue. They won't call the FBI. And so one of the weird things is the fire department is the glue that holds all these things together because I'll be the person letting the FBI know what's going on, or Secret Service, and we're that go between, keeping everything working.
OE	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	It depends. Usually you like to have unified command, and then whoever the appropriate agency is. If it's a law enforcement, they'll be in charge and we'll support them. If it's a fire department issue or search and rescue, we're in charge and they support us. Park police tend to be difficult to talk to because they're just all over the place. When you think of the park-- all down Rock Creek Park and all along the river--
OE	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	So anytime there's a significant incident or incident of interest within the city we have a communications liaison officer who's based at our office of unified communications. It's a sergeant, he or she is a fire officer, and they're responsible for this like-- it's almost like a mass page, I guess, for lack of a better term. So they send out an email alerting everyone to what's going on in the city. So it actually really helps with situational awareness. Especially if you're sitting in your office and you don't have a radio handy.

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OE	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	<p>...It's right on-- it's right near Howard University's campus, so you had this major influx of population, whether or not-- depending on whether or not school was in. It was right near the new street, so that area-- it's crazy on the weekends. The Incident Safety Officer, there's only one for the city, so he or she goes, responds through the entire city, so your day could vary-- you could be in upper northwest on a house fire, and then go to a technical rescue down by the training academy or Blue Plains. So it definitely varies. In my time here, I think I've been assigned just about everywhere in the city. So I started right downtown, I worked right off the mall. I liked that, I liked being downtown. I came here for a while as a company officer, so we were obviously right downtown. And then I worked in southeast [City], which was really interesting because the firehouse is really-- here, you're just kind of in the city. In the residential areas, you're more of a fabric of the community. It was-- where I worked was a really low income neighborhood. There was lots of violence. People relied on us for everything. And you realized how important how you are-- like I always see if a firehouse is to close in one of those neighborhoods, how dependent the population is just on that sort of impromptu--</p>
OE	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	<p>Yeah, social service. It really-- you really get to know the people, I mean, because a lot of the people have chronic health issues which you see them quite a bit [crosstalk]. Yeah. So it's really dynamic here. I mean, there's a little bit of everything. There's an industrial component out in northeast [City], so you could go to a big warehouse fire one day or have hazardous materials call. So there's everything here</p>
OE	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	<p>I think it varies. I think it varies a lot by neighborhood. I feel like when you're downtown and there's more of a transient population, and people aren't from the city or don't live in the city, you're just kind of just an anybody, so to speak. I don't say that to be a bad term, but just-- you're just-- everybody's here to go to work and that's it. But when you-- say if you were to go get coffee at a neighborhood coffeehouse at a place where people live and work, you're more a part of the community. People</p>

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								will engage you, ask, "Hey, what happened yesterday?" or "How's it going today?" something like that. So I used to always try to tell my people as a company officer, you're always on duty, whether you realize it or not. So even if you're not on a call but you go to get pizza or something, you're-- people are going to come up to you. They're going to ask you questions. They're going to expect you to somehow represent the agency, so--
OE	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	opinion. But stuff that happens here on a weekly basis doesn't happen anywhere else in the world. Because of that it's forced us to adapt and develop incident response plans that meet our needs. Most cities aren't used to having a million people come in for the Cherry Blossom's on a Saturday in April. You know we've recognized that that's going to be a huge pressure on the agency and we need to put extra units in, we need to ensure extra communications, that all these people coming in are now going to need a radio, that they're going to need an incident action plan, they're going to need to know who to report to because we're outside of our normal scope of day-to-day operations.
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	If we have an observer, I'll orient them. Make sure that they know where they're riding, what they need to do. Any inexperienced people, try to walk them through any processes that they need to do in the first half hour. Then that's about a half hour of housework and management things.
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Then we usually do dinner around 7:30, either some night crews cook in the station, some other ones say, "Just take the ambulance or the rescue squad downtown and grab some food at the [inaudible]," so that depends on if it's Monday or Tuesday, right [laughter]? So that's around 7:30 or 8:00 usually...
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	I prefer in quarters. Cook it here, eat it here. More like a family around a dinner table type of thing. That's another half hour. Then once we get back from that-- and this is all if we don't get any calls.
OE	FF	S	Field	18-25	5 or less	Male	FF-S-039	So sometimes, we're not eating dinner until 11:00 PM, or sometimes

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			Responder					we'll eat dinner at 7:00 and certain things change, right? But then once we get done with dinner, we'll usually start to do training. So the EMS drills are usually done in the training room or somewhere else in the station. The rescue squad drills are usually done either out back - we have various training props for firefighting technical rescue and auto extrication - or inside with firefighting drags or searches or rapid intervention or stuff like that. So then we usually drill until 11:00.
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Some people go to bed right at 11:00. Some people stay up at the kitchen table, eating ice cream for an hour and talking with people. Some people go and watch TV...
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...The people who ride the rescue squad usually don't stop training right at 11:00. A lot of times we'll go till midnight or 1:00. Once we get in the zone on a drill, we don't want to stop, so we'll just keep going until we're done.
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	It varies because people ride a different amount, and people are in different stages of their training processes. But right now, we have, let's see, one, two, three, four, four-ish people who are in the midst of their squad qualification process, meaning that they can go into fires. They've taken the classes, and they've done the minimum - we call it the fourth man - qualification, so they're probationary firefighters. They can go in with the supervision of a lieutenant, or a captain, or a chief, but they can't be independent. They won't be able to operate as a two person team with somebody less qualified. So we have four people in that process, so any night, we usually have one or two of them in.
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	And then you have other communicators who are very direct and to the point, which around here, in this environment, that's preferred. If you say, "Hey, let's go clean the property office for two hours. Here's the game plan. Let's do it." There's no question about what needs to get done. Everybody knows where they fit into the picture. So the very clear, concise communications around here is what works most effectively...
OE	FF	S	Field	18-25	5 or less	Male	FF-S-039	...So you have everybody in between, the totally vague to the very

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			Responder					specific. So there are aspects of the job where when you realize that you're working with someone who's not as good at communicating, or who you start to realize that someone might learn differently than you, and you have to explain things differently to them, you start to pick up on that pretty quickly around here because of what we do and the intensity of it. And you adapt...
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...So there are crews that-- tomorrow's Sunday. I know that the people I'm riding with tomorrow, if we have to cut a car, we might not have to say a word to each other... I can look at my technician or my officer right in the eyes, and I know what I need to do... But then there are other times where you need to say, "Okay, you need to pick up the spreader, and you need to do this. Put it right here, and do it like that. I'm going to be doing this." And so it depends on the person and the chemistry, but sometimes you don't have to say a word. You could be speaking a language that I don't understand, and we can still get the job done.
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So I'm here a lot. I'm here five or six nights a week. So probably close to 100 hours a week. And there's a small group of people that are here that frequently. We're called the live-ins or the permanent sleepers. We have beds upstairs and a little bit more space, and we live here. And so we spend a lot of time together, and that's a very tight-knit group of people. There are seven live-ins right now. And we're very close. So that's kind of the group where you don't need to communicate as much. You can kind of know what they're saying even if they're not a good communicator or even if they don't say anything at all, it's still like, "Okay, I know what you mean." ...
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...Then the next tier of relationships, I'd say for me, is the people who ride the rescue squad a lot because I ride the rescue squad a lot. So even if they're not live-ins but they're very active, then it's the same type of thing. If they're only here one or two nights a week but every week and I'm always riding with them those one or two nights a week, you develop that ability to communicate better and to develop those strong relationships...

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OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...I'd say the next tier is the people who don't come in as often. So people who ride the rescue squad but maybe once a month, or once every three months, or couple times a year, those relationships aren't as strong because you just don't have the experiences with them and you don't have the calls, and the in-houses, and the training, those three things that add up to make the relationships really powerful around here...
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...And then the next group is newer people, people who ride the ambulances who we don't interact with as often. But there are people who ride the ambulance five nights a week who I'm very close with. So it's not like it's divided in that regard, but for the most part, people who ride the ambulances don't ride them as often as people who ride the rescue squad, so. And I don't ride the ambulance as often so my relationships with them aren't usually as strong.
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Not every night. Our requirement is 36 hours a week and 24 of those have to be overnight. So that would be three nights a week minimum. And then you have to get your other 12 hours through either weekdays, weekend days, or extra nights. So I'm an exception where I'm here six nights a week and then the whole weekend, right? But there are people who are here three nights a week and then they ride during the day once or twice a week too. But either way, you end up spending a good amount of time with these people.
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So we serve [City], [City], [City], [City], part of [City]. I'm sure there's something else in there that I'm missing. Oh yeah, [City], [City], those areas. A little bit of [City] which is really [City], but this area, for the most part, is kind of wealthier. There's not a lot of crime, so the calls that we run are a little bit different and the way we interact with the community is a little bit different...
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...It's a pretty busy station and a pretty busy community. We have over 60,000 residents in [City] alone. But like I said, we serve all those other areas. It's probably between 100-150,000 people that we serve all in all. So the call volume's up there but also the types of calls, total variety, we might cut someone out of a car this afternoon, this morning we were on

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								a house fire with people trapped that had to be rescued out of the window. So the call types vary, and the types of people vary, but for the most part, there's not a ton of diversity so it's a lot of upper middle class, upper class, white wealthy older people, so.
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	I mean, when we're on a call with police, they're usually in a more of a supporting role, at least for the rescue squad, because if we're on a fire and police show up, it's because they need to block off the road. We don't need to talk with them all that much for that. We'll say, "Hey, can you block off the road?" Not really that bad, or if it's an accident, we're the ones cutting the car, and they're basically either blocking the road, or they may have to check the ID of the person or do a sobriety test or whatever it might be. But our interactions with them are usually pretty straightforward. So, even though we might have bigger communications differences, I'd say we don't even have that many problems with it, because we don't do as much high-stakes interaction with the police.
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So we don't run with other counties around us just because of where we're located. Once in a while, we might run something with someone from [County], but not even that frequently, especially not anymore...
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...What we do experience that's unique is we run to [City] a lot on the ambulances. So people can special call our dispatch office instead of 911 if they're having an emergency in [City], in Upper Northwest, and we'll send them an ambulance to help them out. And we still have to go onto the [City] communications channels, which are different channels. It's 0-12. And so, when we're on that channel, it's pretty straightforward. They use slightly different terminology. If we're in the county, we'll say, "Ambulance 741 bravo to [County]," if we're trying to reach the dispatch center. In [City], you say, "Ambulance 741 bravo to communications." So slight differences there...
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So the ambulances have an MOU with [City] which says that they can-- it's a special exception to the rule, that they can run mutual aid, but the rescue squad cannot.



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OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Right. So if they have a big incident, they might send our rescue squad for an accident in [City] if they don't have their own rescue squads available, but that's very rare. I don't know. Maybe that happened once or twice this year.
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So we use the radios of course. We use the computers, the MDC computers. Mobile Data Computer, I think. Then the ambulances, more than the rescue squad, but we have one, an EPCR. It's a patient care report. That's just a toughbook that you enter your patient information in it when you have an EMS call. And then, we have our own internal radio system that we use just to communicate between units and our own dispatch center here.
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: internal radio system] We don't carry those on the call, but we just have it mounted inside of the unit. So if the ambulance is downtown getting dinner in [City] and somebody calls our dispatch center having an emergency in [City], our dispatch center will call that ambulance on our special radios. But we don't use them on any incidents.
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: mounted internal radio] ... in-house, yeah. It's just for communicating, "Hey. Can you pick up ice cream?" That type of thing. Pretty simple communications... We have that on all the units, including the utilities.
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So it's a minimum requirement of three. Our in-house objective is four, and we usually ride with four or five. Sometimes six... We have the capacity on this rescue squad to have six in the back and two up front, and on our bravo rescue squad we have two. On our second line rescue squad, we have the capacity for seven in the back for a total of nine...
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...So if you have eight people on the rescue squad, you can accomplish a lot, but it's a little bit harder to keep track of as the officer just because... So you've got seven people riding behind you. Then the officer is responsible for seven additional people plus the driver, and that's definitely outside of their ability to manage...
OE	FF	S	Field	18-25	5 or less	Male	FF-S-039	So they usually divide it up into two teams. So it might be the officer and

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			Responder					two people, and then somebody senior from the back, who might be a lieutenant or something who's just in the back with two more people, so kind of divide it up a little bit. So we try to have four. We often have five, and I find that four or five is a really good number. You can accomplish pretty much everything you need to, and you can still manage it.
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: AVL] ...Instead of dispatching us back somewhere two miles that way, they might send a different unit that's actually closer. And they can see if that unit is closer. And it tells them. It will recommend that unit above us. So we might think, "But hey, that's our area. We should be there." But in reality, the computer is doing all these calculations. They know we're on the air so we'll be able to start responding sooner. So it gives us an additional minute. So it gives us, or I guess it takes a minute off of our response time. But they also know that that other unit is physically a mile closer. So even though it takes them an extra minute to get out the door, they can get there faster anyways. So it's doing all those calculations that a human dispatcher can't really do as well.
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: AVL] ...a difference of opinion that a lot of people are debating right now is that do you prioritize the call that's happening right now or the next one? If our rescue squad is on the air, and so it gives us a one minute advantage, they might send us on a BLS, Basic Life Support, very simple sick person call as a first responder, because we'll be there a minute and a half before the ambulance, and we get there and we don't really add any value. But while we're on the scene of this BLS call that we shouldn't have been on in the first place, they might put out a house fire right there. And now we can't respond to that. So we might be able to render aid to a sick person who has a headache. But now, they have to send a rescue squad from [City] that's going to take 15 minutes to get here to that house fire that we would've been one minute away from. So they do prioritize the next call or this call instead of the next call. And that's definitely up for debate. And I think that's a kink that they'd probably work out. But the technology is there.
OE	FF	S	Field	18-25	5 or less	Male	FF-S-039	[RE: AVL] ...you can see that it makes units first due to different places.

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			Responder					So I think we gained some area and we also lost some area. I believe we're due further east, by it might even be a block or two. But you notice that when you get dispatched to an address that you know other units have been on before...
OE	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	They've been really good about-- the dispatchers update their computer with any pertinent information that comes in from 911 calls, or also from the radio traffic. So they're always monitoring that. So if we're running a fire this morning, as soon as they find out that someone's trapped, they'll enter that into the computer, and all the units will get that message. Even units that aren't responding. So if a Chief sees that he might say, oh, I should probably go on that. And then he'll start responding. So they get the information out there pretty well...
OE	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Yes. Yes. So I'm still an operational responder. In other words, I could work an overtime shift on my off days on a firetruck or an aid unit or a lighter truck. So I'm not just a daytime person. I'm a 24-hour responder... So there is rank structures, sort of para-militaristic organization. And firefighters report to lieutenants, lieutenants to captains, captains to battalion chiefs and on up the food chain.
OE	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Yes. In this general area, [City] area, specifically with our agency, yes. We're all cross-trained firefighter/EMT. Some are cross-trained fire fighter/paramedic which is a higher level of EMS care. We have ALS, best life support providers that work within our fire stations but they're affiliated with another fire department.
OE	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Yes, there are. There's the [Tribe] towards the city of [City]. They're one of our partners in the consolidation, and we provide-- under part of the fire district that we cover, we have an agreement with the tribal community, city are the [Tribe]. It's primarily the [Casino] is the major--
OE	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Because if there is a trail rescue up at [Mountain] our units will get dispatched. And we will contact [County] Sheriffs for search and rescue because it's their jurisdiction. But, we're quicker out the door to assess that problem. They have to rally their search and rescue troops from

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								wherever and then they-- so in that way, it's a cell phone to [County] Sheriffs. If we're going out on a domestic violence call in an unincorporated [County] that's covered by [County] Sheriffs, again we have to go through our dispatch center to get updated information. If there's an active shooter, we're not going to know that unless the Sheriff on scene communicates with [County] Sheriffs dispatch.
OE	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	And I think we're fairly fortunate with some of the personnel we have on staff. Data analysts and IT personnel that are sort of ahead of that curve. Whereas, because we're a fire district technically and legally, we don't work for a city. We're not a city department like the City of [City] or fire where there is multiple layers that you have to go through. If we were in a municipal fire department and we had an IT department somewhere else, atypical, we would have to get that approval through the IT that is communicating for city hall and public works and all the other agencies.
OE	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	And then of those, we take about 20 or 30 days a year that get scheduled for holidays or vacation or just overstaffed, just kind of work relief. Kelly Days is what they're called. So that's kind of the typical-- at least that's how we do it. And there's a lot of variation between the different departments.
OE	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Typically, most work 24-hour shifts but how they break that up-- and we have three different platoons of workers. So when we're not on, another platoon is. And there's three different platoons.
OE	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Yeah. So, [City], [State], is a rather affluent community. There's a decent amount of money in the community. And there's also a significant amount of growth in the community. We're a bedroom community to [City], [State], which is experiencing a significant increase in just growth in general. The technology sector has kind of been booming the last number of years, so we're getting a lot of influx of people and of high-waged, high-salary people. So lots of growth and expensive real estate. So we have lots of money in parts of our community and then we're also a very diverse community, with lots of different cultures and races represented as well. So we do have significant variety of different

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								languages and cultures and people from all over the world here as well. So relatively diverse and also relatively affluent, I suppose, in two different-- and then kind of segregated out in different areas of our coverage area is normal. But yeah, so that's kind of the basics.
OE	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	So, yeah, not surprising from the last conversation there, but we're pretty out of date. And I think that we may even be a department that is more forward leaning than the rest in the industry or the country as a whole, in the fact that we've developed in-house the technology, the application to do our pre-fires to push those out.
OE	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	So the daily routine for a line officer - so that's when you're working shift work - is there are 24-hour shifts here in [City]. and the mornings always start off with roll call. So we make sure that everybody's there, everybody has what they need, they're in their proper uniform. We go right into checking our apparatus to make sure they're ready to respond, the inventories are all up to date and current. And so we go through the daily rig checks. Following that there's typically a different assignment for every day of the week. So on Mondays, we'll check portable equipment. On Tuesdays, we'll check ladders. On Wednesdays, you know. So we have different things. So depending what day it is, then we'll go into that. And then, we try to take care of one training drill every shift. And so that could be either in the morning or the afternoon as time allows. We also have medical EMT classes assigned to us. We have fire training drills assigned to us that we have to get done. So as time allows we do those trainings, and then we also respond on calls. Whenever a call comes in, everything gets dropped. We run out. We go on the call. And then, we try to pick up where we left off if the time allows. And sometimes things have to get rescheduled and shuffled around from day to day, so. Yeah.
OE	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Well, it's like a second family because we spend 24 hours a day together and about a 100 days a year working together. So a lot of it depends on the size of the station and the crew dynamics. So we have some three-person stations. And so this much smaller station. And depending on

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								the personalities that you have there, you might spend a lot of time together, or you might not spend much time together. Some people prefer to be by themselves and do their own thing, and some people like to be in a group. Kind of worked at a three-person station for six years and I really enjoyed it. My crew and I got very close. We're very good friends. After that, I went and I worked at an eight-person station.
OE	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Sure. Well, we work for the City of [City]. Man, there's about 140,000 to 150,000 residents. And then, during the day, we get another 400 to 500 thousand people that come in to work--
OE	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	--and traveling through the city because we have two major freeways that kind of-- [runway?] [Street] and [Street] that kind of run through. So there's a lot of diversity. There's a lot of technological industry here. So it's more of an affluent area I would say because there's just a lot of technology. It's just a very interesting, unique place to work. Yeah. Culturally diverse, and economically diverse, and there's just kind of a lot going on here. Yeah.
OE	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Yes. In this city, fire and EMS are combined. So all of our firefighters are also EMTs. And we also have paramedics which are also firefighters. So our fire and EMS are together.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	We come on shift at 7:30. So aside from very early, we make sure that as the officers, what the staffing is for the day, who's going to ride in what position. We have multiple units here in the station between engine trucks, two aid cars, and a staffing coordinator, as well as we're also the HAZMAT response team for the city. So first thing in the morning, we figure out where everybody's riding, what position. Especially on the HAZMAT team, whether they'll be entry or [decon?], or whatever duties they'll have. We go through a kind of roster's layout, what the day will probably look like, whether we have training today, whether we're going to do some inspecting in the morning, in the afternoons, as far as training if we have that, or go over review material, any projects that

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								we're going to do. Then we have lunch noon-ish, we all [clutch?] for dinner at 6:00. And then after that, it's kind of a little bit of a hit and miss usually after dinner. Again, do our own housework cleaning and all that stuff when everything is done. For the most part, me personally, I kind of let the guys and gals do whatever they're going to do. And then I usually try and catch up on paperwork, or work on projects or something like that through the evening. Rarely do we do training after dinner.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	...One of the difficulties that we probably have specific to our district is our clientele that we worked with, the majority, probably 90% of them are all of the homeless, the shelters. And so you end up in this-- society has changed to people-- before, it's like fire department showed up and they were real happy to see you. Now, the majority of our clientele, they're just like-- they're just as happy to tell you to go screw off. They just don't really care. So it's not like you're out going to the 80-year-old grandma that's most likely to bring you a plate of cookies the next shift, right, and really are happy to see you. Most of our people-- and you've got a huge mental health problem. So a lot of times, it's difficult trying to deal with the individuals that don't want help, but they need it. So it's a different dynamic, depending on where you are in the city. And each has their own, right? So there are times where it can be very rewarding, because our job is to help people ultimately. Sometimes it can be very frustrating, because you try and help people and they don't want it. And there are other situations that get very frustrating.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	It's kind of tough because I don't want to get political in a way, but it's just-- I think what I've noticed is the majority-- obviously downtown too, we have a huge influx of a workforce that comes in during a given day, and up to a million people between the high-rises and everything. For the most part, we don't-- that isn't much of our run volume. Especially, and I think maybe more, a medical level. Because that's the majority of what we do, 80% roughly. So we don't often-- we aren't usually going into the high-rises with your average white-collar, blue-collar worker, just because-- and sometimes for a diabetic, or they didn't eat right or things

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								like that, seizures. You kind of have your random stuff, but I would say the majority of it all deal with the homeless and the shelters. Because you have people that either, number one, don't do a very good job of taking care of themselves, which perpetuates their medical problems and/or just aren't capable of taking care of themselves. So with that, that's what most of the time and energy goes. And then two, from the fire side, we do a lot of false alarms. And a handful of them can be from malfunctioning systems in high-rises, but most of them are still maintained by their engineers. Most of the false fire alarms we go on are the low-income housing, where people are drinking and then cooking and fall asleep and burn their food. That's the majority of what it is.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	What we do get a lot down here, partly because we're kind of located at headquarters, which is where we used to be stationed. We moved here about, going on nine years ago. They built this. We get a lot of tours. It's not so much that we, where we are, go out. But because we're such a big station, a lot of people come in. So we're constantly doing tours and/or things like this, where people come in from different businesses and/or being HAZMAT, we have a lot of technology that we use for monitoring. So sometimes, we have a lot of people that want us to beta test their equipment and stuff like that. So there's that kind of interaction on a-- and then sometimes, it's getting out, going to shop because we buy our own food, cook our own meals, as well as just kind of taking care of the guys and going to grab a cup of coffee at the local Starbucks or something.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	...So the primary are the police, and they're up off of [Street] and they have their main center. Fire is one of the few that we have-- and I don't know how many there are in the state, but we're actually uniformed. But they're secondary PSAP. So our dispatch center which is just up in this other side of the building, are all uniformed firefighters and have been in the field at one point. So it's not civilian. It's all uniformed. So being a secondary PSAP, anytime a call comes in, a 911 for emergency, it comes into the police. They determine whether it's police, fire, or EMS. And then



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								they'll transfer it to ours, who then will appropriately interrogate and then send the appropriate resource. So with that, it kind of goes back up the chain. So if I need cops, usually I call them. And then they have a ring down that they talk to police, whether it's just a call taker or whether it's one of the central dispatchers, one of their supervisors to either get updates on an ETA for the scene being secure versus needing-- or you recognize it's a non-injury accident, and we need cops. So they may just talk to the dispatcher. Not to say there may be at times that I actually just use my phone to call 911, for example, for detox. So if there's a time that we have an individual, it's not a medical emergency, but they need to go to a sobering center, I just call 911 directly to say, "This is [City] Fire, non-emergency," and I just contact directly through them. For the most part, in situations that if I'm going to need to give a description of the individual [inaudible] staying on scene to kind of provide some information. It's a lot easier and quicker for me to do that directly to them, than trying to relay all that through them for them to relay it.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Not normally. Normally, it's pretty good. They've got quite a few within the 800 megahertz system. There's quite a few towers. And specifically within [City], we've got three or four. I think it was three. I don't think we have a fourth one. But, no, I would say the majority of the time communication is pretty good. Other than too much communication.
OE	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] It's like a clubhouse.
OE	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S5] Dependent upon which department. Of course, here, we like to require that they need to be an EMT prior to coming in, at least with our current hiring standards. Different departments require Firefighter 1. Some people want them to have the college background. So there's a lot of different requirements dependent upon where you're looking.
OE	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] I think part of what goes into it too is that, as we've talked about already, our individual stations of the department as a whole, as cliched as it is to say is a big family. Right? So part of that requirement, I'm sure is finding individuals that are going to fit this family for the next,

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								potentially, 25 years, right? You're hiring a roommate as well as a firefighter EMT, so.
OE	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] It's pretty economically vast too. From one side to the other of [City] you've got people that are very, very well off and people that may not be as well off, which is-- it's great for us because we get to respond to those different areas and see either side of what [City] has to offer. I think that as he stated here, the people of [City] really have a lot of support for our department. And we owe it to them to continue to provide excellent service and that's what we aim to do every time we are out there.
OE	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] In some ways. To get [inaudible] they pool together because they're comfortable together, right? So you can kind of know when you go on a call, what you might expect given an address or a certain area. We have some of those same people who speak that language. They make themselves available by phone if you don't speak the language when you go to a particular apartment complex that you know is going to be one complete ethnic group. If somebody there doesn't speak English and we can't get through a language line that's provided to us by the county, we can call one of our off duty firefighters and hope he's always on duty. But it's not fashionable.
OE	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] Kind of what she was talking about, people coming up and gushing, "Hey, thanks for all you do." There is that culture of humility in our department. That's the part that makes it a little-- when people come up and gush, in my head, I'm like, "I'm just coming to work. I'm just doing whatever it is I'm supposed to do." And I can remember thinking everyday, "I'm just a student. I'm still learning. I'm still learning. I'm still trying to get better. I'm still trying to get better." So there isn't any of that, "Oh, we're heroes," type of thing anywhere in our department. There isn't any of that. We're good at what we do. We know that we're good at what we do, but we continuously strive to be better and provide better service, and so I think that keeps any sense of ego-- it doesn't exist.
OE	FF	S	Not	Not	Not	Not	FF-S-035	[S3] No, that's perfect, perfect example. Some departments they like the

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			specified	specified	specified	specified		6'3 big guys or very, very strong women. They like the certain thing that they know how to train those people to do a very specific job. We try to educate people to solve problems. And we try to hire people and we look for people with good moral foundations, good public service aptitude, and good problem-solving skills, and we can train them to do anything. We look for people that are teachable in terms of making the decisions. We empower them to make decisions and we empower them to make mistakes. And that's not a culture. That's not common always across the board in fire service departments.
OE	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] I think that has a lot to do or that fact alone has a lot to do with why [City] fire fighters, in general, are quick decision makers and pretty educated in all of our subjects because we're allowed to make those mistakes. There isn't this sense of like, "Well, I made a mistake. It's the end of the world. Everyone's going to get all over me." No, everyone's going to give you an opportunity to get better. Right? We're going to go back to the drawing board like, "Here's what we could have done, right?" You don't feel bad walking away from it, you just feel like, "Okay, cool, I've moved on past that. Hopefully, I don't make the same mistake again." I might, hopefully, I don't. But now I've had an opportunity to learn how to do that better.
OE	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] EMS in this region is incredibly integrated with the healthcare system. We're basically a part of the hospital system, particularly in the areas of myocardial, and partial, and stroke. They basically track our time. We all work on the same timeline of care so that whether it's getting a 12 lead and then getting them into a cath lab, or stroke care, we're all integrated very closely. Technology is one of the big tools that makes that possible.
OE	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] Not leading edge. Probably barely cutting edge. I mean, there's so much that could be done. And because we are trying to manage that, we're probably not quite on the cutting edge. We were for a bit. We certainly are within our region. In terms of the program we kind of are on the cutting edge here. But in terms of what's available out there, I think

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								we have all the cutting edge in terms of having the tools that we need to effectively do our job. But we're not out there trying a whole bunch of stuff because there's a fine line between the cutting and the leading edge and the bleeding edge. So, we're trying to stay away from the bleeding part.
OE	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] It means that I'm in charge of all the finances. I'm in charge of all the personnel. We have about 300 employees. And we have legal consultants. We have HR. So we're more like a city than a member of the fire department within a city that just deals with fire. We have all the ancillary services that an organization needs. And so, I report to a fire commission of elected officials. And so really, it's almost like a city manager of a city.
OE	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] I report to the fire chief. In general, I oversee the operations on the street; the men and women that are in the brigade. I do that by supervising 12 battalion chiefs, who again oversee all the rest of the 300 employees the chief was talking about. So yeah, my overall goal is to oversee the basic fire EMS operation on the street.
OE	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] I'd say it's kind of like living with family. I mean, they're there for 24 hours, so the day to day-- it also depends on where you're at. If you're working across the street here, your day is much more on plan because this is our busiest station across the street over here. So they're going to run 15 to 20 calls today. So they're in response constantly. The very little time that they get is spent in training and preparing themselves for the next call. Or we have some stations that only run 400 to 600 calls
OE	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] Yeah, well, we have everything but rural. So everything's hydranted, which means we don't have any tenders or takers or anything like that. So mostly suburban with some urban, and some of the-- like [City] is going urban. They're going to start highrise. They already have mid-rise, and the trains are going to come up to there now by '22. So it's a busy area, but mostly suburban. And a lot of diversity throughout the region, different pockets.

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OE	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] To where you go to [City], it's a quiet small block style home, but a really quiet community. Small town. So it's very diverse.
OE	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] We try to train our guys that it doesn't matter. The broken leg at [City]. The broken leg across the street here does not matter to us. Shouldn't matter to us. Does it emotionally wear? I mean, when you work-- if you spend three to five years in this area working this station, you see probably the worst of the calls. And I will hear from people when they go to-- end up going to in [City] or [City] for a while, that it is a-- it's a different-- it is different. And you realize sometimes, if you work in just one spot you can start to get jaded. If all you're seeing are drug calls, you can start to let that wear on you. So we tell them they're not supposed to-- everybody's the same. But it can slowly wear on you, but I think in general, most people deal with it well. Like I said, we do move around a little bit so they can get out and work at another station and kind of see that, "Hey, this isn't the just typical spot here we got here."
OE	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] One of the biggest problems we have up here, too, is we're pretty much a medical provider to a lot of people. A lot of homeless and heroin overdoses and fentanyl overdoses. They go multiple calls a day now, homeless here, too. And that kind of wears on them. And 99% of those calls are somebody sleeping drunk. And we wake them up, and we leave. There can be call after call like that, so. That's probably more of an issue than the diversity and minorities, and other stuff is dealing with the homeless and the opiate issues.
OE	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] We've focused heavily in the last two years of CPR ready. This year our goal is to train-- I think it was just-- was it 500 people to be trained just two weekends ago to [City]? Taste of [City] Fair. We give away car seat checks. We give away free bike helmets. So every station has bike helmets inside their stations. Anybody can walk in and request what sizes their kids and put them in bike helmets and send them on their way for free. So we're always trying to get-- as the Chief said, the more you're out there. The crews I think, know that. Perfect example, of what

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								does a crew do when they have time. This weekend I don't know if you saw this Chief, but this weekend it was hot over here and one of our crews in [City] they decided they had some time and the bin on the side of the engine which holds a little bit of hose. The took the hose out, and they filled it with ice. And the crew went and bought Otter Pops. They filled it up with 200 Otter Pops and then they drove down to the park and handed them out to the kids.
OE	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] So that's the little stuff. What do they do on their time? They chose to do. They chose, to go and they drove to three different parks, parked, let the kid gave free each, that was all on the crew.
OE	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] So anywhere that goes in now and known problems, they're required to put BDAs in. And we're pretty strict about that. And if you talk to [Name] or somebody from [County] County, we learned from their mistakes. And [City] and [County] County, when they put their 800 system in, they went 95% coverage with a portable out on the street. We designed ours 95% coverage in a medium density building. So the difference is we did two phases. But phase one here is about the same size as the city of [City]. Our phase one. [City] had one transmitter to start with on the main building. We put in nine. So we wanted in-building coverage, and they had fire after fire. They would have to go to the simplex to talk down there. We didn't have to. So we have very few problems. There's the hospital. We had to go to Simplex once down in the basement. But that's--
OE	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] Yeah, I'd say we have a great communication system. I think this department is pretty proactive on if we see something, we're not afraid to try it. That's for one. We're not afraid to try things. I think as a whole, things are developing. Whether it's the MutualLink, we've got different departments that are doing drones now. And we've got-- we're looking at it. We have a group that's researching it now, but I think it will continue to get better how we get our information. I know that we just test it for a chief and there was a San Jose chief that are testing a dispatch drone right now. And when it dispatches, when the call comes in to go to a call,

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								this drone automatically goes ahead of time and starts linking back the picture above it. That's where we're going to be in-- five years from now, I don't know. But there are so much more out there that's coming that's going to help us, that communicates. The guys driving can see what they're driving there. You got something floating over the building. They know what they're coming to while they're still two miles out. So it's going to get better. But I'd say I don't think we're missing too much right now. I think we're pretty good.
OE	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] We're going to be more nimble in a huge city.
OE	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] And I think with that, it's imposed by us a little bit. But because we've got all this electronic stuff when we need that it can have-- some guys get focused too much on making sure the right box is checked. I don't know if that makes sense. They're focused on click, click, click that you sometimes lose side of a bigger picture or something over here that if you weren't so on your tablet. It used to be you just-- you wrote. You just scratched. Now, you are click in any way. Go back and then-- so I've heard that you kind of-- sometimes, it can look like you're losing a little touch of that personal side of you. You're talking to the computer. That's more self-imposed. It's really not the technology doing that. It's just how we use it. So it's getting in our way. Our board, that's what they want. They want the data. That's what's important to them. Their crew just wants to give [Name] the best care. So every time we institute something-- what you're saying? Firemen hate change. Wait. Firemen want change.
OE	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] Snapchat, those can be extremely challenging for us because the data is flowing unchecked. So I'll get things-- my daughter's in high school [my life terrors?], and they'll have thing within, "They said there's a bomb in there." It goes so unchecked. It makes our job 10 times worse. If you're trying to get into a thing, and people are-- you can say anything you want on Facebook, and people believe it as-- so if somebody says,

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								"Hey, there's a bomb at Valley [City] High School, you should get out there." That's gospel, and it hurts us in some of the bigger incidents a little bit. We're lucky we have a Press Information Officer, PIO. That one of the first things you do is, please check with us for official, any officials coming from us. But a lot of the departments don't have that, don't have those resources, and so, it can make it challenging for the crews because a lot of citizens coming up saying, "Well, I heard there's--" So.
OE	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Well, there's three different cities that we serve, so [City], [City], and the town of [City]. Our population is almost 100,000. Not quite, but almost [laughter].
OE	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	What is it like in a station? Well, having spent many years in the station-- I was 25 years on the line. So that was from a firefighter to a company officer to battalion chief, so I got to experience it on all levels. And it is very close-knit groups that work on the shifts. I will say we're very fortunate here. I hear a lot of different stories in other departments, but knock on wood, we're fortunate here that we got groups that really get along and enjoy working with each other, and I think that's just part of the culture that we've created through the years of how we do business. But you've heard this, I'm sure. They're like a family. They come in together, they have breakfast together, they work out together, they eat dinner together, and they talk about each other's personal lives with each other. A lot of them are friends off duty, and they go camping, and vacationing, and-- so yeah. It's a pretty good atmosphere. Obviously, some station are busier than others. So you have that dynamic, but that doesn't really change the personal side of it. It's just they're busier, and they're a little more sleepy in the morning when they're getting off duty. So yeah.
OE	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Well, we serve three communities, the city of [City], where we are today, the city of [City], which is down south, and then the city of [City], which is a small kind of a community on the [City] here. I will say we have a military base to the south of us, JBLM. So we have a fair amount of population and military personnel down south. There's some transient



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								population with that. There's some coming and going of the military members. But all in all we have-- I mean, I would say we're majority residential. We have our commercial corridors. We have some light industrial areas. A little more on the [City] side, I would say property values are a little more high up here versus the [City] side, just because you have the views of the [City]. And then [City] is its own little community on the [City]. It's actually where I live, down in that town, so.
OE	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Yes, we do have-- it is very diverse. I would say on the lower income scale, that would be a lesser percentage of our population. And then a lot of right in the middle, and then a little bit upper class that we deal with here and in some areas in [City] on the lakes that there's some big expensive type houses. So a little bit of everything we have in town here.
OE	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Yeah. Well, just to go through some of the things they do, I mean, you mentioned PR events. We do a lot of public relations events. We have an actual division that handles that. They schedule it, they send it to the troops, put it on that calendar we talked about, "Okay, you got to be here at this time." So we're very involved with the community, and everybody has kind of grasped onto that. I mean, that's kind of part of our culture that we're going to get out, and we're going to go stand by at the football games at Friday nights for the high schools. And most everyone enjoys doing that, because they know that we're getting out in the public, they're seeing that we're there for them. Grocery shopping, they go get their dinner goods if they didn't bring them in, coffee break, Starbucks. So they get around and they do what needs to get done, and they also allow time for those types of things to happen as well. So yeah. I mean, I don't know if [Name] mentioned. That's our model up there, and that is pretty much-- that's what we go by. And that's been in place for quite some time, but the last piece is the one that I like to focus on is to be nice. I mean, that is something that everybody knows that we're going to nice. We're going to be nice to you coming in and doing this interview. We're going to be nice to the citizen that we see on a call. We're going to be nice. I mean, that's just what the expectations are, and coming into this

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								organization, you accept that, and that's the way business is.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So one of the daily routines in the company level is we get on. We have what we call- well, we exchange shifts. So the off-going shift reports with the head any problems, any incidents, or anything that they did. The oncoming shift will typically swap out our equipment. We log on to the computer, check email, any memos, notes, meetings or anything like that. We kind of find our schedule for the day as far as any required training, maintenance, all of that sort of stuff. Then we'll have a roll call where the officers will brief everybody, the crews, as to kind of the game plan for the day. And then we go into the routine...
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...So the routine includes maintenance issues, housecleaning, and whatnot. There'll be training stuff. There will be inspections. So there's stuff that interfaces with the community: inspections, trainings, school visits, site visits, all that sort of stuff. There's stuff that pertains to us here in the station. So training, maintenance, health issues, health tracking, fitness, all of that.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Right. So our shifts are 24 hours, from 8:00 in the morning to 8:00 in the morning the following day.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So actually in this department we're four different shifts. So we're one on, two off, one on, four off. And then to make the numbers worked out, we owe the city or the department an extra day every month and a half or something like that to keep the number of hours consistent.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Our department is 100% career. No volunteers for us. So we're a large metropolitan area. We've got a static population about 700,000, but we have about 1.3 million people come in to the city every day for work... So our weekday population is closer to two million.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...the second half of my job is more administration, and so I interface with people all over the country. So there's different time zones to work with so that's conference calls or webinars, or I have work-related travel probably once or twice a month all over the country for that. Different committee meetings and whatnot as well.

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OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So FEMA sponsors 28 urban search-and-rescue teams throughout the United States. And we are part of one of those teams. And so those teams get mobilized and state requests for incidents like Hurricane Sandy, Hurricane Matthew, I went to last fall. September 11th. I went to New York for that. They went to the Pentagon. So Northern Oklahoma I think there was a tornado, stuff like that. So that's also part of-- that's one of my roles, is being active on that team, the regional team.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So our communications is anything and everything, depending on the nature of the disaster. So in emergency service, it's not unheard of, whether it's communications or anything, to kind of have your main plan, your backup plan, your backup to the backup plan, your backup to the backup to that. So depending on where I'm working, the communications will be different. So in operations here in the fire station, we use smartphone-type devices.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Yes, one is the department one, and one is personal. So being in government, everything is subject to Freedom of Information Act requests. And we have had in our state people that have been very specific. They don't like the idea that they can't get the information, so they have done many blanket requests where they want every single text to every single employee of agency XYZ or whatever have had-- they've made request for every single email for every single state employee for the last year. So some of these, they may know full well that, I mean, the state can't fulfil those because we're dealing with millions of hours and [laughter] dollars. But knowing that those requests are out there, yes, anything on this phone, I understand and acknowledge is work-related and always subject to that. And then anything on this phone is for the wife and kids and [laughter].
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: smart phones] FEMA issues a device for their search-and-rescue environment. Usually I'll have that one forward to this one or something like that.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So yes, it's not unusual for us in public safety to have maybe even a dozen MAC addresses or IP addresses for us and for what we do. So, I

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								mean, right here, the desk- or station-assigned computer, I'll have this one. And then the department issues me this one, and then I've got the two smart devices.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: department-issued cell phones] ...not even just officers. Really is based on need. So every apparatus will have one... But depending on what people do for the department. Division heads will have their own device. There's a lot of people that are just whether they do a lot of logistics type of work for the department. So it's not really everybody above this rank gets one. It's more based on need. What are you doing for the department... I mean, for a department this big, the fire chief wouldn't-- I mean, it'd be the decision level, several levels below that, but yes.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: radios] On every on-duty person. So fire is a little different than law enforcement, traditionally. Fire departments at least in the Western United States, and I think most of the United States, usually there's one radio assigned for a position. Because fire departments will have a minimum staffing--
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	For law enforcement traditionally across the United States, every individual will have a radio assigned to them. Law enforcement traditionally does a lot more. I mean when they're off duty they're still on duty, taking home the police car, that sort of stuff. Versus on the fire side, we don't take home the fire engine [laughter] and [crosstalk]--
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...this is one of the busiest stations in the department...
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...so myself and my other officer counterparts and actually a lot of the crew members and stuff, it's go, go, go, working from usually 7:30 in the morning, getting ready to transition on shift till probably 1 or 2 o'clock in the morning as far as just paperwork and maintenance and tracking things and training and learning about our job and stuff. And then from that point on, usually it's personal time. So if there aren't any calls, people will sleep. If there are calls, then you always go on the calls.

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								You're always doing the emergency response. But people will do hobbies or read, or sleep or whatever...
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So at this station, we have 13 people assigned 24 hours a day, 7 days a week. So we'll have 13 people on staff here. For special events, we may bring on extra people. If the Major League Baseball team is playing, or the NFL team is playing, or some of the Division I colleges are playing, sporting events, big concerts, marathons, we may up staff or supplement that. But 13 is the minimum staffing for this station.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So in our department, we do the EMS. But we're a little unique from a lot of the rest of the nation in that our paramedics only do ALS, the advanced life support. That's the IVs, and the intubation, and stuff. Most other departments, they will have those paramedics either running on the engine, or if they're on an ambulance, the paramedics will do basic life support and advanced life support. So ours, they don't--
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: paramedics] they don't ride the engines and they only do ALS. And what we found is that that really helps reduce the amount of burnout or frustration, because they're doing the critical life-safety stuff that they've been trained for, not the, oh, I-need-a-Band-Aid-type calls and stuff. And so... everybody is cross-trained to ride either on the truck or the engine or to do the basic EMS-level stuff.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So our department averaged, I think-- I want to say we did about 90,000 calls last year for service. And that was generated from, I think it was 130, 140 thousand 911 calls. So of that 90,000 responses, about 78 to 80 percent of those are EMS-medical related.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So the fire stations are spread pretty evenly throughout the city. Yeah. And there's all kinds of sociopolitical reasons for why fire stations get put wherever they do.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So we respond out of 34 facilities. So we have 33 fire stations and then 1 hospital that we respond out of, so 33 plus 1 [laughter].
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So this particular station is bordered right on two different districts. We have our international district and that whole community, and then we

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								have what they call the [Name] community. It's kind of the south end of the downtown core or the south end of the downtown business. I've worked downtown here for at least eight, nine years. And really, two really fun communities. Very different, but very fun communities to interface with, and work with, and stuff as far as identifying key members and just different celebrations in schools and all the fun stuff that goes with it.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	No. So, it's our Chinatown, but it's not just Chinese immigrants. I mean it's all of Asian-- and it's fun. I mean it's kind of separated into different sections, but, yeah, there's a placard just down the street for what used to be Japantown and then Chinatown but there's the Korean, the Vietnamese, the whole... That's our international district here.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	It was kind of a-- it used to be, when I first got down here, almost kind of like a retro-type community. But it became so hip that a lot of new people have moved in, so it's not even really retro anymore. Now everybody that's here is all kind of nouveau [laughter]. So there used to be kind of these kind of grunge dive bars and now they're all kind of these hip places, and it's really kind of weird in that regard. But a lot of art. So, it's basically a big mix of business and residential down here, so.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...probably half of the people in the fire service-- because of the hours and the shift work, probably half of them have off-shift jobs, and of those-- and this is the professional, not necessarily the volunteer, which all have other jobs [laughter]. And probably half of them. So a quarter of the fire service is in the trades: painters, plumbers, electricians, roofers, all of that stuff. Just because it's very easy to schedule around your shifts and whatnot...
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: apps] ...we've got information on rail stuff that shows us rail crossings, and what may be coming on trains, and where to go, and emergency contact numbers for that... Well, in our major city we've got lots of-- [Name], and [Name] track, and trains coming and going all day, every day, year round. In fact, this is a very narrow rail corridor. So it's not much as finding an alternate route as opposed to trying to find out

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								what's in this train. This train just derailed or hit a car crossing. And there is this white cloud coming out. What is that? Is it good? Is it bad? Is it who cares or whatever? ...
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: communication with LE] It's gotten a lot better, and I would say that it is incredibly regional as to how good or bad it is. This area of the country, this greater metro area, has been working on it for a long time. 15 years or more. And so, in this area, I would say that it is really good. If we're weak in any one part, maybe, in some of the training. At technology level, every responder in the region has the ability to talk to every responder in the region, but sometimes, people aren't using it a lot. They may not remember or they may not know where do I turn in my radio or whatnot. It's a perishable skill. Use it or lose it. But this area of the country's worked really well. I know from a lot of my national stuff that there are areas of the country where it is not very good at all.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: communication with LE] That they don't. What we have found since September 11th, is that after September 11th, public safety put out the word that, "Hey, we need a lot of help with this." And in short order, we got a lot of technological support. So there are the little black boxes or apps or software. You can pretty much make anybody talk to anybody. So that was part of it...
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: communication with other jurisdictions] So it really depends. Our first choice throughout the whole region, and again, pretty big region, is using the radio systems. The reason we like the radio systems, excuse me, is because we built those and the reliability is incredibly high. And they'll work when a lot of these other systems don't. Day to day, there's the cellular device where I can just call them. Or even the wired, the landline stuff. We have a pretty robust satellite network in this area.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: communication with other jurisdictions] So if all that other stuff fails, we have, like I said, a pretty good satellite-backed call so that we can at least talk from command centers to each other, in that regard. The technology that I see most of the guys and gals using every day is like the text messaging and stuff. So that seems to be the biggest one.

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OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Right. From the communication side, on the radios, we actually have radios and licensing and whatnot in the 800 megahertz spectrum, the UHF spectrum, the VHF spectrum. So... it's kind of, again that plan A, plan B, plan C, plan B. Keeping all that contingency planning going.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: current technology] Some are better than others. Satellite communications tend to be very expensive. So they don't get used a lot. And when things don't get used a lot, then they can kind of get a little buggy... Just because people don't know. So then that's from the cost of it...
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...The radio system, the current radio system is, I'm not going to say bomb proof, but pretty darn near. Very robust system. They've got a lot of the bugs worked out of that. And so it's very convenient system to use for a lot of our communications, disaster or otherwise. The cellular stuff that we have is good. And again, that's what most people use most of the time because of its convenience. But here in this region, we've experienced where saturation has caused problems even talking to our own devices. So we have the personal cells, but every apparatus has a modem in there. We have mobile computing platforms.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...the expectation in the fire service is that you have to learn your first-in distract. And then you have to learn major arterials and everything throughout the whole city. So the map's kind of a convenience thing. But sometimes it doesn't always work. So, for example, our apparatus or part in the stations, they can't see the GPS. So--
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So in [City], we try to process all of our incoming 911 calls within 60 seconds. It's NFPA Standard 1221, which regulates those. And I think we are at, I want to say like 94% compliance, or something like that. And then NFPA 1710 regulates the actual response. And so with 1710, and I'd have to look those numbers up, we try to be at all emergencies within four minutes. So from the moment you start dialing 911 to when somebody pulls up in front of your house or your car, we try to keep that less than five minutes. And we are--



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OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	I think we're at like the 90% compliance rate with those times. And we've done a lot and lot of advanced study on those times and why those times are so critical. I know that NIST, different divisions, but have done studies on the fire-growth, fire-burn time, and whatnot, as far as, yeah, that four-minute response number is still pretty important as far as the burning. We've done, in conjunction with our universities here-- we have probably one of the premier medic programs in the nation, and they have found that, ironically, almost identical to some of the NIST stuff on the fire growth, that on the medical side, you have about the same four-minute window for a lot of your cardiac events. So if the heart stops beating, you have about that same four-minute window to start getting oxygenated blood back to the brain before they become very, very sick.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...we just switched to a new medical records platform, and so they're still populating a lot of the databases. But being able to have information on that patient from previous calls and previous history is really cool because filling it all out the first time can be very time-consuming. What medications do you take? What medical history do you have? Have you had any surgeries? All of this stuff. If somebody else sees that patient later and you've already mentioned that or put that into the medical records, if they put in the right name, a little flag pops up that says, "Hey, is this [Name]?" If you click yes. It's like, "Oh. Last time we saw [Name] was this date and time. Here's all the medications she was taking. Here's what we saw her for. Here's her concern. Here's all of that type of stuff." So being able to get that information. We're not there yet just because it's a new enough system. But that would be huge in being able to share that with hospitals and stuff.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So our dispatch center is in a minority in the United States that we're a uniform dispatch center. So you have to be a firefighter with the department for at least, I think it's like five years before you can apply to that program. And it's a competitive program to get into... So that helps communications out in a big way because they've been here, they've done this, they know this.

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OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: LE dispatch] They're a civilian dispatch center.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: NG 911] We have not rolled out, yet. So in this area, the 911 services are administered at a county level. And so we have, I want to say 12 to 14 PSAPs in this county. And so trying to coordinate those and getting everybody going at the same time has been kind of a challenge. So I know that they started buying some equipment for some of the 911 stuff, but they have not installed and configured it as of yet.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So the other thing, fire service and law enforcement operate an incredibly high-noise environments. So fire service is chainsaws, and fans, and apparatus at high idle. Police, same. The sirens and stuff. [It's?] the same for them. Gunshots and whatnot...
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	it's really fun, too, as far as we are not at all ashamed to steal somebody else's great idea... So if this department has found a solution, or if they're doing something that works really well, bring it back, and we'll see what we can do.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So we work 48-hour shifts... So two on, four off. It starts off, in the morning, we'll do a pass-off with the off-coming crew. So this morning, we came off with A shift. And they'll tell us, basically, pertinent information in terms of calls. They'll tell us how many calls they ran, how many our ambulance ran, any training they did, any issues with the truck or equipment, or issues with the station. So that's that. And then at 7:15 in the morning, we'll do what we call pass-off with the rest of the stations.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So we have a technology, it's called LifeSize... And what that allows us to do is, you have a TV screen, and every station, basically, is on camera. And we'll go through each of the stations. They can tell us what they're doing for the day, any trainings. If they're going to be in service, out of service. And then we also use that for critiques. Where before, we'd meet at one central location, and we'd talk about an incident, whether it's fire, a large incident, EMS, mass casualty. So now what that has allowed

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								us to do is stay in our primary area. So if we get a call, our response time is a lot less...
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	throughout the day we'll a training. We run, like [Name] said, a heavy rescue and a hazmat. So we do quarterly trainings. So depending on the time and where that training is at that time, we'll go out of service. And then we train for that day. And that's just not-- the hazmat and heavy rescue are SET and TRT. But we'll do in-house training, as well. So it doesn't necessarily mean we do multi-company. But every department requires, at least our department requires, that we train in the 24-hour period some type of training. And then we do physical fitness training. That's mandatory. Two hours a day...
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...So you can get these hot and cold zones. You can get the hours that are more busier than others. And then you can even-- in [State], we can break it out into season because we can see that-- during colder months, we get more CO calls. We get more things of that nature. During the summer is when we get the outside broken arms, broken legs... all that adventure rafting and stuff. So it's interesting when you really start to look at the data. The things that we knew in the past just by experience and rumor, now we can actually see a true example of what's going on.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	The whole fire service is really-- now, there's a huge adoption of technology, which is really cool. But, like I said, there's 50 vendors. And there isn't one vendor that's done everything very well. And even at that, the vendors, the 50, or 100, or whatever, they've really focused on one area. And they try to do the other two or three things, but they never do them well. And so we've created work-around after work-around to try to get everything to work, but it doesn't work well. It creates a ton of work on our side to be able to make all of this work.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	That doesn't only work in our department, but even our physicals and that. So to go between different agencies and different cities to say, "Hey, look. In [State], you can have a VO2 at this number, and in [City], it's this number." These guys [work here?]. They work 48/96s, compared to

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								these guys that work 24 hours. So you can start to see trends. So the way we track it, compared to other departments, the way they track it, there's no real way to put all those raw numbers together.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah, that's another item of contention right now, especially in our fire department, is gear. So right now, all of our bunker gear is made by Honeywell. And so Honeywell has a program that tracks model number, serial number, all of those things. And so all of our bunker gear is inventoried in a particular program that our fire department bought. But then, all of the repairs, warranties, and stuff like that are tracked in another piece of software that's accessible online through Honeywell. And we use a third-party vendor to do our repairs. So when they do the repairs, they have to certify the repairs, and they enter them into Honeywell so that they can track them. But when we do in-house cleanings or things like that, we don't have access to that system. So then we track it through our inventory software, Wasp...
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So, I mean, like I said just a minute ago, that when you talk about technology in the fire service and our rapid adaptation to it, we've never found anything to bring everything together. So there's inventory of equipment, and tracking the equipment from birth to death. And then the costs of repair, and when is it time to replace? And then inspection, and service tests to show that you've inspected it, and how it's lived...
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...I mean, we send our gear out for a deep cleaning. Our station, we clean after every fire. And that's come around a long ways. It used to be you have your gear, you do your fire, you go back and wear your same gear. You don't wash it. Now we changed it so we have a backup set of gear. So it's changing, it's evolving, but there's not just one program that communicates with everything. It'd be tough. I mean, I think it can be done, but there's a lot of aspects.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah, we do have an in-house IT department. There's two full-time staff, one part-time staff. They support our LifeSize program, which is that video conferencing system. They support our CAD in a-- they support an arm of our CAD. Our CAD is actually a regional CAD system. So there's a

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								multitude of fire departments that are on our CAD. So they don't support the entire CAD, just the arm that is our [vadifier?]. We use a Voice over IP phone system that they support. We also use an alerting system in the firehouse that's IP-based that they support. And then just all the desktops. And all of that, they do quite a bit with...
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	It's a computer. We call her Susie. And the computer will come out and say, "Medic 51, respond," and whatever situation. Gives you the address. Right? And then our dispatch comes on, and it'll tell us what the call is. So it'd be a 17 Alpha 1 or whatever. And then you check in. So that and the screen - it's all touch screen in the front of the fire truck - it basically shows you a map of where you're going, shows you your hydrant locations. It'll show you all of the rest of the department, if they're on any calls so you know if you need to specialize in, maybe our heavy rescue, and they're on a call [if they're not?] available, so.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...we had the dot matrix, which was the Rip-N-Run. It was really cool... That was what the manufacturer called it. Even in the industry, it's still referred to as a Rip-N-Run because it's all your information in just a little piece of paper, and you grab it and run out the door. The CAD is actually what kind of-- or the MDTs is what replaced the Rip-N-Run. And so we went to really generic DOS-based MDT, the black with the green lettering and stuff like that. It worked well, but it was in transition. Now we've gone to a full MDT, so we have the Internet and everything in the trucks...
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	We have our radios, which, like [Name] was talking about, we've gone from a VHF, when we were in the low frequency. We've gone into a UHF, which started some of our communication problems because we used to have a longer range. And it was actually a longer-- it was a lower lower frequency which got out of buildings better. But when they've gone to a completely digital system now, it's clear, but it's also a shorter length that it can transmit. And it's also susceptible to more interference.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yep. And then we also have green channels now, which are EMS channels. And then we have blue channels, which are police. And silver,

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								which are the feds. And so all of our radios now have that. And all of our radios can connect to these networks, which is really cool when you're starting to work with other places. But you get one thing, and you're starting to lose something else. And the other thing that we lost was just the distance and how well the other radio used to work. And so they're doing things now to fix it. In the city, there's a new push to do an amplifier into large buildings. And so it's just a based repeater that they actually would have to install in new construction. But that doesn't--
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	The mic in the fire service has become kind of a big issue. We're pretty early adapters at [City]. We tried a Bluetooth system. And the problem with a Bluetooth system is it has to pair every time you turn it on. And it doesn't always pair. And then you're trying to smash the button to make it pair. And so we got rid of it [laughter]. We also tried to do a Bluetooth system in the cab of the truck. So as the engineer, my position, we tried to buy one so the engineer could jump out and still have his headset on. And he could listen to the radio and then be able to operate the truck, not be exposed to the noise of the truck and all of that. And same thing. So you'd have to pair it, and then the battery died. We ended up with a [Name] that's MIL-SPEC that works really, really well for the military. Because they get in in the morning, the HUMvee, or whatever it is, put in a new battery, pair it up, and they can go about their day. But it wasn't built for the fire service. So it's not built for the truck that gets backed in, gets turned off. Then, you get a call, start the truck up, it still needs to be paired or connected.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: radio mic placement training] Absolutely. I mean, we do it all the time. But still, you can get in a unique situation, just like we do in TRT and SET. And you get in that one space, and you can't actually be spread out like that. So now you're communicating like this, where maybe [this?] your choice. And they've tried this. [Name] said they actually have headsets built into the masks. And there's a cost affiliated with them. And I'm not sure how those work. We haven't had them. I think we tried them and messed around with him, but didn't really come out.

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OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So the officer gets a 1974 Nokia flip phone.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. Everybody has a smart phone, for the most part. And then, that's what's funny is when we show up, a lot of guys use their cell phones for particular things. On the hazmat, we use our smartphones to access the Internet. There's a lot of apps that we're building.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. Some of them are paid. Some of them are free. Some of them are mandated, like the AskRail is a mandated app. And so the railroad companies actually maintain them. But you do have to send in an application to get access to it. And then they'll send you a username and password.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	The city actually uses a web-based program that they track all their water and sewer systems. And so we have access to that, that you can actually go into just a GIS map.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Well, we're a special district. So we do have the name [City], but we're not actually [City]. So the city of [City] has a web-based version and they have an iPad app. And so we've got that on our MDTs so that you can access that...
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Another good thing with that PEAC software is you can type in an address, it'll tell you the chemical. Not everybody participates. Again, back to certain jurisdictions...
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	I know we do-- we use the red channels a lot... Because of the hazmat and because of the rescue. So we go to a lot of other jurisdictions because of that. And then [City] decided to split their-- or [State] split the state into four quadrants... So we have red northwest, red northeast, and then so on and so forth. And then they actually used [Street] and [Street] as their kind of boundary because it actually works as a perfect square through the state. And so that's been pretty neat around here. And then the fact that, up until we went to the digital radio, we couldn't talk to our neighbors. And so that's helped a lot... And now you can just switch the channel and get there.

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OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So depending on the type of call, if it's a long extended call, then we'll view off of the primary channel. Or, depending on how busy our dispatch center is, every fire goes to channel three automatically. Very rarely, we get local.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: radio channels during mutual aid] Yeah. When you respond, they'll tell you to check in on red northwest or whatever.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. So if we went-- and the only thing that they would monitor is that somebody else in that northwest quadrant, or southeast quadrant, or whatever, wasn't already doing something. So if they are doing something, then you may switch to a radio channel that's out of that quadrant, but just that dispatch is monitoring and they know that isn't busy. Or we can go to a non-repeated channel. Something like that. So they'll find a work-around to make it happen if we need to make it happen. But it all comes through dispatch.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Well, obviously, we eat there; we sleep there; we cook; we work out. I mean, you never know what you come across. You can have one call that'll mess up a whole crew. You just never know. You may run 20 calls. You may run 1 call. You may run 0 calls. It just depends. Like you said, there's not really a time where you're going to say, "Yep. Three o'clock, we're going to be running down on [tong?]." I mean, we do have what we call frequent-fliers, per se, where we know we help certain individuals out, but it's never a set routine. It's different every day.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	I mean, even our crews are different. So if I'm off on vacation, now somebody else is going to fill in for me. We always run four-man engine, and then we get two on our ambulance. So we know every day that that's going to happen. Unless the fact that I get sick and I got to go home, then they'll have a short duration where nobody's in there. But usually that person will hang out. So it's not set, besides the truck checks, and the clean ups, and the workout. As far as, yes, you try to work out between 9 and 11 o'clock. But if that call drops or [inaudible] something like that, everything changes. You can just try to rechange your schedule and move on with your day. In fact, it's busy work until five



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								o'clock. After five o'clock, then we can turn on the TV, unless it's a newsworthy event. But for the most part, it's busy work.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We used to do inspections, and now we do what we call pre-plan. So any new construction, we walk through the building. We look for hazards. In the event that that building starts on fire, we'd say, "All right. In that corner, that's where an ammonia is. And that's a roof access over here. That's our FBC." ... "These are exits. This is how we're going to lay hoses, and this is where we're going to throw our ladders." So it helps us out.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Well, we need to understand the danger of what they're doing. And so if there's a leak, and-- but the firehouse is neat. It's fun. It's never the same. You're doing something else every day. Some new company's moving in and you're being exposed to a new idea, a new concept, a new hazard. And now we're learning about the trains because commuter rail's moving into [City]. So we have to learn about how to de-energize it, how to lift it, how to work around something as heavy as a commuter rail train.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	I'd say, I was just on a call a couple of days ago. It was an officer-involved shooting. And we basically have a set system of, basically, command structure, right? And there was no command structure in that. So nobody's knowing what is going on because you have multiple jurisdictions. You got [City], where it happened at. You have [County] sheriff that was serving a warrant. So he was serving a warrant and he got shot. So obviously, he's calling us, calling [County]. So everybody's coming in. So is there really-- they should have a command post and the command post will delegate, "Okay, you're going to be my safety officer." And it just goes down chain of command. Well, it was just free for all.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	And that was one thing I was going to talk about with the radio that's gotten better is, in the past, anybody could get on the radio. We're all safety officers. So if I need to get on the radio and I say, "Hey, this wall's coming down. It's going to collapse," I get on the radio and I let that be know. Well, now we have basically an officer where, pretty much, you

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								say, "Hey, doc. That wall's going to come down." But he doesn't do it or he doesn't see it, you're welcome to get on the radio. But we just don't have-- it's not free for all. But our command staff is where it needs to be because once that domino goes downhill, it goes downhill fast. So you just don't show up and do whatever you want...
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We all have certain tasks that we do, certain jobs, and they'll change depending on where you are and who else is around you and where they're at. For the most part, we're a truck company, but if we have a fire in our backyard, we may switch over to an engine company. An engine company may be a truck company. You just never know. So that constantly changes. But that's the biggest part, is that command structure.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...I mean, they're calling for one of us - I was on the ambulance - calling for a paramedic. Well, we don't ever just go as one. It's a rule: two in, two out. So we ended up fixing that, but our command staff was not happy, either. They wanted to set up a designated command staff in that post. And then we work and they say, "Okay. We need one medic. We need two medics. We need five medics. We need six beds." And then our command staff calls our dispatch center and they say, "All right. We got six reds, five blacks." And then they start delegating to where you need to be transported to, and who's available and who's not. So it just all happens. And if you don't do that, then nobody knows their right foot from their right hand from the left hand, so. It can be a mess real quick.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Well, I think the thing is, is firemen and policemen and all people that work in these industries, they're really good at just adapting and overcoming. And I think that's what we've always done for years and years. So there's even from the command structure, there's even from communication things. Like I told you about the call that we had that the city showed up with an iPad app that showed all the water. At the end of the day, we always get everything done. So we always cut the car. We get the water shut off. We get the officer that's been shot to the hospital. Things can always be done faster and better...

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OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...we can always have more access to more information. I don't think that there's ever a point that you can say you have too much information. And it's finally getting to a point where we can have all of the needed information in one place. As first responders, to have access to the water maps, sewer maps, gas shutoffs, all those kind of critical infrastructure, would be ideal. We're not quite there yet. But one day we'll get there. Having access to the information that's on the web and out there in books in digital format so you can carry all of it on your phone and not in your pocket. It's getting there. But we've found a tremendous amount of work-arounds to make that happen. At some point, we'll get past all the work-arounds...
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Well, there's too many people talking that are 20 feet apart. And they're talking because they're 20 feet apart because of the noise on the fire ground. Because in a hazmat suit, you're wrapped in a giant Ziploc bag [laughter]. So you're trying to talk to each other, and you're 5, 10 feet apart. Which, the technology also exists to communicate 5, 10 feet apart, but it's not integrated together. The stuff that's coming out, with the thermal imaging cameras, it's neat to have it in your mask. I don't know if it's necessary. It might bring a level of safety. But I don't know at that point, do you become sensory overloaded where you're getting information about where you're at, what's going on, when-- focus on the task.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...we have one thermal imaging camera. We send one in with every group of firemen that go in. So they have that technology there. But the people in the front that are on the nozzles that are doing the job-- to be able to talk to them and to tell them, "Hey, I see this," or, "I see that," because you're focused on your one job. I think that would bring more value than everybody having \$50,000 worth of stuff attached to them... When maybe not everybody needs that. Everybody needs to be in contact and to be able to communicate everything that's happening. Because I think now, everybody wants to have a TIC because they can't see it. But if you were just being told in a regular voice where, "I didn't

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								have to push a button. I didn't have to do this. I didn't have to do that," you wouldn't feel the need to have to have everybody have a TIC to be able to see...
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	I mean, there's things that are in place. And our AED's come a long way. And as you know, most places have AEDs. That's a big advantage. Our prams are a big thing now... They're stretchers. They're automated.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...the thing that is here, at least in the metro areas - and this is from the manufacturer of the new RMS - that it just so happens that the [City] metro area has the largest integration into this one particular program. So where we're at, out at the hospitals-- what'd they say? Six of the eight? Six of the eight hospitals that we commonly transport to are going to this new RMS program... And we're in that RMS program. So it just happens that it's working out now... That wasn't planned... That's a happy coincidence...
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	That's a happy coincidence. So that's some of the neat things that are happening with EMS. I know all the monitors now have the ability to send the EKG to a hospital. But it's just the receiving hospital has to have the right technology to receive it... And somebody looking at it. We're getting there. One of the hospitals we go to, they're only a trauma... so they don't have a doctor on staff for strokes at night. But they do have this little robot that drives around. And then it's got the camera, and it has a screen. And the doctor can actually drive it around, move up, move down.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: sending EKG strip] ...So there's still a lot of steps that need to be taken to make the thing work. But I think it's just-- there hasn't been the big push to get EMS, and hospitals, and everybody working together... the thing is, one's government. One's the hospital. The hospitals are a business, I guess... They're out to make money. And so they want people into their system. And so now they're building these outlying EMS places. And I don't know if that's a big thing where you're coming from, but.

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OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[City], they've hired a nurse to ride with a paramedic in a pick-up truck with more equipment than you would have in an ambulance. So they could slide the bed out, and he actually had a small suture set. They had small things that they could do in house. And so they could actually do it there and then not transport him.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: stand-alone ERs] You save that money. You save that ambulance transport... Puts us back in service quicker for the next patient. There's still a lot of kinks that need to be worked out. A lot of it's insurance and what they're paying for, and what they're not paying for. So I don't know how it's going in [City], but we've had it here through a private agency. It's called a CCT unit... Critical Care Transport. So that unit would show up and then, like I said, based on what it is, they [would either?] take care of you right there and send you a bill or transport you. So I really think that's the wave of the future for multiple reasons, and I think it's a great idea. You're going to have those people where you absolutely have to transport them... But from the hospital's perspective, they don't want you to do that. They would rather see you in their building...
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: cause of communication issues] I think lack of training, maybe. Adrenaline... I mean, I can honestly tell you it doesn't happen here. We may get off of track a little bit, in terms of an individual or two, but for the most part, we get toned. Our chief gets on scene, he takes command over instantly, based on if it's a fire. Not every time. It's his discretionary, based on what he's hearing en route. He may say, "Yeah. My officer's got it under control. I'll let him have it." But it's still in-- you still have somebody in command, right? He basically is there to support you, but not like I just come in on [Name] seat and take it over, unless he tells me or I ask him to. So I think that part, here, is really dialed in...
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Well, [it's?] in hazmat. You have an unknown package. Take the drone over there. Fly it over there, and zoom in, and take a photo. Sends it back. Well, the drone's there. We can see what's going on.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We've lost a lot of the older dispatchers that were really good at the run cards. I've done it for a while. So you start losing some of that once

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								you get the-- when I started, we had two monitors [laughter]... I think ours has eight. So there's the EMD card, then there's the map page, and then there's 911. Now that we're moving into the new Annie Alley system and the level three 911, it's really cool because we used to just get an address. But that was really neat because everybody had a landline. Now everybody has a cell phone.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: cell phones] ...And that's created another level of communication and problems, because you have your different level PSAPs. And so most cell phones usually go to the PSAP one instead of PSAP two or three. And so, like here, the PSAP one is the county. And then, they will transfer you to the PSAP two, which, in [City], is PD. And then, if you need EMS, you go to the PSAP three, which is EMS and fire. So now you've been transferred three times. If you hit a tower that they know specifically is in the city, you probably will go straight to the PSAP two, which is the City of [City] Police Department. Then they say, "Police or fire?" And then, you get transferred to fire.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...we're going to a regional dispatch center next June or July. So that'll help in halving the transfers. You'll just be transferred in house by primary dispatcher to maybe somebody that specializes in fire EMS, because they can ask the particular questions. Because we do EMD. We also do the EMD for fire. So they have all the cards, and they'll ask the particular questions to be able to get the information that they need. And it's helped. It's helped a lot on the streets...
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	The technology that [Name] was talking about, [Name]. We use a multi-channel dispatch concept, which I'm sure you've heard of a lot. You have your primary dispatch channel, and then you go to another channel to check in. So [Name] is just an automated voice that announces what the call is, the call type, and all of that. And then we dispatch on channel three-- or channel two. I'm sorry. Either one. So we dispatch on channel one. [Name] happens on channel two. And in a typical system, you would change to a TAC channel. We don't do that. We don't do that because our admin is older, and they don't like the switching back and

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								forth between channels, which I think is a big thing for us. It's caused a lot of radio communication on one channel. It muddies everything. Personally, if I could do anything, I would like to see us move to a more dedicated TAC channel type of environment. I think if you could have a perfect world, it would be neat if I could dispatch, and push a button, and make all the radios on that truck go to that TAC channel.
OE	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We try to do a silent dispatch here. And, again, it was more admin and technology than just-- admin didn't agree with it and the technology wasn't quite there. That was about five years ago. We haven't brought the idea back up. I think, personally, it's a great idea if you could prove it to happen-- prove it to work 99% effective.
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	So we're a fire protection district. And as a fire protection district, we're our own tax-collecting government agency. It's a special district in [State] , Title XXXII if that's important [laughter].
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	There are way too many pieces of paper I have had to read. So we are a special district under Title XXXII in [State] , which means that we have a five-person board. In that five-person board, we collect all of our monies and they allocated it out to us. From there, we're like a traditional fire department except we do have all of our own maintenance, dispatch, HR, finance. All of that stuff is actually within our purview versus like a city fire department where that's usually outside of the fire department and they focus just on maybe a few support people in the fire department...
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	...We have four divisions. We have administration, which is finance, HR, and the chief. We have my division, which is planning and support services. We have our operations division and our community risk reduction division. Community risk reduction is the fire marshal, and they do all of the public ed, and enforcement stuff...
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	...Our community is about 46 square miles, primarily, urban and suburban. We do have a couple of areas that are-- let's call them rural. They're close to wildland. There's like one house there that's close to it,

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								but small areas. And with that, we do-- let's see about 126,000 people who're within our district. We primarily cover the city of [City], that's our biggest customer. But we don't cover all of the city of [City]. We cover everything from [Street] to [Highway] in the city of [City]. So there's a few little areas that got a little pocket that's east of [Street] or a little pocket that's west of [Highway]. We cover about a third of the city of [City]. And we cover an incorporated [County] and that's just a bunch of little pockets that the city hasn't incorporated.
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	Eight stations. Six engines. One truck, and one rescue. And then we have five medics. Five ambulances. We do our own EMS transport. And that started in 2013, so. That seems so long ago [laughter]. It's really not.
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	It's been a lot of work. EMS is a lot of work. So we staff our engines with four staff or medics too. We have a battalion chief and a support officer on, and that's our daily compliment for operations...
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	...Let's see, as far as the community goes, primarily a bedroom community-- well, I guess bedroom community-- primarily residential. Most of the commercial and we have support that. So... restaurants, shopping centers, that kind of stuff. We do have some light industry. Not a lot. There's some light industry. And then we have a couple of pockets of bigger industry out west. Our northwest area used to be all rural and within the last five years this huge development, actually, two huge developments have come out there. The [Name] and [Name] communities have started building our there and it is by the end of it I think we're looking at 3,000 homes plus all of the stuff that goes with that, shopping centers and that kind of stuff.
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	it's growing at about, I want to say, 300 hours a year. And at the beginning, it was vacant land, and now it looks like a big urban center is moving up that area. So they're all stocking mid-rise to high-rise buildings in there, hospital, that kind of stuff... So by the end of it, it's going to be a fairly dense area.
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	Yeah, when we look at our data, when we look at our-- we've got two



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								properties out there that we had our board, many years ago in the 60s decided that when we had that area, they bought this land... They were very smart. We have a bunch of little places of property that's pretty cool.
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	So we have two properties and we use time analytics like a GIS modeling. So I've got a part-time GIS guy, one of my IT guys do [JAZ?] pretty well. And they run response times from those stations and then we look at call volumes in those areas, growth in those areas. And we're trying to dictate which one we're going to build. So we're going to build probably next year or the year after.
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	That's really what support services is all about. Our mission is to keep the fire fighting force fighting-ready. That's what we like to say.
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	...So I have the dispatch center, and we have two full-time dispatchers on at any given time, plus a dispatch supervisor and we use computer-aided dispatch. A Q/A, it's a EMD/EFD system. So it's a question/answer system that they go through. But we also have a station alert system that they activate. Westnet is the brand. And then we have-- what else do they have to do in there as far as a call goes? A lot of recordings go on, a lot of extra radio, like backup radio systems, that kind of thing. So they're pretty technically important. Huge trunks from our phone provider, so there's a lot of telephone coming in and going out from them.
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	Yeah, and then so I think that's everything. Oh no, maintenance. So I also have maintenance as well. Can't forget those goofballs [laughter]. So it's a little maintenance division, I've got a maintenance manager who's also-- does a lot of our building and facilities. He's got a part-time assistant. We have an assistant for that whole group that does a lot of paperwork and data entry and stuff like that. And then we have three vehicle mechanics that do all of the vehicles.
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	And quite honestly, that's a highly overused medium. We find that most of our emails are for trying to educate or inform through email, don't go out to the masses. It's just junk. In their head, it just goes away. So every

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								morning, we have a life-size briefing for every shift change with the crews. There's a life-size briefing which is the Skype. It's just a television meeting with all the crews. So I join in on that. Listen for any things that might be for my division. So I have my maintenance guys join in on that, so they can inform people what maintenance needs are...
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	...because I have dispatch as part of my purview, I try to listen to radio the entire day as well. So I have a radio in my car, I have a portable that I have on the desk. So listen in on that. If I'm out and about, and a call drops that I'm closer to, I'll go to that. If it's a fire or something, I'll go to that. So it's all part of the gig. So radios, email, Skyping, or the video stuff, telephone, that's primarily how we communicate. I mean, face-to-face. But a lot of face-to-face stuff too, but. And then I try to to get out to each one of my locations frequently, and each one of those stations frequently, so that I can talk to people and try to get what's going on. Kind of that management-by-walking-around stuff.
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	So when I first started we had UHF and VHF radio. So the 100 and 400 frequency radios. The 100 stuff we still use for aviation and I think wildland is still 100. So it's the VHF stuff. Those radios were pretty much radios. They were crystals. You'd tune it in and you had only a select number of channels you could get to. They were highly reliable and they had good penetration out of buildings. You didn't have to have as much infrastructure. You didn't have to have as many radios on repeaters and all that stuff in the area because they had a little bit more power, UHF is slower wave. One of the reasons wildland hasn't gone to any of the 800 or anything like that is because you don't have repeaters and you don't have-- and that 100 level radio that we have is actually much longer distance. It's still line of sight but it goes a little bit over the horizon I kind of thing.
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	...So that was the 100, 400 era. Then we started with the 800s, which is all digital. And it's not UHF, whatever 800 is. It's the ultra-high frequency or whatever. So we went from mechanical radios with crystals and tuning and solid-state information-- or solid-state stuff in it to what we

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								have now in the radios, which is all just pretty much a computer. And these digital radios, they have to be in a system. So they have to have a key in a computer somewhere that the computer recognizes that this radio's talking...
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	Yes. So, over the last several years, we've gone through a couple generations of these radios. We're now on the most recent generation, and we've added some towers. We've added some computer capacity and some communication between computers and stuff. So it's pretty reliable, but we still have a lot of weird dead spaces. Valleys where [City]'s radio can out broadcast our radios, and all of a sudden we can't talk. However, the interoperability of those radios is remarkable. I can put 15, 20 banks and have a bunch of different talk groups in each bank. In the past, we'd have to pick a couple of fire agencies that we wanted to talk to, and then we would tune that in to our 400s. Right now, I have [City] PD, [City] PD; I can talk to the state PD. I can talk to [City], [City]. Anybody in the area, I can talk to on their channels or we can code to a common channel...
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: radio systems] ...So the interoperability of that information, or getting that stuff, theoretically, is awesome. It requires a lot of programming and a lot of coordination, and that fails, occasionally. So there's pretty much the state system. [City] has a system. [City] has a system. A couple of the counties have a different system, and if those don't coordinate how that technology talks - even though in theory it would work really well - when I change the channel, or change my tuner, or whatever, and I try to talk to them, it's not working, because it can't recognize that computer. It can't recognize that thing. So in our state system, since we're all our own individual communities, it takes a lot of coordination, a lot of people talking at a lot of levels. There's a good part of that. That means we're all talking. There's a bad part of that, a lot of errors.
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	...there's the PSAP and then there's our dispatch, so we have two dispatch centers. The Police Department gets all the 911s and then they

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								have their radios. Now we're on their radio system so that's okay. So their dispatchers get information and they send it to their police officers. They usually send calls then to our call center and we will get more information, more in-depth information, send our fire trucks...
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	...That was 2011; we almost lost two. 2017, and it all worked out pretty well. But that had to deal with us coordinating those two centers. And like I said, that's our history. I'm sure this is a lot of people's present [laughter], having to deal with that kind of stuff.
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	So the unit hour utilizations came from the ambulance community. And what they try to do is if they can get there-- what it is is how many hours you are on calls over available hours. It's just a percentage. So in the private ambulance industry, they try to get that as high as they can because that's profit and that's them getting things done. In the public sector, if you look at an engine or anybody else who's located at a specific geographic area, and we're at this 90th percentile, is how we rate everything, anything approaching 10% means that they're giving into that 90th percentile. They're going to be ineffective. Medic units, we try to look at that because there's more than just responding: you've got to recover, we required to work out, we're required to do training. We require all this stuff--
OE	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: UHU] So we're looking at like 30% during the day and 20% at night. That's kind of where our cautionaries are. Whereas private ambulances look at it, not as cautionaries, but as profit areas. I'm not trying to be negative. That just... --that's how they use it. Yeah, they use that to see their effective force and how it's making them money. We're looking at it as to how we're burning our people out. If we go too high, tired people make bad decisions; bad decisions kill people. So we look at it from that direction. So it's just really time on-scene over overall time.
OE	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	A neighboring agency's having a line-of-duty death funeral tomorrow, so making sure we have a firetruck, making sure we have a certified engineer, and an officer, and [inaudible] off-duty people and honor guard people and getting their time off coordinated, making sure we have

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								proper staffing tomorrow, working with our neighboring agencies to make sure we're all covering for this fire district who's going to have a tremendous amount of resources at the funeral...
OE	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So we have the state channels now and on my banks of state channels, I have the ability, when we run with [City] Fire, I can go to their channels, their operating channels. When I operate with [City] Metro, I can go to their channels. When I head out east, I can patch together. I can have our channels patched to their channels and we can talk. Our biggest problem right now is we're waiting for one of the departments to absorb the other department. And when they do, then we will go-- right now, we're still using Red [City]. We're not using each other's channels because of these multiple comm centers that are involved. Once [City] Metro takes [City] and absorbs them in, they'll be one comm center. And we will then start going to a policy that states whoever dispatches the call, as a Mutual Aid or a dual jurisdiction call, will have oversight and we'll use that channel and we'll be able to switch over and start using each other's channels and talk on their talk groups. That'll make our lives way easier.
OE	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[City] takes little departments and [County] is a combination of two departments who are now looking at adding two more departments to make that fire district bigger. [City], for the City of [City] Fire, has contracted out to some of the smaller suburbs and taken over their fire protection. But, otherwise, everybody else is kind of a lot of free-standing fire districts under large county comm centers.
OE	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	No, so how we work, all 18 of our fire trucks, as we have 14 engines, 4 ladder trucks, 3 2-person medical rescue squads, all have at least one fire fighter paramedic on them. So we have a mix of medics and EMTs. And then we use a private ambulance service. So the private ambulance comes in as the transportation fees.
OE	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So they have a call taker. They have a group of call takers. They take the call. And then depending on-- we just went to priority dispatch. So depending on how that is set up, it is either sent to PD or to fire. And

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								then they may ship it over to PD or fire depending on which one went first, what additional resources you need. We don't see duplicate calls unless it's something where you're just getting multiple callers and they're all loading the system at the same time, the dispatcher grabs one and adds resources to it. I just go in and get rid of them so they don't show up as incomplete reports.
OE	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So we work on projects like that. Those are kind of more of the significant ones. The operational ones. A little R and D, a little planning for it, so we're building incredibly large hotel out by the airport. And it is very distant from most of our core resources. Not only for us but PD, and streets, and parks, and water, and everybody. And we're trying to work together to figure out, okay, how are we going to provide services? Well, it's so far out, that now it's building relationships with north side fire departments that we've never worked with. But they're actually our closest backup. But it's so distant from the core of the city and we've never had any development out in that area that all of sudden now we've got almost a three million square foot hotel, convention center complex going in. And there's going to be one fire truck, for now, assigned out there when it first opens. We'll add resources as it grows, but figuring out, okay, if we have an incident, how do we cover that, and then building out the relationships with our neighbors to the north, and introduce ourselves, and do some tours, and some joint training, and kind of get that. So those are some of the projects that I have the opportunity to work on.
OE	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	I think really good. We work very closely with a similar size or smaller departments. We have a good working relationship with [City] Fire, but they're big city fire department, with a lot of big city calls, a lot of issues going on. We have some border calls that we work together. We don't do a lot of aid back and forth to each other. But I would say, otherwise, and especially now that we've improved the radio systems, that's made it even better. I think as our technology opportunities change, if we get to a point where our CADs are talking to each other, we could look at

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								some-- we have some areas where dual responses, coordinated responses would work out really well for us. But it takes some time for us to have the comm center, notify a comm center, and then they process it. A call gets shipped out, and there seems to be some delay. Whether it's a training issue or a technology issue, not super sure yet because we haven't pushed that far into saying, "Yes, we're going to run dual responses together." But I think there's some opportunities in the future as money gets tighter, and that you just can't build fire houses wherever you want anymore. You have to figure out how can we work together to cover areas on the fringes of your protection area. So I think there's some opportunities in the future. It's just, okay, how do we work through that?
OE	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	For our city, if you look at a map, our fire department really blew up. And we came into existence, we really started with paid firefighters in the '50s. So we had a fire department starting around 1900, the price is on my stuff somewhere. But we went to a paid fire department in the 1950s. As the city started to grow, so did the department. We saw a huge growth in the '70s and '80s, things kind of slowed down. Back then, you had a neighborhood fire house. It wasn't uncommon to-- the fire house was part of your neighborhood. And a lot of times when a developer came in to build a neighborhood, a fire station was part of it. And, really, that's part of the city's philosophy now as this land is dedicated by a builder for a temporary fire house and for a permanent fire house. But back then, the neighborhoods were kind of smaller. You've got a neighborhood firehouse, and if you look at our fire stations in the older parts of town, their response circles lay over each other so they're 6-minute, 30 or 8-minute circles lay over the top of you. And you have circle over circle over circle over circle. When you get out to the new portions of town, the circles just barely touch each other.
OE	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: AVL] So, we have it. And right now the only rigs that we use the AVL technology in is the battalion chief vehicles. So it picks the closest battalion chief. We have it in the fire trucks. Organizationally, to this

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								point, we haven't chosen to turn it on, because we've tried to control how many responses our rigs get by setting a response area that will control how busy they are. The new fire chief-- we just got a new fire chief, and he's interested in turning the AVL on for everybody. We know that it will cause some of the apparatus to spike. Their call load is going to spike because they will be the closest. So really, I think we didn't turn it on to try to balance our call load by setting response areas versus having the AVL turned on.
OE	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	That beeping you heard is probably one of them texting me. So there is a tremendous amount of texting communication throughout the day. If it justifies more than texting, then we move to phone call. And if it's more than a phone call, then we move to a face to face meeting. A lot of texting back and forth all the time. So we do a lot of communication by cell phone, a lot of emails go out. I try to do when there's a lot via email or I'll just a cluster, push it out just because it's effective and I can show, yes, I did send you an email and here it is and it went out. So those are really my main ways of communicating with them.
OE	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So, here in [City], primary dispatch channel, and then we have TAC channels two through six. TAC two is almost always medical. TAC four is almost always fire. If there's a lot of medical, so six or more are going on simultaneously, they can open TAC three. If there are two simultaneous fires going on, house fires, then they'll open four and five. The biggest issue is the comm center has to have certified or trained people to function on those channels. And a lot of times, we can't get extra channels open. They just don't have the staffing to-- either the people trained or the people period to open extra channels for us, and that's where it becomes difficult. And you can hear-- they'll open it, but you can hear a dispatcher working multiple channels and trying to handle the call volume that's going on...
OE	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	The new radios where we have the ability to have our radio system and the state system-- so most of the, I think-- I'd love to give you an accurate number. There's probably 10 free-standing agencies that have



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								their own radio systems. And everybody else is on the state system. For us to have access to the state system makes it nice because we occasionally will go out as a strike team. So five departments with five-like resources will go to an area as a strike team. And to now have radios where we can communicate or we can go to state interoperability channel and operate is fantastic. We didn't have that ability before. So it's really cool. The new radios are really nice.
OE	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...Hopefully, with our mask, because talking on the digital radios, we've-- when we switched radios, we went all digital. We still had a lot of analog channels. Our organization embraced and loved analog channels because the communication was so clear and we have struggled to make that transition to digital because you get those digitized or scrambled communication. We just weren't used to those and we're finally understanding it.
OE	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So, again, some of that is we have a HAZMAT rig, and our rescue has quite a bit of equipment. So we do our truck checks on those, also, running all the equipment. But then we also have our daily cleanup schedule for the whole station. We have to get that done at some point also.
OE	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	We have an ambulance company with us, as well. So they're in and out. They try to do as much as they can with us, and we try to integrate them into what we're doing training-wise, and working out, and eating, and things like that. They're typically busier than we are, so they're in and out of the station quite a bit more than we are.
OE	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	In the past, we've used them for pre-plans and that kind of stuff. I'm trying to think what else. Ambulance crews have laptops they do reports on. And we don't have those on the engines or trucks or the rescue. I mean, we have MDTs on the apparatus But we don't do reports on those.
OE	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	As far as computers-- I mean, we're HAZMAT, also, so we have one on our HAZMAT rig that we can do several of their-- research stuff with for any chemicals or anything we run on. And with that, our meter

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								maintenance, we try to log all our stuff in digitally like that, also. It's an electronic meter so it can plug in there and you can do all the--
OE	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So we do have a dispatch center, our own dispatch center. So they verbally, over the air, and on our NDT's give us information about, obviously, where the call is and pertinent information. A lot of the information doesn't come over the air, but I'll get notes on the NDT telling me specifics. And then we all wear headsets, so we can talk to each other in the truck.
OE	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Which we also all have portable radios. Every firefighter on scene has one.
OE	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So with that, too, I mean, if we're working a fire, we'll assign to a tac channel and that'll be separate from all the other operations throughout the district. But, for every other call, everybody shares the same channel versus for the operations dispatch. As they dispatch out the calls, that's on its own separate channel.
OE	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So really, if we take a fire scene, command is in a separate vehicle. And usually there's at least two people in that command vehicle. So they're giving overall orders for the scene. So it's a back and forth of-- we echo everything, so, "Rescue 54, I want you to do ventilation." "Copy. Performing ventilation." And then we can talk to other crews, also, which doesn't happen, usually, on our fire scenes. Everything goes through command and then send information back out to the crews.
OE	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Each station has its own cell phone. We have very fancy flip phones [laughter]. I'll pull this bad boy out so you can gaze upon it [laughter].
OE	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Most of the directly surrounding departments, we can get on their tactical channels through our radio, so it's real easy. And then we have kind of an all-encompassing channels that we can use in this area. It's called [City] [City] . So all departments can get on the same channel, be it their portable and apparatus radios. And then we can all talk to each other. So it's pretty straightforward and streamlined anymore.
OE	FF	S	Field	26-35	11-20	Male	FF-S-018	With that, [City] Police Department's also-- we can also get on their two

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			Responder					tac channels so we can talk to them and listen to them, also. And vice versa, they can get on ours. And there's been several times they get on there and let us know stuff, so.
OE	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	I'd say more often we see an ambulance mutual aid. Where our's goes there, or we're out of ambulances so they send one. And it's just simple medical pass off, and they transport the patient, so it's pretty basic on that end.
OE	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	...But it seems like email has been the, pretty much, standard for the official announcements and everything because that encompasses everybody versus the daily-- if he's on vacation, he's not going to get some of the info. So seems like email is our main official communication...
OE	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Right. But our ambulance crews have to do two different places for reports. So there's a lot.
OE	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	And we have portables. And we have radios in the rescue itself.
OE	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Hazmat we have in-suit communications. So that's just a thing that clips into your mask and then it has a speaker that goes by your ear. You have a button that you can push through the big level A suit. You can push it through there and then speak. We have a radio system on that hazmat that we use for that, but it just uses regular radios.
OE	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Yeah. We have a newer fire truck, so it has a screen which shows which doors are open and all that. And it has all the interface to show you. I mean, it's new, it's nice. It has a screen and tells you a lot of information. You can click through that, cameras around the truck and stuff like that, which... It's a separate command zone. [City] fire trucks, they put it in there. And it has the cameras so you can see around the truck. You click your left or your right blinker out. Ambulances have that, too. The screen pops up and it shows just like a vehicle backing up. And then the right and left blinker shows the-- I think it's safer. It keeps us from accidents and all that, so yeah.

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OE	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	SME S2: Our oldest is, what, that's frontline, is 10 years old maybe? Engine seven? SME S3: Engine three and engine seven. They're older than that... We're on a semi-regular apparatus replacement plan, so.
OE	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: apparatus replacement cycle] I think the general is like, what, 10 for an engine and 15 for the more specialized apparatus, the trucks and the rescue.
OE	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	I mean, a majority of our calls are medical calls now, and the majority of those we're going together with an ambulance.
OE	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	...There's been times in the past because our PD, even though we work really closely with them, they have their own dispatch center too...
OE	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: fire incidents] I believe they're about 6 to 7% of our calls each year.
OE	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Total, we maintain about 40 members. That's a combination. We're a combination department. So volunteer, paid, part-time paid, [inaudible]... There are 7 of us paid.
OE	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We also live in a resort community, and we have a lot of transient population. And so as a volunteer comes in here, and the society expects them to have the same certs as a paid individual, even though they're volunteers. And we live in a high-cost area, so they have two or three jobs in order to maintain a minimum standard of living. On top of that, they're now required by the public to have the same certs as a paid guy, which takes time away from their job. We also live in a... very beautiful place, so having time off is super valuable. That's why you come here. And like you said, the life expectancy of a volunteer to maintain that internal and external standard is really, really difficult.
OE	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	This month alone, we have lost three individuals for various reasons. That doesn't make them bad people by any way-- stretch, I mean. But life has changed for them, and they are no longer able to be a part of our team. And that sucks. And we put a lot of time and effort into them. Again, they're not bad people, and this is isn't an animosity thing, but they need to move on with the next chapter of their life.

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OE	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Networking, I would say, is probably the biggest thing, and partnering with [School], the local community college. I think that has been, because the demographic that we're pulling from is those college-aged kids looking for-- so if you can get in there, they're going through to get the education to become a firefighter. So if we can kind of partner with them to get them experience, that's so far been, I think, our biggest pull lately.
OE	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	The top couple of people have department-issued cell phones. Volunteers don't. Most of the part-time engineers don't. But anyone that's full-time will generally have a department phone.
OE	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[County] works because we've always gone into everything as a county, and we continue everything we do, technology-wise. I sit in the same-- the reason I know [Name] here, we all have that tech ops group, and I happen to be the chair of the group. So we make sure that we include everybody in the county, and so we're as a whole. And then that ties into the state. So our state has gotten better. The state spent a lot of money in investment into a state digital trunk system, and it helps...
OE	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Yeah. We cover 455 square miles [laughter].
OE	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	That's our radio template. This exists for every single radio in [County] County. All 1,200 radios have the exact same template. It doesn't matter if you're a public works person, trash collection, or the county manager. We all have the same template. That's something, again, as a group in [County] County, we've really embraced. And this has helped us really work well together, that we know how to find each other, and it's open. I mean, you're not going to get your hand slapped because you went over and called someone and talked to somebody.
OE	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	So we're putting our people in the way to have that problem? There's got to be a better way. I don't know. Our trucks just started having piercing nozzles. I mean, just fill the thing with foam or something. So I think as our fires have changed, especially structure fires because of all of the

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								plastics and all of the different products, we have to change how we're fighting fires and have different products that do it. Just going in and putting water on it is not working.
OE	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	It's atomizing the water. Anywhere, depending on the handling to 140 PSI. It's significantly different. They're using smaller pumps, less water, but they also have less of a chance of the building falling down. So even country-wise, we're still not doing the same things. As a manufacturer, that probably sucks. You're trying to sell in Europe. You're trying to sell in America. Two different products.
OE	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We have a single source variety or for Internet. We have [Organization], horrible company. You can't get anything to work through them. I mean, we used to have smaller companies, and competition, and stuff, but now [Organization] has sucked up everything, and they're horrible. And it's actually debilitating us on a lot of times because they're so bad that Internet connection, TV, everything-- they want to control everything. And they're screwing it up so badly that it's actually blocking us from watching the news.
OE	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We're sitting in the million-dollar addition that we had to build because we were no longer getting volunteers from the town. And we were having guys coming here from [City] and [City] sleep in bathrooms because there was no place for them to stay here. Because prior to that, everybody had a house relatively close to the fire station. They used to respond here and grab a truck. Well, nobody lives in town, and we're still getting calls, so--
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So we have two captains. I came up into this brand new position about four months ago. As the position actually has expanded, they felt like they needed to have somebody else there...
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...In conjunction to that, we also coordinate our wildland program... Even though the City of [City] doesn't have a large wildland interface, the City of [City] Fire Department actually has one of the largest wildland teams in the region. So we have about 150 firefighters that are on our wildland

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								team and they deploy individually and as various groups, or units, or task force, to incidents around the country. And we have apparatus that we can also send tools and equipment as its own resource. So we can send an engine to a fire scene with people on it. And so we coordinate that...
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Yeah, and I think there's only two-- there are two departments in [State] that are currently using drones. They're not using them 100% the way they-- I shouldn't say the way they should. There's just some certain regulations and rules that are needed to be followed but they just started so they're kind of moving down that path, so we didn't want to-- because we wanted to make sure that we were-- we had all of our ducks in line prior to starting the program. We wanted to make sure that everything was vetted through the city attorney's office, through the state. Governor [Name] actually formed a drone commission.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...Recently, the police department and the fire department and the sheriff's department took our radios and we made them all the same so that we can-- where police has their main channels and we have ours, fire can now access police channels and police can access fire. So incident commanders can actually-- we can actually talk significantly easier now because of the way our radio channels and our trunk [inaudible] is set up.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...I don't know if you know that we're a bit different here with the way we run with our EMS system... Unlike most fire departments, there's been a bit of a-- we have evolved in the city as the [City] Paramedics, which is [City] Health and Hospitals, which is not truly a city agency. It is just the [City] Hospital. It's a private hospital. And the paramedic division has-- it works for them. The [City] Fire Department is obviously a city fire department. We work for the city. They provide the advanced life support and transport. We provide basic life support, unlike most fire departments around the country where the fire department houses both advanced life support and basic life support. And the fire department has its own ambulances and there's paramedic firefighters that could work on the ambulance or there's just firefighters who work on the

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								ambulance that work on a separate...
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...like New York City has an EMS division. And so I work for the FDNY as an EMT on an ambulance. In [City], we don't have that. Now, we do have quite a few firefighters who are training as paramedics, but they don't get to operate because they might have day-off jobs or they came here from different organizations that allowed them to work in that scope. We don't allow you-- we only work as EMT basics. Our fire trucks have four firefighters on them. And so we, because of the-- we have 15 truck companies and 38 engine companies. And so we could usually get there prior to an ambulance. And so we start that basic life support part, that component...
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So when we set something up that is a large event we will have-- in the coordination piece of it we'll have an EMS branch, which would usually comprise of someone from [City] Health and Hospitals. So that's kind of how that works. And if they needed additional resources, they could bring in their own staff and/or us to assist with that EMS piece. So we could serve two roles of a fire rescue part or the EMS piece, so.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...Every state after 9/11 was tasked with having some form of a communication clearinghouse for law-enforcement-only information in regards to homegrown violent extremism and terrorism. So our clearinghouse here in [State] is called the [Agency] or the [State] Information Analysis Center. And so there's various agencies that are represented there. Most of them are law enforcement and they work with the state police and the FBI, and other intelligence agencies that will bring in information and see if there's anything that's happening in and around the state...
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So anyone that's in a key position-- so every fire truck has its own cell phone. And that phone will be-- is designated to the fire truck, stays on the fire truck, gets charged in the fire truck. So all the chiefs have their own. So all of our-- we call them district chiefs or battalion chiefs, they have a phone. And then anyone that's in a command position, so all of our staff within the department, the chief, the deputy chief. We have



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								shift commanders, the operations captain, we all have our own cell- we have department-issued cell phones.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...I think for a while, that firehouse was one of the busiest firehouses. It was the busiest firehouse in the company when you totaled up. There's an engine company there, a truck company there, a chief there, and the engine and truck also comprise part of the technical rescue team, both the high-angle rescue and the water team. They're a piece of it. They run a lot of calls. So I want to say 10 or 11 thousand calls a year just out of this firehouse.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...So here at this firehouse, you're talking about some really highly motivated people. Obviously, in every fire department across the country, you will find it's all based on call volume. So different departments, where all firefighters go through relatively the same type of training, firefighters that work in downtown busy areas just are significantly busier. They go to more calls... And they have a lot to do...
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...So even just from-- usually the firefighters, whether it's the [City] Fire Department or Los Angeles, have to conduct inspections. Those inspections are usually within your first due area, meaning where you would be first in. So if I am in a high-density area like this firehouse right here, they may have three, four, five hundred inspections to do per shift. Conversely, if I went out to some of our outlying areas, they may only have 100 inspections to do. So they go on less calls and they have less inspections, same amount of training that they have to do...
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So in this particular area, it's a high-- just a lot of business. So a lot of business people, so this area, specifically at this firehouse, it's incredibly diverse. So because we have-- right behind us, we have the [State] Convention Center.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Just over here, we have all the theaters and venues. So you have the [Name], which has hockey and basketball but they also have about 300 concerts a year. So because of the way [City] is situated geographically in the country, we don't have a lot of other cities around us. We've got

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								[City], which is significantly smaller down south. And then we have [City] about eight hours off to the west. And then we have [City], which is about eight hours to the east. Not a whole heck of a lot above us, like [City]. So, frequently, we get a lot of tourism and tourists to come in to go to concerts and sporting events. And so this specific area right over here--good, they left me a message. This specific area here serves a lot of the major venues. So we definitely get a lot of tourists.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	With that said, we're right on the outskirts of the high-rise district, so a lot of business. What we've seen recently, honestly, is we've always had a fairly large population of homeless but it's exponentially increased over the last few years because of the marijuana legalization. So every 16-year-old that's angry at Mommy and Daddy because they don't let them smoke marijuana decides to leave home and come out here. So if you look out right where they're going, right over here is a high-density area for homeless people and drug usage. So it becomes, for us, we've seen that increase dramatically and with the homelessness comes-- and the marijuana, it just takes-- it goes from the marijuana and then they come out here, the next thing you know, it's some type of cocaine, heroin, just whatever. So we're trying to-- and there's not a lot of places to put them, so the mayor's priority is really trying to get people into some type of housing so that they're not out there just-- and programs that really help the people that are out there coming in and just getting addicted to stuff, so. But this firehouse really has just a wide-- if you just head just a little bit that way, it's low-income. If you head a little bit that way, upper-end business... So this area kind of hits it off... This area just totally sees it all.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Our call volume has increased tremendously. We're reaching a place where, as we're looking and staffing and we're trying to track and trend the data that shows, okay, this is how our call volume has increased, and here's a direct correlation to population increase and some of the other various factors like marijuana. And so there's a direct correlation between the population increase and our call volume. It just is. So as the

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								[City] keeps doing better and better and better, which we have, we are growing and growing and growing. I think there's a projected 187% increase in-- yeah, I think we just surpassed Baltimore in size, which is... crazy.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...when I moved here 20 years ago, we were about 500,000. Now, we're pushing 700,000 just in the city. The metropolitan area has increased-- I mean, it's grown also. So we went from this area of 500,000 in the city and in and around the metropolitan area, maybe close to 2 million. Now, we're 700,000 in the city and close to 4 million. So the infrastructure from a first responder standpoint has been taxed, so.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Our dispatch is kind of unique, where we still have [City] firefighters work in our communications and our dispatch. We don't have call takers and dispatchers. Our union has fought very hard to keep firefighters and we have a group of people that-- we still rotate some people through there because not everybody wants to go to work in dispatch. But usually some of the older firefighters, or people who might have been injured, or people who just don't want to work in a firehouse anymore, they'll go up and they'll work up there and they'll stay there for however long. And so they can become quite proficient...
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...sometimes CAD will come in and say, "Engine one, respond to this call." Well, it's not taking into account that this road is closed, and so engine 11 may actually be closer because right now there's a protest going on, and so this road is closed. And so it just automatically assigned engine one... So, us having firefighters up there who actually understand firefighting... They understand, "Hey, you know what? I got this road closed." And usually, they're not quite as-- I don't want to say fearful of making a decision as maybe a civilian who's hired to be a dispatcher. "CAD told me to do this so that's what I'm going to do." I have firefighters who are like, "No, this is the best reason why I would do this." Or, "Hey, Chief. Do you want me to start you a second company on that? It looks like you're running a little low on truck companies. I'll start you another one." So having those firefighters up there is kind of a-- every time we

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								come to collective bargaining every three years in the city we always fight to keep our dispatchers up there.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: firefighter dispatchers] ..."Are we really getting any value out of this? Are there technologies that we could use to bridge that gap a little bit?" I suspect that it's only a matter of time before we-- I mean, that's just the trend across the country. Very few departments have-- it's just not the norm. And it's something we have fought for. We give up things so that we can keep it because we see the value in it. With that said, there's been some recent activity that's kind of been like-- where we've had a lot of dispatchers that have done exactly what I just described as being a benefit, they have done the opposite. "Hey, I can't do that. CAD says I can-- CAD only says this." So at the upper levels, we're kind of like, "Hey, your only value is from being-- as a firefighter, is saying that you can take a look at a situation and make a human judgment to say, 'Yeah, I get that the computer is saying this. Makes complete sense, but I understand the total picture and I'm going to say this.'" So we're running into some of those issues.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	And so the mayor said, "Hey, I want some key stakeholders. I want all the department heads to be present." So I was actually asked to-- so it was most of the 22 major departments in the city. And police and fire were me and the police commander. And we formed a group that's still in existence today. And during that time, one of the gaps that we identified was we did not have anything that allowed us to have any situational awareness in the city and what was going on externally to the city...
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...So we have some venues like [Name] Park, which is right across the street from the City and County of [City]. And the fire department that serves it has got like three fire trucks. So, obviously, if something happens there with 50,000 people, they're going to be overwhelmed. But in our policies, procedures, and protocols, that's not in the city. We don't really concern ourselves. But it is a shortfall to say, "Hey, if there's an active shooter, or there's a bombing, or if there's a drone that just crashes into it because a hobbyist is flying it around and it just happens

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								to hit the crowd and a bunch of people start running for the door and start trample over each other, we're going to respond." And so we came up-- we were given some money. We presented to the city council, and what's called the [Name] Committee, to invest in technologies that would allow us to create a situational awareness tool. We brought in several companies. One of them was IBM. And I think they said something for like 850 billion-- no, I'm just kidding... So, for some extraordinary amount of money, they could work and create a tool. What happened was that it was just too much money...
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Situational 360 program] So yeah, the ultimate goal is to ensure first that everybody within the city is utilizing it the way it should be utilized. Trying to get more agencies on board. And so some of the stuff we're struggling a little bit with is trying to-- if I'm an incident commander and I'm working at this particular house fire and I have roads here, and I say, "Hey, I'd like the police department to come in and block off this road right here to protect our hose lines and make sure nobody goes down there," how do I show on the map that these roads are closed? ...
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Situational 360 program] ...We have a way to do it from public works, when public works permits that building which is being built over there and they're closing the road down. As they pull their permit and they say, "On July 20th, we will have this road shut down because we're doing crane operations." That data gets inputted in here so you can actually see that road closure. As something happens where I have the SWAT team working barricade suspect we don't have any availability right now to show that road closure. We are working currently with the water department as well as with public works to refine that a little bit more. So the water department can show, "Hey, we're working on this water main over here, so you're going to get less flow out of these fire hydrants." ... So, yeah. So that would be in there. So you know as an incident commander, or even as an engine company officer, I'm not going to get all the water I thought I was going to get out of that fire hydrant... So I might [crosstalk] go to this one over here. Or I might need

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								two engines to do-- so, it gives you an increased situational awareness...
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Situational 360 program] As we start working through that, the ultimate goal is to bring in these other municipalities in and around the area so that all the jurisdictions in and around the metro area are operating on the same sheet of music. So that we can actually all see exactly what's going on. That's the ultimate goal, that we're not operating in our own silo. That we're actually really sharing as much of that information as possible. So that is the ultimate goal.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: hazardous construction features] So they share that information with us. And so there's a lot of-- recently, we had a firefighter fatality two years ago and that firefighter fell through a roof in a warehouse. What we didn't know was that up on top of the roof, a lot of these places were using-- just like a sunroof, they used corrugated Plexiglas that looked like the corrugated tin and they were putting it on top of these roofs to create more sunlight. Well, the firefighter was walking across the roof just like he would on the corrugated metal piece and stepped on the corrugated plastic and went straight through. Yeah. So subsequently after that, we found a tremendous amount of buildings around that had those because we were like, "Holy cow, where are these things coming from?" ...
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...So now with that, in addition to looking for that specific problem, one of the things that we did is on our software in a program that we were using called Firehouse, which now we're using a different program, we created a safety hazard box, which is-- essentially, if I go on a call and there is a safety hazard, I can click that box and write in what that safety hazard is. That safety hazard, when I click that, gets sent to the highest levels of the [City] Fire Department. The chief sees it, the deputy chief sees it. The division heads see it and some key other people. And that safety hazard will be immediately looked into.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So the other stuff from a technology standpoint, for our department, because our chief is so-- I think he just got TVs in every firehouse so that we could use this training program so we could live feed training to a

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								firehouse. They could pause it, go on a call and come back, hit play again and the training is up on the TV. He can talk to every firehouse if he wanted to and give a, "Hey, I'm the chief. Here's the mission of the fire department. Here's the direction we're going in." And if they went on a call, they could just pause it and hit play again when they come back, they could finish watching him. I think it's even interactive. I think they can even ask questions back to-- that piece I'm not sure. That stuff, that's not in where I work.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	He's very interested in advancing the department. A lot of times we don't have firefighters that stay in key critical positions for a long time because we love to get back out and do the firefighting thing. And so those key positions that keep the organizations moving forward, in the fire service in general, we get huge amounts of turnover. I'm a brand new captain. A brand new chief. I'll do my 18 months in hell. Go work in an office and then I want to leave. But anything, if you want to advance the organization, if you want something... If you want to increase your budget, get a new piece of technology, those things aren't just like--
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...So Chief [Name] has really bridged that gap well by putting key people in positions that have a strong desire to see the department succeed and put the organization above their personal needs of wanting to go back to the firehouse. So I think that's one of the key reasons why we've advanced as far as we have.
OE	FF	U	Manager	46-55	11-20	Male	FF-U-021	We also do a lot of other different components. We have what's called a CAP, a career apprentice program where they get preference points. We do a lot of recruiting at different types of gyms. We really try to target CrossFit Gyms. It seems to be a great place to get female applicants, because not only they're physically fit, but mentally they're tough. And that's the type of workets we utilize daily at the fire academy...
OE	FF	U	Manager	46-55	11-20	Male	FF-U-021	...We've got good relationships now with athletic directors at all major universities in [State], so we recruit all of the sports teams through those. And obviously, your college isn't so on and so forth, the typical stuff, but we really try to branch out more. We work with [Name] a lot.

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								We go to churches. We speak at churches, community events. We really try to be out in the community. We try to turn people into recruiters for us. So when we realize we don't have two recruiters, we try to get by from people not only in our job but also in the community and say, "Help us to help you to represent our city," and we try to brand it that way. So it's definitely been more successful than in the past....
OE	FF	U	Manager	46-55	11-20	Male	FF-U-021	...We've doubled the number of women applicants and applicants of people of color in the past four years, and it's going in a good direction. So we're not perfect, but we keep looking back at what's good and what's bad and trying to better ourselves each and every day. to brand it that way.
OE	FF	U	Manager	46-55	11-20	Male	FF-U-021	...what rigs we have in and out of service. Five-inch hose companies, tower companies, ready reserves, wild end rigs. Everything tells me in one quick snapshot what we have going on for the day and if there's any concerns that I need to pay attention to right away. So that's kind of the very first thing I do, look it up. And then if we have to do any short-hiring, operations will hire them, but we do all the staffing. So we'll look at the staffing and make sure that we're not going to run into any issues where we're going to have too many rigs out of service or not staffed properly where it's going to be a safety concern.
OE	FF	U	Manager	46-55	11-20	Male	FF-U-021	And then as far as these ones, green means these companies are all staffed, so I've got five [inaudible] companies. Tower 22 for some reason is out of service, so we know that we don't have a tower. That affects operations. That's more their division, but I still like to take a look at that to make sure. And if we could do anything administratively to help out, that we do.
OE	FF	U	Manager	46-55	11-20	Male	FF-U-021	You know we have a MDT, we'll have it on a portable MDT, Well we only have so many of those and we-- with the new individual we just added for PIO, my PIO person shares responsibilities with the two recruiters, so it's kind of three of them kind of working together because it's too hard for one person to be PIO 24 hours a day. So they have that MDT for them, for their use, so that's why I don't have it in here.



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OE	FF	U	Manager	46-55	11-20	Male	FF-U-021	[City]'s awesome. [City]'s a very, very, very diverse community so it's a big melting pot. Nowhere near, I'm sure, you said you're in San Francisco or New York, no word to that level but it's definitely a mixture of people that are very friendly, they're appreciative of our services and we really get a lot of good support from the citizens that we service. And then from the mayor and most of the city government, so we're very fortunate in that aspect....
OE	FF	U	Manager	46-55	11-20	Male	FF-U-021	I personally don't. I do, obviously, with police, being in different types of meetings we'll communicate about civil service hiring, promotions, recruitment practices, something, behavioral health, a lot of stuff that falls under administration, I'll speak with the other administrators from [City] Police. A little bit from paramedics but obviously on the job, day-to-day interactions, it's non-stop with firefighters. I mean, you're running calls, you're having verbal communications with paramedics. We're a two-tiered system so we're generally on scene 90% of the time first so we're kind of giving them a hand-off when they arrive on scene anywhere from 5 to 15 minutes later on...
OE	FF	U	Manager	46-55	11-20	Male	FF-U-021	...But you know the fire house there's just a lot of training especially in the special operations because there is a lot of different disciplines. From knowing how things are put together, so when they come down what dangers are there. So when you're talking about collapse how do I assure not only, how do I assure, but what type of way I'm I trying to show and what's the best way to do that. Heavy lifting, trying to compute tonnages versus concrete, versus steel, versus these things you need to think about. Welding, cutting metal to get things out of the way you can find space obviously. Then you need to worry about air monitoring certain gases and what's there and what's not there that's needed and then obviously training on different types of diving over the ice, under the ice with water rescue.
OE	FF	U	Manager	46-55	11-20	Male	FF-U-021	And there's a lot of things that have built through the fire house. There's props that a lot of people built on their own. And then we have a training facility off of [Street] which is kind of northeast part of the city. That's

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								where training facility's located, one of those things there. Newer fire houses are building, they're actually building props into the fire houses, so you'll have anchor points where you can go to certain stations and you can repel and do different types of rope rescues. There's ventilation props. There's a different types of props. Just depending where you're at.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	I manage five fire stations. Each one of those stations has their own officer, but those five officers answer to me.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	We try to do it regularly. We don't-- right now, our training chief is in transition. So generally though, in my position, we will train with the individual companies. Or I'll bring two companies together and we'll do some evolutions or whatever.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	The officers, so battalion chiefs and up get issued a phone, and then each fire engine has a phone so that the duty crew can use that. Now, members do have their own cell phones. We really don't have a lot of policy on that. That's up to the individual officer how they manage or allow their fire fighters to manage that during the shifts.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...We don't have all of the equipment. If someone offers it, we have to decide whether or not we're going to take on that liability. That's a pretty rare occurrence, but they handle everything. But we work together. River rescues, any time we go on a river call, we're always going to be first because we're right there and mountain rescue's always notified and they may or may not respond.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	It does. I mean, our call volume will follow that. So our busiest time is basically middle of December through New Year's. That's when we have the most people. 20 years ago when I started, this whole valley was a ghost town after the last lift went up for the year until the middle of summer. Now it's becoming year-round, but we still have tremendous fluctuations in the winter and a lot in the summer.
OE	FF	R	Supervising	36-45	21-30	Male	FF-R-024	[RE: laptops] So the battalion chiefs and upper issued them. It allows us

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			Field Responder					to work remotely. We can bring them to meetings. I can do work at home. I try not to. I don't get overtime. We're exempt. But really, it's a way to kind of free us from the desk so we can work at the table. We can take it to the stations and use it for training if we want or whatever.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Yeah, we are a completely career department. All five stations career.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[City] has a resident program. So [City] is all career, and then they have student residents. They live in the station for free, they get their own room, their own kitchen. They pay for their schooling, and in return-- and now, they get an hourly rate of-- some sort of hourly rate. And then, in return, they work at that lower rate for the fire department. I went through the same program in [City] 20 years ago, and it was-- they paid for my schooling and that was it. They didn't pay us. We had to go get jobs, and then we would work two days a week, but it's gotten a little bit better than that. I thought they were going to get rid of it, but it's just too much potential savings on paper for the town council. They just can't ignore it, even though it's-- anyway, we got rid of it.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[City] is paid and volunteered. [City] has some paid and they're mostly volunteer. [City] up on [Street] is-- if they answer the radio, great. Sometimes they don't even answer the radio.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	And that was one of the selling points for going to 800 megahertz up here was we could talk to road and bridge. I mean, none of us talk to road and bridge. I mean, it was-- I am very anti 800. It is terrible. It's gotten better, but up here, we have to deploy technology hardware. We have to deploy hardware to get through and around the mountains, where in the Front Range or in the Midwest, they can use half the hardware because there's nothing in the way...
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...so the first-- man, I was here-- so I've been here since the implementation of 800, and it was tough in the beginning because you-- it take care of the valley, the [Highway] corridor, we call. Everything on

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								the ground was-- on the valley floor was covered, but so many neighborhoods are up in the hills and stuff, and it's taken years to figure out how to place everything, microwaves and what not, to make sure it all works. So we still have some dead spots...
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	That was the biggest change. So when I started in [City] in '96, it was still VHF or UHF, one of the two, and at the time I didn't have nearly the responsibility or the knowledge, so to me, it was fine. It worked. It worked great. And then throughout the whole 800, it's just taken years to try to get every coverage where we need to get it. It's gotten better. Depending on the size of the structure, we'll require BDAs, bi-directional amplifiers, so then that just takes the radio communication that's outside and available, and it pulls it in through the concrete into the buildings because we could go into a parking structure and have nothing...
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...And then what we, as [City], and by policy we, our operations-- so by operations, I mean when we are working on a scene, we take all of our traffic to a non-repeated channel by policy. It's not recorded, but we have decided we don't care if it's recorded or not. We just don't want any-- when somebody keys up the mic, we want them to be heard. For example, [City], on the other hand, is the opposite. All of their operations are on the repeated channel because they want everything to be recorded. And you get far more distance out of that because it's on the repeated system. You get almost a mile on the non-repeated. That's plenty. Unless it's a massive hazmat, we are not operating over more than a few hundred square feet. So that is one thing that we have done to improve is we just don't use the technology.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Well, there's towers at 11,000 feet, at 10,000 feet, and they're riding snowmobiles in the middle of a blizzard to go make a repair. They had pictures last year of the tower in East [City] that was completely covered in ice because there had been so much freezing and thawing and precipitation. And then they get up there and the pictures were incredible. Just blue ice, just dripping or solid frozen on this thing, so.

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OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...So if Motorola decides to change their portable radio, it doesn't mean we have to change, but if we have to replace any with the newer model because they don't make this model, that's when we will make the change. So they're pretty good about giving 7 to 10 years before they make changes. This one has been pretty good. I don't know if they'll do that even at 10 years. Bu anyway, so we have an equipment replacement fund where we will take that amount that we paid for all these radios, we add a 10%, and then we divided it up into 10 years. And then every year, we have a budget, a line item for that, and we apply funds to that so that when we get to the 10-year mark we can just pay cash and we don't have to fund it.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Yes. We have an IT. So we had a battalion chief who sent us down this road and then left to go work somewhere else. So now one of our engineers, our drivers, is trying to keep it afloat, which is great. I'm glad he stepped up, but it's too much. In my opinion, it's too much responsibility to put on someone who drives the engine and is paid a certain amount and is already busy doing a whole bunch of other things. So we will see how it pans out.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Anyway, we get thousands of followers. We get good really feedback through Facebook. So anyway, decisions are made, PIOs are notified. They put together a little press release. They send them out. Up here, people are really good about listening to and abiding by the restrictions, even the visitors. The people who live up here understand what happens if you don't, so.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	For us, our number one call is automatic fire alarm, so we have over a billion dollars in real estate value. And every square inch is protected by some sort of automatic fire alarm system. Sprinklers, they're required by code, so they're sensitive. So somebody comes in takes a hot shower, it's going to set off the smoke detector if the steam gets in there. Cooking popcorn, popcorn's the number one smoke maker in a building. The [Name] Medical Center years ago outlawed it with their employees, no more popcorn in the building, can't do it.

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OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Medicals are probably the second most frequent call for us. Motor vehicle accidents are up there. We run a lot of winter accidents that are really nothing. Any car that slides off is going to get 50 phone calls. It's pretty outrageous. It's job security, I guess.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: false alarms] Yup, most of them are. I think maybe once a year we actually go to one and we get there and then-- we had one in [City] a couple of years ago at a house, and the engine was turning into the neighborhood and they saw the glow. And they're like, "Oh, this is the one? Man, we're all alone--" because we only send one engine. They're all alone, and, hey, this is a fire. It was pretty awesome. [crosstalk]... they put out first alarm and so then we send-- we send three engines, a ladder, an ambulance, and a battalion chief to every alarm.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	There are three. So stage one is more of just a let's get a handle on the little things that cause fires. So people smoke, so you can only smoke inside your vehicle or inside buildings. Campfire rings, that kind of thing. Stage two is no campfires at all. There's other restrictions. The restrictions get heavier. And then stage three, which I don't remember the last time we've had a stage-- stage three is they close the forest. You can't even go hiking. So there's none of that. I don't think I've ever seen that. I might have and not known, but it's pretty rare.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: wildland fires] So we obviously take care of the urban areas of our corridor. We do respond to anything within our district, which includes the Forest Service, like the wilderness area. We generally won't engage in something that's way off the road. So if you were to take [Highway] and go to [City], there are many, many areas where you can see miles off into the forest. So if we get a call up there for a smoke report and if they get to a location and they can see it way off there, we're just going to pass that info on to the Forest Service. They go and handle that. If we have something significant within the urban corridor, then we definitely handle that. All of the agencies in the county will assist with that...
OE	FF	R	Supervising Field	36-45	21-30	Male	FF-R-024	[RE: wildland fires] ...[City] had a big one a couple of weeks ago, and because of the status of the town of [City], and it's a resort, they had

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			Responder					nine planes on it within a few hours, which is unprecedented. They were not going to let that town burn down. But it was 80 acres in the forest right in the ski slope. So if it's situated in an area that's going to go and burn down neighborhoods, we're going to get a lot of help pretty quick. And then we will. And so the way it works is it's our fire for the first, say, 24 hours' operational period, and then if it extends into the Forest Service or if the sheriff declares that it's a certain-- if we can't take care of it on our own, then we can go to the federal level and then they can send in a type three team or a type two team or whatever and we can get resources. Those are rare. I have not ever had anything like that in 20 years. [County] has gotten lucky, very lucky.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: station alerting] So anyway, they send out this high-low sound to alert people. Well, the problem with that is that it's the same sound at three in the morning as it is at three in the afternoon. So you are startled up. I mean heart palpitations, it sucks. And so what station alerting does-- there's probably four or five companies that are actually really good at it. Unfortunately, it's very expensive, as all of it is, but basically, it is a system that is embedded into the CAD at dispatch and then at each station then has equipment that receives the call. So instead of this high-low thing, it will provide kind of ramped tones, so it's soft, louder, louder, louder, louder. And with that is a ramped LED lighting that's red...
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: station alerting] ...So each bedroom, for instance, will, when there's a call, the sound will come over, the light will come out-- will also come up. The red light's important because it preserves your night vision so that you're not turning on the light and then going right back out into the dark. There's a lot of components. They add a lot of bells and whistles to entice people to buy it, but I just want us to get away from this high-low thing. In the '80s and '70s it was a bell, like a bell, a buzzer, so we've come a long way. But we're just stuck here because with station alerting-- because it's an all or nothing thing. Everybody has to have it or nobody gets it. And so then you go out west to [City] and [City], where they don't have a lot of money so they can't really invest in it. [City]

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								doesn't even have people in the station every night, so what use it for them? ...
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...So anyway that's kind of my number-one thing is getting station alerting. Our chief is to the point where we may just foot the bill for, say, the dispatch end of it and then figure out a system to-- because if we put in the dispatch part of it, everybody's going to be enjoying the fruits of it, if you will.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...The other thing about station alerting is right now someone answers the phone, they start taking information, who, what, where, why, what's going on, and then they hit a button, whatever their procedure is, and then it goes to the other consoles. Then the person who's dispatching sees the call, they read the notes, okay. They start building the calling CAD, and then they have to go to this other screen and they have to choose which radio channels need to be awoken, if you will. Then they use a button, they make the noise, and then they send out the dispatch.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	We have a very large Spanish-speaking population.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	I would say we're mostly a bedroom community. Most of it is homes, condominiums. The businesses we got up here are for the most part local. We really have no-- at least in [City], we really don't have any industrial complexes, none of that stuff, but mostly high-rise hotel, single-family homes, apartments.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...A lot of our-- probably half of our firefighters live in [City]. We work 48 hours on, 4 days off. So you only have to drive up five times a month. People carpool. We've got two in Junction-- no, one in Junction, one in [City]. We got one in [City]. And these are three-plus-hour drives.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	We have a system for callback, but we don't require it and it's rare. We might get one or two. But now, with five-staff stations, we have a minimum staffing of four, which is [Organization]. The chief, we spend hundreds of thousands of dollars in overtime to make sure that these



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								engines have four. So we can do a lot more now than we could 10, 12 years ago. 10, 12 years ago, we were doing callbacks for a lot of things, but it's rare now.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Yes. So they do have a big job. So one, two, three, four fire departments, one EMS agency, five law enforcement agencies, and then they have the ability then to also interact with Road and Bridge. All of them, the four of five towns, buses. They don't talk to them routinely, but they're there. So buses can call them if they need something. So they do a lot, going on up there. And then to have four people on at a time, to juggle all that. One big incident in the county will tax two or three dispatchers at once.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: dispatchers] They generally are four on, and I think from 3:00 AM till 5:00 AM, there's a two or three-hour gap there where they're down to three. And that's improved. That's gotten better. There were two people on at night in the past. One fire at 2:00 in the morning and nothing else-- I don't know how they keep up.
OE	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: EMS] They transport, and we don't transport to the hospital. Every agency is trained up to EMT basic... And then the paramedic system-- they're all paramedics, very highly trained. They're CAS certified. Yeah, and we work pretty well together.
OE	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah. This station's usually pretty busy.
OE	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	We have mobile data terminals in all the rigs. But as far as I know, we're the only station that has that.
OE	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	We primarily serve the [County] in [City]. I'm not sure what the population of it is.
OE	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	But we serve from probably [Street] all the way down to about [Street], and we go up from [Street]. So it's a pretty good area that we serve.
OE	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah, very densely populated. It's a pretty busy area. And it's [Name] District. It's mostly a Hispanic population. And then, we have [Street]. It's kind of the big attraction in the area. It's where all the bars and eateries

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								are and things like that.
OE	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	We don't really run into that here. I think maybe on the south end of the city might be a good place to inquire about that because they will run into the [City] fire department stuff like that. Everybody that we work with is pretty much from our own department unless we're sending out a strike team or something. That's kind of a whole different thing.
OE	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	The rescue squad will use it because they cover a really large portion of the city. So if they get something between two alleys then it comes in handy for them. The guys in the back seat, we usually have enough time to get dressed. And the driver will know a general direction and then a few miles down the road they'll get the Google Maps going after everybody's dressed and figure out exactly where to go. But for us in an engine, you're kind of expected to know without using it.
OE	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	I would say it's up to date. It was old for a while [laughter]. And it seems like they're doing a better job now. We've got brand new MDTs in most of the rigs. We have nicer radios than we had before. They have LCD readouts on them and everything. And they have a lot more channel capabilities than they used to, which is nice.
OE	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	I don't personally. I haven't heard of any of the other drivers or EMTs on the engines that do that. I've heard of the medical ones but I'm not a paramedic so I don't use those. I've heard of apps where they calculate friction loss in the hose, but everything we do is kind of already pre-laid out so you kind of know a starting point of what your pressure's going to be for any given situation and then it's usually just a matter of adding or subtracting 5, 20 pounds per floor or something like that. So our stuff is-- we keep it pretty simple.
OE	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	No it's specific to [City]. And hospitals is another thing it'll show you. [in 18:01 S1 says: It does, and there's layers on it. There's a layer that'll show you police stations, I think it'll even show you your first alarm area, like a little border around it, high pressure hydrants because we have two different kinds, cisterns, which is like a tank under the street that we

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								can pump out of.]
OE	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Well, we've always had those things. I've been in this department for seven years. The departments that I came from prior didn't have any of that. All we had was radios.
OE	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	The only way it's a hindrance is if the person you're next to, usually it's your officer that's going to be talking on the radio, if they talk on the radio and you're right next to them, you're going to get feedback. So, some officers will address that in the morning by saying either, "Keep your volume down or keep your radio off until you need it." They'll say, "Set your channel that we're going to and just leave your radio off. Unless you're in trouble or something, you can just turn the volume on and you'll already be on the right channel."
OE	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah. And that, again, is going to be at the discretion of the incident commander. So when we-- the first engine is usually the first one there. And when I say the first engine. It's the first out of an assignment of four engines. The first one is usually first to get there. And the first chief will be the incident commander. So they don't-- a lot of departments I know, the first engine will get there and they'll say, "Establishing incident command." We don't usually do that because the next-- the chief is usually not more than a minute behind them. So it's not like they're waiting 15 minutes before they get a chief to get on scene. Everything happens-- we get 40 people there within 3 or 4 minutes. So any changes like that are going to come at the chief level. I think an engine boss could, say, strike a second alarm. But typically, it comes from a chief.
OE	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah, I would say in [City] I'm not sure that that would hold true. And that's probably because even though there's no-- we may not have anybody in that building, but if we don't get a handle on this thing quickly it's going to get into buildings where there are people because everything is touching. So it is still a life versus property issue, but I'd say we're generally going more towards the life risk factor. As far as tactics go, they're trying to get people to look into the Vent Enter Search model a little bit more. What we would consider an untenable space, if you

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								close the door maybe somebody is alive in there and you can get them out before the main fire fighting crew comes in and fights the fire and disrupts the thermal barrier, all that stuff. But for the most part, it is just, I always say there's no app for it. You actually have to physically take the hose to the fire and put it out [laughter].
OE	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	They always say kind of 90% EMS versus 10% building alarms, actual fires, or some other small outside fire, something like that.
OE	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah, almost every building alarm we go to is false. There's been a handful that I've gone to that have turned into something real. Whether it's an HVAC motor overheating and smoking or a real fire, something like that, or a light [inaudible]. Rarely is it an actual fire.
OE	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah, our department doesn't do a great job with what we want but they give us what we need [laughter].
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Yes. And there's different types, there's single engine companies. So there's a total of 45 stations in [City]. So the city's 49 square miles so you figure one firehouse per square mile. And there's at least 20 single engine companies and then another-- the difference is double companies. So you have an engine, a truck and then there's only two stations that has an engine, truck and a rescue squad. And our chief, of course, here. So we're the largest as far as personnel. Where was I going with this?
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	So the department just recently-- you can assign your server to get updated on department emails. So you can get it on your tablet, your phone, or you can log in at home, as far as email, but then as far as the fire calendar, we're not there yet. Other departments do it so you can check your shifts and see who's working but we don't have that yet.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	A zoo, it's a zoo.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	So at shift change, it's the busiest time. So you have 15 people going off and 15 people coming on. Guys are noisy. It's your second family. I can't wait to get to work, I don't know. Something's always happening, it's

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								exciting. In here at 7, I mean, it's a busy station. The demographics as a city directs on how busy you're going to be, so if you're in the Marina it's not going to be as busy as here. I think it's here, it's-- as far as there's BART, there's been a series of homeless people. And so 80% of our calls are medical and because of the homeless population, there's a bunch of drugs, alcohol. And so with people with cell phones they're always-- someone's lying on a street, they think there's something wrong but most cases, they're just sleeping.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	But our calls do go up on that so we're always responding so. It's chaotic here and that's what I love about it.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	So the busiest stations in the city are Station 1, Station 36, and Station 3. They're the top and those are-- they're averaging 30 runs per watch. So like one every hour--
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	And then Station 7, we average probably 20.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Yeah. There's a paramedic on every engine and so they-- we'll send an engine and an ambulance at the same time, but the engine there-- because there's so many of us, there's like 45 stations. So you're going to get an ALS or BLS personnel to help on the call within three minutes, three to four minutes. And then the ambulance is not too far off. But there's only about 14 to 15 ambulances city wide.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Ours are satellite. They used to be part of the fire station, but now there's in surrounding satellite areas. And then so within those 15 if, say we tax those resources, there's other private ambulances that can be brought in. But they're not part of the fire. Just within fire, there's about 15.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Everyone out of the training tower is EMT qualified... So basic life support. And then our paramedics are cross-trained. They're both paramedic and firefighter... Here, one paramedic per.. watch... So each fire engine has a paramedic on so.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	There's been a change. It used to be middle class Spanish, and now there's been a little gentrification going on and there's property values

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								are at their highest, which has gone through some change. So there's a lot of the mom-and-pop stores have been being bought out. So you have more of a restaurants, bars, and a lot more younger people coming in. So it's a very hip place to be and shop in certain streets. So it's slowly changing. Whereas before it was more middle-class families. Yeah.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	So the last consensus, I think it was, what? 850,000 here but now I think we're past a million, easy. There's just so many people here. So many people want to live here. Rents are through the roof, property value's gone, and now traffic. The city streets weren't made for this many people, and so if you throw in Lyft, Uber, it just ties up everything. And the city's been changing streets to put in bus lanes, and no left turns, and bike lanes, and it just traffics. To go from one side of the city to the other, it's a good 45 minutes. And so--
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Yeah. So say, people are commuting to their jobs and so you throw a fire in there, and people are so upset. So we get little name calling here and there. Whereas, I think before, people understood more so what we did, we were more involved with the community. But now everyone doesn't live here, people are--
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	That's what I still do, but I've just been fortunate. But a lot of people can't afford to live here anymore and they have to commute.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	No. Well, if there were a catastrophic event, then you might get a call or wildland, some of us are cross-trained in wildland fire. So if you put your name in, available to work for that, then you might get a call to go out. And in fact, we have a strike team that went out two nights ago.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	We designated to that. We have specifically five engines that are not part of our cache here in the city. They're just designated for wild and fire and so they're always available. And [City] knows that we have them, so we're usually the first they call because we have the personnel and the rigs ready to go.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Other counties. We have five and plus another rig that can go out, or sometimes Engine [Name] on a special need. But other than that, no.

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								They would have to go somewhere else. Yeah.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Well, my brother works for [City] Fire, and so they have different computer programs, different tools, and we're always comparing. And so when we're out having a beer or something and we're just talking. They have the capability of knowing who's on shift through their phone and they can manage their work schedule via phone, whereas we still have to call in. Say you need a day off, going off sick, we still have to call in and report in and say that, "I need a day off." Whereas they can just check it off on their phone or computer. That's one difference that they have.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Not everyone had radios, only certain firefighters, so as far as safety, that was huge. We were still fighting fire in just turnout coats and our wool pants, and that changed. The SCBAs that we use are lighter than the ones that first came in.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Definitely. I would still pursue college. Our job is so-- it's like winning the lottery. For [City], there's usually-- they hire every other year only for like 150 to 200 positions, if that. And we get it close to 14,000 people applying... It's tough to get. It took me 6 years. It took my brother 12.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Certain departments do. You go through a board, chiefs interview. We're not there yet, we're still just us.
OE	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	Yep. Yep. And you check the roster and see if you're there that day. Sometimes you get moved based on qualifications. People are hazardous-material specialists, rescue specialists, drivers, officers, and there may be another station that needs them somewhere else. So you might come in and look and go, "Oh, they've got me going to Station 11. They've got me going to Station 6." So you come in and look and see if you're even here. And then you look at what rig you're assigned. Some people are always assigned to the same rig. Some people shift rigs. I've been back at this station since January. I've driven and rode in every single vehicle out there, including driving the chief and being the chief's operator. And that's the normal job of a firefighter here in [City], is you

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								could literally be in almost every seat in the city. So you have to be prepared to use all the different equipment, and do all the different jobs that the different rigs do.
OE	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	Then we'll go and do area orientation. We'll just drive around our area. Sometimes if there's a guy who's on overtime, as a treat to the crew, he'll say, "Hey, let me buy you a coffee." We'll get a coffee, and then we'll drive the area and do what's called pre-fire planning. So additionally to area orientation, and looking at the buildings and what you're assigned. Especially, if you're not from this house, which happens a lot. So the types of buildings change based on the neighborhood, which means the types of fires and the types of profiles for your victims change based on the neighborhood. So they'll kind of do an overview of that, and then they'll also do just a pre-fire plan like, "Hey, if we get something today on this rig, what is expected of you is X, Y, and Z." And so we had that this morning. Lieutenant [Name] talked to us and said, "If we get a fire, all five of us are going to the roof. We're not going to split. We're going to stay together. We're going to bring the chainsaw, the hook--" and lists out exactly what he expects to have happened because there's only one regular member on the crew today. He's from a different station. The other person is a probationary member. The person driving the backend is from the rescue squad. And the other girl in the back who is being our EMT is from Station 32. So I'm the only person, who's normally assigned to that apparatus, on duty. So new neighborhood for half the crew, right?
OE	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	Then in the afternoon, a lot of times, that gets split. Whatever didn't get done in the morning, things like hydrant checks, fire prevention inspections of different apartment buildings and houses will get completed. If probationary drills didn't get done or they have extra drills, like they have a book they have to complete, you'll go and drill the probie and do more training to accomplish in the afternoon. You'll also do any station projects. Certain stations have certain responsibilities. So we have, for example, the light rescue vehicle that's assigned to this station. It has additional equipment, so that might be a time where you go, "Hey.



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								<p>We haven't taken the light rescue out. Afternoon will be a good time to take it out. Give it a wash. Inspect all those tools." They're kind of infrequently used stuff. Other stations will have wildland fire apparatus in the back of the station. That would be when they would go, "Okay. Let's pull that out. We've got to check that." You may be doing-- we have a triannual station inspection, so you may be doing cleaning and like that. And then usually after 3:30, it'll be like majority of people-- there's someone always down here watching the phones. But that's when people will start to do things like personal fitness, prep for dinner, things like that. Depending on the station. Depending on the culture. But at this station you'll see a lot of people up in the gym from 3:30 to about 5:30. At some point, running the stairs outside, doing something like that to stay in shape for the job. And that gets you to about 5:00. And then after 5:00, everyone does dinner, helps the cook out, does whatever else, calls the wife, checks in, FaceTime's with the kids. All of that stuff.</p>
OE	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	<p>Triannual, that means every four months. The division chief, which is stationed here, right? There's two in the [inaudible] with the city. They go and inspect each station. They split them up over the course of the year. But three times a year, this station will get inspected by it's local battalion chief, the division chief, and the rescue captains in charge of EMS responses. And they'll come and check the cleanliness of the station, the care and maintenance of the tools and the apparatus, all that kind of stuff. Member's uniforms. Their personal protective gear. All that stuff needs to be labeled, marked, clean, serviceable, all that stuff.</p>
OE	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	<p>Yeah. So like I said, [City], I think maybe [City], I'm not sure, they're using these exclusively for everything. It's their dispatch. It's their tracking, it's everything. So yeah, it's a pretty good system. I'm sure it can get a little bit better and hopefully, it'll get tweaked over the years. But it's pretty good.</p>
OE	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	<p>So there's two parts of it. There's the administrative part of what I do, which is to deliver the latest training to the battalions that work for me, which there are five battalion chiefs. And five battalions oversee about</p>

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								25 stations, collect daily paperwork and review it for accuracy, making sure that some of the HR matters are handled. So that's the not glamorous part of the job. But the--
OE	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Yeah. So I'm going to say that as a team, because I have somebody that's an operator or driver for me, and so we use an iPad that has technology on there that is sent directly to it from the communication center that tells me everybody that's going to an incident. And we take those units, and we put them into an accountability column so we know where we've told them where to go. And if something was to go sideways, we would know where they were--
OE	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Well, I mean, there's two facets to that. We take care of 99.9% of our stuff with just our department within the city and county of [City]. There are some areas to the south of us that we might interact with them a little bit. But when I'm talking about the mutual aid component of things, along the sea, the ocean, and out towards the Golden Gate Bridge, we may have to communicate with the coast guard, and the CHP helicopter, and maybe another department for a boat in distress or somebody that's in distress in the water. And so, if we have to communicate with them, we need to have the ability to quickly find that channel and talk to them instead of having to go through zones to try and find them.
OE	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	It's really been slowing down lately, but I would say between 5 and 10 times a day. 5 to 7 times a day, maybe. I don't know what our average is.
OE	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Well, think about it. You're dealing with a huge machine. A whole department. Department of emergency management oversees the department of communications that oversees the police department, the fire department, all the radios. And so you're just not going to make a quick change on the radios. The current radios that we have right now, generally, are probably-- well, some of them are newer radios, but the technology and the channels that they're able to access are still 15 or 20 years old. So the radios have changed a little bit, but the infrastructure--

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OE	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	No. And there's a lot of departments out there that do that. Phoenix has always been-- well, they've said that they are the greatest department in doing this command post stuff. And the way that they operate is their chiefs actually show up in a vehicle, and they've got their air conditioning on, and they operate from a--
OE	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Well, we have a department phone, but this is my personal phone. But there is a department phone in the vehicle, and it's a, probably, three- or four-generation-old Apple phone. But we don't use the phone for anything other than communicating. Some texting, but we use the iPad technology for the accountability part of things that we do.
OE	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	If you get that blank stare, you go, "Repeat back to me what I just told you." And we're an evolving department. We're younger. I mean, we are hiring a lot of people right now, and so that trust factor has to be gained before I can just let somebody go on their merry way.
OE	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Well, just if you look at that number, you have to put that together with, between 2007 and 2011, 2012 - probably that six- or seven-year period of time when there was a huge downturn in the economy - in [State], in particular, nobody was hiring anybody because shutting down fire houses-- yeah. A lot of fire houses that were shut down during that period of time - not in [City], but across the [City] - have not opened up again because of the economic downturn that happened. Fire departments didn't hire, and so they ran short firefighters and they used overtime to fill the gap. And then all of a sudden, we're hiring a third of our department in the last five years. And so we are probably the norm of what's happening in [State] and probably across this country. So you take those 400 people that have been hired in the last five years, I would venture to say that more than half of them have not been first in at a working fire. So they don't have that experience, right? So the first time they burst in at that working fire, they might do some things that-- and you can try and train them all you can, but--
OE	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	We have a pretty dynamic community. We have both retirement community around us because of our weather and our-- just the location

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								that we're in. But we also have a technology community. We're not that far from [City] and [City]. A lot of technology companies are within this area. So we're always developing new technologies, and I think we're seeing it quicker than most just because we live here, and people are trying to get their technologies out and can be seen. So from that perspective, you have the older generation that haven't been exposed to all the technologies, and it's just mind-blowing to them the technology that's available to them. And even over 20 years, I mean, it's changed. So they're going, "Wow, you can do that?" Video conferencing is becoming a norm. GoToMeeting conferencing, that type of stuff. There's no more just conference call where you're talking to a phone. It's all webinar and GoToMeeting type stuff. And that's the type of technology that I think we're starting to get expectations from a public safety perspective when we do our mobile command vehicles to have those conferences. And not only talking to people here within my county, but all the way back up to [City] to the capital. And depending on what region we're in, maybe back to a regional joint information center. So it's just not one technology. But you go back to the demographics. It's ever changing, but you're slowly seeing that the millenniums and the younger generation come in, and they want instant communication. They want that instant access. But I don't think they understand what's going to happen when-- they may have it, but it's not talking to anybody on the other side. What's going to happen? How are we going to make decisions? What's the contingency plans to be able to do that?
OE	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	So we're a little bit of an anomaly in [State]. Most of [State] is pretty interoperable. Everybody knows how to do mutual aid really well. We probably has the best mutual aid system in the country. [City], we're a very large-- we're like New York on the West Coast, a mini New York. We rarely, if ever, call for help from another jurisdiction. We just don't need to. We have 44 engine companies.
OE	FF	U	Supervising Field	46-55	21-30	Male	FF-U-016	I think in the past. I think right now, technology has really boomed in the last five years, and I think technology is worthy and an impedance here

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			Responder					too, to technology. I mean, it's not technology anymore. I think the apps are there. We can almost do whatever we put our minds to. Technology is not holding us back, it's our budgets and our thinking is what's holding us back, our culture.
OE	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	[RE: the challenge of being progressive in a big city] Some of it is just pure logistics of training 1,500 people. To do a training module in our fire department, for example, we really can't train outside of three hours. I mean, we have a training module from 9:00 to 12:00 and then again from 1:00 to 4:00. And we get five companies go out of service to the training division. They do that because we can't pull everybody out of service at the same time. So they train in the morning, a different set of people come in the afternoon. Running that model for 35 days gets us to 92% of the people in the department training. So that limits what you can train on in a year, the time you can train on something. Some things are online and some things can't be done online, you need to be in person, so that's a limitation. Some of it is, like I said, is culture, willingness to change. Some of it is generational. The new kids are really good with electronics. I grew up, have 23, 24 years in the emergency services. I grew up as an adult without technology and had to learn it as an adult.
OE	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	So yeah. So a lot of it is culture because those fire agencies that are progressive, and we have a lot in [State], they're smaller departments. They can affect change much quicker and that leader can affect change and impart his vision much easier than you can in a giant department like this.
OE	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	So it's culture. It's culture. It's acceptance that the fire department's vision has gotten more complex as the years have gone on. We do more now in the fire service than we've ever done in the history of it. We haven't increased our staff or capabilities to handle that. So there's another technology that is capable now and it's called Wave Relay technology.
OE	FF	U	Supervising	46-55	21-30	Male	FF-U-016	I think they are. We just need to spend more time and being better at our

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			Field Responder					job but we get away with not having to do that here because we are so internal to just us. We don't need to be good at the whole radio system. I just need to know how to turn it from A1 to A15.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	So what I'm doing currently right now is we are looking at-- I'm doing a lot of my research right now on cancer research. So I am trying to have a better understanding of cancer biology in metastatic state in reference to firefighters when it comes to constant environmental exposures when it comes to sleep deprivation, when it comes to stress with the calls, as well as when it pertains to our home life with our relationships with our wives and our families as well as side jobs. So that's kind of what I'm looking at, is the whole picture, the holistic look at cancer in the fire service and not just the byproducts of combustion causing mutations, but everything. So which is I think those are the areas that are missed. We focus a lot on the toxins at the fire scene, but what we don't look are our longevity profiles. We don't look at what sleep deprivation does. We don't look at-- we don't look at the stress that's caused by our job with just lack of-- not even just lack of sleep but lack of nutrition, issues with our home life and social structures, and just different things that just actually are major components to disease development in our line of work. So that's what I'm doing.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...You'll never be able to totally eliminate your exposures. It's just unrealistic. It's nature. It's an occupational hazard...
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Yeah, a fireman? As far as stepping away from what I'm doing now currently, just going back to being in the field. I think it's a rewarding job for sure, and it's certainly a stressful job. It's rewarding, but at the same time, it starts off as a sport. When you're younger, it's a sport. We have all the players in a sport. We have our coaches. We have our referees, your chiefs. We have the players, and we have all our positions, so it's a sport. Just like baseball or football, you got your quarterbacks, your linebackers. In baseball, you got your offense and defense. It's very much a sport. And so that kind of is the driving force for the excitement of what we do...

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OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...It's very adrenaline-packed, for sure, and it's no different than someone who is a sports fanatic and who is always sitting in the bench, or in the dugout, or whatever. They have that anticipation and that drive to want to get out there and play. It's the same thing. So if you're sitting in a firehouse and you haven't been to a fire in a few days or a few weeks, it starts to build on you because that's what we want to do. We're here to play the sport. And it's very satisfying for us. And, as you age, that sport still kind of follows you but it starts turning into a job. And how it was explained to me years ago was it's a young man's sport and an old man's job.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Well, communication for us has been a major player when things go wrong. That's normally one of the-- probably the main, I would say, most common denominator of anything that's gone wrong in the fire service is the communication breakdown. So we use radios. The radios that we use are fairly good. Where it comes into issues with communication is when you're actually interior and you're actively doing something, and being able to communicate what's happening or what you're doing may not be as easy as it may seem. So plus talking through a face piece and into a radio mic, the clarity isn't the greatest.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: cell phone use in FF] It's not going to be used as much. The chiefs do it. They'll use cell phones to communicate probably to our main dispatch center when they can, just because they have the capabilities. They have the time to do it. They're set back from the scene. They're not actually in the trenches, so for us to use a cell phone in fire situations are less likely, but other incidences like maybe if it's a situation where we're able to step back and not get so involved, we may be able to use a cell phone. But when cell phones are used, it's mainly an incident-command type of situation, not actual-- the companies are actually mitigating a situation. We don't really get into cell phone use at this point, so.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Well, a few things have changed with communication is that everyone has a radio now versus when I first came on, there was minimal radios,

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								so not everyone had a radio. So a lot of things were based on face-to-face communication or they were based on an officer-directed communication. He would get information from the outside and then relay that to the members inside who didn't have radios. So there was a lot of face-to-face, but now everybody has radios. So that's one change with communication, which has certainly helped tremendously...
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...I think maybe different improvements in radio function or capabilities have changed. Radios we used to have years ago just didn't have the transmittable capabilities, didn't have as many channel selections. And they weren't really high-tech radios. They were very basic, which is okay too. But I think the level of high frequency versus very high frequency and those kind of things, the capabilities of radios have changed. But I think that our biggest change, just in fire ground operations, is that now everybody has a radio, and I think that has really changed a lot.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...I think the tablets may have its benefits as long as they're durable. That's big. That's big. And when you get to talking about us, if I have a radio that's expensive and something happens, I lose the radio or it gets stolen, the officer gets time. So it comes out of his pocket or he gets time with suspension. So that's a big concern, is that, say I'm an officer in engine, we get these new tablets that are easy to break. I'm not going to be happy about it because then now, that's something else I got to worry about. And when you're slinging tools around and your big concern is getting off this rig, putting your stuff on, and getting in there, you're less worried about delicate things. We're not delicate. We're just not delicate people. So when you put something on there that is a level of technology that is where we are today but is not durable, that's a concern for us as firemen.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...And firemen, sometimes you look at firemen as being a blue collar. They're just dragging around a club, and that's what they do. It's different, but we have a lot of people who are very well educated in this line of work. But when you look at something that is very complicated or if you hit the wrong button by accident and it completely changes the



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								whole thing and you don't know how to go back and fix it, those are where issues begin. And even with some of the radios, you may grab the radio and pick it up and your thumb may hit a button by mistake. And it completely puts you in a different channel or a different zone and you don't know how to go back to it. Those are some situations where technology can be a problem.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...I would say technology for us, engines, pump panel, and engines, whether it's you got a digital readout versus dials. Sometimes when you first come on this job, you're used to reading just gauges, right? And you're focused on reading gauges and understanding those gauges. But when everything became computerized, touchscreen, and digital, that was a little complicating. So I think what it is is that you've just got to kind of evolve and learn, and there's a lot of resistance to learn or to accept new changes...
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...I think with getting back to the tablet and some more of the more recent and up-to-date technologies, I think there's room for it as long as it's durable and it's user-friendly. That's huge. Because when we need the technology, we need it to be simple. We don't need it to be complex because we don't have the time to work through complexities in anything technology because our decisions are instant, and some things that we need to do need to be made. The decisions need to be made now and not in 10 minutes. We're not sitting in an office and trying to sort through different programs and analysis. We need to make a decision now. And so technology is great, but if it's complex, it kind of is counterproductive, so.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Subways are huge. A lot of issues with subway radio communications. I would say there have been a lot of issues with high rises just because of all the interference, frequency interference in downtown, for sure. And I would say that's probably the biggest communication issue, especially when you're on fire ground. Sometimes our fire ground frequency only goes so far. It's not a very strong signal. And so if you're 25 floors up or 40 floors up and you're trying to talk to someone on the ground floor, it

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								may not go through as well. So there's times where even other departments, they'll put almost repeaters that are on different floors that transmit and repeat their message. Or there's repeaters built in the high rise. So there's all different kind of things to think about with that. But then we set up our command staff, which is one of the reasons why we do that, a few floors below the fire floor so that that radio communication doesn't have to go all the way down. So it would go to him, and then it would go down.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	We currently use radios. I'm not even sure what generation we're on. We have Motorola [laughter] 600, maybe 6,000 Xs. I'm not even sure. That's our main communication, radios between-- every member in my company has a radio. And there's a rig radio, so we can always be in constant contact.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	we also have a computer in our rig which runs our dispatch over, gives us our information on where we're going - tips on street locations, cross streets. It also gives us, sometimes, information on what we're heading into like some-- I don't know why it never was completed, but there was like a high rise survey. So some buildings we'd get how many stories, standpipes, what stairwells, have smoke towers, stuff like that. It could definitely be used more efficiently.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Yes, and mobile data terminal. And then at the firehouse, we have a terminal where we get the dispatch from, which is very similar to that one, and then also a computer where we do our daily reports, and everything should be done on that.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Drastically. I think we're just entering the 2000s right now as a fire department. When I go here, they were at telegraph. We were still on a telegraph, right before I got here. So I mean, it's drastically better. Not everybody had radios. The radios worked sporadically at best. So yeah, it's definitely gotten much better.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	I use my cell phone for a lot. I use it to call the office, like our dispatch center. Especially for stuff I don't want on the radio. Or we use it a lot for

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								EMS runs. Each company also has a cell phone for the EMS with-- so when you're calling medical control to talk to a doctor, rather than just use the radio, you can use a cell phone. So I use it to communicate to the chief. Maybe the chief's out, and you have a question about a drill we're doing, or where you want us to be, I can call him on his cell phone too.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	[RE: cause of communication issues] It's probably two-fold. First, a lot of it is operator error. Like I said, radio discipline - being able to use your equipment and also being able to make the correct communications at the appropriate times. And I'm sure there's also a technological aspect where you have to make sure it works. If anything, there's a tendency that things may break, need to be replaced. As a whole, our department, we don't embrace change very well. So we have a lot of people that-- I mean, I don't think it's as much now, but I know that whenever I get a radio, in the beginning, some people are like, "I'm never going to use it." Just like the computers, "I'm never using that." 150 years tradition unimpeded by progress. We're just getting to the part where we don't file forms with carbon paper anymore.
OE	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	[RE: equipment en route vs. on scene] I don't know if it'd be different-- well, once I get there, I'm going to rely on my radio because I won't have anything else. I'm sure for the chiefs and stuff above me, they like to have more equipment. I know if I was the commander, you feel like-- I know they're piloting a drone program here where the drone can kind of leave and show the command van. If you're at the command post, you only see one side. You're relying on your other members. Maybe they don't see what you see, or maybe they don't see it at all, whereas something like that, where you could actually focus on areas that you want to look at would be good. But as I said, that's way above my pay scale [laughter].
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...a great majority of our runs are EMS related. And now some of us are paramedics, some of us are EMTs. Now we have to know about life-saving skills, what to do with a [neuro?] addict, get people to breathe,

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								CPR, identify a medical component that's giving someone a big problem or an issue, and address it, and fix it for them. It's at the snap of the finger. How much time to go and get your medical book and say, "Ah, this might be happening to you." See the flow chart and how to treat it. And then, again, it can go off into another hauler of hazardous materials, water rescue. I mean, it's endless. Trench rescues. These guys are doing outside your confined space rescue, which is a discipline of rescue. So it's all-encompassing to have knowledge in every little aspect, to make you very proficient but very efficient on it and get the job done. That's the whole main goal, is to get the job done. And that's why they call us. You are the jack of all trades.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	I haven't had any issues. I think our equipment is pretty much up to date. When we compare ourselves, you have to have a comparison to other people. Other big departments are pretty much on the same wavelength as us and we're vice versa with them. So I think our technology has finally caught up. I can't really think of any issues that could pose a problem, but we could be operating portable radios, for instance, in dead zones, high rise, metal, concrete buildings where you might not be able to get that transmission out. That's what's important because their transmission may be very important. It's important that everyone hears it.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Well, things have changed. When I first came on we had the - what was that - dual band radio or [megahertz?] working at 154 whatever X amount of megahertz, now we're at 800 or digital trunked systems in there. I think that's a very big step, again, in keeping up with other huge metropolitan departments. And I think it suits us. It suits as well with the communication system that we have now. Again, it's not something that is not problematic. If things were problematic, you can sit here for quite some time and explain it at length. But if you're not having the problems, you only have subject of discussion.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Technology does not remain static. It's always dynamic. All right? It's always changing and evolving. So one day you may be at state of the

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								art. A year or two later, that stuff that you had was state of the art is not state of the art anymore. So trying to just even keep up with pace and that's pretty prevalent in everything, even with computers and these phones that we use. They're always continuing to get better in each model. So the one that you have would be obsolete back then. People make fun that I still have the iPhone 3 or whatever. They say, "That's outdated." But it served its purpose in that time period or that time frame. But technology will continue to advance with that. As far as I think with technology advances, I think there's a form of complicity that comes with it. I'm speaking for myself, too.
OE	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Cell phones, I think they're-- yeah, again, very useful. We all have one. We all carry one...
OE	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	...But that, like any other kind of training, that's only half the battle, I feel, until you can actually have the environment of a little bit of chaos and a little bit of the normal civilian verbiage that's in our ears as we're working and people trying to get our attention to something else when we're trying to focus on an individual task. So training fills that gap somewhat, but not in every capacity. So it's hard to get good at our job without the years passing you by, in a nutshell, is how I would say it.
OE	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	I mean, maps aren't anything that we normally get. Our command vans that respond to either incidents that are upgraded or large-scale incidents, our command vans all have that accessibility. They have computers. They have hard copies of maps of everything in the city from our infrastructure. Well, a lot of it's outdated [laughter]...
OE	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	...For instance, our normal protocol is to change quarters, so I may be in a firehouse here downtown, but they've had two or three multiple alarms going on out south. So they'll start sending north side companies to sit in the firehouses way south. So now they're in unfamiliar neighborhoods. They don't know the construction. They don't even know the proper routes to take to get quickly so it changes everything. So technology can definitely help there big time. And I'm sure that's the case for any, at least urban areas. You start getting out of the cities and you're limited to

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								how you're going to get anywhere on the rural routes. I get that, I have a lot of respect for firefighters that work in those areas. I mean, they have a lot of challenges. They don't have the water supply. They have a lot of challenges, a lot. So my hat's off to them for doing that. And there are limited budgets and a lot of volunteers, so, yeah.
OE	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	We're a combination department. We have some career staff. We have some part-time staff. And we have volunteers.
OE	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Somewhat. I mean I travel for my regular job which is investigating fires in the private sector. So my schedule is different. Right now I'm trying to make it a little more regular but you know I always try to do that but it doesn't always happen I'm at the mercy of whoever's paying me. But there are things that you regularly deal with. You deal with personnel issues. You deal with making sure that the training is done. You make sure that the training is focused on where you see areas that need improvement. And then you work on making sure that the equipment is where it's supposed to be and when it's supposed to be there and that it's been maintained properly which we have a mechanic that's full time.
OE	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Partly. We have the river out there so we've had to do things related to the river over the years. We've, you know, we did the bread and butter house and grass and vehicle fires and all of that but over the years we've gone and taken people off of radio antennas or towers that have had issues. We've dealt with trench rescue. You know we do a lot of vehicle extrication. But we train for high angle, we train for collapse, we train for all kind of other things. We have members on [Organization] [phonetic] teams.
OE	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	We switched to the 700 system pretty much last year because we have a 150 megahertz system. And in the terrain we're in it works pretty good. Portable to portable. We've got multiple tower sites and repeaters and Vodor systems and it's kind of complicated but it works until lightening hits it and just fries a bunch of it. And the last time it took out most of it. And we're still trying to put it back together. That's our main dispatch

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								where we get our tones from. But we switched to the 700 system that the state takes care of. And other than some dead spots particularly in certain buildings it does okay other than its alerting feature, we have... we have 11 stations. Each of those stations are supposed to have a different dispatch tone so that you don't wake up the whole [County] because one of them has to go to a first aid call.
OE	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Now the people I'm going to hear next door, right through the window. So we have a nuclear plant that neither system really works inside, the 700 system will work radio to radio, so will the other one, but we have portable repeaters on our other one that we can park right outside and get--we can talk through the concrete to the truck then hit our regular radio and hear back. You can't do that with 700 unless the people install equipment at the facility 'cause we don't own a system that can do that. Other than that I mean... that's pretty much... what goes on with how our radios work and don't work.
OE	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	There's not. And the... hmm, the only way that's going to happen here is you have to come in--us affording to put the terminals in the truck is no big deal. Us affording to put the data linkup is where the money comes in. We're looking now at when we replace the equipment on the 155 system or 154 system that with the new digital repeaters it's a little easier to do but then you've got to get into all the computer part that backs that up. And that has to be a [County]-wide function not just a fire department function to make it feasible because our call volume is about 1,000 a year, a little--it's under 1,000 call a year and that's for everything. We do use a couple of iPads and stuff that we can link back to get some of our data but in terms of truck pulling up and having the pre-plan of that sitting right there in front of them or GPS just base dispatching or...
OE	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[State] for the most part in the southern part is very flat. We're not. We have hills, hollows, and because of that we have coverage issues in a few places. This thing does decent, the 700 does decent, our other one did better. Penetration into buildings is the biggest issue. We have more

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								trouble.... The school. When we, being a deputy we go to the school for active shooter training. So the 3 arson investigators we go, too. And... we have to switch to a direct channel in the school because we cannot talk out. And I have that same problem in that fire in there. I've got to switch to--we've programmed the radios so it's just a click, you know? It's just a turn of the button. But we're still dealing with, you know, if you're--if they don't remember to do it, you know, going in, they're deaf.
OE	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	The [County] next to us, I don't even think they use it. They don't use the 700 system. They don't have the money to buy them.
OE	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	And we've seen that. Before you would get hired--before our dispatchers were just jailers. You know? Whoever was working in the jail was who dispatched us and what information you got, our biggest problem right now is we probably need a third one in there all the time because if you get a good call going, you have somebody on the phone and somebody trying to talk to three agencies at a time. And to you get to where one takes priority where maybe it shouldn't be at that time. But it's just the nature of it. So if you had one person on the phone, one person can do fire and EMS, one person is going to do law enforcement 'cause when law enforcement gets there they're wanting to start their, you know, if it's a wreck they want to start getting their information run so they can get their report done and getting the wreckers coming.
OE	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	But we... you know, our biggest problem is limited number of people. But we have a large area, spread out, without a water system that covers the entire thing. So we have to bring a lot of our water to fires. So that's what we deal with here
OE	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	No. It's not dense--it's in some areas you may go a mile before you see another house. In some areas you can see your neighbor, it just kind of depends.
OE	FF	R	Supervising Field	46-55	21-30	Male	FF-R-051	We are 55/45 white to black. And with some there's in there. We have some Hispanic population here. You have both ends of the



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			Responder					socioeconomic spectrum. You've got houses worth millions of dollars in this [County] and you've got people that, you know, living things that probably shouldn't be inhabited. You--the areas are kind of clustered in terms of you have areas that are predominantly black and you have areas that are predominantly white. You have some mixed. And it's not that they necessarily segregated themselves but you normally build bigger houses in new subdivisions, there are more affluent people and you'll get a few mixed in there because, you know, based on the economic capabilities of those people.
OE	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	But then you have--one of the things you have here, a lot of, is family property. Undivided family property. So you will have 5, 6 generations of a family that are living on this property and don't own the property. And because of different zoning regulations some of them are living in mobile homes 'cause you can only have so many permanent structures. So it's, you know, it's a rural community. It's an old community with some newer subdivisions and there's 2 or 3 being built right now.
OE	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Around here they know the police because they either grew up with them or went to school with them, they know--or their mom and dad did. Same thing with the fire department. Most of our--a lot of our EMS people live other places and come here to work. But you know with a volunteer department your neighbor is usually the person that's--we don't--volunteerism has dropped. One of the things about our demographics is it's not the money, it's the age. The property values here are high so we don't have as many younger people living here. So that 18 to 30 demographic that you want to, you know, fight fire, we have few of those. You know I mean I had a birthday Monday, turned 49, so it's, you know, I still do it but, you know, I'd rather--[Laughing] I'd want those 20-something's to do it, you know?
OE	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	We only have... we had 4, we're down to--well we're fixing to be down to 2 career people because the fire chief is retiring to take a private sector job. We lost our deputy chief. We will figure out end of the year what we do about replacing the chief, replacing the deputy chief or what position

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								gets filled after that. We staff 3 people 24/7 right now as part-time people. We're discussing going out--we've made the steps to go out for a tax, to see if the voters will give us some money to put some more career staff on. And after that we have 60-something-ish volunteers.
OE	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	It's--they're--everybody--people will come through the door and volunteer. But when they start figuring out what's involved, there are more... there are more volunteers at the animal shelter than there are at the fire department. And, you know, there's also a bunch of volunteers at the school. Some of them are different groups of people. But, you know, like we tell them, there's nobody that can't go do the first aid stuff. And that's the bulk of our runs. We only burn... we burn less than 20 hours a year in this [County]. So I mean. But when you need firefighters, you need firefighters. So.
OE	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Well there's more than a couple around but we have 2 or 3 that the department owns.
OE	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	We have several laptops and stuff like that. But they're not... they're not deployed on the trucks. They're--you know the officers, some of the officers have them. Stuff like that
OE	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	This one up here is a combination of the two. It's mainly volunteers but they do have some full-time staff members.
OE	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	Yes, Ma'am, we definitely have a daily routine.
OE	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	Oh, well when we're at the station, some days there can be downtime. Some days you know we may leave the station at... 7:00, 7:30 in the morning as soon as we get there and we may not get back to until 4:00, 5:00 o'clock in the evening, just depends on what else is going on throughout the day that we need to tend to and/or what kind of calls we get. I mean we can go on some calls if it's like a hazardous material call, you know, with hazardous materials leaking or something, we could be out there for 12-plus hours. You never know.

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OE	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	.... I've had family that's lived in the [County] I guess most of their life. So it's not like I was a stranger coming into a brand new place. It's very rural. There's lots of area for us to cover with the fire department. We have to be familiar with the area. We have to be familiar with whether that area has good water system or whether it has a water system at all because there's some parts of the [County] we have to bring our own water because there's no hydrants or there's no, you know, like [County] water doesn't got out that far or whatever. A lot of people are on wells I guess basically is what I'm saying.
OE	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	Or after a significant tragedy, like just like [Event] for instance. I mean after [Event] the fire service was just so praised for so long, publicly, you know, and it's just... I don't know, I guess it's sad that it takes an event like that for people to recognize. But a lot of people don't know what we do. Because they've never had to call 911 before in their life. They've never, you know? If they've ever been sick or anything it's been to a point where they could have a family member take them to the hospital, they didn't need an ambulance. Or maybe they just never had emergencies to where they need our service.
OE	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	So if I try to get on the radio to call them because I need something from them, typically if I'm on scene and I need something I do it, we would usually do it through like the 911 Centers. You know? Whatever my unit is, hey, can you contact them? Well then they can get on the telephone or whatever, however they contact them, and say, you know we've got a crew that's at this location and they're requesting, you know, X, Y, and Z for you all. Can you--but now if they're on the way I don't know if I can talk to them.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S1: Right, now because it is rural metro you are career? S4: That's correct. S1: Are there volunteers in the metro? S4: No ma'am.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S1: Everybody is career.
OE	FF	R	Field	Not	Not	Male	FF-R-053	S4: And that's how we operate because we are a rural fire department,

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			Responder	specified	specified			we are not a metropolitan fire department where we have large structures. Normally respond to homes and small commercial businesses so they don't require a whole lot of manpower.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: At this station, we can average 6 calls a day.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	On average. Sometimes we are lucky we don't even get a call, some days we can run 10, you know or 12, so at an average of about 5 or 6 a day. Some stations can get hammered; they'll run 15 or 20 a day.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: A small percentage of fire. I would say 90% of our calls are going to be EMS related and then the other 10% will be some sort of fire related call.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: Well there are three shifts and there are two people in a shift.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: The community is, I wouldn't call it middle class, it is a little bit lower than middle class in this area.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S1: Oh yeah, okay, okay. Now because it is more metro, I guess; we used to live in [indiscernible]
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: It means that we are a private fire department. We are in business in fire suppression I mean, and we can bill for it okay.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: You have a trash business that collects trash for money, while we put out fires or we are in service to community for a certain amount of fee. That doesn't mean we wouldn't respond, we are required by law to respond no matter what the incident is, based on the jurisdictional acts of the state laws and federal laws that we have to act. We don't get paid by taxes. We are supported by each community; each community who is a member of our department pays a certain fee based on the square footage on their home or any other structures on the property. How they come up with that I don't know. They do research studies all across the country with fire protection, fire departments to come up with a fee for that.

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OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: So that as a service that we provide as a fire department to assist the ambulance.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: Oh gosh yes. Lord have mercy. We ran one this morning, we run daily, four or five a day.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S1: They got bulldozers that can climb mountains you know.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: So but we are not, we are strictly volunteer and there is yeah this is all over the world.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S3: I would say it is a lot of hard work and it takes a lot to run a fire department. Like more than just you know running out on calls and fighting fire; you got to - like in the volunteer department we have to have a lot of fund raisers and everything to make our ends meet.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: See what people don't get nowadays is we just don't go out here and fight these fires; 90% of your calls - 80% to 90% of your calls are just wrecks and EMS calls.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: I mean we are not first responders, you know the first responders you got with the ambulances, we are like lift assists, cardiac arrests and stuff like that and involves like CPR and all that, which we are all here pretty much all are certified in CPR so.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S1: Interesting. So how many guys are here? Guys, girls?
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S3: We are having it right now twice a week at least, sometimes three times a week.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: Yeah it is an all-county dispatch.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: Most of us live quite close. We got sleeping quarters upstairs, three bed, three room; not three room but three bed in one room sorry.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: Well we got two stations.

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OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: So if you want to count our station and [indiscernible] substation you have; there is roughly about 13 or 14 I am not really sure.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: I mean I am not saying that we are the like we are the best county in the state but we have what we need; I mean they really could be more stations but.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S3: Like we cover 85 square miles.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: Oh yeah, mostly farmers.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: It just varies; we have some you know wealthy part in the [City].
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: We are not the wealthiest city.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: We are not the most populated but we are you know we are up there sort of.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: Well no, we have so many radios on each truck.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S3: We take the pagers home too. We have all got pagers.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: I paid for mine. We pay for it, don't we?
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: Some people work one day a week so it is hard for them to make it yeah.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: See that's the thing; we could go from not running a call in a week to running about three or four calls a day you know.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S3: Since 5th of February, we have had 18.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S3: Well if there is somebody there it is; most of the time we know before we get there most of the time.

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OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S3: We got two zones, we got a zone here and we got a zone down there. I live in this zone up here, so if we got something that happens down that zone down there then I am supposed to just come here. Same thing with people down in zone 2, if we got in the zone 1, they are supposed to come here.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: We have 9 including 2 down there at the station.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: It's just the smaller residences that we have yet to preplan. I mean we have all seen what kind of house it is going to be you know on fire.
OE	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S1: I don't know what a truck costs but. S2: I am thinking \$90,000 is what they paid for our radios we got on our trucks right now.
OE	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	S2: But, I mean -- it's just every once in a while. But a lot of times we (I hate to say it) we get lot of druggies and --
OE	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	S2: Yeah, we've got a big drug problem in [City] that nobody seems to understand. We've got meth, we've got hydrocortisone, OxyContin, I mean, we've got all the stuff that nobody knows about. You know you hear it at the big cities.
OE	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	But, it's down here and worse. I mean, it's spreading further north. It started off more in Georgia, now it is going like this across the states -- I don't know why but that's what research has shown.
OE	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	But other counties, we've four or five fire fighters who are in [County], [Cities] fire department, of course we have got some that work from [City] fire department. [City], I mean, there is just different ones but they don't want us to be part of another department in our county because they don't want the conflict and all that and a lot of people will -- Oh, we've got a wreck or a fire and now run to that and then this other -- my department or somebody else's department will get to something else and they will just over there and won't come to theirs. SO, you know, it is kind of a touchy thing.
OE	FF	R	Field	46-55	5 or less	Male	FF-R-055	Yeah, we do monthly meetings and plus we have a President. He is

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			Responder					down here too in [Town] [City] and I am [Job title] and of course the Chiefs sits in, the secretary, and Commissioner and all that stuff. So --
OE	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	I am looking into it. It is slowly coming. One of our guys at our department writes grants and that is all he does, so I am talking to him about it.
OE	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	S1: Yeah, I hope that he can pull that up. So, how many volunteers are there in your station or department or? S2: In my department -- there is about 35 to 40.
OE	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	S1: So, about how many calls do you get a week or a day or whatever the matrix is -- how do you measure it? S2: Well, sometimes you won't get any a week. Yeah.
OE	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Some days you will get -- excuse me, you get two and then sometimes when the moon is full, you will get -- I mean, I will be going down the road five times a night, siren, lights and everything, just because either cardiac arrest or somebody's had a stroke or there is a fire on [Street] or I mean, we have had people just go crazy and set their mattress on fire in the driveway and we are called to go put the mattress out and the cops are called and then -- I mean.
OE	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Well they dispatch us all. And all our pagers go off at the same time and usually a lot of people are at work during the day. So, when we are at the meetings, we try to figure out like me -- I am off during the days, during the weeks, I work at night. So, during the days, most of the time I will respond, with two other guys or three other guys and if somebody is off, they will respond. And like today, I am off all day and off tomorrow and half of Sunday, so I can respond to whatever.
OE	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Right. Unless we get our Captain on the scene or one of the lieutenants and then they are on command until, if he comes, sometimes he doesn't -- he will call and say, I'm at the station. If you need something, let me know. And then we are like okay, we got this handled, like if it is a wreck and if it is not real bad. He'll say -- alright, I am standing by the station, let me know. But most of the time we got one or two lieutenants on the



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								scene that are -- you know they have been doing it a while so they know how to take care of it. We got a couple of real active firemen and their lieutenants and they know pretty much what the chief knows.
OE	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Not all to the same. You know, everybody is on a different frequency, but they would, I don't know how they handled that really. I think that communications building was -- but however they were doing it.
OE	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Can't remember [Name] rule fire district which is all the private land outside of the [City] and the [City] from the [Name] North to [Name] that's the [Name] Fire Districts taxable. They have their own board of commissioners three rule district commissioners and they have contracted since then with the city for personnel services. So the rule district has equipment buildings live in quarters for firefighters but they have no employees. They pay a contracted amount to the city each year for all the employee services.
OE	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Yeah and then with [Name] we as long as I've been here we've been trying to work together we have auto eight agreements so we cover each other on fires. We have a joint back country medical rescue team for hunt angle rescue and any kind of technical rescue services so we have some motorized equipment that they house at their [Name] station and we have all the high angle road stuff here at this station and yeah we do avalanche rescue and because we have red avalanche zones actually in the city with houses in them.
OE	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Well for [name] we have the fire code official he has a department issued one and then we have a duty phone that basically if someone calls the station then it will link through their cell phone if they're out in the field they're doing something so yeah.
OE	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	...So a combination eleven full time firefighters, two chief officers and 37 paid on call and so most of the senior paid on call are issued radios and yeah so we have a lot of radios, a whole bunch. Every radio has a mobile radio in it and my command radio has 2 mobiles in it.
OE	FF	R	Supervising	Not	Not	Male	FF-R-046	And then we also have ski patrols radio which are 800 trunked so we

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			Field Responder	specified	specified			can interact with the mountain and then we have I think I have a total of five 700 megahertz radios to talk to law enforcement.
OE	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	So yeah the [City] well is a contractor I don't know basically [Name] provides the ambulance and we provide first responders so we'll go and assist the scene and we actually we work really closely with [Name] with our EMS support and we do all of our joint training together for EMS and basically respond with our auto aide and mutual aid agreement and MOU's we kind of definitely proud of how well the both organizations work with the EMS side of things.
OE	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	We house the ambulances and have the paramedics but we're pretty much joint. If any of their staff are like in [name] and there's a call in [name] they'll go right to the scene and join.
OE	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	So our minimum staffing is two so there would be two full time people on duty and like a CPR call that's not enough and then a structure fire you know you need a minimum of 21 to really fight a real structure fire safely and so we rely on the volunteers to back us up. We also offer a shift assist program where they come in work 24 hour shifts when we're short because we have two shifts that have four on them four people assigned but they get so much lead time here that very seldom like today we're going to only have three here and so a volunteer will come in and work a shift to bring it back up to four and our third shift only has three so they get a lot of people working on their shift and yeah it's great having volunteers. I mean yesterday a car wreck out [City] and they were on another call the duty crew was and so I ended up going and an ambulance full of volunteers came.
OE	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	So being a [name] community we have a lot of second homeowners. So we have kind of a small full time population but with that we have massive influxes of tourists coming so we can go from being very quiet to then getting into the holiday period where we have large influxes of people which actually kind of then strains emergency services because you've got to be prepared for that year round but it's kind of it changes so much. Another unique aspect that we have in this community is the

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								size of our homes. The majority of our homes are would be considered kind of commercial structures just because they're so big.
OE	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	It's not uncommon for having a 10,000 square foot home that we go to and yeah it's definitely has its challenges and I mean it's a great community and they're very supportive of emergency services but it is a battle trying to keep up with staffing and equipment and all of that just due to the type of community that we have.
OE	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Monster homes. Lots of service workers driving up from [name] every morning and going home every night so we have challenging traffic mess. I happen to live south of [Name] and sometimes getting on the highway in the morning is a nightmare.
OE	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Right now it's slack. I mean there's virtual nothing happening right now the town is just dead but you know I was looking I don't remember if it was you I talked to the other day about the our population around here. The whole county is 21,000 permanent residents that can vote here. [name] is under 3,000 residents but the reality is I think it's 19,000 is our tourist influx.
OE	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Yeah it's non-infrequent so there's no aid areas at the bottom of the mountains so if the people don't have a ride which a lot of people you know they fly in get a ride in at the airport, they don't have cars, they're using buses and so they rely on the ambulances to take the people to the hospital so it's not uncommon for us to have
OE	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Mmhmm yeah so it is the two wrist and we become an aging population so most of our patients now are really complicated, lots of medications, they don't drink enough water, six thousand feet and dry air, we get a lot of medical calls now. It used to be all trauma. We get mostly trauma on the mountain but now it's turning into the elderly population with medical problems.
OE	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Yeah and I know [County] is at 91%. It's mostly what they do but they have all the assisted living centers down there.

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OE	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Being a very active community we do a lot of back country rescue and communications again is one of our biggest issues so we kind of look at different ways that we can improve communications and have backup communications for those responders that are going out into the field because especially during winter with avalanches there's so many additional hazards that the responders face out there added on top of it so what we've been using between the radios, hand radio we've also started using [name] units which are similar to the spot units for tracking of our members and our teams.
OE	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Oh yeah the soda bottle ones, soda bottles or whatever and I think that kind of goes back to what's unique about our departments is that we have these events that are the face big city departments you know with those type of people so we interact with so many different agencies and so it's great. I mean that's what's part of the reason I love working in our department.
OE	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	...but I think see there's seven departments in [county] and we all have a chief's meeting once a month at a location and it started out just for task force reasons but it ended up being more of a chief's meeting but I think they pay out of our tax money that we just recently got for this system.
OE	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	I think right now I have I'm going to lie to you I should know off the top of my head but being I've lost some and gained some I think I have seventeen all in the department at the time. I can have up to 25 that the town will pay for but anything over that as far as their dues because we have to pay yearly dues on each fireman then I mean that's the max that they will pay for is twenty-five.
OE	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Yes. We do have two we now have we got one paramedic I just put on and we have 2 EMT's that are on the department and then there's five or six of us that are used to be called first responders but they changed it to EMR's, a little more technical there but and then everybody well not everybody but if they want to be as a fireman most of them are I think there's a couple that I don't have they just wanted to stay strictly EMR

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								<p>medical side but I would say you know in an average we have here probably 30 to 40 calls a year and 8 out of 10 you know would be or 75% of those are probably medical calls. Wrecks are very slim which I think the Lord for that. We have had I mean a few but not as much as like [Name] would where you got a major highway running through there. Most of our fires are grass fires or controlled burns that got out of control luckily. We have had a few structure fires but knock on wood not very many of them and we also have storm spotting calls you know. If the weather gets bad they'll call us to go spot for tornadoes or whatever.</p>
OE	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	<p>...I don't know it's almost like kids in grade school they get in here and they just want to chit chat and show pictures and this and that some of them not all of them but for the most part once everybody I may have to get on my phone and call that person and say hey get your radio on this channel you know and because I mean your adrenaline gets to going and around here we don't have a lot going on and you don't know who it's going to be that shows up to the call who is available so you may run if we have a call everyday there may be five different people every one of those days so it varies.</p>
OE	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	<p>Yeah I was trying to think. I did that ISO here not too long ago and I couldn't remember if it was three or four. I thought it was maybe three or four hundred. It maybe a little less than that.</p>
OE	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	<p>Yeah. I mean we've got co-ops and they put in a seed cleaner but it's outside the city limits. Another town built a fertilizer storage kind of plant but it's outside the city limits also. But yeah most of the stuff around here is farm ground.</p>
OE	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	<p>Well most of the multi well I mean we may have a few multi-day when here you know but the last one I can think of was just out here east of town. It got in the trees I mean you know a tree is going to burn forever unless you bring in a dozer and knock it down and be able to foam it or something and it just got into a place where we couldn't get our trucks and our hoses weren't long enough to get in there. The next day I went back you know or a couple of us did and you know tried to hit some</p>

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								more hot spots. It probably wasn't going to go anywhere but it just made me feel safer.
OE	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Well it used to be out of [Name] is where we would get our ambulances from in the past. But [Name] became I guess you could say an agency and they have an ambulance so if they're not busy they're the ones that we get and they're here within 5 minutes to where Fairview it may have been 20 or 30 minutes before they'd get here so I mean that's really helped us out a lot you know especially emergency, emergency deals of them getting here so quickly.
OE	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	I really don't know how their system works for sure at dispatch because each department has a tone, beep or something or two beeps and then a long tone and that tells you well that's [name]or that's [name] or that's [name] and then from there it'll come up and say we need Aim's first responders at such and such place or something like that well then after that comes across the radio then it comes across the phone.
OE	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	We've had people spend the night out there before you know so they got a place to lay down in the backseat if they wanted to and then across the front you know and it has an air conditioner because you cannot with the sirens going and the windows down and the wind blowing in [name] you can't hear yourself think let alone the radio you know when you're trying to talk to people especially on the way out or home you know so I said my fireman are going to have an air conditioner I mean I've seen a lot of people get overheated you know and need to cool down so you need to have at least an air conditioner and a place to put an ice chest or water.
OE	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	No I mean granite I say [name] that's the biggest one that we're close to that's out of our county you know I don't know how many departments they have in [name] but I'm going to say you know 90% of their calls are medical or structure. [name] they have task force [name] County does and they do do grass fires and all that also but you know and some of that training needs to be the same for all but as far as the legal documentations as far as some of the training and hours of training.

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								And I ain't saying training is bad but there's a difference between volunteer and paid people you know. I mean they may have old age set over there and track we don't. We're at work all day and then we have to go and take our training at night 2 to 3 times a week you know from 6 to 10 at night and then come back to your families or whatever I mean it don't go over very well for some you know.
OE	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Volunteer. One hundred percent
OE	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Yes. We all have our own jobs that pay you know and everything we do all the fire department either it takes away our personal time, it takes away our family time and quite often it takes away our job time you know and most employers are pretty lenient. Thankfully I'm self-employed but as with me being self-employed in the middle of harvest time or planting time when time is critical and mother nature is your boss I mean my job quits you know so I have nobody to fill in you know. Or take over while I'm gone so yes it's difficult because I mean you know we're glad when we have guys that are available to show up not necessarily to a call but then you know we have to do training and it's like okay I have something planned you know and it's tough I mean because we are all volunteer you know I mean it's not because of our job and we're not getting paid but we do it because we volunteer.
OE	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	No it is all through our personal and personal data usage and everything.
OE	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	This is a community that they stand behind us. They support us very, very well here in [City]. They're very thankful of what we have and I mean everybody seems to get along you know most everybody is either farms or is in oil field around here.

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OE	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Small yes. I don't know what the population is currently right now but--
OE	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Most of our incidents are wild lands/grass fires stuff like that. You know field fires, brush stuff like that hay bales. Then the next one would probably be car accidents. We do respond with those and then on down to structure.
OE	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Yes. Here at the department we are an [Job title], [Job title]. What we are is basically a step below and [Job title]. We do do medical calls and assist with the we assist the patient until the ambulance shows up and then we assist the [Job title] and the [Job title] so yes we are not everybody on the department is medical. It's just kind of if you want to be I personally am an [Job title]. I've been an [Job title] for 9 years. Most of the guys and girls on our department are both fire and medical.
OE	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	We have radios on the trucks, yes and then it's all the same frequencies as our handheld radios and so therefore we can communicate on the trucks you know to the dispatch through radios. That's communication wise I think that's about as far as we got.
OE	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Yeah I mean obviously you know our trucks are getting outdated. I mean but you know we're working on a tanker right now to replace the one we've got and it's going to cost over a hundred thousand dollars just for the tank part and the bed and that's not including the cab and chassis on the truck which was donated thankfully and like our jaws you know ours are hand me down, hand me downs and I mean you're looking at ten to twenty thousand dollars for a set of those you know stuff like that you know there's always things like gear. Gear is more important. I was at a training deal extrication class and one of the instructors was the [City] Fire Department and he's like yeah he goes it's funny listening to you guys talk you know you're going gosh I wish we could get a truck you know, I wish we could get you know jaws, get this he goes we got guys complaining because their gloves are a month old and I looked at



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								him and I said we got gear that's been out of date for ten years. [Town] Fire Department over there that I'm on we got a couple of guys don't even have gear and well until they just got some wild land gear but at a structure fire they can't go to a structure fire. They can show up on a car wreck you know we've got guys here that are you know it's getting to the point where we've got to get some more gear but you're talking just the coat and pants alone are about \$3500 that's not including boots, that's not including helmet, that's not including gloves you know, that's not including you know radios, you need hand tools, flashlights you know I mean there's a lot of hand tools that would be nice to equip every guy to have you know just for breaking glass you know but we have to have everything up to code. We can't just go down the hardware store per se and get a hammer you know to do this and that. Would it probably work? Yeah but inspection wise we got to have everything you know the fire tools that work better you know for our stuff.
OE	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	It is a huge issue. I mean funding is a huge issue. Up until I think we're coming up on the first year of having the sales tax for our county and other than that we were funded by a yearly fundraiser. It was basically the town donating their personal money to protect them basically you know and that was I think the state did allow some funding but I mean it wasn't enough to make a difference. If a truck went down that truck's gone until we can save up the money or get a grant or figure out something to fix that truck. I mean we were living year to year as a department you know and that depended on the size of the department and the size of the town.
OE	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	On the scene just guys being able to you know hear their radios you know if they're in and out because you get on scene things are loud. You're going to have to yell at guys you know face to face. I mean you and I are what five feet apart we'd be hollering at each other most of the time trying to communicate you know depending on the scene. Just being able to hear each other and you know so we can understand each other that would be a main thing I think on a lot of it. So just you know

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								just improvement radio wise I think would be huge. You know we could have every guy have ear pieces on their gear or something included in there where we can be talking and doing stuff and hands free stuff would be great.
OE	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Okay from the government standpoint that makes our regulations understand we're doing this on our spare time. This is not you know we're not paid, we're not sitting here at our fire department going okay we got to have a call any time you know we're at home, we're at our jobs, we're at our kid's basketball game, t-ball games, we're at our kid's birthday parties, we're at our family Thanksgiving's and when our phone goes off we leave those you know and so and then when we have training you know it's like I've been on three calls already this month you know I've taken enough time off. It's hard to get guys yes, we need the training but you know whenever the state's going you guys don't have enough training.
OE	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	There's a lot of them. Which it's good that we have them. It's good that we have them because that way you know we can't say we've got to have this done and it keeps us in check. It keeps us up to date knowledge wise, training wise because I mean if we don't know what we're doing on the scene we just will not show up but it comes to a point that what's realistic. What's realistic for us. You know we're not going to be put in situations like a big city would you know we don't have anything high rise here you know we're dealing with elevators and multiple, multiple stories you know.
OE	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	I'm a volunteer out here and it is a totally different beast as opposed to where I work as a professional firefighter. Out here our resources are limited. When a fire is paged out here they may page out the appropriate response it may or may not go out over the radio. We have somewhat of an outdated underfunded antiquated communications here in our county. On top of that it's a volunteer department. Some people may be having to go to work in the morning I just can't go to that call and you really never know it's like a box of chocolates you don't know what

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								you're going to get out here when an emergency goes out as far as fire goes and [name] where I work I know exactly what's coming because we have people on that shift specifically for whatever response needs to be sent out so here it's I would say it's inherently more dangerous being a volunteer fire.
OE	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	We do get a little bit of funding from our county but considering the funding that we know could be available to us we're very underfunded. That's also a very sore subject out here. We have to take a lot more time cooking barbeques, selling raffle tickets and things like that and you know that takes time away from our daily lives with our family as well so there's more to being a volunteer than just going to the call in the middle of the night. Our communications out here have it's been updated but it's very limited and antiquated. We have volunteer fire service in the county. We have EMS which is a paid entity, we have the Sheriff's department which is a paid entity, we have emergency medical responders which is the volunteer side of EMS. We all share a radio system.
OE	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	I can't tell you numerically our acreage but we are within the top ten largest counties in the State of[name]. One of the largest in the north part of the state. Our cities are small, water systems are limited. We have four incorporated cities here. Three have water systems that actually do go outline which means past the city limits to a certain degree and I would say there are many people without water in this county as there are people with water.
OE	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	It can be difficult at times. Our EMS is paid, our SO is paid, our volunteers are not obviously. There can be same type of confrontation between those entities and a volunteer setting as there is a professional setting. I'd say 80% of the time things go great. We all get along, we get it right and it does great but that other percentage left over when we get it wrong we get it wrong big and you know we have to mend some fences and the thing about out here is the mending fences happens and it has to happen because we all know each other. It's a rural community we all know each other. As big as it is it's pretty small as far as who

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								knows who so you know you have to you hurt feelings you got to get over it and that's on a personal level and a professional level out here.
OE	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	That's probably as high tech [Organization] as most of us have around here. I do know that the sheriff's department out here does have laptops I believe in their vehicles. I think EMS does but I do not know on the sub on the MDT CAD system.
OE	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] I'd say the same more so flexible with EMS stuff is the major part of what we do right now so EMS is taking over everything.
OE	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	Q: And so is EMS combined with fire and rescue then? [speaker 3] SME: Yes, yes
OE	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] I would have to say 90% of our calls are EMS related and 10% being fire or other with 5% of that possibly being actual fires.
OE	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Depend on the day of the week. Each day has its own special day like it's a truck day, major cleanup day but anything outside of the station is not routine so all routine could be not routine in the morning.
OE	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Depends on the station. Some in [City] some are fast some are a lot slower more chilling stations.
OE	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Yes it is. It's all in one command center but there is certain groups, certain parts in one room that's dedicated to one. Like the police is broke down in zones and fire is main subject broke down in one section that's fire and there's three to four to help with fire.
OE	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] It goes into a main line so the main dispatcher will break it off into what's fire is and police is.
OE	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] No. Everybody has their personal cell phone but that's not really a go to for emergency calls like that. The only people that have cell phones are chiefs and people that work more than 40 hours. Anybody else on the regular 24 or 48 have cell phones.
OE	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Yes. We have call takers taking in a call.

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OE	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	Q: Twenty four hour shift though? [speaker 2] SME: Yes.
OE	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Kind of everybody kind of welcomes us over there. Very diverse all races, types of life, you kind of get welcomed with open arms around here being a firefighter.
OE	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] You stay in your territory for the most part but station territory can be big, could be small all depends on where you're at but usually everybody kind of like stays in the territory just in case we may get a fire call, may get a call you don't want to be too far from the territory.
OE	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] And territories are diverse. It can be residential to business district to industrial district and then it can be very suburban so your residential areas those particular stations there's a lot of outreach within the community. You may be going to a homeowner association meeting or community meetings associated with the city, you may be going to schools to talk to the children, the downtown areas or more or less dealing with the businesses you know getting out stay at a hotel district here in this area where we are now. Guys and girls may go out and do some type of proof fire planning or they may even attend some type of meeting at the hotels association may have to share information and get information. The trends what may be the special events coming up things of that. This weekend is the [conference] championship so busy weekend and then the Falcons play on Sunday so in [city] you have a lot of special events so it's always a lot of things happening. Now we have a Christmas parade too this weekend so a lot of things going on. It's convention time.
OE	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Just being closer to the airport. We deal with a lot I know a lot of spots when I worked at an airport there were a lot of dead spots out at the airport. There weren't a lot of reception because you know their antennas are a lot stronger than ours so but for the most part not too bad just a lot of dead spots around there.

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OE	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] Yes, yes. So if you go to most cities the fire department is either contract [city] is different the fire department runs it but they'll have their own police service where [city] Police Department is the main security element at [airport]. We are the primary fire and EMS provider at the airport so in terms of EMS the downtown operations we do not transport patients. Out of the airport we have our own ambulances so [City] Fire will transport patients to area hospitals.
OE	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] It's the largest fire department at an airport in the world.
OE	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Not really. Just because of the dead zone you don't realize too many on the terminal it's pretty strong so your dead zones would be out on the runway somewhere but more so in the terminal it's pretty cool in the terminal.
OE	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	Q: I find this interesting as well because you've also got a couple of different universities within the downtown area or within the city limits which have their own jurisdictions in some ways at least for law enforcement but fire covers that all as well? [speaker 3] SME: Yes
OE	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] I'd have to say on an incident in a response phase of it we're not talking I mean because police is on their frequency we're on our frequency however once we get on scene or even for a planned event we'll reach out to Sergeant [name] and they'll designate channels so we are not an entity that can provide all of the services needed to manage an event. As of this weekend [conference] championship you'll have multiply jurisdictions come in to assist so you'll have state, federal and local agencies mainly law enforcement with the [city] Fire coming in to make sure that you as a visitor of this city get the right service that you need so they'll designate channels so instead of all these agencies being on one channel being on their different channels we have mutual aid channels and they'll designate what channel will operate off of for that particular event and the rest of the city goes on as normal daily operations so we don't compete on any daily services.

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OE	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	Q: Okay so it sounds like communication operates relatively well when you're kind of crossing jurisdictions or dealing with other agencies? [speaker 3] SME: Yes
OE	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] In terms of I mean when I first thought about NIST I started looking at everything from hazardous materials and WMD and I know that NIST has some play in that when it comes to the technology so we try to across the board have the same equipment as far as identifying different products that maybe released into the environment and that is so let's just say we get a white powder call in the mail we should have the same as what the feds have but when you start getting down to the local level the equipment starts to change just a bit.
OE	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	We have 60 total, and of those 60 I think there's 50 sworn and then 30-some that are actually working the road, because we have admin staff. We've got officers that never leave the station. So I think there's 35, 40 that actually work the road, and 50 or so total. [talking about the number of officers in the station]
OE	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	wealthy. You have certain people that live in [City] and [City] that are pretty poor. You have very highly educated people who live in the county. You have people who can't even speak English in the county. You have people who live in farms. You have people who live in-- so I mean, we've got a mixture. You name it, we have it. And that's--
OE	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	Well, no. Well, kind of. So our department is broken up into six districts, so it's six geographical areas. So for example, this area's patrolled by what's called our sixth district. So the K9 officer that is assigned to this area would be on their channel, which we call channel six. So typically, you try to stay in that geographical boundary.
OE	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	...And inside these districts, the geographical area is then split up into what's called beats, and those are smaller geographical areas. And they split them up due to call volume. So you may have a big geographical area, but that's because there's not a lot of calls, or you may have a very small area because there's so many calls that they got to shrink it down

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								so that you're not running all the calls and nobody else is. So with your car number, it coincides with what beat you're working
OE	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	Yeah. Yeah, so I have another person that comes back and relieves me, and so I run my-- generally, I run the standard eight-hour shift, but sometimes it goes over. If it goes over, they give us overtime for it, then we'll stay. But for the planned ones, we are-- the unplanned ones is the ones that you'll just be doing overtime for. But the planned ones, we have a schedule. So I'll do my shift, another person will come in, another person will come and relieve. That's three, broken down in three shifts.
OE	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	I'm a believer at this point now that we're kind of unique here at [City]. We have multiple federal agencies all around us and we have to work in unison with them. But whatever the event, there's only agency takes the lead. So finding that balance is kind of hard because the [City] Police is the primary agency in the city regardless of who else is in here.
OE	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	So under us in special operations division, so all of the specialized equipment, so squat team, helicopter, canine are part of our bureau.
OE	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	It varied. Some people didn't want to talk to you. Others were very friendly. And it could vary by block. It's not even neighborhood by neighborhood. It's literally one side of the street's friendly. The other side isn't. And even within one building or even within one family, one person's cooperative, one person isn't. So it's very varying, but also, I think it depends on their past experience with law enforcement.
OE	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	So in the Third District where I used to patrol, there's a lot of people on foot because there's a heavy nightlife area, and bars, and restaurants, a nightlife zone. But in other districts such as the Seventh District, there's less foot beat officer because it's more open. So it really depends on the patrol district.
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	It's always the same county because that's our jurisdiction. That's for the agency I work with. There are six districts in our county currently, so we work one or two of each of those districts.
OE	LE	S	Field	36-45	21-30	Male	LE-S-037	Well, typically, the busier districts like 3rd Districts, [City], usually there's



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			Responder					a dog down there. And [City], there's typically a dog down there, because they are the busier districts for dog calls. So if you're up north in the [City], [City] area, sometimes there's a [City] city dog working, so that helps alleviate some of the pressure. And so you will work both [City] and [City], or sometimes you work [City] and [City]. Those are typically your overlapping districts, so.
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	...I would say on an average midnight shift - and again it depends on whether you're working weekends or weekdays - I would say an average week K9 calls, we probably run 8 to 10 K9 calls. Now, when we're not running K9 calls, we'll back up patrol officers on domestics or any other just general police calls that we're close to or we're able to help them with.
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	We do each have either one dog or two. Half of the unit has two dogs and half the unit only has one. And currently, each of our people that has one dog has two disciplines, meaning all of our dogs are patrol certified. So that does people, tracking, evidence, that kind of stuff. And then, they would have a detection side, so they either are a narcotics detection dog or an explosive ordnance detection dog.
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Yes. We have a central office. We're considered what is considered a central unit, meaning we have a central location, and we run the entire county from there. So we're not at a district station, and it's-- so that's where our office is. That's where our sergeants' offices and all the K9 handlers' office are there. So that's where we-- all our equipment is for training and that kind of stuff.
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	I mean are you looking for demographics or-- like [County] is a little over a million people.
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	And just a county. I think it's geographically a little over 300 square miles, give or take. There's 1,100 sworn police officers. So I guess by agency size, that's about midsize. I mean it's not like a Chicago or a New York, but that's still a lot of police officers, but realistically, it's less than what we should to serve a million people. We should have almost twice

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								that to adequately serve the community. But we're fortunate that it's still a fairly quiet community.
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	We are what's considered a single-officer car, meaning there's only one police officer, and with us, a dog.
OE	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	No, it varies. There's different districts within the county. And there's six different districts. So if I'm working the road, I'll get assigned a district or two, maybe three. It just depends on how many dogs are working. One of the things the sheriff's office does is we provide security for the courthouse, and we transport inmates from the jail to the courthouse. So we rotate through-- our canine unit rotates through-- we work in the courthouse and then we work on the road. So if I'm working the courthouse, I'll do the same thing. I'll prepare my dog for the day, and drive him to the courthouse where we'll help and assist with different aspects of the job. Whether it's trailing a transport vehicle full of inmates or just working within the courthouse, helping out the guys there. Guys and girls there.
OE	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	Well, the sheriff's office is located-- the main sheriff's office is located in the circuit court building, and the K9 office is also in the circuit court building. So anytime I'm working at the courthouse, I respond to the station.
OE	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	Right. Because we have different shifts, we're generally not there the same time. There are times where we overlap, but if we're overlapping, unless we all need to be there for a roll call, it's very rare to have us all in the same place at one time, because of the shifts.
OE	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	It's a diverse community. There's different rural parts. There's urban, there's suburban parts. It's actually a very-- it's a great community to work in throughout the whole county. It's a, like I said, a diverse community full of good people that we're here to help.
OE	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	So, I mean, it works very well. We have a large group of individuals, so our command information center is kind of like the hub, 24-hour operations center, like a watch center that you might call, where

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								information from all the patrol districts as well as we're also watching what's going in the regular media. We're also monitoring multiple phone lines and things like that coming in the FAA, the Secret Service, capitol police, things like that.
OE	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	And then those folks who are inside our command information center, they're pushing out information. So they're using social media. They're using your Twitters and your Facebooks. They're pushing out traffic information.
OE	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	So believe it or not, we actually work very well with the federal law enforcement agencies here in the city, and it's because we have everything that we do - I don't want to say everything - but a lot of things we do, we do together.
OE	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	We do a lot of interagency collaboration and coordination, and then all the NSSCs, so the State of the Union, the Inaugurations, a lot of these Summits, Nuclear Summit, African Leader Summit. Those are all NSSCs, so Secret Service takes the lead planning role, which means they're responsible for making sure it's planned out. But that's not to be confused with who's in control. We work as a unified community structure here. So it's a federal city. There's lots of people. Everyone wants to know what's going on. Everyone's kind of got an vested interest so there's kind of two ways you can go with that.
OE	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	all the museums are here, so you get charter buses. Because, I mean-- and the demonstrations, I mean, you've got the Million Woman March that was here after the inauguration. So it's things like that that brings in thousands of people to the area that wouldn't normally be here. So you have to have all that increase-- and a lot of those folks, they don't come to [City] all the time so they're not familiar with the area. They maybe traveling from very far away or internationally. So when they do get here, we want to make sure we're putting our best foot forward and then helping them, communicate with them, and keeping them safe. So.
OE	LE	U	Supervising	36-45	11-20	Male	LE-U-039	Sure. So, yeah, fire and EMS. So whenever we get special events and

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			Field Responder					things like that, they're all involved in the planning. So one of the key things is making sure there's adequate EMS and fire resources.
OE	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	...Well, we know if it historically happens here, then we can do some target enforcement there, we can reduce the crime. And we know that the majority of crime happens at very few locations. So if you can target those locations where you have a high propensity of crime, you'll lower the overall crime within the area, within the city, or the district. So making sure that we're focusing our resources that we have, they're limited, obviously.
OE	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	Oh, sure. The structure of most law enforcement agencies is a paramilitary structure with a chain of command. It starts with an officer, sergeant, lieutenant, you go up in rank. Our office is an assistant chief's office. We're one step away from the chief of police.... We receive a lot of correspondence from the Special Operations Division regarding requests for our event details like funerals, retired law enforcement officers. So we make sure they fit certain criteria before we give them to the assistant chief for approval.
OE	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	And so it's a totally different function. And yeah, if we ever become a state, we'd be the state police. But then there's all the what would be city police, like we have FBI police, we have Capitol police, we have United States Secret Service Uniformed Division. So there's a lot more law enforcement in the area too.
OE	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	It's cross-jurisdictional. Secret Service has their little piece of the pie. The FBI police has around their building. You could walk out the front door of a building and from the building to the sidewalk to the street, you're in three different jurisdictions. You walk out the back of the FBI building and you go on the sidewalk, that's Park Police, and you hit the street, which is us.
OE	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	Sometimes if, this happens with Special Operations a lot, is you don't have a home base. One week I'm here, then if I go to seventh district to handle something or somebody's going to the first district, then you

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								have to go in and log in on of their computers to do a certain report. Or some cars don't have computers in the car, so you have to go back to the station. If you're not at your home base, it can be a little disruptive because you can set up your computer safely to be able to have access
OE	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Yeah. It's a really nice community. We have, I think, 40 or so-thousand people here. So I think we're considered a smaller, middle-sized city, probably and definitely on this lower side of that middle size, but we're not very big. Not a lot of big city. I mean, the buildings are starting to grow a little bit. A lot of residents. A lot of people. It's a very large community. A lot of residential homes here, apartments. It's fairly diverse. It's becoming more and more diverse which is great. I would say it's probably a middle-class area, I would say, give or take. But overall, it's a great community. The woods, we have all the trees, hiking trails--
OE	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Yup. Close to the paths and the mountains to go hiking. Close to [City]. So we're 15 minutes from [City]. So it's pretty good. And then you ride through. [Street] goes through us, so.
OE	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Yup. Yup. Check calls and then, depending on my schedule, like today, I don't have a lot on my schedule. So another part of my job is Salmon Days. It's a big festival that we do in October. Every city has a big parade and stuff. We do ours in October, first weekend of October. I'm in charge of that. So--
OE	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Yeah, some people. But I definitely try to keep those relationships going throughout the day. But it's a great environment, very positive. I love it here. I mean, I get to sit down and talk to the chief often. I talk to my commander, [Name], out there. I talk to him.
OE	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	I figured it didn't matter. But yes. So it's a nice environment. It's a very open environment. We're not a big city so we do talk to the chief. We do wave at the chief. We do talk to him. In some big departments, you don't ever see the chief.
OE	LE	S	Other	36-45	6-10	Male	LE-S-027	Yeah, so many woods. So dense. It's hard. I mean, for us to go into the

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			Public Safety Personnel					woods at night-- we have night vision and infrared here. We have goggles, which we use sometimes. I mean, I'd rather have the helicopters roaming around safer up there and giving us a more specific location, so we're not-- they can still hide from us, still hurt us, so.
OE	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	This is a town that's growing very fast. I've been here for almost 14 years, and we've more than doubled in population.
OE	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	So we've gone from a kind of pretty small, although not tiny community, to being a more metropolitan group. So this community is very concerned about-- there's a lot of-- what's the right word here? Very concerned about the environment. We have a lot of hiking trails out of town. We're seen as being kind of a gateway to the Cascades, so our community is very much about both protecting and using the environment recreationally. Again, we have a state park in town. We have another county park in town which both have hiking trails that go out of them that are widely used and very popular. Just south of town we have an area where people do paragliding, where they come off with a-- so it's kind of cool. You'll see them all up in the sky, yeah.
OE	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	So we have a pretty-- our community's pretty diverse. We have a lot of population that works for a lot of the technology agencies in the [City] area because we're situated at Interstate 90. It's a really quick run into downtown [City], or into [City], or whatnot. Whether it be Microsoft, or Amazon, or whatnot, we have a lot of individuals that work for those agencies. So we have a pretty diverse community. Wasn't prepared necessarily to talk about the city in and of itself.
OE	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	So it has a real-- it has a very little-- the downtown area where we are now has a very small town feel, but this has become a very large city where we have a lot of big box stores and stuff like that. But it stretches outside the downtown area, so this downtown area feels like a-- this little tiny town, which it used to be back in--
OE	LE	S	Supervising	36-45	21-30	Male	LE-S-028	That is the one thing that we do when you look at issues that we face.

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			Field Responder					Traffic is one of them. We are a hub for southbound traffic into [County] where a lot of people live. So a lot of people come through [City] on kind of more country roads to get to [City], or to [City], or to [City], so.
OE	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	I would say it's a middle class community. Middle class and between middle and upper class, for the most part.
OE	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	I started in a very small city in [State] and there were only four officers in the department I started with. So I mean, we're talking-- was it '93? We didn't have computers in the cars. Up and where I started my career, they still have to change in between the different repeaters depending on where you are and on-- I worked on [City] and depending on where you are on the island, you have to switch between talking off that repeater or talking of that one. And you have to change it manually on your radio.
OE	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Well, it's our Detective Division. So we don't carry it in our cars. It's a shared camera. So makes it a little bit more-- you have to remember I might need the camera or you're coming back for it, so. And then we don't have a real quality video system. I mean, we have an older video camera that can be used, but it's not real high quality because that technology changes so fast. If you invest in it, a year later it's worthless. And so having the ability to do that in a better realm. And then for us, we've looked at systems to record our interview rooms because a lot of times just like you've thrown the recorder down here, we'll have to do that in an interview. But you go to other agencies, and you go in the room, and as soon as you close the door, the whole thing, it starts video taping you and recording you, and so--
OE	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Very diverse community of about 706,000 people now, so medium-sized city. A little bit of gentrification going on in the east, central area. I honestly don't know the racial breakdown, but very, very tight communities. We have what are called the micro community policing plans that are actually broken down by neighborhoods, so we have policing plans-- it's kind of a national trendsetter the department was. In that, you actually have identified neighborhoods, there's about 56 of

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								them I think, something like that. And we have community councils in each of those neighborhood groups and they go, "Listen, these are the priorities for me." Maybe it's car prowls, maybe it's burglaries, maybe it's night clubs, may be it's whatever. And so we have--
OE	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Yeah, every neighborhood can be a little bit different. Now, there's a lot of commonalities but we've actually tried to get to the point where the [City] neighborhood may want us to work more on car prowls while the [City] neighborhood wants us to more be focused on night life issues because they have a really vibrant night life there. So I guess that's some very, very organized communities--
OE	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	It goes up and down. What unfortunately happens sometimes, and the reason we have the liaisons that communicates with these folks is there will be a new story about something, about a contact between an officer and someone in the African-American community and it'll turn into a news story and emotions will flare, but then the goal is to have this liaison that they can reach out to and go, "What happened?" And we can try to provide information to the degree that we can. So I think it's pretty successful. It's important that we continue to do that. But again, it turns on what happens if there's a bad news story then we usually have some damage that we might have to repair.
OE	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	I think they have limited applications. [City] is a very surveillance sensitive location. We actually had drones at one time, and then people went crazy about it. I don't know from a political standpoint that we'll ever get them back. I think they have limited applications. We have a couple of huge-- like Discovery Park is almost 700 acres. Well, searching that for a lost person is pretty difficult, but you can put a drone up. Especially with a forward-looking infrared, you might be able to find them. I wouldn't be a big fan of them for routine patrolling and that kind of stuff. It is a little too big brotherish for me. But for a barricade, being able to put a drone up to get a view of the house to purchase barricade in, or looking for lost people in like Discovery Park or something, I think they'd be phenomenal.



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OE	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Yeah, they should. But for specific reasons, for specific incidents or reasons I think they'd be great. But again, very sensitive over here. Any kind of surveillance technology is something that get's people's attention right away.
OE	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Probably administrative. The precinct is a patrol function. I provide patrol services to the geographical area that is the East Precinct. The working day is divided into three shifts. We call them watches. And so each watch has a number of patrol squads that are supervised by sergeants. And then there's a lieutenant, who is a watch commander over that particular part of the workday. So the operations lieutenant has everything that goes on in the precinct other than patrol functions. And so my job is largely administrative as opposed to operational. But because the captain has overall responsibility for the precinct, then whatever task he assigns me, I accept. But it usually is outside of the pure patrol function of the precinct.
OE	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	I think we have-- it fluctuates a little bit. But roughly, 125 officers and sergeants assigned to the precinct, officers, sergeants, and lieutenants, so--
OE	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	They're all patrol. Yeah. Well, except for the four officers that are assigned to the Community Police Team. And there's a sergeant and six officers assigned to the Anti-Crime Team, which is it's a uniformed assignment, but they're usually tasked with specific crime-related projects. They're often engaged in doing anti-narcotics type of work. They will do search warrants. They'll do narcotics operations. So they're kind of halfway between a regular patrol squad and a SWAT Team. It's their function.
OE	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	The East Precinct is a very diverse group of neighborhoods, and so geographically, it extends from the ship canal on the north end, which is the dividing line down to the [Street] on the south, then it goes from [Street] the freeway all the way east to [Lake]. So it's a pretty sizable chunk of geography, but within those boundaries, we have some of the richest neighborhoods in the city and some of the poorest.

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OE	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	It's quite a bit of extremes, and so socioeconomically, it's very diverse. Racially, ethnically, it's very diverse. [City] is not particularly diverse when it comes to political views, so in the East Precinct, there's not so much of a recognizable right and a recognizable left. But we have a lot of residential areas. We have some very dense population areas in the sense of multistory, condos, or apartment buildings. There are quite a few businesses. The [Street] Corridor is a mix of business and residential. There's not a lot of industry in the precinct, but there are some little pockets of more or less industrial-type neighborhood, not heavy industry, but-- so it's a very, very diverse community. It's both fascinating and challenging to provide police services because not only do individuals expect different things from the department but specific neighborhoods expect different things. And so it's a bit of a challenge to deliver the services that those neighborhoods asked for in a consistent manner.
OE	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Don't use it that often, and radio could just tell me and we'd both switch to that. I think it's Mars or something. Sometimes, the helicopter goes up. It's run by the [County], but they are on our frequency and are aware of our policy or radio procedures and so we can listen in that regard. It would be nice if we worked better with [State] State Patrol because sometimes we interface because the freeways go through our precinct, and usually that gets transmitted through 911 and there's a delay and--
OE	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	And I think they came up with one other thing that may have been an issue for that precinct. Somehow that precinct kind of got off course and did things in their precinct, radio procedures-wise, a certain way, and that should be a conversation with that precinct, and not at the officer level but a supervisory level, not sending out an email to the entire department.
OE	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	My captain, he runs that precinct and he goes to a lot of meetings and he gets-- there's a lot of databases that he uses regularly to look at to assess his precinct and his job in his precinct. Well, he pushes that down to us. I have been here long enough to-- I know the information

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								he's showing to me, but it means nothing to me. For years and years and years, police across the country were supposed to report to the FBI certain crimes. I don't know if you know what I'm talking about.
OE	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[RE: the difficulties of work being a both exciting and challenging] I'd say absolutely and probably on a day-to-day basis. I used the adjective earlier, dynamic, and I think that plays into that. It could be a pretty routine day until something happens. And then the day completely changes. It does a 180 and you're off doing something else completely.
OE	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Yes. I think it's important to note to on that note that our particular 911 center is the primary public safety answering point for the city. We'll receive all inbound 911 calls, but we're a police-disciplined dispatch center only. If it's fire or EMS related then it will be transferred to the fire alarm center's 911 center which is our back up down the street, and they field and then process all of the fire and medical calls.
OE	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Yeah, I think so. I think it's sufficient. I'll give it that. It's sufficient. I think, and [Name] could speak more to this, but I think more on the data gathering side you're ahead of the curve, especially compared to a lot of other departments out there. There's a whole lot of data being ingested, analyzed, spit back out in various different reports and things, but the technology from an operational point of view is sometimes kludgy still. It's got the old kind of Windows 98, 2000, XP feel still. In the world of public industry providing all of this stuff to everybody, the expectation's way high for the public when they interface with people like us at public safety and we don't necessarily reciprocate that with the technology we use. I say 10 years ago, like [Name] and I were wizards; we could make anything happen because it was still sort of new and developing. I feel like things have gotten a bit stagnant in the technology realm.
OE	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] We have a public information office too and so they utilize things like Twitter. They have a very heavy presence on Twitter, social media, things of that nature.
OE	LE	U	IT	Not	Not	Not	LE-U-032	[S3] And that could be a scaling thing, too. I think if you're in a smaller

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			Specialist	specified	specified	specified		department, that'd be much easier to keep consistent. I think at this size, it's way more difficult.
OE	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] Yeah. And we're way ahead here in [City]. So I know that I could probably go to 50 different cities, and we're still back the way that I remembered it, growing up, right? So we've got a long way to go.
OE	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Right. Well, I'll just put it this way. We have a unit [stood up?] now, and I'm sure several [other?] departments across the country for just that thing. Privacy, transparency, public disclosure. Those are two separate units. And there's people needed to staff those and then try to make those decisions and sort of navigate that course.
OE	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] I'd say overall it's professional above everything else because officers or first responders aren't mingling in dispatch center. I don't even think our call takers or dispatchers know half of the people, at least personally, face to face that they're talking to and because the department is so large. I think that could be a cause for no relationship in general except a working relationship. Then you have others who do have relationships at work, outside of work.
OE	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] So, yeah. I've seen, yeah, a lot of retirement. Has been some attrition naturally because people leave or whatever else. But again, overall, tough and resilient. No matter what, they get the job done. But you're going to-- in a high-stress environment like that you're always going to have some fireworks potentially in relationships. Not the good kind.
OE	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] We're having those discussions on the national level at conferences and with standards providers like [NINA and Apco?] and all of that. So we've been talking about this for years. But data can travel at the speed of light from all sorts of different directions, but it ends up at a human still. And then the human has to be the one making decisions on what to do with the data. Every day it seems like we're adding more stuff into the dispatch center. More responsibility, more technology. And you do. You see that kind of fatigue or burn-out already happening. To answer your question, if we're going to be bringing in live-streaming video from

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								somebody's phone who just got robbed at gunpoint, somebody who was suicidal, things that maybe a dispatcher didn't necessarily sign up to do when they picked the job either. And so when we get in that realm of multimedia, I think it will change things drastically. We have a real-time crime center here. It doesn't necessarily marry with the comm center as well as it maybe should. Maybe in time it will, but those are discussions we're having in the sense of if the real-time next-gen 911 stuff can be handled by something like a real-time crime center because it's a direct interface with the crime going on, or we're sending that data to patrol officers who are en route to that particular crime but strictly keep voice call and dispatch at the dispatch center. We've had those discussions, and I don't know where we're going to go with any of it yet, but it can be talked about nationally, and--
OE	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] Essentially, operations is our client in a lot of work. So, essentially, all of operations' needs from a technology and mission-critical systems perspective are facilitated through our organization, and that includes everything from computer-aided dispatch, radio communications, all other administrative types of computer needs. Also, interfaces with other outside jurisdictions that we work with and partner with, and including some of the technologies that other agencies provide, like the Information Technology Bureau that provides the call handling system, which is our telephony portion of the 911 system, the logging and recording systems that are implemented. And I didn't bring it with me, but all of the technologies are integrated in the PSAC and PSACs in a manner where it provides the greatest uptime and availability to the 911 call takers and dispatchers that operate in the center. So there's a lot of incident management, change management that we have to facilitate on a day-to-day basis, plus the implementation of new technologies that replace the old technologies. So there's a lot of coordination within the center as it pertains to the systems and the infrastructure, and that's what we facilitate.
OE	LE	U	Not	46-55	Not	Male	LE-U-041	[S3] ...2e have very generous breaks. There's OSHA guidelines. Two

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			specified		specified			hours they have to be up and away from the screen. So no individuals up on the work floor are working at their positions more than two hours at a time, and they get their meal and scheduled breaks in as well. There's overtime that's voluntary and there's overtime that's mandated if we do not get enough volunteers. There's sign-up sheets. So I hope I answered that question.
OE	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] ...The operators have assignments as per avenues. When you go upstairs you'll see avenue A, B, C, D, E. Then the dispatchers, it's geographical. They'll have [City], [City], [City], [City], [City] dispatching. So they will be assigned-- it's broken down by zone as well. So the boroughs are broken down but then even further you'll have two precincts, for the most part, per zone and there's several where you have three precincts. And they'll have that exact assignment, zone 15. So they'll look at the board then know they're going to zone 15. If they come back from sick leave or something like that then they'll actually walk into the supervisor and the supervisor will return them back to work and give them an assignment.
OE	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...And they're specialized and so they only primarily deal with those people in the field. And then there's transit. All our below-ground communication with our transit dispatchers. And that's a unique environment in itself, just handling the underground communication aspects of the police because it's really Transit Authority but it is an outside jurisdiction but we police it. So the Transit Authority runs the trains, operates the trains but [City]PD is in control of policing the below-ground subway stations. And so those are pretty interesting and challenging aspects, right?
OE	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	Then there's also three zones that have five people working. They do even better with the breaks, such as citywide. So now there's five people working covering three zones. So even though you're assigned to a zone you're not going to work that one zone all day because it's going to be two zones between three people. So you may work just, say, zone 15 for two hours then you move to zone 16 after your break. So you'd go on

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								break and then you'd come back and it's like a rotation.
OE	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] It's pretty good. We're always trying to make the relationship better. There is a slight separation. The officers in the field are uniformed members, police officers. And the civilians are dispatchers. We're always encouraging the uniformed officers to come here. Well, we even mandate it when the new academies come through. So we do it for several months. They all come in while they're still in grey shirts, which means they're still not police officers yet. And they sit down with the dispatchers and they sit down with the call takers. And I think every single one of them is amazed, especially by the dispatching, how much multi-tasking. Every class that comes through, they're just-- so we're always trying to encourage it, to make it-- we're all one team. It's the [State]PD. And we're always trying to make the relationship better because police officers can be-- in any jurisdiction, I think they can be a little rough sometimes.
OE	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] We have them, meaning our citywide dispatchers, go to ESU, as well, at Floyd Bennett field to see all the helicopters, the trucks. So we want the dispatchers to know why certain things are done the way they are, to give them a better understanding so they buy in and they accept it. We're trying to make the relationship better and better, but I believe it's a very good relationship.
OE	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	Everybody. And we do that for-- it goes on for a couple of months to get the whole police academy, depending on-- say there's 1,000 police officers. We bring every new police officer while they're still in the academy. They actually come in this room, and they sit at this-- all these chairs. And we bring in-- I'll speak with them, the captains will speak with them. Then we give them a tour, and we have them sit down. And sometimes, we bring them down after so we can answer their questions, but we feel that that's made a big difference because I don't think it-- and I'm not saying it because I'm the commanding officer of the 911 center, but I don't think any police officer doesn't have a newfound appreciation of what the dispatchers do, because you'll see-- especially a busy day.

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								We do it on day tours and the 4-to-12s. The 4-to-12s, it's 1,500 by 23. We call it 4-to-12s. It's just our language in the day tour. But the 4-to-12s is very busy. And the dispatching is just-- you'll see when you go upstairs if you have time for that, if that's part of it. But you'll just see how busy it is.
OE	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] ...So, absolutely. In the [City] we have what we call the quiet room. We have some areas here in the EAU room, but not a dedicated quiet room the way we do in the [City]. We also have a gym in the [City] that people can go and work out if they're feeling stressed, or just to stay healthy. It's part of any call taker. It's a stressful job, and we do our best to help them. And they have a very active union here that they can also speak with the union or get tips or pointers.
OE	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...So, for example, World Trade Center campus, we have special communications systems that are deployed within the facility and within the campus that allow us to get our communications within the facility. But then also the Port Authority has other systems that they can turn up, and we can patch to those systems. So there's a lot of unique geographic and jurisdictional areas and challenges that we have to face, but for the most part we have them covered through existing interoperability that is documented through sort of tactical interoperability plans, and there's SOPs that are put in place.
OE	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...So we've worked some of those challenges. We fixed [County]. We're working with [County]. Then we have to work with [State]. So it's different because we have to deal with three different jurisdictions. We're done within [State], different county of [State], and then [State]. So we have to deal with the state up in [County] because the state handles theirs, [County]. So 911 in itself has its challenges from a call-handling perspective.
OE	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] Well, we have other data scientists that probably will be able to better answer that. I don't know. But, again, there's the counter-terrorism aspect of that and then there the day to day, kind of--



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OE	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] Well, we have the mayor's office of operations that looks at all that kind of stuff and they post the 911 stats online. And they have a lot of statisticians that that's their job and they look at a lot of those types of things. So that's where you start to see the other entities, like mayor's office of operations with police and fire. Those are special groups. They're special groups that we have, for example, and steering committees that look at all of those types of matters. And then we have a steering committee that deals with technology and those aspects. So--
OE	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	And so we do have pretty good analytics just on that. And, as he said, they have the mayor's office of data analytics as well. But my stats unit-- and also precinct COs, that's the commanding officer of his precinct, he also has access to all these types of stats--
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	So my primary focus is narcotics and drug investigation. So that includes running a confidential informants, buying controlled substances, looking at groups of people who are-- there's a group of people, six people, selling meth. You look to see if there's connections and then if you can build a case out of that. Then whatever else they need me to do. Last week I was teaching a class to eight-year-olds about drugs. I'm also a [Job title]. So I go round the state and actually all over the West teaching about the drug impairment and drunk driving, teach all over the State about marijuana and the impacts, teach at the academy and so on... at [College] in the hood.
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...At some point, I will eat at my desk and just try and weigh through my to-do list as much as possible. As some stuff comes in, we're somewhat reactive, in that, if needed, we will react to it. And there's a triage that you just go through your mind of what needs to be done now. And if there's nothing that needs to be done now, what task can I do to get done the quickest, just to help clear stuff off my plate?
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	This is ski town in [State]... it's a unique area, it's 1,800 square miles of the county. There's places of high-density people, people density. But it's mainly along the valley floor. Then there are outline areas where-- along the valley floor where all the people, you've got all the technology, cell

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								phones, radios, everything else. There's some places out ... in the county, where it's you and God. And if you're atheist, well, it's just you because there's nothing. There's no technology out there. So there's that aspect...
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...There's approximately 50 to 50 thousand residents of the county year long. But on weekends, that can bloom up to 150 to 200 thousand depending on what's going on in town. I don't know how many hotel rooms there are currently, but they seem to be doubling all the time. We have a county turnover. I shouldn't say county, a population turnover of your people that live here. Probably a majority of people live here for five years or less, and then they'll move away. And all this is not scientific, just that I lived here for 16 years now. But they come. People come for those skiing. And then they stay for the summers, and then eventually, cost of living is exorbitant. We're ranked up through with San Francisco, New York as far as cost of living and everything. MSN put this last year as the number one most expensive place to vacation in America. So it's expensive to live here. It's comparable to living in Hawaii. I went to Hawaii last year, and everybody's like, "Watch out for the prices." I'm like, "It's the same. The same shit that I pay at home. Not a big deal." ...
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...Our population of tourists turns over every weekend. Summers are just as busy as winters, not just the skiing. But they fly in on Thursdays, party like rock stars all weekend long. Eat too much. Drink too much. And they're probably good folk. But they left their brain at home, and they just do some stuff here they probably wouldn't do, whether alcohol, drugs, all the above, with marijuana being legal...
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...I used to go to a CrossFit gym close to here and across the parking lot. Literally, we shared a parking lot with a marijuana dispensary. And you could watch lines of cars just all day long in and out, in and out. And they're all out of state plates, or they're rental cars. Rental cars easy to identify. They've got little tags in the back window. So being a cop, you spot this enough. So there's that. And then what that doesn't- so you have that mentality of people come here to party. But there's also a local mentality of the service industry. And they're the ones serving all these

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								people. So then Monday, Tuesday, Wednesday when-- the service industry's days off. So they partied like the folks that were here all weekend... Same thing, drugs, alcohol, all of those...
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: ski town narcotics office caseload] ...actually, our busiest times of the year as far as the Sheriff's Office goes, are the shoulder seasons, mid-April to about Memorial Day and then from basically, October 1st to Thanksgiving. When the mountains are closed, there's no tourist here. In spring they call it mud season because it's just muddy and ugly. You can't really do anything outside. But there's no tourist to occupy the local population. So then they party like rock stars even harder.
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	And the dynamics are super weird here because we have-- there's a restaurant. There's a sushi joint in [inaudible]... There's that type of top end. [Name] got a place here. As time goes, we get more and more celebrity chefs. They have events all year long at the various ski resorts where they bring in celebrities from around the world. There's a minor middle class of cops, firefighters, and teachers. Our teachers are paid shit. They wonder why they can't keep anybody, but they're paid 30 to 40 thousand a year. And they can triple their money by going to [City]...
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...So there's that, but then there's a high illegal population, high population of folks from south of Texas wherever they were. And then you have the top 1% of the top 1%. I've literally gone from calls that one of the top ten richest people in the world's house to one of our local trailer parks, where they're renting out space underneath their trailer for people to sleep. And this is January, it's 30 below. But the people that are sleeping under the trailer are just here. But even though they're sleeping underneath the trailer, it's cold, it's still better where they came from, and they're still making more money. So there's a weird, weird dichotomy... It's extremes.
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: department issued iphones] ...We just got our patrol but everybody at the Sheriff's office has an iPhone. Text messages between co-workers and bosses about things you can need. And sometimes it's as simple as, during the workday, "Hey." I'm interviewing somebody in the

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								jail, "Can you bring me a form?" Cool. Or it can be 10 o'clock at night, "Come find me in the morning," or, "I need to do this in the morning." And some of that bothers me, some of it doesn't. That's why I try not to go through the emails. But some of them are-- there's a lot of junk mail. And being me, I get my Cabela's emails sent to my phone. So that way I just-- but on weekends, I'll spend 10 minutes at a time just waiting through it. I haven't gone on. And I've just waited through...
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...So it's 10 o'clock right now on Tuesday. This is my first day of the week. And I've got 68 emails to go through. Of those, will they result in more work or--? I don't know. I mean, I'm just scanning through them. And some of them, I can just delete right away. But of those, I think [inaudible] refresh 76. But there's probably 30 that I need to look at, I need to do something with. So there's a lot of emailing. Phone calls, all day long. There's phone calls.
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Both. But I try to use my desk phone more because I'm inside. And maybe it's because I'm in my 40s. So it's just as easy for me to pick up a desk phone. Plus I got the big foamy things so I can rest [inaudible].. Also hands-free. So I'm like this, and I can still type. But yeah, both desk and cell. And I've got a car that's got Bluetooth. So I've got my phones wired through that so I can talk as I'm driving down the road. And that happens quite often. I got police radios. I got one in my office. I got one in the car. And everybody, if I don't answer my work cell phone, they have my personal cell phone. So they'll call me in there. Thankfully, that tends to be more trash-talking. And that I thoroughly enjoy. I should cut down on my trash-talking. But at this point, I'm enjoying that.
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: department-issued iphones] So the detectives got them and command staff got them before everybody else. Patrol just got them the last year and a half or two years. And I want to say I've had one for-- well, since the five came out, so probably three to five years. They don't buy some nice ones. I mean, the one I got now is a 5C. C stands for crap [laughter]. But we get the ones that-- they're not upgraded if I break it. I might break some stuff. I'm kind of clumsy like that. Because they'll give

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								you the new Penny phone, the new Penny iPhone. I'm like, "I cracked the screen on one of them. I'll just go get it fixed. I'll pay you the 20 bucks." ... No, just give you a new. And everything is backed up through our cloud. So it takes half an hour to swap everything over, so is what it is.
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] Google Translate, which a majority of the two languages most spoken here are English and Spanish. The third would be German... In [State]. But there's a lot-- I shouldn't say a lot. There's a contingency of former Eastern Bloc countries here: Bulgaria, Yugoslavia, Czechoslovakia. So they all hang out. And Russians and other-- Russian's coming up. Like [City] PD, there are so many Russians there that they send their guys to Russia. And so they learn how to speak some Russian.
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	So there's that. But yeah. English, Spanish, and German are the three most spoken in [State]. I know people that, if I need to, I can call, and they can handle all of those. We have deputies that speak Spanish. We have deputies who speak German, deputies who speak Portuguese because we get a lot of the ski resorts. They bring up people, and I think they're J-1 visas. So they bring a lot of South America. And then you'll get Portuguese up here, and they commit crimes and-- I'm sorry not Portuguese but Brazilians who speak Portuguese. And then so we've got somebody that speaks Portuguese that can speak to them. And their eyes about fall out of their head when they run into somebody because-- but if you run into somebody that speaks Mandarin, you're not going to know it's Mandarin. You're just going to know, "I don't know what the hell you're saying." We have phone call language lines that we can call up, and they'll provide translators for us.
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE; report writing] Yeah. Yeah. I have to. And I'm old schooled, and I've OCD and everything. So I need my desk. I need my computer. And I kind of have like a flow of how I need to lay out my papers and-- I take notes, and as I put it in the report, I cross it out but in a different color pen because that way I know I did it. But yeah. Our reporting is desktop-based. You can access certain parts of it in the cars, on the MDT. But

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								you're twisting yourself up into a nod. And then, the word processor in our report system stinks always. Just garbage. And we've taught everybody. And I was one of the original instructors. And I almost think that I was told this by the company. "Just type at Word, copy and paste."
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	I am very blessed that my office is here. We're off site. I'm not at the main office... So most of our guys are based out of our sheriff's office. But then we have a couple that just lived in different spots. We have a couple substations. That serves the community better. But I get fuck all done when I'm in Eagle at the sheriff's office. There's too many distractions. Like I said, I can handle homicides to hanging Christmas lights.
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	So the front desk folks, if they need help, they have a question, they kick it back to us. And we get a lot of, "Hey, can you come here? I need you for five minutes." Well, five minutes, and five minutes, and five minutes, and five minutes. Then where our office is, it's kind of a-- so for you, it's an L-shaped corner. Our office, the detective office, is between the [Job title], [Job title], and the [Job title]. So everything filters into our-- and it's a corner office. So everything would filter into there, whether it's some command staff just coming in to BS, which is-- it's cool. "We're letting you know we're one of the boys." But they come in there. Or if they have a special project that needs done right away, they come in to us. "We need this done right away." And all you do is say, "Okay." Whatever I was working on, it wasn't the priority. Now, this is my priority. But what happens is they come back to you, "Why didn't you have that done for me?" "Well, it's because you told me to do these three other things." "That doesn't matter. Why isn't this done? I don't want to hear any excuses." So we're kind of a dumping ground of-- we get everything...
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...the other detectives that are down there hate me because I'm off-site... It seems to be out of jealousy. Because they'll go in. And they've got a bunch of paperwork to do. And then they don't type it. And then we shut our door, and then we're told we're anti-social. I'm like... But I got to get this done... So station life is-- life at the office is you avoid it as much as

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								you can... Just because you know you are going to get more work done some place else...
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...And being detectives, it's a spot we all have to attest for, and everybody gets picked because of that drive to do the right thing and get stuff done. But it gets very frustrating that the boss is always coming in and derailing your train of thought.
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Yeah. That gets to a point where you get bothered so much. You just lean back. All right. Let's just talk. You don't even try because if you're going to pay me, and you're okay with doing this, then I'm just fine with it too. But that's why a lot of us will work before and after, before 9:00 when the bosses get there and after 5:00 when they leave... Because between 5:30 and 6:30, you can get more done than you did in the previous nine hours.
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	You're called anti-social. I've been called way worse. But all the [Job title], we all have desk or laptops. So we have that ability, but it never feels-- you need to be by a printer, or there's always-- if you go somewhere else to work there's always the price to pay, wherever it is. So I mean, I hate to admit that I do this - and my wife gets pissed at me - but I just sit at home in the kitchen table sometimes because I'm one of these people that's blessed with not needing sleep. So I just will sit and type because it's quiet. And the worst thing I got is a cat bothering me. So it's not that big a deal.
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Oh, no. I talk. I'm not bashful. My mouth gets me in trouble more than anything. I love teasing firefighters. I mean, I call them American heroes and Band-Aid throwers [laughter]. I don't care. I love having fun with them. And there's a former [Job title] now - he's retired - he and I would just start going at it. And it was all out of fun. But if you didn't know that, and the way we were going at each other, you'd think we hated each other. But it's breaking balls. We're out here doing-- they're different jobs, but they're extremely dangerous, and they're extremely important to society. I've been through training, the narc stuff, where you have to wear the respirators and the air packs and go crawling through smoke-filled

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								buildings and-- no. Shoot at me. I'll take that. I ain't going in no fire...
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...the new [State] driver's license, they've got so much information on them. It's - I don't know - like a six font. These guys have literally gone out and bought the Home Depot or Walmart and got magnifying glasses so they can read the-- so you're doing this. There are workarounds, [State], and there's other states that are now going to like a QFR code on the back so you can scan it... But of course, it doesn't work all the time.
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	It's a lot different. Radios have gone from VHF to digital. And in [State], one of the-- I recall, but it was a horrible event. But one of the benefits are there is state-based radio system. So I can talk to-- we'd have to go to a certain channel, but I can talk to somebody anywhere in the state on the radio shy of, I think, two counties who are part of it. So there's that. That's different. And that's awesome compared to when I started...
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Yeah. We get a lot of-- because [Street] runs through the center of the county, and it runs from [City], I think, all the way to just outside of [City] when it hits the [Street] but-- so we get a lot of people that travel through here. The nomadic nature, I guess, of the people who live here, they come here, they go. So you get people that come here. Like I said, every weekend the tourist population recycles itself. So we get people from all over, all over the world.
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...Technology does the lack of communication and the lack of governmental agencies like our [Agency]. it's the [State] version of NCIC, is still primarily a DOS-based. They've added a little bit of color. But it's a very basic code-driven system. They just in the last-- I want to say six months to a year, we got it so we could get driver's license photos. We could always get them before, but you'd have to go through a long-about route. But now, you can just check a box, and it pops up. And we've been getting stuff from Florida, Georgia, other places, where it's built into the format. And some of that is state government. Some of that's federal government. But just the inability or the lack of wanting to change is frustrating. So some of that stuff-- and I mean, a lot of it you think would be just, "Oh, you have a picture of this person? Just put it in there." ... I'm



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								not saying we need a picture of they drive a red F-150. We don't need the exact red F-150. But when it comes up to the plate, it comes back to a red F-150. Show a generic photo of the-- just simple things like that. But they don't have them.
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Well, I am. I mean, I got a car. I got a 4Runner, but I hate it. I had [inaudible] Ford I liked too much better. But patrol cars, there's just so much crap in there that it's tough for me to fit. And there were the different styles of cages. And if I went back to patrol, I'd-- I'm at a point where I could spec out my car within in the sense of, "Don't put this here. Put it on the other side. Or put this piece of equipment somewhere else." So I got that little bit of stroke. But I'm very blessed by that.
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	For our agency, we're not supposed to, but we're down enough people that we have a one to one-- or just about one to one so everybody has their car, which I think is great because you know how that car operates. And naturally, guys that have their own cars treat them better because if it's a pool car, everybody drives it like they stole it. It's kind of like a rental car.
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: radios] No. If we go out, I have one. Yes. But just walking around, if I was going to run get lunch, go to the deli, I don't carry a radio. I don't call out. But I go in plain clothes. And I'm not under the [inaudible]. I mean, I love for vest to get lighter, and stronger, and more powerful, and all that kind of stuff. I mean, my first vest compared to the one I got now, it's night and day.
OE	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Stuff like that would be awesome. They could monitor heat or heart rate or any of those kind of things. We all have wearable technology. And I've got it. It watches my steps, and sleep habits or lack thereof, and all those. And I think those are fantastic. And it's the more miniaturization that we can do. And there are certain things that just could be better...
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	Well, I'm in charge. We have 5 dispatch centers statewide, 6 including-- we have 1 at our capital ESU, but 5 regional and then 1 specific for the capital area. Have 140 employees in charge of all dispatch-related

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								functions-- CAD, computers, in addition to purchasing mobile pac-set radios. And then working in conjunction with OIT with-- they do the actual installs in towers, and those type of things. So a little bit of everything.
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	Yeah. Well, it depends. Currently, we're building a new dispatch center in [City]. Projects today that I was working on, we're actually moving another one of our dispatch centers. We're actually combining State Patrol dispatch centers into the traffic operation centers with the Department of Transportation. So those are two that we're actually actively working, and that's taking up a lot of the time that I have now. In addition, I'm on the [State] FirstNet Authority Board, so working a lot with that specifically, the [State] Plan came out in June. We're doing evaluation in that. So that's a meeting I go to this afternoon.
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	Sure. We have Motorola as our CAD vendor. And we were moving from version 3.1 to 3.3. It's a large step. There were steps in between that we didn't take. So we're moving up to that. And in addition to, not only our communication centers that I'm directly responsible for, but our MDCs, our mobile computers with the troopers. And that's been more of a challenge, test-related. We do have a section that's just in charge of the MDCs and mobile. So I'm less hands-on with that, but still overall seeing on the project, so.
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	Not really. Apps are very limited. We don't issue our officers phones... We do for supervision, but not the individual officers. Obviously, everybody has one. And nowadays minutes are unlimited. You know it's not like the old day. Texts are unlimited. Data is the only thing they charge for basically now so.
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	...when our CAD went down, we went back to manual. And we used to be on a card system, and writing things down on cards and the frustration level of our dispatchers was through the roof because they're not used to it, writing things down. There's very few people left in this business, you don't stay in this for 30 years. So they had no concept of what writing things down were and then the ability, when it came back up,

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								they had to go back in. The frustration of back-filling information. And so it's gone from a-- when I started, we-- the radio system, we shared channels. It was VHF. So we still had multiple-- we actually had more dispatch centers. We had 17, now we have 6. So, we did consolidate
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	[City] is kind of central in [State], so if they had a BOLO, they could do it. And everybody was on the same channel. So everybody could hear it, type of thing, because of where the towers were located. But the ability then, we were bound by the geographic of a VHF system where when we went to DTR you can talk from one end of state to the other, and it's seamless, and those types of things. So it's been very much a transition but mostly everything for the better. Even the consolidation piece.
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	In a consolidated center, you've got multiple people there to help you all the time. And typically each area doesn't have an emergency going on at the same time. So a lot of pluses on that, the ability to talk and have different channels and those types of things. I've seen it evolve...
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	It's one of those things where it's two-fold. It's one, that when I hire somebody I offer him nights, weekends, holidays 24/7, okay, so right off the bat, they're-- it's not a great scenario, to be at it for a long time. You miss family things, you miss family events, and those type of things. And the addition too, with the younger generation that we're hiring, they don't like that. So they're always looking to better themselves. And then we do an exit interview on anyone and I have always told these people, I've never been mad at anybody, they got something to better themselves. You're a good employee for us, we wish you were staying, but I congratulate you for moving on. But, yeah, it ebbs and flows, but we're at about a 10% vacancy rate statewide.
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	But a while back we had one of our smaller that only has 13 people, but they were down to 8 and so even though they were only down 5 people, the effect on their center was much more than it is for [City]. When you see that even the 10 out of 45 you're talking, you're down 20% maybe, but the other you're down 50%. So then your scheduling becomes a problem... Yeah, and initially people like over time because you're getting

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								the money and then you get to the point where, I need a day off. I don't care how much you pay me.
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	I'd say average, we're averaging 30s early... We get a lot of young people. And then we've got some people that are in their 40s and 50s that have been here. They're old-school people that are still bringing the average, but it's more of a younger generation that we're hiring right now. And typically, it's a younger person's job. It's all computerized. It's all typing. It's all those type of things. And the younger generation does better with that. I mean, I'm saying we do get people in their fifties that apply for us, and they have education, and they have the skill. They have a lot of things, but when it comes to actual multitasking and those type of things, it's not as good. And I said, "I wouldn't want to sit down at an advanced age either because it's not an easy job."
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	Yeah, and every day is going to be different, and that's what I liked about the job. When I initially came on, I liked it when it went bad. I was a shit magnet, so [laughter]-- but that's okay. I liked those type of things, but you have to have the temperament and the abilities on that. So it is a younger, I would say, workforce. But a couple years back, when the economy went to crap, we had a lot of middle-aged, 30s, where people were applying because their line of work was not available anymore. So we got a lot of good people out of that...
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	Yeah. So we transition a lot. So we have a lot of differing statewide because we're different. We're not just one agency, and we're not just one in particular agency, so it is unique.
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: text-to-911] Some places. It isn't statewide yet and of our centers, only three of them are 911 centers. Our two biggest ones are not 911 because there are other entities that handle that. Like in [City], [City] has their 911, [County] County has 911, [County] County, all of the large counties, they handle their own 911 then they transfer calls at us. So we're not answering point for 911 here in our big centers. Within the smaller centers, we are the communications center for the counties, multiple counties, those type of things, so we do it all so--

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OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: text-to-911] It has in the-- typically, where we have it, it's in the smaller areas anyway, so it's limited use. I know in the larger metropolitan areas that have it here, they do get more use out of it so--
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	One of the things we have, it's called the Safe2Tell program, which is it's for kids to call anonymously to report incidents involving in schools, whether it's bullying, suicide attempts, all those type of things. It gives them a unique perspective to be able to call into-- when it started to-- it was a toll-free number, totally anonymous. And when we started this back, maybe 10 plus years-- and it was good, it was busy, it was those type of things, but a year and a half ago, they implemented the app and it went through the roof.
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: text-to-911 Safe2Tell program] Yeah, and when we first started is-- when we had just the phones, it came into our [City] dispatch center and that was the only one statewide that it came in to. When we saw the-- we were looking at texting and then the app, we needed to open it up. Oh, and there's also the web bit. They can do it over the web as well.
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: text-to-911 Safe2Tell program] So I said, "I can't have one center doing this," so we gave first the web tips and text tips to our Pueblo, which is our second largest center. And when we did the apps, we gave it to Pueblo as well. But we went from-- when we first started the web was like 75% voice and 25% web or text, and now we've flip flopped it... Yeah. So now we get 20% phone calls and 80% apps or web tips, so.
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	...When DTR came in, when Digital Truck Radio system came in, the ability for responders to be on the same talk group, same thing, share information, is there. We still have agencies who, for one reason or another, did not adopt DTR. They're on a different system, or they're on a DTR system, let's say silo, because they want to control off of states. We do have silos of communication, so we do have interoperability channels with all the different agencies. So there are some that we can still talk direct to even interoperability to multiple systems. But there are some that have to go through dispatch to dispatch. So we have a little bit of everything. A lot of our centers that we dispatch police, fire, EMS, we're

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								dispatching it all, so that's a one-stop shop. So we have the ability to go from-- we do everything to-- we have the interoperability and then some we don't have much of anything other than dispatch to dispatch.
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	They all know how to dispatch all of them, but they do rotate through different areas. I mean, so some will do law, and then tomorrow you come in and you're going to be responsible for the EMS, or fire, or those type of things. And they do rotate through each and every one of them because you can never predict on who's going to call in sick.
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	So that's the ability for us to-- and that's required of all of our centers. We have our busy radios with the multiple troopers, and everybody has to have their ability to work that radio. And we get kick-backed sometimes and says, "No, we want our dispatch. We want this dispatcher." And I'm saying, "Yeah, but I've got to make sure this other dispatcher that may not be as fast, and may not be as fast, has functionality in you because your favorite dispatcher may not be here someday. And if the other one has never been there, it's going to be a lot worse."
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	Typically, the way in [State] is that we're responsible for all unincorporated areas... so outside of the city. So when you get to large metropolitan areas, unincorporated could still be very metro, very urban. They have a lot of cops around so it varies as well. So we're responsible for all of those, for anything that goes on in that. So even if it's a domestic going or anything from traffic accidents to motorist assist, breakdowns, those types of things. So we handle most of it...
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	...There are some counties in the state that will cover traffic accidents. They actually have a traffic division. And they do accidents on the county roads. And we still monitor main state highways and major thoroughfares. But they handle their county roads unless it's something big and type of thing. But that's fewer and far between because, on the other side, they're taxed on resources as well. So the first thing that they want to give up is traffic because, well, traffic's the state patrol's problem [laughter]. Yeah. So we're getting some of those back. But we do very

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								well in working with other agencies. We have a very good working relationship with the sheriffs and the local PDs.
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: MDC text-to-speech] There are some that can. We're looking at that as well.
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: patrol cars] Four years. Four years, 100,000 miles, is what we lease them for.
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	...One of the things now, typically, and I'm going to update myself a little bit, that calls that came in were sporadic. For an accident, you might get one or two calls because they either had to go to the next exit, find a pay phone to actually call it in, those types of things. Now with cell phones and everybody, we get dozens of calls for one accident. So the volume, which is good that we're getting more calls, so we can piecemeal better information. But just the sheer number is so much before, so. You talked about, we don't get the information. We got less information before, but now we just have to-- where we run into trouble is when we, our centers, don't get the person to ask the questions that we want answered. We can go from it's a three car accident, or a two car accident, and then everybody's walking around to turn it into a fatality involving seven cars, in reality [laughter]. So that, the information-- we only give what we have, so. I don't know.
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	And one of the things we have in [State], we set up a-- it's Star CSP line which we use for road rage, and impaired drivers. And those calls are directed to State Patrol dispatch centers whether they're in a metro area or not, because we're not taking away from true 911, it's not a 911 call. But they did direct it to us and we typically are responsible for the highways. Those calls obviously go through the roof as well. One of the huge numbers that we have. So, again, it's a technology that we saw an issue and said, "If there's a way we can get some of these calls direct to us, we'd get better information." So we worked with the carriers, all the major carriers, we met with them and set it up. And initially, when we did that, time on phones was an issue, people didn't want-- so we got it to be a toll-free call.

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OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	Florida does have it, and actually, it was one of the initiatives that when I was-- I had went to Florida with my family to Disneyland type thing. And I saw it on that they have Star FHP, so we did some research on that and then got in talking with them and says "Yeah, this is what we do." So then we brought it into [State] and set up the program and got it going.
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	...With our own people, outside different areas, everybody has a different perspective of what's important. For us, our main focus is traffic, but for some PDs, traffic is not important. They're worried about burglaries, homicides, those type things. And that's important to them, it's in their jurisdiction, and this is somebody else's and we'll give it to them, so...
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	Well, I think for me, for [State], I think if there were more reasonable satellite-type of communications because we get into terrain issues with the mountains and no matter how much we use to try to fill in our gaps, we're not going to put a 750,000-dollar tower to fill in one canyon. But it's important for us to talk in that canyon...
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	We have an interoperability with [State] and then it's generated through a radio system. In [State], when we go into [State], we have some of their talk groups into our radios. They have some of our talk groups into their radios. The only problem is if they go to somebody else, our dispatchers lose track of them, so now they're on their system. It's not the best, but at least they're able to talk to the officers in the particular area because we have time gone quite far into other states. But we try to set that up that way. [State] is very difficult. We're having very difficult time. They run their radio system differently, and their legal department has indemnity issues type of things about sharing their resources with others. And so when you start getting into legal problems, I mean, it's, why are you involved?
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	I mean, we do that in eastern [State], which, a lot of times, our guys are their backup, I mean, because there's not a lot in eastern [State], [laughter] okay? So his backup may be coming from [City] or something because that's where the population-- The guys out of [City], so we know these type of places and we have very good relationships with those



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								type of people. But sometimes, when we get politics involved, it kills processes.
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	Well, it's pockets of local influence. And what I mean there is that in the rural areas, rural [State]-type areas, and [City] extends into [inaudible] then [City], but they extend into Southeastern [State], which is extremely rural. All of those entities work very well together. They know that they have to count on the State Patrols for backup. They know that we handle all the Hazmat responses for their areas. So we work very good and very cooperative type of thing because, one, they don't have the resources, they have their own, and they need the state. And the state is very well-liked, very well-received in our smaller areas. Our [City], is in one of our communications centers, we only have one troop there, but we dispatch for 20-plus agencies and they're all local.
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	that's one of the ones where, as I stated, as a State Patrol, we really don't need a dispatch center there, but for the local people, they don't have anything else. So we are there for them. So it's a different viewpoint of how the state is viewed and what our role is in the rural communities. When you get up to end of the metro areas and along the [City], [City] to [City] and up west into the ski areas, these agencies are bigger than us. Statewide, they have more officers, they have more toys, and they do their thing...
OE	LE	U	Manager	46-55	31-40	Male	LE-U-020	What they did is they've put up a silo because now the officers, boots on the ground, where they had the ability to talk to each other. They back each other up. They knew when each other was in-- that because they went on a different system, even though it's the same system, but it's theirs. And now the two cars can't hear each other. And it's been very difficult on the boots on the ground to say, "We lost this, and we can be right here and this other officer can be getting his butt kicked. And we don't know about it." It's going to take multiple phone calls to-- and then dispatches, and time. And it wasn't a good decision, but it was a political decision that they created our own silo. And that's tough, but that's what I'm hoping that FirstNet won't become as well.

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OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...our typical day starts with checking emails for overnight body camera problems. We manage 450 body cameras. So today is a good example of dealing with camera problems that we have to resolve immediately and then doing audits of the body cam system. If there are-- sometimes there are problems with our in-car video camera systems. We're also responsible for that. And then the interview rooms that are in the three district stations, if any problems arose with that-- so we're basically-- start our day with managing different technology issues or different technology-related issues that we have to fix and then figure out why whatever broke broke so that it doesn't continue to break. And then on some days, we're also responsible for all the training for officers that's related to technology. So there are some days where we're scheduling training...
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	So overall, officers go through training, and then they're issued a body camera. And they wear them on a daily basis throughout their patrol shift. At the ends of their shift, they're required to have it on when they're dealing with a citizen. And then at the end of their shift, they dock the camera, the video, automatically offloads. We're one of the few departments in the country who have integrated with our computer-aided dispatch systems. So it'll automatically tag the video as belonging to Officer [Name] and Officer [Name] who's on a burglary call, so that's what this video corresponds to. That eliminates the officers having to manually enter metadata into the video. So that's kind of just overall how the system works...
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...we're just now getting into drone deployment, and I'm sure that's going to escalate and be a big deal in the future. We haven't done too much of that yet... Right now we only have three pilots who are-- can do this, and we've been doing a little bit of training. We have one drone for the department. Hopefully we'll get a budget for a little bit of more stuff, but we are able to do some crime-scene mapping. We haven't done that yet. On certain types of SWAT calls, we're allowed to go out and assist on that part around the outside of whatever the target area is, and we have

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								on one instance deployed a small drone inside of a residence to try and get an idea where the target person was.
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	We have a kind of a homegrown wireless mesh network in primarily just in two or our higher-crime areas that we use to transmit surveillance camera and license plate reader data back to our centralized servers. The body cams, that video is transmitted just simply by-- it's not a live feed, so the officer gets done with their shift, they dock it, and then it uploads to the cloud. We use cloud storage for that. Everything else we store in-house. So I think that's probably about the only way that we transmit video, other than the in-car video system, and it's pretty limited. We only have, I think, 12 cars that have in-car video, 11 or 12... then that video can actually be uploaded wirelessly when the officer pulls into the district station. It can connect with the-- it has the capability to connect with the wireless system and upload the video that way... they don't have to manually transmit anything.
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	we do have MDCs in the cars, and those are connected through Verizon, so it's just a data-cell connection...
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	SME S2: I guess I can speak to it a bit. So different units within the police department have different technology needs. So, for example, we have a fugitive apprehension team that they just go after real bad guys - fugitives that are on the loose, and their needs are much different than our community resource people's needs. So for example the fugitive apprehension team will contact us for surveillance cameras, GPS trackers, license plate readers, that kind of thing, because they're trying to track somebody down. The community resource people, we call them PAR people, they may just contact us because they have a question about security cameras, and they want to talk to a neighborhood group about how to look for a security camera for your house, that kind of thing. So there are really, really disparate needs among the agency, as far as what-- SME S3: The detective might want to know whether one of our [miss?] cameras can view this particular location, and we might have footage of it or had a research a license plate to see where it's been, or

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								something like that.
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Well, everybody's got a cell phone now, obviously [laughter]. And they're used heavily. They're used a lot. We've got the radios, the portable radios and the radios in the car.
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	And our radio system is capable of not just voice but also data transmission. So it's a P25 Phase 2, so it has data and GPS capabilities. It's really like Motorola's state of the art.
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: radio system] And it is digitally encrypted, and we can communicate with pretty much anybody in the state. And the MDC is the mobile digital computers inside the car...
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	We pretty much have the worst computer-aided dispatch system [laughter] [of all?].
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: CAD system purchase] ...So, yeah. It's been a really, really disappointing process. And that's one of the things just for in technology in general with, I think, most law enforcement agencies is there are many disparate systems that need to communicate, and that's one of the real challenges is getting our CAD system who's made by one vendor to talk to our RMS, records management system, who's made by another vendor and get all that information to feed to our analytics system, which is a completely another vendor, so those kinds of things are really a challenge. I'm sure you've heard that from other agencies, but that's a challenge for us.
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	It depends on your assignment, but for the most part, the officer on the road working a patrol assignment doesn't get a cell phone. There are officers who are on call or something like that, then they get a stipend for their cell phone.
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Some officers are given a choice of a stipend for their cell phone or a department-issued cell phone. There are other officers working in covert units that are going to need to use their cell phone for that type of operation. So those are city cell phones that they're given to the officer.

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OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...Our department's pretty good about being responsive to technology needs, and hopefully, I'm not just being biased because I work in the unit, but there were some officers right before we got body cameras that were going out with personally purchased cameras and wearing them. But the department did a good job of responding to that, got the body cameras...
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	the three of us have all been in the department for a long time, and have seen even before we had an electronic support section, just the department tries to stand-- I think we were one of the first agencies in the nation to get computers in the cars. And that was back in the late 70s, I think.
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...this department has always been kind of on the forefront in our wireless mesh system and surveillance camera system, everything is really state-of-the-art.
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...we talk about the MDTs that we used to have. I came from another smaller department here in the [city] area, and we would have to go under the station and do it all, but we typed all of our reports, added all of our comments and notes to our calls at the station at the end of our shift or throughout the day, and then I came here, and we hadn't gone to computerized report writing yet, and so I got here first, and this is 2000, or-- okay, which forms do I need. I need six of these, three of these, four of that, and now we're into your ten-page report, and you got your writer's cramp...
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	from my perspective what's happened over the last probably five years is that there've been so many advances in technology that's related to law enforcement that it's, I guess, I don't know if overwhelmed is the proper term, but it's overwhelmed some officers that worked for years with really the only real technology they had was the laptop in the car, the MDC, but really nothing else, and now with the advent of the body cams, the surveillance cameras, the license plate readers, we have our motorcycle enforcement team has hand-held e-citation devices. Or exploring now, putting printers in all of the patrol cars, so we can do

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								more electronically and print in the cars...
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	I was the first one to start writing reports in the car on our computers as the guinea pig, and I started teaching at the academy when everybody started doing it, teaching how to do that, and I have ever since taught out there as to how to do that, and the difference in officers from when we first started doing that as far as how adapted to technology they are and now, it's just night and day. It's completely different. So everybody is much more computer savvy now.
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: technology] Yeah, change. I think this biggest thing we fight, and cops are the worst, I think about that, about changing and--
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...we have over the last few years any of those things about as fast as we possibly could because of all the new advances and stuff...
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Yeah. I mean, I communicate with my counterparts around the country and see them at different conferences, and I think we're much more advanced than a lot of agencies. A lot of agencies move a lot slower than we do, and some of that has started to detriment. I mean, I think kind of like these guys said, we've introduced so much so fast that I think sometimes that gives officers on the street kind of overwhelming feeling using it. They just hit me with this, and now they hit me with this, and so. I mean there's some stuff that I'm actually kind of putting the breaks on. Okay, let's make sure that this stuff is working before we now take a leap on the other things anywhere...
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...One of things we're exploring is making the transition from a typical laptop configuration in the patrol cars to more of the tablet configuration, so the officer can take the tablet out on a scene, and that's probably going to happen this year. That's going to be just another change. Functionality, they'll work about the same with the exception of the Windows 10 operating system as opposed to what we are using now.
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	It's another new thing they just did was a got to [inaudible] dispatching. I hope you are familiar, but that scripted thing that the call-taker do when

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								they get a call. It affects how the call prints out, or how it displays in the car, and it affects how it's aired, and when it's aired. And so there's been some growing pains with that. But everybody is getting more, and more used to that too. I think they, for the most part, they do pretty well. There's been some problems, some complaints, and one of the solutions that they just went to is to bring dispatch back under the police department umbrella rather than having it as a separate entity that it was before, so that means they can do rest here.
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	So internal communication, there isn't a lot except at the chief's level, I'm sure there is. But there isn't a lot of, I guess, communication interaction between the agencies. Now from a radio standpoint, or a radio system, we have the capability to talk across police, fire, that kind of thing. So that's pretty seamless. I mean, we all have the same radio system. Everybody in the city has the same radio system. We have it set up so that if a street worker is in trouble and needs help, they can get on the radio and call dispatch and get a police response.
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Well, one of the things we haven't mentioned so far that's been a big change just in the last year probably is our public information outreach, using social media has changed considerably in the last year, so.
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: mobile fingerprint readers] So we have 10 of them out deployed-- 2, 4, 6. Yeah, we've got about ten of them deployed out, and we have two in each district. The way we do it is the sergeants-- I mean, anybody can access it, but the program to interface with a mobile printer reader, with the reader, and get the fingerprint read, is loaded up on the sergeants' cars just because we don't have a ton of them out there, and so the sergeants have more mobility, they spam what's going on to bounce around if somebody needs the use of one. Our fugitive team has one, our gang [inaudible] also has one...
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: mobile fingerprint readers] Just from what I've heard from the radio and from talking to people, I feel comfortable saying they probably get used two to four times a day... As people get more used to them, they get more use. And now we have two of them out there that it's going to

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								help to increase that use, I think.
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Your typical patrol officer, they don't have a cubical. They don't have a desk. There are a limited number of PCs available for them to do report writing, that kind of thing, and interact with technology, but short of that, it's in the car. They have a connected laptop in the car, and that's their primary use of our technology is when they're in the patrol car.
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	That's part of our mission, and typically, what happens is someone from either the chief's office or another lieutenant or captain that's in charge of a section will contact me and say, "Hey." And usually, it's because some salesperson contacted them. "Hey, we want to look at this particular technology." ...
OE	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	I'm pretty familiar with the technology that's out there for law enforcement. I've been in this assignment for seven years, and I think we're pretty much up to speed on everything that we want to be up to speed on. I mean, there's some technology that's evolving out there...
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Currently, we just have a land mobile radio. Whether that's the portable that I wear or the trunk mount in the cars.
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...When I started, I started in the age where cell phones were just beginning. When I got here, I started in '95, we had a cell phone in the car, and it was mounted into the car, and had the cord and everything. You really weren't supposed to use it. And then as we've progressed, we've gone through-- I think we're on our fourth or fifth generation of issued phones. We're all issued Samsung smartphones now.
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	All of our patrol cars have MBCs. We do have a few unmarked, I guess, pool cars or command vehicles that we use, that do not have computers. Our detective vehicles don't have computers. And our motorcycles at the moment do not, but probably by first of the year, they'll all have tablets on them as well. And then, all of our newer cars are actually WiFi hotspots with the tablets that they can be removed, and we have about a 400 foot range around each car.
OE	LE	S	Field	36-45	21-30	Male	LE-S-016	When I get here, I get in my assigned car, just log myself onto the CAD



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			Responder					system using our computer. And then get a go-out, or usually, it's catch up on the other stuff I do. And then once I go out on the street, I start doing traffic enforcement. Even though I have access to-- I can directly input into CAD from my car, put myself on calls and stuff like that, our agency does not do that. So everything we do is over the radio. So every traffic stop I call out is done over the radio. Every call we get dispatched to is done over the radio. It also comes through the computer as well, but in some ways, we're still antiquated and require that somebody has to hear it...
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	We're in the process of-- just kind of rambling on here, but we're going to a regional comm center... It's been a two or three-year process, and they've had to fire the director a couple of times. But when that comes about, it will be the entire team of [county], ongoing CAD system, which is between police and fire, there's like 26 agencies. Which in my mind, is a very big step backwards as to where we are now because our dispatchers now know us. They can hear differences in our voices. They can tell when something isn't right. They have an idea as to how our city is laid out, how it works. And I think we're going to lose that when you go to a comm center...
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: transition to a regional comm center] ...They say they're going to try and keep people the same from this agency because our comm center--they essentially lose their jobs here, and they're offered a job at [regional comm center]. And so, very few are actually going to go. We've been losing dispatchers over time since they made that announcement. But I think, in reality, we're going to have a dispatcher on the radio today, that may have never worked with [city] at all. And tomorrow they're working for [county] or [city] ...
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: transition to a regional comm center] ...while it's one regional comm center, each agency is still going to maintain their own radio systems. So we're on Harris. [city]'s on Harris. I think [county]'s on Motorola. [city] on Motorola. And so, we're not going to combine radio systems, just dispatchers... So that patching is going to be an issue. Even though

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								everybody's working out of the place, and could just scream across the room at each other, we're not going to hear that...
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...so back on car traffic stops, do all that. I can do the computer dispatching a little bit if I'm not-- I can assign a case number or if I'm going on something where there's not going to be any public contact. So if I'm vehicle maintenance or if I'm going on a follow up or a meeting, meetings contact, then I can do it on the computer that way. Now, our animal control people, they can put themselves on dispatch calls. They're going to the same houses and their not armed, so a little confusing as to why they don't have to do it on the radio either, but it's how that works.
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Well, the computer has the ability that I can see every call that's on the screen. I can click on it, and I can technically hit the button to assign me that call, and I would pop up, and it would be assigned to me. But patrol's not allowed to use that. Our animal control officers, they can look at it, and they can hit the button and self-dispatch. So again, I think it's just stuck in the-- the biggest fighters we had about going to self-dispatching, which we tried a dozen years ago, was we had a few old time sergeants who wanted to hear absolutely everything that happened. And they told their people not to engage in the testing, so then it went downhill. And without support from the supervisors, it didn't progress. So then we're back to the radio, and most of those supervisors are gone now. And most of the supervisors we have now, frankly, started way after I did [laughter]. And I think technology is moving that we can move more in that direction now. Just a slow process.
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Yeah, technically there are channels that we can go to to do the interoperability. I can go to-- there's some state channels that I can go to. It's like [channel], and I can go there, and everybody in the state has access to that channel. So technically we can talk back and forth. There can be some delay, because everything goes into one place and then gets reformatted in digital or analog and then gets pumped back out, and so it's not always the perfect thing. I can be standing right next to

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								the guy, and I can key up, and it takes a second for him to hear. And it does work when we absolutely have to. But when it comes down to emergency type situations, it's very difficult.
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...there are times where we work with other agencies. I've gone to [city] and [city] to help them with crime scenes. And [city], even though we have the same radio system and we bounce off of each other towers, I cannot talk directly to them, because we don't actually share the channels [laughter], so. And then up in [city], they're on something completely different, and so we don't have access to that at all...
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...In my house, our radio works just fine. I can call back and forth, no problem at all. I get down here to [street] and [street], half a mile from here, and the radio's drop because we have dead spots. We have interference from-- we have interference from the high-rises in [city] that it's ricocheting back off and it's blocking the signal so it's dropping. So we're building extra towers and stuff like that, but we have areas of our city out west that we don't have coverage. They're building now towers, but that takes time, so.
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...Our traffic unit, we have ecitations, so I have a handheld Android device to write tickets. I can actually do an accident report on there and exchange the information. But, again, with our systems, I still have to come back here and then cut and paste from that application into our native RMS system. So even though technically, I've got the accident report done in 15 minutes, I still got to come back here and spend another 15 or 20 minutes to transfer it into the system that they want.
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: MDTs] it's a Panasonic tablet. Well, the newer cars have Panasonic tablets that then they dock. And then we have a-- the screen is mounted into the dash of the Explorers. They're now changing that, and we will keep those Panasonic tablets, but then we're changing the screen configuration because some people didn't like it built into the dash. And then some of our older cars still have a Panasonic Toughbook laptop. They're then mounted in there. And those are actually mounted in the back with the PRC screen up front. So we're kind of in a blend at the

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								moment, but those old Toughbooks are going away. One, we can't get the screens anymore, so that's why we're going to the tablets. And the idea's that now the car's a hotspot, you can take your tablet out, and you can go in and do a report. Easier said than done [laughter]... Nobody does it.
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Everybody is getting to body-worn cameras and stuff. We don't. We don't have cameras on our cars. We don't have body-worn cameras as a department. We are allowed to wear them on our own under certain guide lines, and I do that, but it'd be nice to have one device where, if I wanted to, I could hit the button and hit record, and record all that stuff...
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	And there's only one thing cops hate more than change, staying the same [laughter]. So it's a constant battle, "Why are we changing this?" and "Why aren't we changing this?" You're stuck.
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...True, primarily we're secretaries. We take reports. The emergency responses are limited here, but everything has to be documented, so you do that. So our officers were in here all the time, so now we're going back, and we're now going back to another dictation system. And that's an app, it'll be on our phone that I can record, and it'll send it to them, and they'll type it up for us. So hopefully our reports will get better and faster, as far as that type of stuff goes...
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: officer to officer comms] We have a channel that we can talk back and forth on. And it happens quite a bit. But, again, when you get into the real nitty gritty of a case or something like that, we go to cell phones as compared to that. Also our primary channels are all encrypted. But our traffic channel is not, so.
OE	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Fire has access to our encrypted channels because we share a radio system. But the channels that they use primarily are not encrypted. And we thought that that was going to be a big issue, and so our PRC, our Public Relations Coordinator was all freaking out because the news was going to be able to get our radios. It has not been an issue at all. It has actually improved because we used to stop cars, and they have the app

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								up, and then we could hear ourselves key it up, and it's coming through their phone. And now that doesn't happen. So it's very good. We still let the news know what's going on. Tweet them or whatever [laughter].
OE	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	... I know at our dispatch center here, they've got cameras in town that the dispatch monitors. They monitor the holding cells. They've got alarm systems that they monitor. All sorts of stuff like that. So dispatch has a very, very wide breadth of responsibilities.
OE	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	And our agency's a little-- since it's a smaller-- there's only the two of us, so we kind of catch everything. A lot of agencies have specific people to do property and evidence. So they have specific people to do specific crimes. And since we're smaller, we don't. We just catch all of it.
OE	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	I keep a work-issued phone, a personal phone, separate. So we've got an evidence-tracking system that we use. We've got a report writing system that we use. We've got in-car and body-worn camera video systems that we use. We've got an inordinate amount of [laughter] computer systems...
OE	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...The evidence one is actually new as of last year, so we're still kind of working the kinks out on that one. But for the evidence system, it's got a bar code printer and a bar code so you can just scan where it's going and this that and the other. We've got a tablet that we have just for the detectives that we can take out to a crime scene if we need to and do evidence remotely or connect to any of the computer systems in our office remotely if we need to, which would work a lot better had I not dropped it two weeks after we got it.
OE	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	Generally, we're at the police station. Again, since we're small, sometimes we get tasked to cover the road, so we'll put on our uniform and pretend to be real cops for a day, but most of what we do is at the office.
OE	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	It's fun because we've got a small group, so we kind of all know each other. It's not like a huge agency where if I get a case, I don't have any idea who is writing it and what the circumstances are. So that helps to

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								know everybody a little bit better and know what their strengths and weaknesses are to some extent. Especially with the newer people, when they're still learning and being able to guide them and stuff like that. And then, being able to work with the sergeants if there's issues or if there's disconnect somewhere like that because we've only got four patrol sergeants, I think, and four patrol teams. So it's pretty small.
OE	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	So the [city] Public Safety Communication Center is for all of [county]. It's housed at the [city] Police Department, but it does for all of [county]. So except for State Patrol. They've got their own.
OE	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: jurisdictional agencies] we've got a pretty good relationship with all of them. I think the biggest issue is that State Patrol's on VHF or UHF, I can't remember... And we're on 800, and our dispatch center has the ability to patch our radio channels so that we can talk to each other. And then we've got certain mutual aid channels that we can all get on from our individual radios and talk to each other, which is very helpful...
OE	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...But on a kind of day-to-day basis when there's nothing important really going on, it's not a huge issue. We can either call their dispatch center and get patched through or whatever we need. We've got their channel on ours, that's patched, and they can get-- a lot of the State Patrol guys carry an 800 radio so that they can get a hold of us. So it's not uncommon for us to be talking back and forth. And then obviously the fire departments, they're all on the same radio system, so you've just got to change channels.
OE	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	... being a detective, we're on call usually every other week...
OE	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	The body-worn cameras we just got last year, I think, so those are relatively new. The in-car cameras we've had for 8 or 10 years-- well, probably 8 years. We've had those for a long time.
OE	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: MDTs] So that's only in the patrol cars, so I don't have one in my car. But like I said, we've got the now busted tablet [laughter] that we can take with us wherever. Yeah. But all the patrol cars have one, and it's

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								very handy.
OE	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	... obviously, we're in a very ideal place because we have the budget to have computers in every car, and have cameras for every cop, and have cameras in every car, and all that...
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...So as I tell people, everyone starts off getting into law enforcement and you're the street cop out there answering calls, but then there are other career opportunities. And that kind of moved into the tech world. I started going down that path and decided I didn't want to support computers my whole life so I pulled back and stayed more on the training and application side, dealing with the new stuff that came through for law enforcement. And then the mobile data computers started coming in so I got put into that...
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	When I first started, there was a bag phone in the car, but don't you dare use it because it was so darn expensive...So that was only for a true emergency that you can take it, and you had to unplug it from the wall and then plug it back into your car. So you didn't really have the cellphones. And then as it progressed, then I started supporting more of the in-car computers as those systems started getting more robust and they could do more things...
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	We don't have body-worn cameras yet... most of the agencies in a county do. So I usually talk with them about it, just kind of the pitfalls that they've gone through. And then read their policies and there's bigger discussions on the privacy issues. When to record, not record. So we sort of stood back and watched that from the edge. The current under sheriff and I used to joke about, "The day my word's not good enough in court and they will demand to see a video, it's time to get out of this line of work."
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...We've gotten state-wide a new electronic discovery process. Just adds that much more time to our records folks to do what they used to do. And, okay, now stop and now go into another system and make sure everything gets transferred over from our system and uploaded. More

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								stuff keeps getting added in. I'd like to look at it holistically and say, as a system, we're saving time and there's efficiencies. You, as an individual person in this position, it may not help you.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	So the state passed a law where it charged the [Job title] Offices, state-wide, with creating a system so that every law enforcement agency in the state submits records to them electronically. And they engaged a vendor who did that, and that vendor wrote the interfaces with whatever records management systems we have. But it's a separate system you log on to. It's a manual data transfer now, where you go pull the case and it populates the fields. And then they have to go through and do the attachments and you can label what each of the attachments are. The additional step that all the records folks have is they have to print out the narrative. So the report that I wrote, they print it out, create an electronic copy of it, and reattach it...
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: electronic evidence discovery process] And that's always an interesting one. When I first brought that up, the person in records was literally printing it out, rescanning it, and attaching them as a PDF. A said, "No, no, no, I meant just print it to PDF and attach-- it's all electronic. You don't have to physically use paper for anything." Then there's a whole discussion on, do you still keep paper files? ... Do you just keep electronic files? I think it's mixed within the county. At the sheriff's office, we still keep paper files. So everything is replicated into a case file that's stored somewhere. The salt mines. I don't know. Oklahoma, Illinois. I don't know where they are. So, yeah, we have all of the physical copies of everything.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: ability to revert from desk to patrol] I think, in a lot of places where I talk to, yeah. I think, here in our community, it's out of necessity. I can't just say, "Okay. I'm now assigned to this tech unit and I'll never need to be called in to do anything else." ... I certainly see it as a strength and that flow of information. I feel quite fortunate. As I've told you, feel fortunate I'm able to do this. And at the same time, I think I've worked to get to that level. It wasn't just by luck. So just still try and balance some



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								of those things.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I think it comes to the question on, as they're going through this process... even on the National Broadband for Public Safety when they're defining who's a primary user or secondary user and dispatch wasn't included. I think when you look at the people who actually physically respond, and not to say when a dispatcher answers the phone that's not a response, but to me that's a very controlled environment, and if they had to step away for some reason, someone else could fill in, there's not that immediate sense of peril and they're talking on the phone, and that they're doing a lot more stuff on the computer screens and looking at stuff, but they're not out there where the sights, the sound, the smells. To say taste comes in, but on a heavy wet foggy day, you get those tastes sometimes in your mouth...
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I guess that's where I see the differentiation on who's a first responder, someone responding to a scene or in the field versus all the other people who are certainly part of the public safety system and may be on the front lines but don't get that full sense of engagement. To really have those impacts you've-- I've never heard about dispatchers getting tunnel vision or auditory exclusion or all the other things that we're regularly trained on and discussed to recognize in ourselves and in others because it creates a safety situation that can affect others. I think there is a line there and I think it's continuing to be defined... By FirstNet saying we've got to draw a line somewhere, and where is that line, and what could you objectively and scientifically measure and say, "Here's why there's a line." When I thought about it last night, I think that engagement of all five senses and the potential impact it can have to you, in the sense of immediacy and threat and security to you is what kind of creates that.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...So I think, currently, that cellphone is probably the most immediate way to get ahold of people.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I do have a department-- this is my personal one from doing the contract work so a lot of people just know I carry that one. I have my department

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								issued cellphone for when I'm doing patrol shifts because if I call people back I'm not going to use my own cellphone. So it's kind of a mix of which one I use. And I usually carry them both now but my department issued one's not on as much unless I'm doing more patrol work where dispatch is transferring calls to me. Yeah. Then it's to get in and check the emails and respond to a few of those. It's for the more formal, written stuff. And then, occasionally, I actually get to have meetings with people.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I think most everyone carries two cellphones because everyone has their work phone to keep that stuff separate and then they got to stay communicated with their personal phones. Because that's how everyone talks to the family and friends and everything else these days.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: department-issued cellphones] Even for a while, it was kind of the-- I don't want to say it was a running joke, but as technology improved, the cellphones we had didn't have texting. They were more of a basic cellphone.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...there's lots of apps that I use regularly in my day mainly for communication, and organization, making sure life keeps moving and doesn't get too hectic. Our department hasn't gone into work-specific apps. Certainly, they are out there. The response apps. I know some of the other agencies in the county have the information apps that are tied into dispatch because they carry their phone. So as soon as the event is created they get a notification on whatever device that your agency has a call coming through. And that's going to be dictated by their workflow and the type of device they have. The mix in law enforcement versus fire...
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...the running joke we have from law enforcement is that we tell the fire guys, "Well, if you just stayed awake, you wouldn't need all these apps." And the fire guys joke back to us about, "Well, if you worked 240 hours every month, you'd probably take a nap too [laughter]." So it's kind of the running joke. They're different work environments. But I think we both recognize that because of that there's different apps, if you will, or

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								technologies that come into play because of that type of environment.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	For my agency, no, we haven't gone to a specific app that we're all using within law enforcement. For payroll processing, ADP, I know there's an app. A lot of guys have that for clocking in and out. On the computer, you have to go do it. So you either do it online or you do it on an app.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: app for situational awareness] ...But it was kind of a new concept at the time since, as I mentioned, the department wasn't using cellphones yet, or the smartphone, so the concept of having apps that did all this stuff wasn't there. The chat was more encrypted than I think if we just think of the standard messaging apps that are within the phone. Sometimes that comes into play, sometimes it doesn't. Sometimes the tracking of those messages can come in if we're all using one app. And so we go through a server and we tell everyone, "Hey, guys, all this stuff is cataloged. Just be aware it's discoverable." That's always the issue guys want to know. A lot of time guys will use apps that aren't official apps because no one knows they are using them, so it could never be discovered, just like a phone conversation... Everyone knows everything on the radio is recorded, but if you call me on the phone we can talk about whatever we want.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I've got my main office down in [County], which is part office, part storeroom. For a couple of the other people who have stuff as more and more stuff comes in. We need to keep paper for the e-ticketers and the backup printers. So I've just got a wall of shelves and all the extra radio parts.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...Typical, there's probably nothing typical. It's going to change day to day. It's coming in and planning out your day and knowing what's coming up... And I think most people get into this line of work, that's part of what they like and expect.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Most cars are about 100,000 miles. That gets us three to four years depending if it's a single person or two person car. I can't remember how many years ago we decided the cost of the equipment in the car far

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								exceeds the car when you start talking about your radios, your radars, your in-car video, the in-car computer system that's now the electronics that even though it's controlling the light bar since it's all relays and digital now, programming how many siren codes you want. So all that going in exceeds the cost of the car. We've got one person in the office who's sort of the car guy who keeps up on some of that stuff. I still do the computer part...
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...Cellphone technology's coming up. We talk in our county because the cellphone coverage is pretty much along the interstate. We've got a bunch of communities that are just far enough off the interstate, cellphone coverage was fringe so we started putting boosters in all of our cars probably seven years ago. And it was just enough to hit a couple of the communities that we're regularly in and maintain cellphone coverage.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Now, the cars we picked up this year, so now the cars themselves are having more technologies with the backup cameras with some of the other display. You can set up the dashboard on your car to display whatever you want... And going through all the menus looking at those. The other day when I picked up a car, I knew I wanted to display my clock and my miles per gallon and where's my temperature thing going to go, and then the display for the audio and the climate stuff, and how can I configure that myself when I back up. Do I want the little lines to turn when I turn the wheel?
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...the old days of the police car had an AM/FM radio and nothing more... Now they've got the auxiliary audio input. There's USB ports for charging your phones. When you first get into your car, you have to log in to the video system. Everyone has an assigned USB stick with their identifier that they have to plug into a port to log on to the video system so the display shows their name. So all those things just keep building and more power and more plug-in stuff. Again, it goes back to customizing the cars and all the technology that's in there now far exceeds just the cost of the car.

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OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...We're fortunate that we've got the [military training site]. So they bring in helicopters, crews from all over the country, the world. I know we've had Israeli troops in here and they do the training. We benefit from that in our mountainous area with some of our search and rescue stuff. Back in the day, if you will, things were much looser and we could just call up the station and the commander would drive up there and say, "We've got a lost party in this area. Can you guys launch a bird and go look for them?" or "We need some support." ...
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...It was a challenge when the MHz stuff first came out because, on the VHF world, that air-to-ground communication was pretty clear and they could just dial in whatever frequency they wanted. With the 800 stuff coming out, for a while the standards didn't allow a direct air-to-ground channel. They're worried about, on a repeated system, the helicopters getting up too high, lighting up too many repeaters, and tying up resources...
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...So for a while, we sort of lost communication if the helicopter was up in the air and that created some frustrations as a new technology came out and people realized, you get up in the air, kind of like, "Why are you not supposed to use your cellphone on airplanes," because you'll see so many towers. Not that that's going to bring down the airplane. We would hope that airplanes are made better than that. But there's other reasons and they don't always get explained properly as to why they make these rules that say "No." The helicopters there and flying around regularly. As you saw yesterday, it's probably not a common sight to look up and see three or four military helicopters just flying around, doing different things.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...The other thing we have here is because we have federal wilderness area. So if we have a lost hiker and we need to put a helicopter up in the air, we have to notify the forest service because we're using motorized equipment within the wilderness area. We have those protocols sort of pre-established on the sense of urgency that's needed and is it just a notification because we're going to be going in there, especially if you

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								found somebody, we're going to go get them out. If some of the forest services can't answer the phone right now, we're not waiting for permission to go on and do it. Other times, we are. We're just doing a search. It's a very broad area. We don't have an actual victim. We need wait for permission before we can use a motorized whatever within the wilderness areas.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Probably a unique thing more on the west coast. I don't know how many east coast areas have wilderness areas. And obviously, we know a lot of counties in [state] don't have them. We're fortunate to have a couple of them within our county that we work within.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	And everyone knows that in a lot of wilderness areas, you're not going to have radio communications because you can't put a radio tower in there. And generally, wilderness areas are high and mountainous, which means there's valleys and radio signals don't get into valleys. So you know what valleys you're not going to have system coverage, you'll have direct coverage. But that just involves the pre-planning and training guys on the radio on the concept of a radio system and a repeated talk group versus a line of sight and direct talk group. And when do you change and what are the limitations. So their expectations aren't unrealistic versus what your technology can do. So you don't hear after actions the whole time that the radio system just stinks [laughter]. Well, it doesn't stink. Let's work to resolve it so the next time you know what to expect.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	When I started, we were on VHF single system, the dispatcher would change which tower they were broadcasting from. So you regularly get half the conversation because you can hear the tower but not the person talking who may be on the other side of the county. Within our county, we were split. East end of the county was on one radio system, west end was on another radio system. At the sheriff's office, we carried a pack set that had the east end system because, obviously, we drive through their town, and if we needed help, they had to come out of their town to help. Just staffing level being what they were. We still have that today. It's going to be mitigated in one part of our county where they're still on

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								different radio technology than we were. So the cars assigned over there get those radios in the cars. So they have our 800 MHz system and they still have a VHF system in the cars. That part of the county is now switching over to 800 so it will be easier to communicate. In the late '90s, when one dispatch center left the county, we consolidated...
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... we stood up an 800 MHz system within our county. So we all had each other's talk groups but everyone was still afraid to change the channel on the radio or talk in somebody else's talk group because they just didn't do that before. So that took a while to convince people that we have new response protocols. And if multiple agencies are responding to a scene, we're going to move off the various dispatch talk groups and go to one response talk group. It took law enforcement a long time, and they're still not really there, that they're going to go off their channel to go to that response channel because their thought is they're always waiting for the bigger and better deal to come along and go do something that is more fun than directing traffic on an accident scene. So they always listen to their talk group. So we try and do that from a resource utilization standpoint, from an information sharing standpoint. If we're all driving up and down the interstate and no one's found the accident, it's nice to know that...
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... So early on, a couple of radio sites, much higher power, so you could get a little further away. Now, on the 800 stuff, a little less power. We need more radio sites as they start to fill in coverage areas...
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Now that we're on this shared state system, we don't know how many units the Department of Transportation has that may be using the same tower I have. We're no longer an island, where it's just the people in our little county and our responders. Anybody could be driving through here and tying up those resources. And I go to hit my radio and I get a busy signal. I'm like, "Why am I getting a busy signal? It's a clear day. There's no accidents." Well, there's more people out there now. Or it could've been somebody didn't turn off their radio and they drove through and they're dragging a talk group and tying up my resources. So trying to

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								explain some of those to people, again, we try and mitigate it by putting more repeaters in a site if we have to so we don't get busies...
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... As we tell people, if there's a big event going on, and the example we use was years ago, the [incident] on the front range of [state] and the guy was saying [incident], while we had just set up recently, this state-wide radio system. Well, people up here realized they could tune in and listen to what was going on on the front range. Well, the state deactivated those radios. They realized that the entire system was getting tied up by people who were not in the area of operations, listening to what was going on. And they were able to go through and deactivate those radios. So that was a big eye-opening experience to people of-- there are repercussions when you do things we tell you that you're not supposed to be doing. Which is a good thing because then it freed up the radio systems, they could do what they needed to do at the time. But yeah, most people remember that situation. They've been around for awhile.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I may not want to call out every time where I'm doing foot patrol at night. I know people have scanner apps. They start talking about apps.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	So then, in response, a lot of agencies have gotten to encrypting their radio talk groups. And then the press is like, "Well, wait a minute. What are you hiding? Why can't we hear what's going on?" Kind of a whole nother discussion on privacy and just the way our system works. So we have been able to change our protocols on how vague can you be. You're on foot patrol and give the town. And if I want to know, I can go look on the computer and see exactly what business complex you're at. But we expect people are listening. A lot of our guys have the scanner app on their phone because they like when they go on vacation to listen sometimes. I don't know why.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	And so we know how ubiquitous that is, and everyone's out there doing it. So rather than trying to hide all our radio traffic, let's take the steps to safeguard ourselves or our procedures to still get our job done but not let anyone think we're trying to trick them, or hide anything, or be the big,



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								bad government that a lot of people suspect we are.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	The big river, when the snow melts, we got a lot of rafting accidents.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Unique to this area we're starting to deploy as many places are more AEDs in the vehicles. As a first responder, if you're the closest, and it's pretty easy to run with an AED and pop it on somebody, and we know that saves lives. So if we're the first one there, or the ambulance is the first one there, the fire department is the first one there, it's not who gets the picture in the paper and the hero award, it's that you saved a life...
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: AEDs] ...So we kind of recognize, and as those costs have come down, and we start to deploy those countywide and nationwide as we're trying to put in our can in the cars. So in our county, we've got that deployed now through a program with the state. We've already had a few times those reused. So more and more stuff are going into the cars as it's recognized as people are out there in the public calls in, well, who can sort of solve their issue.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: hiring issues] Whether it's rural- we don't have a big population base. Whether it's law enforcement right now, I think is not looked at as a great career choice. If people asked me, I'd say, "Go be a fireman." Just the climate in the country right now. The expectations that are being put on law enforcement...
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...So as to why people aren't applying, whether that's part of it. In our local community, it is a high cost of living area. We do get a lot of people that come here, realize they're not going to be able to afford to buy a home or get out of the apartment. Put in a couple of years and leave to go to a lower cost of living or bigger city. We don't have all the areas of operations or responsibilities that a true city would have. We don't have a vice unit, and a motor unit, and a traffic unit. So you may come here, and you may be a patrol guy for 20 years, and there's nothing wrong with that, but if that's not what you think you're going to do with your career, or that's not okay with you, it's not going to work out. So whether you're

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								going to leave or not apply here to begin with, I don't know...
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: problem with turnover] Yeah, and that's always been that way. The guys get here, they put in four or five, they get some training and experience, and then they decide it's time to start looking somewhere else. Some of them recognizing, as they mature, they gain knowledge and wisdom. As an adult, and actually start thinking about retirement, and where they're wanting to be, and whether it's a pension, or a 401(k), and then the work situation and overtime, and how much they can make. That they're young enough, that the time is now to make that decision to go somewhere else. So that happens. Yeah, sort of outside the basic life events that cause people to move, divorces and whatnot, or they get in our area, it then does lend itself to be able to come when they're here a few years to get the experience, and then recognize it's time to go somewhere else.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: difficult to read driver's license format] ...they're trying to use more security in their driver licenses. The REAL ID Act necessitated that, so responding to the federal stuff. I know some states have now the actual enhanced driver's license. I think there's two or three of them. We're not one of those yet but that may come along, so there's going to be more and more stuff going into the driver's license to get a chip. Yeah, so things to think about if somebody actually has to read this still while talking on the radio and watching ahead of them and that eye focusing thing. I mean, I want to look down at my license to read it but I'm still keeping an eye on the car I got pulled over, so now as I know my eyes are taking a little longer to focus from close to far away, how do I change my work practices?
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...every three months we have a shooting in our county...
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: typical calls] As I mentioned, there are a lot of those, "I have a problem and I don't know who's going to solve it."
OE	LE	R	Field	46-55	21-30	Male	LE-R-019	...We do get a few shootings. I guess I would say not what we would

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			Responder					expect in a big city in terms of numbers because maybe it's a sad comment that we just expect shootings are part of big cities. But it seems to be the number seems to hold true for that. But we do. And when it snows you're going to get car accidents. They kind of go hand in hand...
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I think some of the towns and ski resorts have banned drones... They're on federal land, so it's pretty easy to say, on federal land, you can't use a drone. In the town of [City], they may have banned them. Surely in the wilderness area, that's a motorized-- [inaudible]. You can't use a drone.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	So I'm sure they're out there. Drones everywhere. Every beach, people are out there with drones... And they're watching their people surf. I don't know if they're-- I was amazed. I was like, "Oh, my gosh." Every beach I went to, someone's got a drone. Some of them are way cool, they're pretty advanced things. But not seeing it where I live here, I was just surprised to see so many of them.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	A few drones may have gotten shot out of the air. Well, they were a threat at that point. So I understand within the FAA stuff, that's allowed. Just like anything else that-- if they're hurtling a bottle at me, I don't have to just stand there and let it hit me... That was not something I had thought about until the guy showed me the video. And we haven't had protests here for a long time, but we've had them... there was no drones in existence at that time.
OE	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...We looked into body cams, we don't have those here. But it's a possibility, so at some point.
OE	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So the best thing that we can have is technology sharing, information sharing. So we had this service called [information sharing database] that a company ran and it's a online database that agencies can belong to and you can get your own personal log-in. You log in and there's data from every arrest that happens within every jurisdiction. It's not even an

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								arrest. It's every contact.
OE	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So [information sharing software] does do it by account. So they charge by the account. [city] has a beta testing agreement with [information sharing software] so everyone at the agency that wants one has a [information sharing software] login. Other agencies have to pay per login so some other agencies have one login for the whole department. I think it's unbelievably invaluable.
OE	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: information sharing software] ...So brings you up mugshots. So that's one of the problems is it depends upon the agencies that are connected with this whether we get their booking photos. So our own local jail is actually not connected to this yet... But our photos, if we booked them here in this building, they go in there. So, yeah, so that's good, but we are waiting for a huge dump because it's going to be [county], [city] PD, [city], [city], they're all coming into [information sharing software]...
OE	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: information sharing software] ...they've created CJIS. And what this is is an online archiving service and it archives all of our digital media and it does it in a cloud and it also does it in a server. I think the server's down in Texas, somewhere like that. So it's backed up three different times. We went through the creation with them and they came in and they have had people available by the phone so that we could work out all our kinks, so it's CJIS-compliant, so that it's, yeah, so we don't have any issues with that whatsoever.
OE	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... When it comes to the radio systems themselves, we got these new ones which I think are better. They still, of course, have issues. We have issues. We need more towers all over the place because you go into a low spot then... you lose it. If we go south and we go east, we've got a straight shot, no hills, no bumps, or anything, you could go miles and miles and miles and still listen to the radio. You go two blocks in our city north, and you hit on the other side of the hill, and you lose transmissions. So the more towers we can get, the better. The more signal that we can get out, the better...

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OE	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... So the motorcycle cops, they have helmets with microphones, and when they got new headsets, they went through a trial period where they can't hear very well. So they're talking extremely loud.
OE	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So we've had some upgrades in our cars where... they have tablets installed into the dash so that you can now manipulate it. They have the secondary tablet that's on a docking station right in front so you can take that out and do your reports. But it's literally like this big so if you have giant hands, it doesn't work so well. But they tried to do that to make it easier for officers to come and go, and do their reports in their cars. But with the advances of technology, you put the tablet in the dash, now you're staring down like this instead of looking up like this at your computer. So some of our cars still have the old-fashioned, big MDC toughbooks. And we actually prefer that for the most part, I think.
OE	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: input sought when purchasing new equipment] So sometimes, they generate a committee of select members from the agency. So they just pick a few people. And sometimes those are the best people, and sometimes, they're not. But they could do a little better job with that.
OE	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So in the cars, too, I'd say, is one of the biggest problems. They did it, a revamp of the way that they put all of the computer systems in the car. So in the back, it's now on a folding tray. So it used to be, before, in the Crown Victorias, they used to take up basically the whole trunk. And then we had a storage box that had blankets and flares and stuff like that. But it still took up a whole lot of space back there. You had an extra computer in the back, a extra computer in the front, and then all of your boards and everything else are in the back supplementing it. So it takes up a lot of space. So they were actually, somehow, able to reduce a lot of that and then put it on a folding tray, so now we have the SUV crossover Ford Explorers. And so you open up the back hatch and we've utilized the space that's beneath where the spare tire was. And you open that up and you have some storage down there too. But then they also have a folding tray that folds up against the back seat. So they just pull a pin,

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								fold it back down, slide it out, and they can work on the system, and it doesn't take up a whole lot of space. Now I still have room for full-size cones and flares and all that sort of stuff.
OE	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...right now, we're getting a new CSI vehicle and we're having to figure out how to structure that, what type of monitor we want, where to put all the data because it's going to be a pick-up truck where we need the whole back for storage. So now do you put it under seats, do you put it where...
OE	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So if we could just-- so one great thing that we've done here is our fire department has the same channels that we do now. So when they go to an incident to help us out, they pull up on scene or they get dispatched to it, they flip to our channel, they answer up on our radio, and we know that they're hearing us and all we have to say is, "You're good to come in," and they can come in. Whereas before, we call our radio, our dispatch, they call their dispatch, they send them, and actually, we're sitting next to each other-- So that's been beneficial, but if we could expand it to include other agencies, which, I know, again, it brings in a can of worms.
OE	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	No. So it's if you are on patrol, you have a shared pool of cars. So each substation, so we have three substations right now, we have the main station here, and then two other substations that they just recently built. They're building a third substation way out west. So each of those stations has a pool of cars that they keep there for the patrol. So sometimes, we have enough, depending on manpower. We're trying to get full staffing, and when we have full staffing, generally, the grave shift, when they come on, the day shift will come on and say, "Hey, meet me in the lower lot with your car. It's already warmed up, it's good to go," and then they just swap off cars and then we take it. So then the car gets run over and over again without a break. If we have enough people, sometimes we load up our cars and then we have a full team of cars. That's for patrol.
OE	LE	S	Other	26-35	6-10	Male	LE-S-021	For investigations, they have-- so unmarked cars, but generally, there is, I

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			Public Safety Personnel					want to say, 10, maybe 10 total for all of investigations. And they're just basically keys hung on a board and, hey, there are known cars of these are these people's cars... It's known like that. But at the same time, we don't have enough for everyone. We used to have enough, and then if a person is on call, they can take one home with them every night. So we're on call, generally, from week to week, so 7 days at a time, 24 hours. So they can take that car home with them and then they can switch off.
OE	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: take-home vehicles] ...So as far as CSIs, we don't have one, but we're on call 24/7. So that's why we're trying to get a new one. So we just got a grant that allows us to do that.
OE	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So we use Cellebrite to download cell phones, to download computer data, to-- I mean, cell phones are just so massive with their storage capacity now, so we do not attempt to upload those up to [information sharing software] at this point. So most of the time, we buy a 64 gig thumb drive, save it on that, and then that goes into evidence. So we are now currently going through about 30 thumb drives every month of cell phones, computers, whatever else because they do a lot with child porn, online child porn...
OE	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: drones] ... There's a time and a place for it and only so much of it. But there's a lot of regulations that you don't realize go into it. Because we're having to take the piloting test for it and we found out that there's all these air spaces that we didn't know about. But the technology from that is going to be amazing...
OE	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... everybody has a watch. Everybody carries one in order to know the times on their calls. I mean, we carry cell phones now, too...
OE	LE	S	Other Public	26-35	6-10	Male	LE-S-021	[RE: percentage of people that wear an earpiece] Full-time? I would say probably 5%. Yeah. But I would say before the radio changeover, our

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			Safety Personnel					radios used to be bad and you couldn't understand them, but the volume was consistent across the board. And since the volume's been so inconsistent everybody's just been unplugging these things.
OE	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: using 10-codes] Just 10-4 [laughter]. No, we really don't. We use a specific one for when an officer is in danger, or captive, but otherwise, no, it's plain speak. We use phonetic alphabets but it's a police alphabet versus military alphabet. So that's a little confusing.
OE	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: police departments in general] Yeah, half of them use military, half use police. Half use 10 codes, half don't use 10 codes... and they all don't use the same 10 codes... and military has their own set of 10 codes. So it varies from branch to branch, it varies from agency to agency. So, yeah, if we went to a place like [city], I believe they use 10 codes, we would have no idea what they were saying. Even if we did just toggle over to their channel, we wouldn't have any idea what's going on. Whereas ours is plain speak, but maybe it does take a little bit longer to get things out...
OE	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... So right now, we have, I want to say four main channels that we use. So our first one is the main, "Tell us what we're doing". The second one is we do clearances, so it's like administrative work, so like, "I need you to clear this person," or, "I need you to do this for me, I need you to do that." Third channel, it's for animal control so that they can operate on a channel, not ours... And then the fourth one is car to car, so we can go through and just talk plain speak to each other...
OE	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: job description] I guess we provide a service for the community that stabilizes our society, kind of just enforces laws and social norms, essentially.
OE	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	So within in [city], we have three different-- well, four different sectors with three different areas that have a specific building, I guess. So here in Baker, one in Charlie, and one in Adam. And we all kind of teleconference, similar to this. And so here in Baker, we'll have whichever officer's listening to Charlie's commander or sergeants or



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								Adam's commanders and sergeants on whatever issues they have to present, so.
OE	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	And I'm in investigations right now, but when I switch this next week, I'll go up to [County], which is way out west. But when I was assigned to [County], typically that's the area that I will generally stay within unless we're short or if it's a high profile situation or something like that.
OE	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	So [Name] kind of like our smaller... so approximately 6600 blocks, not actual... Yeah. It's a pretty big area.
OE	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: comms with FF, EMS] I don't directly, but when EMS or fire's dispatched to a call that we're on, they occasionally will be on our channel so that we know that they're either staging or in route. I have never personally contacted them. So that's the extent that I've been contacted via the radio.
OE	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	So I mean, the radio's-- that's the heart of what we utilize. That's our communication. So that's a huge aspect...
OE	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	So all the cars have a computer system. The older cars have-- I mean, it's a screen that you can manipulate. You can slide it to one-- you pull in and it slides from one side to the other, which I find more convenient and beneficial. The newer vehicles have a tablet that's-- I don't know, it [inaudible]. I don't know, it's connected to the vehicle itself so you can't move it. It's kind of a little bit further out of reach, and it's touch screen. Well, everything's touch screen, but it's just kind of newer versus older technology. And we have our keyboard that's on a swivel, so if we need to move it out or anything, and then it's just kind of-- so it's basically just a computer system that's connected to the vehicle. Technology-wise, StarChase and stuff like that...
OE	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: e-ticketers] Yeah, we do have those. They're typically used by our motor units, our traffic officers, so those are pretty convenient. I am technically trained on them, but I'm kind of lazy in regards to technology, so I'd rather just fill out paper tickets than enter it into a little [crosstalk] computer--

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OE	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Yeah, so as a [Name] unit-- so we're all assigned our own identification, so I was [ID]. And that's what we refer to ourselves as. So if I call out on a traffic stop or something, it's [ID], and then they respond to me as [ID]... Yeah, so my sector partners would be a [ID] or [ID], and those are the people that I'm with in my sector that I'm trying to back up or just know where they are at all times and make sure that I'm just aware of any situation that they might need help in or something.
OE	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	It kind of depends based on the-- certain days are a lot busier than other days. Obviously, the weekends are higher volume of drunk people and stuff like that, so it tends to-- it varies from day to day and from shift to shift. So this previous day's shift had six total officers, which is pretty low for a day. So we had two in each. So we had two bigger units, two Adam units and two Charlie units. And that's kind of typical of days, Fridays because it's a little bit slimy...
OE	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... Today was ridiculous. They had all kinds of high profile calls, so I was kind of [crosstalk]. Yeah, so and that kind of drains our resources, patrol-wise because you have people coming from all different sectors and responding to that. And we had two tone calls-- so we had a robbery and a domestic at the same time, so we had two Baker-- our two Baker units at one location, and then within the Baker sector, that robbery came out, so two Adam units had to come from up north to respond to the unit, or to this call, and then the Charlie units came down. And we had our traffic units respond and sergeants and investigations and stuff. So.
OE	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	So here in [City], we're supposed to be assigned cars. So we have a list downstairs that has your name on it with the car that was supposed to be assigned to you. But it doesn't always work out that way. In the substations, in [Name] and [Name], it's kind of more specific because they have fewer vehicles out there. This is the main department building or whatever. And so it's easier to kind of monitor who's using what vehicles in those areas. So kind of it's supposed to be, but not necessarily.
OE	LE	S	Field	26-35	5 or less	Male	LE-S-022	[RE: apps] Some of the translator stuff is very beneficial. We have a lot

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			Responder					of Russian-speaking individuals in our city. I mean, it's kind of a subpopulation, but we handle a lot of calls where it's hard to communicate. We have certain officers that can speak Spanish and stuff, but nobody that can speak Russian, to my knowledge, anyways. So having Translation, which is just basic communication with different languages, is very helpful.
OE	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... So there's Code 0, Code 3, Code 7's our lunch break. Code 9's if you can't hear somebody. Code 6 is if we have-- if somebody has a warrant or something like that. So a lot of departments have different ways of communicating. We use plain speak, I think is what it's called, so we talk very directly. We don't have a lot of Code 10-4, 10-20, 10-82, stuff like that. So it just kind of depends.
OE	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	I think what they're doing with [information sharing software] is going to be very beneficial because right now, it's kind of located within our city and the surrounding areas. So if somebody's been arrested here, then I can pull up their information and stuff, but if it's in [City] or [City], it's not necessarily going to come up. But they're trying to combine us with [City], [inaudible], [City], [City]. And so just having that general database of individuals and their associates, their vehicles, their locations, their phone numbers, that's invaluable to investigating and figuring out how you can pursue people and charge people with stuff...
OE	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Right, so the Tenderloin district has a little bit of everything. So we have our drugs, our prostitution, our robberies. We also have families that live here. So we have actually kids that are actually growing up a lot faster than they should. We have only one park in the district. Kids can't go out and play and throw footballs around and stuff like that. No way you can do that. They're also stepping over needles. They're learning at four years old, that is needle, don't touch it. So they are seeing a lot of mental health. They've seen a lot of that around here. "Why is that guy with his pants down around his ankles? Why aren't the cops doing anything about it? Oh, the cops just grabbed him, but now I just saw him an hour later. Why is he out?" "Because he's already been to a psych ward, they

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								have already given him his blessing, and he's right back out." He needs to be conserved and everybody falls back to Reagan. Well, it's not a Reagan issue. Even though he closed down those places, they've had many governors since then. They could have fixed this. There's no where for them to go. Unfortunately because of our SROs down the Tenderloin, everything gets filtered down here. So for instance, the clinic that's in Pacific Heights, the clinic that's in the enrichment district, a clinic that's where the wealthy-- there is no clinic there. So where do they move them? They move them down here to the Tenderloin. Now that area is cleaned up. That city's supervisor gets all this praise for getting rid of that clinic. Well now that clinic is down here.
OE	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	I have clinics that are across the street from parks. It doesn't make any sense to me. You have a park, and you have a clinic right across the street so kids are in swings watching people shooting up right across the street...
OE	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[The community means a lot?]. And this first time the community has talked to the cops in months. And they're still doing this thing. The Captain says, "You got any issues, you email me." I'm looking at him like [laughter], "Why?" If that was the fact, why are we having a community meeting? We just do a mass email. How about that? Let's just video tape it. We'll video tape it in here. Everybody logs on and you video tape so you don't have to talk to anybody in person anymore. But that's what society has turned to now. And that's where technology is hampering, I think law enforcement, is they're not getting out and not talking to you. Every once and a while, you'll get a clip of a cop playing basketball with a kid out in the street or something like that. But they're not doing that. You can't communicate with them unless it's PlayStation 4 or some crazy stuff. There's nothing to relate to. There's no Monday night basketball. I remember you had to be home before the streetlights came on. And if I screwed up, my neighbors had permission to whip my butt. Then I got two of them, from them and then from my parents when I got home. Right?

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OE	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah. It's just that this wave keeps on going down, because we're losing so many cops and when you only have a class of 40 that you normally--
OE	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	So, in a class of 40, they lose maybe 6 or 7 in the Academy. They're just not up to it. And then they come to the street and I end up losing another, say 6. So now I've got 10 to [switch?] stations and I'm separating 30 cops through 10 district stations. So, starting Saturday, I get 6 recruits are coming here, on Saturday. We retire 15, 20 a month especially during contract-- when the contracts about to end, everybody is bailing out. We lost, July 1st, we lost 42 cops. So we're not catching up. And not just catching up.
OE	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah, it is the lower intestine of the [City] [laughter].
OE	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah. And when I worked down there, when I got promoted to sergeant, that's where I ended up on swing shifts, and this may sound jaded, but you could almost use certain individuals who were moving up the block on their hands and knees as a clock. When they got to the end of the block, it was almost time to go home.
OE	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah, It's like the land God forgot. I mean, it is the definite-- and then it has a big immigrant population of Vietnamese, Laotian, and they're not necessarily very demanding of services or whatnot. They try to keep it low profile, and they shelter in place. They leave early and come home late, and they don't-- and then the rest of us-- I mean, so many people are so poor that you can't even go call them impoverished, and it's--
OE	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	There's a lot of carpet baggage here in general, so I don't know it's a problem. I mean, there are a lot of people moving in, moving out. It's a very expensive place to live. So those that have been here for any length of time tend to been here forever, their lives. Lots of families. There were lots of couples as they're getting once they start having kids, they start looking across the bridge. The grass is always greener on the other side.
OE	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	We are way ahead of the curve. We disbanded our Intelligence Unit 19 years ago. I think actually it was after the Democratic National

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								Convention in '84.
OE	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	My older brother is retired. My younger brother retired. I think post 9/11, we caught a big wave, public safety police and fire. I think 9/11 doubled their wages. 9/11 made us all heroes, whether we deserved it or not. And then reality started to impinge on the image, and the way the city manager of [City] ran [City], and that kind of thing where the city is funded on citations on the backs of their poorest folks. And the cops want to get paid, so they don't write tickets. They don't get paid. So they have to write tickets so that they'll write you three tickets in a day. "Because I got to get paid. I really don't care. I've got to get paid." They've told me. There's no overtime. There's no funds or no nothing. There's no gas for the cars unless I write you tickets, unless we do DUI checkpoints and other enforcement programs to catch the poor tourist driving up from Florida to New York. "40 a day, I want from you."
OE	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	If you have a designated police sector car, yes you do. But you can go outside of your sector within the boundaries of your station, because every station is basically given a boundary to patrol. Yeah. [City], we have like 10 or 11 districts. They call them district stations. So within each district, you have up to five or six cars that patrol a different designated area.
OE	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	No, I think we're one of the first. We're one of the first that has that.
OE	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Our station is more of a busier station. We call it a money station. It's an overtime station.
OE	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	That's just me. But each station is different. When I was at a different station, they celebrated birthdays. When someone retired, they had a huge party. If you're having a baby, they had a little gathering in the lineup and say, "Hey, this person had a baby, and they're doing okay." But each station is different.
OE	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Yes and no. I do miss the birthdays. I do miss holidays. There'd be huge barbecues. But our station is so busy, it's hard to actually sit down with

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								the group and have a meal because your area's blowing up. You'll literally sit there with your food, and you have to go. So it's hard. It's hard at our station to do that.
OE	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	We got new radios, but they're almost as worse as our old radios. We're in the middle of our station, and we can't transmit and receive information static. In the middle of our station. Specific areas where you can't transmit, buildings, you still can't transmit in the basement of buildings. But the main thing is our station. You're in the middle of the police headquarters on the first floor, and you can't transmit or hear. You literally have to walk to a hallway or walk outside the transmitter, because dispatch can copy you.
OE	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	I did a test run for six months on my own-- I was the only who had it, me and my buddies, the programmers. It worked. And then, people were like, "Oh, my God. I've never seen this before." And I told them, "I'm beta-testing this." Even our old chief said, "You're not supposed to do that," and I go, "Well, where does it say in our department general orders that I can't get forms digitally." It doesn't say you can't give someone a form digitally. It just says, "You shall give them a form." I had a business meeting with the department. I sold it to the old chief, but with any government agency, there's a lot of red tape. So they got aced. They got canceled. My programmers and me don't talk anymore because there was a guaranteed amount of money from the department. I never got it, and basically got a "No, thank you. We're not interested," from our technology department. So it's kind of a touchy subject for me.
OE	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	And now, our department is-- they want us to be more like this with the community, interactive with the community. And I was using technology to kind of build that bridge of helping us become more friendly with the community.
OE	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So I would say the station level as far as I'm around, everybody gets along. Some days you're doing more or less, but that's to be expected, just because of staffing and the changes in a lot of jobs, or we're trying new stations is allowed to get newer officers coming in that make it not

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								monopolized with the reports. Communications, everybody speaks to each other, talks to each other. It's the calm before the storm, usually for calls for service because we have a large district. I mean, it's a pretty good size district. And the calls for service could be minimal at a moment and then spike. So depending on the day, you'll get these thermal meters of crank density towards the afternoons or towards the late nights or whatever, but then you've got all these different calls for service in the middle. And whether officers are on viewing in a process, either with driving violations or street times, or even just some other need for the community that they're getting wagged down for, flagged down for. So it's busy every day. It's consistent every day of being busy.
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Being on days, come in in the morning, go through roll call. We're usually given information about what's happened since the last time our shift has gotten off. Go through. It tends to be a little slower in the morning, so we have time to maybe drive the beat, see if anyone's out. It's typically pretty quiet. And then kind of wait for calls to roll in and if you're feeling proactive, pull cars over and stuff like that.
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: roll call] It'll be the whole shift and then a supervisor, whether it's a lieutenant or a sergeant, will come and address the watch.
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	The work cell phone, since we have them. In other districts, they don't have them. I came from a different district before they implemented that, and it was mostly your personal phone.
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: after roll call] We split off and I would say it's a pre-natural flow in and out whether it's to eat, use the washroom, maybe you need something on the computer, your computer's not working, or you can just-- you waited for the boss to come in, you need to talk to him. It's a pretty good flow, depending on how far that person's beat is from the station. So if somebody's beat is next to the station or in the-- it's easier for those particular individuals to go in, whereas if you're working the total opposite corner, it's not totally worth your time to make that drive.
OE	LE	U	Field	Not	Not	Not	LE-U-024	It's I think the third largest [district] in the city in terms of real estate.



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			Responder	specified	specified	specified		
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	SME S3: Probably from the station to [intersection] and you're talking five to six miles from the station, which doesn't seem like much, but especially in traffic, if you're trying to go use the restroom at the station, it'll take you 15 minutes before you can actually-- SME S2: You'll probably get a call before you can get there [laughter].
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: vehicles with CAD] They've replace a lot of them with the newest generation, but they're still-- they go down for maintenance if the car goes down and we get a pull car that PDT doesn't necessarily work in that car because it's different mounts and since it's just a pull vehicle, they're not going to put all the newest latest and greatest things that are going to work in it. It's just a car to use while yours is being repaired.
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: car assignments] It could change every day. For the most part, it does. Some people are pretty good about taking the same ones. For the most part, I'd say I'm lucky to get the same car two days in a row.
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	our district is one of the bigger ones in the city. I would probably argue that it's the most diverse, as we have Chinatown and then we go into very old communities from [City], which is pretty much the nuisance of history that [City] started. But then we go into Hispanic areas and we go into black areas and we border [City], we border busy districts as well. So I think we have everything. We have everything from the crimes that you see on TV, to the burglaries where someone's doors getting kicked in the back when they come home from work. So not only the people we serve diverse, but I think the crime that we have is also diverse compared to other districts.
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	In the district, yeah, we're assigned one mostly due to the fact that we have one of the SDSC rooms and the apps that come with that are on the department phone... HunchLab app and ShotSpotter.
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Two sides of our districts are bordered by expressways. So it-- there's a police shooting on the-- not a police shooting, but there's a shooting on the [street] ramp and trying to coordinate between the dispatcher talking

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								to the state police dispatcher then to us, and getting all the information back, there's a lot of confusion going on. I mean, we had people chasing people. Nobody knew who the offender was. Until you get there and somebody can actually put it out that this is what happened, there's-- it's confusing sometimes.
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: department radios] They're also not encrypted like they should be... Especially by us, we have a lot of Hispanic [inaudible] listening to see-- hear what's going on because then you-- you know, if there's somebody doing a shooting over there, the police are all going to be on that side. And if I want to settle that with somebody else, I can go over [spot?] out the less likelihood of something happening.
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: technology use] I would say it's pretty much computer and phone-based. Other than that, it's all through-- word of mouth is really still going to be powerful with police work. Because people want to talk, but they don't want to talk. We can't exactly always talk to somebody on the phone or say, "Hey, come into the station." People still want that type of business to be handled privately. So even though we have all this wonderful technology, there are still people that are shy to get into-- some people don't even want their names put in reports, let alone phone numbers and all that kind of stuff. But I would say the bulk of what I'm doing is computer-based.
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: body and in-car cameras] You have two major companies that do completely different things, Motorola and Axon.
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Before we didn't have tasers, we didn't have-- probably, they had no cell phones. I mean, the PDTs were just coming into the cars. And they've really, from the time I started to now, it's kind of like going from an Apple IIc to this brand new gaming system that you almost have in the car. You could say the same thing about cell phones. I mean, before your cell phone was to make phone calls, and now it's [laughter]--
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	In the smaller departments, it's also easier to manage the amount of folks you have whereas a police department this size, we have people

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								that have trouble remembering simple ways to code out jobs. There's only 20 of them and they still can't figure it out so--.
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	the computer where it's at, it's not really comfortable. I mean, I would hate to have to write a report in the car. My back would be killing me because you have to turn, and lean, and type, and it's not-- it'd be nice-- it's supposed to be a portable data terminal but it's not. It's fixed in the car... You could take it out but if you're in the driver's seat [laughter], your steering wheel is in the way. So if you're in the passenger seat, you can put it on your lap and work. But if you're-- we're days so if you're by yourself, it's-- you're working like this.
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: subways] They have a special frequency for that but we don't have any in our district.
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: radio communication] Hospitals are tough. [Hospital], [Campus hospital], I can hear you, but I can't broadcast out. So if there is an issue, we have a problem.
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: FF] they can't navigate traffic as usually as we can. So we beat them there for the most part or we could see the smoke coming up to the call. But I think they do tend to wait for us to say, "Okay, this is what we have for sure."
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: call response frequency] I would say I can get something from something pretty menial to something serious, but a minimum five calls a day.
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: calls stacking up] Well, if they stack you, they will. When you do multiple jobs. That will happen sometimes through afternoons and midnights when there's a higher level of call for service. But the officers in their cars, at least before it was, they can't see what's pending or what's waiting. Only the dispatcher can and the supervisors can. So from the station, I can run and see how many calls for service we have waiting. Around the 4th of July, you get 3,000 calls of disturbances with fireworks. And we'll tell the dispatchers [not to?] call them unless there's a caller that wants to be seen because, literally, you can't handle-- you're

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								going to be in a back log all day if you're--
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Even, like you said, [state criminal database] which not every officer has access to for [city] but you could get driver's license photos. So, if someone's playing the name game and says that their brother-- well, of course, you know your brother's birthday and his address, so you can easily say, "Yeah, I'm him," and we would never know the difference.
OE	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: cars with license plate readers] A handful... I think some officers do not like it at all. I don't know how to describe it. It's just more noise in the car... Between the computer making noise to you hearing, like you said, you listen to the radio, but not always, it's just kind of it almost becomes chatter some days, and then if you turn the talk show radio on and then you hear this thing go, "Boop, boop," and then you run the plate, and I think it would be nice if the plate reader knew if you were in motion or not...
OE	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	when the ShotSpotter goes off, we go over the areas that spotter detects the shots. And we call it out. And then we see if there's somebody shot, and we dispatch officers there immediately. I have HunchLab. So with that, I help deploy. I assign our overtime cars from the Violence Reduction Initiative. So we determine where we need the extra resources, where our regular beat cars in the district don't-- aren't able to always cover. So where there's a high propensity for violence. So we will put the extra overtime cars there. So I do that when I get to work also...
OE	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...We will do [surveillance camera] missions. So we will watch the [surveillance camera] Devices. And if we have any arrests I have to create missions for all of this. We do at least two a day. And I'll assist the officers with the arrest if they've never done a [surveillance camera] arrest before. And pretty much if anybody has any information then they will come in...
OE	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: patrol same areas daily] Sometimes. I've been in several different districts. So depending what district I'm in, depending what I was doing.

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								And I don't like to stay in the same place for too long. I like to go to different places. But when I was on the watch, when I was in the [district] on 3rd watch I was the same beat every day. I knew everybody that was there. When I was in [district], sometimes I had the same beat. When I was in the [district], I was the same car every day. I worked the same beat unless they didn't have enough people on the watch. And then I would work on the watch to cover all the beat cars.
OE	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: working with partner] I've switched to every watch. So I've never worked the same watch for more than a year. Afternoons and midnights I would be a 10-4 car, which is two people. If I was on days, I would be by myself.
OE	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: calls] Well, it gets dispatched through the radio. And then it gets dispatched on their PDT if they have one in the car.
OE	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: station life] There's the desk officers. So there's the desk, people come in, people need reports, people need help, people complain. At the same time the desk sergeant is there, he's approving case reports, he's approving arrest reports, he's approving inventories, he's going to lockup to check on the prisoners, he's sending out emails if there's a person shot, and anything else the lieutenant might need him to do. I'm off to the side. I'm in this information center and I'm in there with two other officers.
OE	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	We're all very busy. We're all very busy. I'm close to the people that are in my office, that I'm with. One of them used to be my-- well, he was, on occasion, my PPO when I was in FTO, so I knew him when he was brand new. Yeah. So there's that relationship... So at the desk, a lot of the officers know that I used to be a FTO or I was their FTO, so they come in there and ask me questions. So they come in my office quite frequently. I have a very good relationship with my lieutenants, so we talk very openly. Any questions they don't know the answer, they'll look it up.
OE	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: district] The [District]? It's diverse, sort of. Well, it's African American, it's white, it's Hispanic up north... there is a lot of violence on

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								those, on the edges, on our borders. And then there's some that-- and the gang conflicts from other districts tend to finish up in our district. So it's very violent in some areas and some blocks are just very calm and nice and then there's other-- you could go one block is everything is well-manicured, everybody owns their home, and it's very well taken care of, and then you go three blocks away and they sell major amounts of drugs. There's a lot of violence, a lot of child abuse. There's a lot of beautiful things there. We have the conservatory. So there's a lot of good people in there. They just can't come out all the time because they're just stuck in their house.
OE	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Well, I can go in a squad car and leave and go outside if I needed to. Like yesterday, I was outside for a little bit. I work overtime a few times a month. So I just go outside, and they'll see me. The bad guys will see me. Some of the bad guys I have known for a while. So they'll address me as [alias]. The bad guys will even say things like, "Oh, you're outside today." They're like, "Nobody cares about us anymore. Nobody tells us to get off the corner." And they'll snitch on their rival gang members, and I appreciate it.
OE	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	We see state police frequently. Because our station is right off of the expressway, so they come in for all of their traffic crashes. When they do traffic stops and they have arrests, they come into our district. So we see the state police quite frequently. We see [neighborhood] frequently because they border us, and sometimes [neighborhood] because they border us.
OE	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: license plate readers] We only have two of those.
OE	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	FTOs have tablets... So if they don't have a PDT in the car, they have their tablet and they can write reports on their tablet.
OE	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: tablets for patrol officers] They'd just fly around in the car. PDT is better.
OE	LE	U	Field	36-45	11-20	Female	LE-U-026	In our station, our computers are not good. Our computers are very old.

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			Responder					They don't work. They don't work well; they're slow. So the computers in the station, even our processing rooms, are outdated. It's very hard to do things by yourself because of the way it's set up. So if you're sitting in a room, processing a prisoner, it's just you and him. You're sitting in a room with half of a door and a computer that may or may not work. And if there's two of you, somebody may have to sit with the prisoner while your partner goes into another room to do an arrest. So inside the station, it's different. Things don't always work. Fax machines don't always work. Copy machines don't always work.
OE	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: patrol officers in the field] If they have a working computer, then it's great. If they don't have a working computer, not so great.
OE	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: calls] Oh, they can queue up. We even have a-- it's called a RAP, Radio Assignments Pending. So the entire district will be in a RAP on occasion because there will be so many calls for service... Supervisors can see all of the calls waiting. There is a way to look on the computer. Regular patrolmen cannot see this the way that sergeants see this. However, there is a way to look on the computer to see it. Not all of them know how. It's not easy. It's almost like an Easter egg on the iPhone, sort of like you might sort of kind of know how to do it.
OE	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: patrol officers] They'll see that call and any other calls that they were assigned. They will not see any calls that are waiting to be dispatched... So they can have a dead body waiting at the hospital. They can have a domestic. They could have a noise disturbance and a kid bit by a dog. They can have all of that waiting because it's assigned to them, but they may not see that there was, let's say, a call on the next block or that just hasn't been assigned yet.
OE	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	we have two people in a car so the way we're trained is pretty much the passenger is using the PDT while the driver is driving. So that works out... in [city] most of the time we are 10-4.
OE	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: work cell phones] I don't think they've made a whole lot of difference. I mean, they have HunchLab on them so that makes it easier

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								for the officers. If we could get that on the PDT, they wouldn't need one more thing to take out. ShotSpotter is on the PDT. So I think it would depend if you had a PDT in your car or not. Because if you have the cell phone, event numbers, stuff shows up on there. It would work very well for, let's say-- some things work well for bike officers. Like if you could get the phone to run a name on there, if you had access to leads on the phone, that would be great for people who are on the bicycle. Because they don't have a PDT, they have to run everything over the air. So some things could be used for-- they're a great technology, but if you have a PDT some of it is the same technology.
OE	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Well, we don't use a lot of 10 codes. We only use 10-4 and 10-99, but most-- yeah, most of the time if you're by yourself you'll just say 99 or 10-4 and that is it. Those are the only 10 codes we use.
OE	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	In my office, we would like to get one more computer. That would be nice. We have four people in the office, we have three computers.
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	All day. We would literally go to a coffee shop in the morning, get our coffee and review all case reports in the morning, decide-- what we did is regardless of how unimportant or how trivial a case report looked, we had a habit of always going to the scene. It didn't matter if it was a little kid's bike that was taken, we were going to go meet with those people at that house. There was a couple reasons for that. One, it would randomize our patrol because sometimes as human beings, we get used to just going the same circles. Well, this would randomize our patrol, "All right, we're going to go here." And then, "Okay, what's the next case report? Are we going there?" It kind of randomized things for us. And that was one thing. The second thing was we always wanted to know the people, and it was an opportunity to meet people. It was an opportunity to meet the neighbor. Or while we're standing in the backyard looking at where the bike was taken from, the next door neighbor decides to look over the fence and say, "Hey, I noticed that--" and that was so powerful, and you can't get that sitting in an office.
OE	LE	U	Field	26-35	6-10	Male	LE-U-023	The community I serve is just that. It's a community. It's a



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			Responder					conglomeration of people from various demographics, various traditions, various backgrounds. I work in [City]. [City], I don't know if you know--
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	--is the most diverse neighborhood in the United States of America. So we have a heavy Mexican population going up and down [Street]. We have a heavy Indian and Pakistani population going on [City]. And then, you go to [City], and then you have Jewish population. Then you have Muslims by a mosque. You have these Jewish synagogues, and you have all these refugees that kind of come to [City], because there's a lot of social services available in [City]. So you have all these Afghanis, and now you have all these Syrian refugees. You have all these people from Bhopal, Burma. So you have all these refugees coming in. You have Iraqi refugees coming in, and there's a million [laughter] people. There's tons of languages. It's crazy over there [laughter], yeah.
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	I'm one of them. I'm Indian. I'm from India, and when I got on 10 years ago, I was one of the only Indian officers, one of the first few that got onto the department. So I was always a conduit between the police department and the Indian community just by default, even without trying. Many times because I was translating, many times because they felt more comfortable speaking with me, especially coming from where they come from and their background being-- sometimes the police can't be trusted where they come from. So to overcome that stigma-- how did I deal with all this? My partner is Puerto Rican. He spoke Spanish. I spoke Hindi, and Urdu, and Spanish [inaudible] now [laughter], after all these years being with him. So we had it covered. Wherever we went, we pretty much had it covered [laughter].
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	It's interesting that you ask that. These SDSC rooms are--[Mayor] and upper-level management in the police department, that's their number one focus, is to utilize this technology, convert on what we get out of this technology, and produce real results out of it. I work in the [District]. Last month, shootings were down 63%. The [District] and the [District], down on [Intersection], are the two most violent districts. I believe that

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								there were four districts last year that accounted for 50% of the violence city wide. And the [District] and [District] were two of those districts. You see a 63% reduction in shootings in one month. Last July over this July, 63%. That's huge, astronomical.
OE	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	[district] is from-- I don't know if you're familiar with the city. It's from [street] to basically to [river], which is right next to [highway] from the village of [city], basically to [street], between corporate--[intersection], the jail there and everything. So it's predominantly African-American on north side, and the south then, Hispanic.
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I would describe it as an administrative police function. Basically I'm in charge of operations of a Sheriff's department. So my job is primarily administrative and the operation on a day to day basis of a small law enforcement agency.
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	We have 65 employees so I think probably anywhere under a hundred employees.
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	As the [Job title] I oversee a team of three and so we're also a small department...
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Well I think it's unique to the rest of the state. It's a fairly small community. I think our county's population is like 21,000 or 25,000 I can't quite remember. We have you know several incorporated cities in the county and it's a fairly diverse population from a standpoint of we do have an element of people with great wealth and then we have a big population of service industry type folks who provide the basic services. We do have a ski resort in our county and so I think a lot of the jobs here are service oriented, restaurants and stores. The resort is one of the bigger employers. [County] also employees I think about a hundred sixty employees? A hundred and eighty employees maybe but it's diverse geographically of course...
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...On the southern end of our county we have kind of high desert and on the very northern end north of [town] it's a mountainous national forest recreation area. I think we have a fairly large Hispanic population in the

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								community. I've heard upwards of 30% which is different than probably the rest of the state but all in all I think from a law enforcement standpoint I think we have a lot of support in our community for law enforcement and first responders. I think we have a very good relationships with our citizen reign. I think people I think we've established ourselves as a competent law enforcement agency that provides very good service to our citizens.
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I think it's hard to tell. I mean [State] is a fairly different state than others you know. I think generally in [State] I think the citizens support law enforcement. I think compared to you know I think you see across on the national news in certain states or certain parts of the country there's a lot of maybe where agencies they feel less of a support from their community so I think this area is not only unique you know it's probably not unique to [State] but it's unique to other parts of the country.
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I think you know we have a pretty tight knit group. We have a lot of employees that have worked here for a long time and then we have a lot of employees that are fairly new. We do see some turnover just because this area is very expensive to live so I think often times we have people that move here and they think oh it's great. What a beautiful area. The ski resort and once they move here they go oh it's hard to buy a house here because I think meeting the home prices are far above any other place in the state so that's a challenge...
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...I think generally we have a good culture of you know we have I think most if not all of our employees you know work very hard day in and day out. Some of them have really tough jobs and it's all in all I think it's a very positive environment. I think people can come to work and feel free to express new ideas and embrace changes and so that part is definitely one of our strong suits.
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: IT staff time at station] We're over here probably 25% of our time maybe 30% of our time spent between three staff but I would echo everything that [name] said I think that when we come into this building it's a family environment and we're also included in that fold and we're

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								treated as team members and collaborators and so it's a great environment and staff are capable, experienced and always striving to do better.
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	We can on a limited basis. I think as part of the grant the fire departments were provided with a couple of 700 radios for their command vehicles and maybe some portables. I don't quite remember. We do have a dedicated fire launch channel. I don't see it get used that often because I think it's primarily like the command vehicles will have the channel that the actual like EMS and fire don't have it so technically yes we can talk to them but I don't see it getting used very often. I hear a lot of gripes about interoperability but I don't always see the users use the interoperability that we do have.
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: cross-discipline interoperability] I think it's kind of a hot topic right now just because there's been some issues with or I guess some people have had some issues with our dispatch center which is operated by the county not by the Sheriff's department but it's something that I guess wherever there's users there will always be users that are unhappy.
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Well to circle coming back to the Sheriff I mean if we're looking at technology in this facility and what users are using you have everything from door swipe systems, door control systems that includes both pneumatic manually controlled systems at the control center and this building which is part of the detention center manages that and so you've got intercoms and intertied camera systems and door controllers and pneumatic Sally doors and so that's all integrated in. We've got camera systems in here so there's DVR 24 hour recording and playback and evidence capabilities there...
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...They're also using body cams out in the field so officers are issued those as well as their radios. There are other door controller systems like the swipe system that you saw us use to get into this facility. That's another one. We have communication systems between [state] Patrol and other government agencies throughout the county mostly based in [city] and so we've got electronic fingerprint systems where we can

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								transmit fingerprints back to state and federal agencies as well as kiosk systems so that customers can come in and interact with accounts for inmates so that's all tied in and integrated...
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...We mentioned the PMDC which is the mobile data unit. We also have a separate encryption layer and communication layer that rides underneath that to allow those vehicles to have the correct encryption and security between the facilities. You've got various packages, records and management system which is obviously something very important at the Sheriff's department that ties into the computer and the dispatch system that's in the facility and we use crystal reports, we use obviously lots of office type protocols and programs, productivity. I'm just kind of looking at a list here. We use various data bases, we use different various we'll just stick with various data bases all that kind of stuff with QuickBooks so there's a lot of different technology platforms that are layered underneath the Sheriff's tasks.
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Sure, sure. So we have a software suite that is provided by a company out of [city] that includes both a civil module that the Sheriff's department uses. There's also a module for our treasurer's. There is a recording module, there's a real module that manages all of our parcel and land data, there is also a recording module that manages all of our recorded documents whether it's a liquor license, a manage license some sort of a partial split or something that has to do with deeds or land records and so that's used throughout the county, various data bases with different flavors and lots of productivity suite software obviously...
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...There's close to 40 software packages within the county and so to go through all of those would be a little much. Social media is something that the county is utilizing more and more. We have several dedicated staff both in the Sheriff's and countywide that are using Twitter, Facebook and several other platforms to a degree to try to communicate with citizens and get the message out. As far as technology for the IT department we use virtualization and that is VM wear specifically so

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								almost all of our servers are virtualized and we use storage area networks and those replicate multiple times a day between different facilities and so we're replicating data for both disaster recovery and resiliency...
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...We use fairly robust software package to also backup data and not only move it to another facility but it also gets copied to tape and starting to evolve and that's a 5 year retention policy. We have multiple security protocols and software suites realizing including umbrellas DNS which is a Cisco product. Of course Edge firewalls, interior access control lists and policies and the core of our network as well as out of the access layer and then we're using a product called (INAUDIBLE 00:21:11) for our in point protection both at the serving and in point level and so there's lots more but I'm drawing a blank.
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...Certainly for our body cam systems I think so far we've not run into a storage issue but we will at some point. It will get full but we've only had body cameras for about a year and a half or almost 2 years perhaps but you know as far as the video systems we have the surveillance systems in the building, we have the in car video and the body cam video and I think at some point you know it'll be maybe more difficult to manage...
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I know some agencies pay a lot of money for Cloud based storage. Whereas we do not as far as I know and I think so far we're finding that's really the best way to spend our money up front on the storage rather than over time. I know a lot of big agencies some of the companies that sell the body cameras you know they're all Cloud based and those agencies pay a lot of money for storage whereas we pay more on the front end for the camera itself and the storage but it's something I think it's pretty timely topic just because I think storage at some point will become more of an issue. I don't believe it's a huge issue right now for us but at some point it's got to be.
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Probably daily. I'm trying to think I mean aside from the radio not working, limited self-service in certain areas of our county we do have a lot of we have fairly good cell service up here but because of the

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								geography of the county there's places where you don't have cell service. I think one of the big problems of our radio system in this building particularly and the need for technology which I think we did explore a little bit but the cost kind of prohibited was in this building our deputies cannot receive or get out on their radios in certain areas.
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I think it's because of the construction of the building. If you walk down the hall here with our command stuff you'll see everybody's radio sitting on the window sill because that's the only place it'll be able to link up with the system so we have explored I can't remember the name of the what it is but some type of repeater for in the building so if typically if our one of our deputies is in their office or back in the room where they write reports you'll hear dispatch calling them and they can't hear it because they're kind of towards the innards of the building and so I don't remember the name of what it was but I think we did get a bid or a quote to have it installed and it was like a hundred thousand dollars or \$90,000 and we're like oh I guess we're not getting it.
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...so for us it's always a balance of security, functionality and usability and those three have to balance and so the usability portion of it is something that we often don't see. We're not in these applications on a day to day basis and so we cause a lot of havoc along the way and I think it is a daily occurrence. Technology is constantly changing as you well know and you guys are in a laboratory looking at technology on a daily basis and trying to figure out how to secure it, how to use it, how to make it better and so yes, I think it's a common occurrence and I don't think that that will get any better along the way. I just think it takes teamwork to make stuff work effectively.
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I was going to say after listening to [name] talk about all the systems earlier it made me think like you know our computers and our technology work 99.99% of the time and that's a testament to [name] and his team because there's from my perspective and probably most of our employees here when they turn on their computer they expect it to work and like I said it normally the vast majority of the time does and

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								our systems work and it's probably something I mean I'm sure our employees have no idea what you guys do to make things keep working and so that's a testament to [name] and his team.
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Certainly and in this valley originally there was a 19-2 modem system with a repeater just right up here on this mountaintop for county because we have such a wide or big geographic area. The cities we use 4.9 broadband modems and so we have several different technologies that we utilize in the vehicles to communicate back to the Sheriff's department and so now that they're all on 700's and cell based communications for the in mobiles I think it's a lot more reliable, the coverage is vastly better, the ability to interact not just with local agencies but across the state and federally has come a long ways to BHS, DHS the different organizations that have come in and helped make these more robust and so just the radio systems alone have vastly improved.
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I know the probation department has systems and they work directly with the juvenile offenders, the correctional institutions, the prosecutors are constantly working with different agencies throughout the state. We're tied into hub and spoke network with the [State] Supreme Court and so there's a centralized brand new system in the State of [State] where the Supreme Court has servers both at each county and also centrally located and so there's constant communication, probation prosecutors, public defenders and defense attorneys are all tied into that system as well. And so that information is funneling from law enforcement to the prosecutor's office to the courts to probation and it all ties in seamlessly...
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	... Secretary of State is a direct connection for us as well so the voter systems, registration, voting booths all of that stuff ties in automatically and information transferred nightly between different agencies. I know that the [state] State Patrol maintains a crime lab and so a lot of the investigative pieces of our investigations go there and there's a system that we can access 24/7 where we can view the status of different



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								pieces of investigatory evidence and where that's at in the workflow and so we're very tied in to agencies throughout the state...
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...I think we have seven or eight direct connections not including the cities which we also directly connect to. Some of the evidence management we do have an evidence management system and some of that ties directly into the cities where they have the ability to log evidence up there enter information and then it comes down here to a centralized evidence locker where that stuff is maintained piece by piece row by row aisle by aisle and so it's a lot of integration.
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I think too one thing that popped in was like our communications with the state emergency operations center in times of disasters or like specifically the flooding events that we went through in the spring there was a constant I think we have some type of integrated line that's a direct communication with the state EOC. We do use a state I guess internet based communication called web EOC. That's something that we really used a lot. I think it took us a while to get on board with it but we really saw the value during the flooding event...
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: [Organization]] ...That was our primary way to push out information to local first responders and commanders for fire and law enforcement and EMS along with like the health districts and the state EOC. We had a lot of users in the county that was pretty much their primary source of information during the flood events as far as the daily operations and updates. I think it took a couple of I think [Organization] has been in place for many years but it really took a while to catch on here I guess and now I know during this flood event the state guys were like you guys have so many users now it's becoming such a big thing and it's like well that's good that's what you guys wanted. The management of it has been excellent and the training and it's really been a big tool but it really only gets used when something's bad is going on.
OE	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	... Our further facility is down in [town] which is about 40 miles down the road here. We've got a road and bridge shop there. We've got a road bridge shop in [town] which you drove up through and so all of these

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								different business units need to be interconnected and secured and how do we do that and how do they seamlessly connect? The applications that ride those pipes they're going to change over time...
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	For our agency, I supervise approximately [Job title] assigned to the Bravo shift. We're broke up into four shifts, lieutenant, supervisor in each shift. We control and maintain daily calls. Any call that's received to communications, our deputies or my shift will handle. We basically supervise manage. We read over the complaints it it's being put in, we prioritize which complaints we put towards priority, and the way that we're going to respond to the calls. And we also, some time we'll send what deputy we choose because we know there's some--some are strong in some aspects of the job so we'll make sure we've got those aligned to that job.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	I would say challenging only due to the fact that we can go from a mundane day where we're doing absolutely nothing, quiet, no complaints on the board, to the next thing you know, we have a homicide, a high speed pursuit, and your adrenalin dumped for the rest of the day. You just, the job is never the same. That's why in our job or our profession we get people say oh we're just like normal--it's a routine traffic stop because there's no routine day for us. I can start off on one end of the [County] and end up on the other, and then back. It's never a day, so it's hard, it's hard to say how the... the day is going to be.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	In the morning, the only routines that we have are every morning we will send out a brief. We get a pass on from the night lieutenant. If I'm on day shift this week, I had a pass on this morning from the night lieutenant to let us know anything that's going on, major that's taking place, that may take place today, like a major incident, and it may carry over to us. We'll do a debrief and then from there we'll send out the bulletins to the deputies using our computer system. It updates them; they get the same pass on it that I get. And then at the end of the day we do the debrief to the oncoming shift. That's the only two things that are really set in stone for the day because again, I know I come to work at

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								5:00 in the morning, but that doesn't mean I'm getting off at 5:00 in the afternoon. I could be out at 8:00, 9:00, 10:00, based upon the uniqueness of the day.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Right. We're a very rural community. They may be in the same grid location. We have, where our [County] is divided into three locations, north, central, and south. In the north area you have like five grids, central have six grids and I think south has seven, eight grids. You may work in the north area but depending on where the complaint loads are coming from, you may be in different grids that are in that area. So do they work in the same area per se? Yes. They'll work in the north area, central. But if I have a deputy who's on vacation calls in sick, I may shift someone to cover that slag.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	But I'll normally keep my main manpower in the central area and have staff up in north and south, but if something starts kicking north, I can rotate somebody north or I can rotate somebody south, and that's basically based upon a complaint load at the moment.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	... But normally I'm so busy, I have 14 deputies but that doesn't mean there's a lot less than that or more because we have--we have motor officers come out during the day, you're watching over them, you have the canine officers, walk patrol, so you have a bunch of people moving about. So you're actually responsible for everything that's going on during the daily function of the sheriff's office.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Geographically, I think we're almost 100 miles long, 50 miles wide, and this is basically due to the [City], which was our main hub through the finances of the generations back in the day when the Cajun settled in this location, the bayou was their home. That's how they traded, that's how they brought goods in through the bayou. And it still exists today because we have a lot of shipbuilding in the southern part of the [County] where [inaudible] build ships for the Coast Guard and US Navy. So it's a major contributing factor the way that [County] is designed. So that's kind of unique to us like I said again, you have one major incident on one of the high--two highways running north to south, it can be very

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								tedious. It blocks up everything, especially at five o'clock in the afternoon traffic. The people, the people are unique to each area of the [County]. North central and south what we always say is three different planets. It literally is, there are three different cultures. You have the Cajun culture where some people still speak Cajun French. For those who don't speak it, it can be an issue. But the culture is different, it's changes every year, we have an influx of different groups coming in so you just, you have to adapt with it. But it's a very unique culture.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	I tend to believe there's a lot of diversity. Because you--all industry is down in the bayou, so there you have a growth of financial economic growth, whereas your center, central part of the [County] is more agriculture, as well as the north end of the [County], it goes more agriculture, more sugar cane farmers. More farmer, cow farmers raising cattle. Where south again, it's basically all industry and seafood. We have a lot of shrimp boats, that's where all the shrimp boats are where other parts of the [County] don't have that because they don't have that outlet to the Gulf. Once you get to a certain port, [City], it's past us accessible to the Gulf of Mexico where they are able to run the shrimp and stuff. So you have--it is literally three different locations. When you're dealing with someone from [Town], you don't... their beliefs and the ways they feel about things aren't naturally the same as those from the south. So it--but as far as ethical and ethnicity and everything else, it's--I think it's rather mixed. I don't think there's one location that's one up or the other.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	All you do, the only way it affects, really affects us is security wise because when you have such a major industry like that, for instance during the attack on the United States on 9/11, we have a business called LOOP, that stands for [state] Offshore Oil Platform, where most of your crude oil, your super--they call them super tankers, they can't get within the [river name], so they come to a port out in the gulf. They connect there then they pump the oil here into [port], where the oil is saved or shipped out to different aspects of the country. So as you can

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								<p>imagine, during 9/11, this was a major responsibility for us. We were actually, our SWAT team was actually called out and we were sent there to guard it, to safeguard it during the 9/11 incident until the military and national guard could come down to provide their security. So for us, it does take unique because the [port] is a vital aspect. During [Event] when it shut down, [port] shut down, oil prices jumped. And just, you couldn't imagine that until that happened. You would never think this little port, this little small speck on the map in the State of [State] could affect oil prices across the country. But it did.</p>
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	<p>Right, I was kind of born into the fire service, like I said my father was [Job title] here for 13 years, and I mean now I've currently worked my way up through the ranks and I'm currently the volunteer [Job title] of [City] Fire Department which covers everything on the outskirts of the [City]. It's a 77 square mile district. We run about 200 calls a year. We have three stations and nine fire trucks.</p>
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	<p>Pretty much, yeah. I mean I get up early every day; I'm at work for 7:00. I mean in the afternoons, usually every afternoon I usually stop off at the fire station, make sure I didn't get no mail or if we had any calls during that daytime, see what, see exactly what went on. If I need to sign any paperwork, any phone calls I need to return there. I mean at the police department I kind of have two secretaries and a staff that work under me, so throughout the day they're constantly taking messages and calling me so that's pretty much taken care of on that end. But the fire service side is all volunteers, so you just you've got to pick up the information when it comes in or we all come together and when there's a call or when there's a meeting or training, other than that you don't keep in contact throughout the day on the fire service side.</p>
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	<p>No, it would depend, depending on when you came in that day, you had a geographical beat. Each officer has a geographical beat normally that they patrol in, depending on what's going on that day. If we have extra requests, we may send two officers to that specific beat or if there's something going on in that area like let's say it's a big shopping holiday,</p>

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								Black Friday or something, we would send multiple officers to the areas where we have multiple stores. So it all depends on what's going on that day, but yes, each and every day when you come in, and especially in our department, you serve a particular geographical area or beat.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	... If the weather's nice we'll go out. We do have a real fine training facility here. We have a three story burn building, a seven story tower. We have a lot of things that we can do there, a big vehicle extrication pad, so depending on what's going on weather wise we'll determine what we do for training.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Right. Well, the city, the city limits of [City] as a police officer, the population is about 21,000, we have the university here. When that university is in session we have about 27,000 people here. The university is a big part of our economic boom here. Our large portion of work. Work related here is sugar cane, so our busy season of the year is their grinding season when they grind sugar. We do have a John Deere facility, one of a major John Deere factory here in the [City] where they have three plants where they make chopper harvesters, pineapple harvesters, that's a real big facility. They probably employ about 600 people here in this [City]. So I mean we are a community and we do have a big hospital here with a big focus on like rehabilitation, they do a lot of sports medicine here with the university. So we are kind of a midsized community within the state and across the country.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Well I mean I guess the demographics would be like properly the majority is white people. I mean we do have a good population, probably about 25%, 30% of African-Americans. One of the main issues that we deal with here a lot is illegal immigrants. We deal with a lot of illegal immigrants; they're coming in to work on these farms and stuff like that, so we deal with that a good bit. A good bit of our illegal population is illegal immigrants.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	And one of the main reasons why we was able to get that grant, and I'm not sure if you know this, but [County] produces 23% of the nation's oil. LOOP is down the bayou, [State] Offshore Production, that comes

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								through [County]. I mean we have big offshore tankers that pump in large amounts, 23% of the nation's oil passes through [County], so that was really able to help us get that grant in Washington, and that really helped out our [County]. I mean I could be sitting right here and there's a big fire or big incident down the bayou, by turning the switch, I can hear what's going on. And our [County] is 92 miles long.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Absolutely it does. Absolutely it does, and I think one of the things that really, that--and you're talking about pre-Karina and post-[Event] one thing that we haven't experienced yet on this LWIN system that I've been saying for years is, is what's going to happen when we do have another [Event], and we have all these subscribers trying to get on that radio, we really have it. We've had the flood, we've had the flood, but we haven't had a major incident like [Event] to be able to really test this networking to see if it's really going to work. So that's one of the things I am concerned about. Now we still have our old high band system because remember that the new system that we're going with is kind of on that cell phone type of service. It's not the old analog radio where you could talk radio to radio. It's depending on repeaters throughout the [state] to be able to talk. Well, during [Event] high water, the towers weren't going to go down. So that hasn't been tested yet. That hasn't been tested yet, but the amount of people that's going to be on this radio when something big like that because I listened to the traffic that they had when they had the flooding in [City] and it was tremendous. I mean it was tremendous.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Yeah, that's kind of guys that just got together like different social organizations that got together and went, help them in their rescue. And they come and developed this group called the [Organization] and they were rescuing people. They probably rescued more people than the first responders, just like guys in groups in a community that kind of got together and just went out there in their own personal boats and was rescuing people.
OE	LE	R	Field	Over 65	11-20	Male	LE-R-054	It's--how would you describe it? It's probably 90 percent boredom and 10

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			Responder					percent of--just panic sometimes, so it's interesting, it's--you never get the same thing twice, it's pretty interesting.
OE	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	They each have zones. Pretty much, we try to keep them in the zones. That way, they can learn about the habits of the people that they're responding with and to and for, but we do swap it up to where they do see the other parts of the [County].
OE	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	It's a rural community, not a lot of industry. One of the bigger employees in the [County] is [State] Prison. A lot of people work in corrections, which is a [inaudible] law enforcement type employment. The socioeconomic division in the [County] is probably--you've got some very wealthy people, large land owners, and you've got some people that live kind of on the edge of poverty. They all seem to get along good. The [County] wants to maintain this historical persona of [Name], and the glory days of the south, but for the most part, everybody gets along pretty good. I think if you don't include [Town], that they have about 5,000 some odd people incarcerated out there, and our total [County] population for the last census was something like 16,000 total, so free people, we call them, which are not incarcerated, that's only probably about 10,000 to 12,000 people.
OE	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Again, it's a rural area. You're kind of out by yourself. We only run three deputies per shift, and they have a pretty good geographic area to cover. It's boredom, you've got to watch the animals, we have a lot of deer wrecks, and just being a rural area, and a lot of times, our deputies are stuck out on maybe a serious call, sometimes 15-20 minutes by themselves, because their nearest backup may be 15 miles across the [County], so it gets a little boring, but it's pretty interesting, you get paid to sightsee around the [County], so--
OE	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	On smaller events, you may have two support groups and one incident commander reporting to them, so--but something like [Event], you had many different agencies and responders.
OE	LE	R	Field	Over 65	11-20	Male	LE-R-054	No, there is no test. Again, with the Sherriff's Office, it's an at will employ,



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			Responder					there's no civil service, there's no--at this point, a small agency. Like we are, there's no testing. There's some implementation on the HR side that they're trying to get--we've done job descriptions and we do annual evaluations, and the next step on that, I would assume would be some type of testing or minimal qualifications.
OE	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	We rotated through shifts and so each shift kind of had its own routine. There are certain things that our day shift officers have to do, there are certain things that our night shift officers have to do. And so you kind of--you had somewhat of a routine but as most law enforcement jobs it was never the same schedule or never the same... calls every day. Everything was just a little bit different but you kind of had--you know you come in and check in, you get your paperwork straight, you got your unit, you did your roll calls, so those things were routine until you got out of the office and were actually responding to calls for service.
OE	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	You know being on the campus setting, you're covering about 2 square miles and 250-some-odd buildings so we're not--we're big but we're not big enough that we have zones or districts of everybody kind of has the same--everybody patrols campus and we have a few areas that people like to target. We have a Kindergarten through 12th grade school here so we have officers who like to go walk through and do those sorts of things. We have guys that really--and we have officers that really love to get out and interact with the public so you'll see them in the quads so yeah. You're not always assigned to the same area but you did tend to have tendencies in what people liked to do.
OE	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Yeah. You know [University] football is a monster. In itself you're talking 140,000 people on campus during a game day as opposed to a normal population of 40,000. You're bringing in somewhere in the neighborhood of 250 outside law enforcement officer in.
OE	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	... And we've had some events, nothing... nothing major to the level of like an active shooter or an explosion but we've had bomb threats, we've had protests, we've had demonstrations, we've had armed subjects that have garnered attention from multiple agencies. And you know I think

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								probably as we sit today we're in a much better place than we were 5 years ago on that interoperability piece as agencies are coming in.
OE	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Yeah, we're--you know we're probably in the neighborhood of a 70-officer department. So we're big but small. Everybody knows everybody. I think you have, I don't want to use the word cliques, but you have groups that like to hang out together outside of work and you kind of see that during work. They pal around and they're working with each other. I think each shift, each patrol shift kind of has their own...familyhood about it.
OE	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	So obviously we're university police so we're serving [university] which is I think our student population is just over 30,000 right now. And then you figure, I don't know, 5,000 to 10,000 in faculty and staff every day, you're looking at a small city here on campus. Staff... is not that big of a turnover I guess but when you look at the student piece, every 4 years, you know you've rotate a completely new set of people in theoretically. And so you know we see it in some of the safety campaigns that we've done. You'll see an improvement and then a rotation comes through and you've got to start back over because the group that you educated that understood it has now moved on.
OE	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	And so it's--it's unique. You know I think we're blessed in the fact that, you know, we don't deal with a lot of domestic situations. There are some and now that dating violence laws are classified under the domestic violence laws that number is going up but you don't deal a lot with custody disputes and so it's... it's challenging in that you may be talking to the president of the university at one point and then 5 minutes later you're talking to a homeless person who's begging for change in the next 5 minutes.
OE	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	[Sighs]. So the university is in the middle of the city so it's surrounded on every side but the west because you have the [river] on the west side so there's nobody there. And you have, you know, on one corner you have a fairly affluent neighborhood and then on one corner you have a not-affluent neighborhood, low socioeconomic status. And you know the university makeup demographic is super diverse. I mean you know

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								you've got international students, you've got local people, you've got people that are coming in from other states so the makeup here is it's very diverse. Culturally, you know, racially, it's all here. You know? It's a melting pot, probably greater than you would see in a normal city population.
OE	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	...I think the faculty and staff and maybe some of your senior, upper classmen, there's more of a small community feel to it. You start recognizing people and it's, you know, it's good causal conversation. They understand the job you're here to do and they respect it. I think you've got a group that obviously younger who have not experienced or had any experiences with our police department who don't quite understand who we are or what we do and so you don't get that kind of community feel with them.
OE	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	... Whereas you know I think maybe a lot of agencies just dispatch the call, the officer gets there and figures it out when they get there. Not necessarily a bad thing it's just kind of the way we operate here and our communications officers are really good at trying to go that extra mile and get that extra information so that they have as much as they can before they get on the scene.
OE	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Yeah. You know I think in those incidents here it's... it doesn't really become a multi-agency approach. Meaning that it's not--although local law enforcement coming in because they have their own responsibilities but we have 2 shelter sites, state shelter sites on campus. And so you're bringing in state resources, you're bringing in federal resources and [University] has its own EOC so that's going up. So you have bigger... bigger responsibilities than just police at that point. You know our police officers, our patrol officers are still just doing their job.
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	The end of the day is shift change, I'm expected to be--I get back here to the office a little earlier than most--than we expect our officers to be, start compiling anything I need to pass on to the next shift. I checked to see who is coming in, how many people are coming in, make sure they're covered numbers-wise, no one has called in sick, they have

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								enough, the minimum amount of offers that we allow to be patrolling at the time, and I just wait for the next supervisor and try to give them as much information as possible, anything that needs to be passed gets passed, and eventually, once they've met the medical [phonetic] officers, they need to relieve us, [inaudible].
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	They patrol the same campus, certainly. We're too small of an area to assign specific zones, but they all work the same area. There's just one call rotation that they go through, so if I call [inaudible] anyone specific, unless it's to track a crash, then it goes specifically to Motors. That's the routine there, that have very little face-to-face value. We all came in at a different hour, so we're just expected to go to [inaudible] on the radio and get to work.
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	It is a college campus, it's mostly students. We--our community changes year by year as students leave and students come in. We've got staff and whatnot, we have a pretty good relationship with athletics persons, we do a lot of work with athletics. Some of the staff, maybe labs, whatnot, we've made RC [phonetic], just because they don't come out, and they don't--they've never had a reason to call us, so we don't--that interaction between us is less. We also have a pretty good relationship with the different halls, the residential community, the residential life and the people who manage the dorms, and manage the people who live in the dorms, work in the dorms.
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	Certainly, some officers, we're small enough that everybody kind of knows each other, we certainly have events and whatnot. The schedule we work now, I find doesn't lend itself to hanging out with us, or may have spent time away from work, or even at work with the same group of people, because it'll be three different teams on one shift, and they'll all rotate their days off, while ours, the dispatchers work a different schedule, but each team, each shift tends to have a pretty good relationship with each other. There was a time when we all rotated all at the same time, so you knew your same dispatcher every time you came to work, you had the same dispatcher.

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OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	We have a very large EOC, Emergency Operation Center, that they activate for those events. They will--communications, they will link multiple channels to one channels, so the officers here won't change their radio from Dispatch 1, but various inter-op channels that the state has will get patched into that, so that way, everyone can hear what's going on for Dispatch. There is the change--generally, an officer may go to a call while a game is going on, and we are going to be a bit busier, they will roll into a different channel, and just let communications know what channel they're going to, to pass things like license numbers and names, if they need to call in a name or something like that. We've also had--we've got a command post, that we'll put communications officers in there, and they can dispatch from there as well, and we can put them in an area where we need them, that way we have multiple--our dispatch, versus, we'll keep mostly just the calls that we would respond to anyway, whereas our command post will be set up somewhere else, and the dispatchers in there are more focused on calls from Athletics, or escorts and whatnot.
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	Here, it can be pretty quiet. We have a lot of foot traffic, so you've got to drive a little slow. The--a lot of the buildings can't be accessed by vehicle, and you have to get out on foot and go to them. We encourage--or at least I encourage my guys to do it, and I enjoy it, as just get out and do foot patrols, and go out and communicate with people that way, that way you have a physical--someone is actually out there, a physical presence out there, as opposed to a car just driving by, because once you're in the car and you're going somewhere, you have almost--except for having to stop for people at crosswalks or the other traffic, you really don't have any real interaction with anybody. They're--all the buildings are set off, people inside those buildings, they're not out, walking around. You can--every hour, a troop of people appear on the streets, and they'll get to their next class, and they'll disappear again, so it can be very dead, seeming--even though everyone is here, because everyone is in a class at the time.

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OE	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	... There's sergeants, there's lieutenants, they have senior officers who are there to guide them. Somebody's checking those reports at the end of shift, making sure they're getting in. Detectives, you're kind of on your own a little bit more. You work at your own flow. Obviously we have deadlines that you have to have reports in by. But there's nobody there holding your hand through everything.
OE	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	Yeah, we work on a university, so it's a pretty wide demographic. I mean we have professors, we have lots of individuals from different races, cultural backgrounds, so it's pretty diverse. I've worked in I guess more traditional police departments in my life too before I came here, and this is obviously a more diverse group just because of we have people from all over the world that come to school here.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	But again we are much smaller, you know. A lot of larger agencies may do it with a shift briefing via email, you know, where a [Job title] or [Job title] or something along those lines is briefing, where everybody is not brought into the same location, it's done, you know, electronically. There certainly is that option as well. We are very small, so we, you know, our focus is the face to face.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	S1: Okay. And you folks patrol the same area every day? S2: We do. S1: Okay, so they have a set area that they would patrol. S2: Yeah, we don't have districts within the city.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	We are not large enough to have that, so, you know, we patrol the entire city, so there is no specific assignment for our officers; they have the entire city to patrol.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Sure. Population-wise, we are about 8700. It is more of a - what I would consider, a bedroom community where we don't have a lot of, you know, industry or manufacturing; you know, we tend to send people outside of our local jurisdiction to work, so, you know, they are commuting to larger venues, larger jurisdictions to do the work and then they return, you know, home, you know, obviously to, you know, family and lifestyle such as that, but as far as - you know, they may have to travel out of the area

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								for some of the what I would call, common conveniences, if you will; the big box stores or something along those lines, if they need something, you know, there are no shopping malls, if you will, in this community, so they have to travel outside of the community to get to some of those common conveniences.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Yeah, not a lot of racial diversity. We are probably an about 87% white community. Socioeconomic; you know, it's a what I would consider a middle class to higher end community, not a ton of lower socioeconomic families that we deal with.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	We have a - for a community our size, we have a very strong police presence, and what I mean by that is we require that, at a minimum, at any given time, you will have two police officers on our streets. For a community this size, sometimes it looks like there are five patrol cars out there, quite honestly. So that really deters a lot of issues or potential issues that we deal with. The mere idea of police presence deters crime, so, you know, when we are talking about the report writing and you have to balance whether you want them out in the cars or in the office to write those reports, that why I say, you know, it's almost like a time thing; ten or fifteen minutes I am okay with because I think it is more important for you to be out there visibly being seen and deterring that crime versus being in the office where people know, you know, you are not out there. So with that being said, we generally - we don't deal with a lot of major crime; the crime that we deal with is crime that every community deals with - the drugs, the alcohol, the domestic issues, you know, and with the drugs certainly comes your larcenies, your break-ins, so you know those things kind of go hand in hand and you know, it kind of goes in peaks and valleys as we see the increase in the newest drug trend, we generally see an increase in those larcenies, in those break ins, those type of things, so, you know, I don't think we are in any way, shape or form, you know, out of the normal of what we are seeing nationwide, quite honestly. Again, we don't have the major crime that some other jurisdictions do simply because we have a very strong police presence

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								and I do believe that deters it.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	S1: Okay. So, potentially used to be fulfilling, may or may not be any more? S2: Correct. S1: Especially on the law enforcement side, it sounds. S2: Right. S1: So what actually S1: Okay. S2: Unappreciated.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	And they have. And much more than, you know, it's always been politics that drives policy to a degree, but you know, we always used to be able to tune it - it doesn't matter if its law enforcement or fire, we always used to be able to defend kind of what we did because of, you know, rational, legal, objectifiable, you know, data. And now it doesn't matter.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Emotion. With people making decisions based on emotion outside of whether it is factually based or not.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	I mean, I think technology does have a component into just basically how everybody is so connected where it used to be divided, but now with social media and the different apps that you know, while connectivity I think we use the present tweets. Okay, that is always positive, right? So, normally - I shouldn't say normally; historically, you didn't really have that kind of medium to be opinionated; there were some filters before it actually got out the mainstream public. We don't have that, and as far as police work or firefighting and public safety in general, you have people YouTube, you know, traffic stops and so forth and you know, the problem with that is - I mean, I don't mind if somebody wants to videotape me. The problem is they might only get half the story, and nobody wants to listen to the other half.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	S1: Okay. And how much time do you spend at the station versus in your car? S2: Probably in the car, ten out of twelve hours.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Pretty much. Now, you know, that might change depending on how many reports I have to write or what have you. We have some capabilities to write in the car but, you know, it becomes an officer safety issue and a convenience issue you know; it is kind of hard to type while we are here, plus if I am paying attention to that, I can't watch what is in front of me, so...



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OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Oh, I think everybody has a culture. I don't know that I - how I would explain that. I mean, I don't know that we are - I mean, I guess when you look at normal police calls, there are a lot of times police officers are a little bit more tight knit and their work relationships will transcend the social area, it doesn't really - not so much here. Everybody kind of goes their own way.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	[City] is a probably good community to work in. They are typically very friendly with the law enforcement. It almost seems like the public thinks that, you know, maybe we are back in the 90s and stuff where you know, I don't have to lock my car; we live in a safe community. Generally, that only goes for a little while until their car is broken into or whatever but you know, no matter how much you try to educate them, they still think, you know, we are living in a small community, nothing happens here. The reality is they don't know the half of it. It doesn't - not a lot of it makes the papers, so you know, there are a lot of problems or issues that we deal with that you know, [Town] and some of the bigger surrounding areas do the heroin. You know, it is popping up here as well, so.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Not very diverse racially, I don't think. We are starting to develop a little bit more of that. Probably middle to middle upper class white would be the predominance.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Uh huh. Our reporting software, we use CLEMIS. We also have a dispatch component that is new world, [unintelligible]. We use various Office, you know, PowerPoint Publisher, the Office Suite stuff.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Adobe and, I use some of that stuff, these guys dont.
OE	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	You know, because the big push is to stay off - we really only have the main frequencies in all - I shouldn't say all, like we have our own frequency, [City] police have their own and the sheriff's department those are pretty much the three. But every fire department has the main, so everybody tries to stay off the main because you dont want to tie it up, so they go to their second channel, and not everybody has those.

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								Fire does, to a degree. At least the frequencies are variable, available for them if they want to put them in their radios, but nobody else has them.
OE	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Basically, we are not competitive with surrounding departments. We are about \$10,000 to \$ 15,000 under everybody else. We got our pay rate up a little more, we were able to keep some more people but I can't even get anybody to apply for the department - and everybody is having people having problems getting people to apply but on average I will send out 100 emails from the testing agency and I will get 10 people to come in and actually interview and out of those 10 people that I interviewed last time, I only hired two.
OE	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	They do. Being such a small city, we try to keep them in zones, A and B zone, to kind of let them get used to the problems that are in that area, but they seem to venture out into the entire city because we are three square miles, so yeah, they kind of roam where they want.
OE	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Overall, it's a really good community. It's very diverse. You have a very large Arab population in [town] back here. We have a large group of Yemeni. We have a mosque in town now that deals with the large Arab community. I would venture to say 30% if not more of the population is Arab, and then you have every other culture between a white Mexican and African-Americans, so it's a pretty big melting pot here; it really is.
OE	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	I would say it's shifted. I would consider it maybe lower middle class as far as income; like, we were discussing the dynamics of the economy and when everything collapsed several years ago, and we got to renting - I think at one point like 50% of the city was rentals.
OE	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	We had a very, I guess I would call it, transient population where they would come stay a short time and they weren't investing in their houses or in the community, so it would be, I guess, a little bit lower than the middle class as far as economy-wise. They are mostly working retail and then in stores where the wages are lower, yeah.
OE	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Well, it is fun and exciting. It could also be long, paperwork intensive, nowadays technology dependent. There are times it is extremely slow

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								and there are times it is so fast paced and what I will do is a 12-hour shift and dont eat any lunch because there is no time to even think about lunch. It's a lot of variety.
OE	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Especially being here close to - we are a suburb but we have already tried, so we stay pretty busy. We have you know, a section of freeway that runs through here. A lot of main roads run through [unintelligible]. There is a lot of variety.
OE	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	To an extent. We are not - some of the [unintelligible] are fairly micromanaged, we are not here, I mean, you come here; you would be here on time. We have kind of a daily roll call, other shifts will go over, you know if there is BOL for this or you know, stuff like that and then aside from your call that is kind of - they kind of leave it up to you to go out and - you know, if you wanna go do neighborhood checks, gonna stop by the businesses that day, if you feel like working in traffic enforcement, as long as you are doing something productive, they are kind of hands off unless there are certain things that need attention on, you will get a memo, you know, keep an eye on this intersection between this time of day or complaints over here, stuff like that.
OE	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Yes. [town] is less than 3 square miles as you know, so it is - yeah, you [unintelligible]
OE	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Typically we work 8 hours here, but as there is overtime, we do 4-hour blocks, so either they have to come in 4 hours early, stay 4 hours late, of if it is your day, you can pick up an entire 8-hour shift if there is no one to fill it.
OE	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	[town] is less than 3 square miles. We are roughly 10,700 people at this time. I would say about 60% of the town is home owners, owning their own homes. Those are your generally more supportive, more involved residents, people who take care of their stuff really well. We have had issues with renters. We have a large rental population here because a lot of people became more affluent, or retired or whatever, moved out to a bigger house or more land, and here things are close together and I think

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								[inaudible] sounds very nice but, you know, if you go around the east side of town, the houses are very tiny, they are [unintelligible] because we needed houses for factory workers and you know, they don't age all that well necessarily and people don't take care of them, you know, if you are renting a house, you are not going to landscape it or put a lot of money into it because it's not yours. I would guess [town] has probably about 65 to 70% whites, a large Arabic population mostly from Yemen, a large Hispanic population or fairly large, and then a lot of our apartments are mostly black. And then the Asians and everything the whole spectrum is covered here.
OE	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	For the most part, pretty good. And we have got a lot of business owners here in town that are very supportive and when we got our last canine, we had to do fundraising - we didn't have money to get a canine and we went out to businesses. Businesses don't have a lot of money, I mean; they really come out for us. They are very supportive, you know. If we have a fire or a big emergency, a lot of businesses donate waters and juices and stuff to us, stuff like that. [Unintelligible] festival every year, somebody usually donates [unintelligible] donates stuff like pizza and bread and stuff like that, so I mean the businesses are very supportive. Most of our residents are - I would say 90% of the residents across the demographics are supportive but there are a lot of people who don't like us, either, you know. We get the 10% who just don't like cops, that is just how it is, and certain groups keep to themselves more than others. I know it is like white people and black people call for just about everything. Arabs don't open call us, they don't want to be involved unless somebody outside the Arab community needs, you know, if they are involved in an altercation with a white person or black person or Hispanic person, they call right away. If it's just Arab people entangled in some mess, we get there, they don't want to make a report, they want no part of it, they settle themselves, they handle everything internally, they don't want reports, they don't want names, they don't want embarrassment. Hispanic people don't speak English, are not here legally, so a lot of times they don't call us. A lot of people call for

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								absolutely nothing.
OE	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Sometimes, there are communication - I mean, we try and be pretty good but now and again between like the 3 shifts; like midnight is almost like being on an island because you are cut off from all of the normal day stuff and every shift is different days - like you deal with the schools, nuisance stuff, if the businesses are open, things like that. Afternoons gets a lot more of the crime kind and then midnights -it varies, but the communication between days and afternoons is pretty good. Like a lot of times I will hang over and do traffic overtime for a couple of hours after my regular shift so I talk to those guys at noon, make sure that everybody knows what is going on, to let me know stuff that is going on in that afternoon shift. Whereas midnight is a little different, you know. A lot of times in the morning they barely got their eyes open, wants to get the heck outta here, not linger around and talk, but at the same time, I mean, we have, on our computer system, we can go there and read all the recent reports; we can see what happened last night. I generally try and read the reports every morning; if there is a problem, I will answer. If I think we are going to [unintelligible] some more I will know.
OE	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	So, part of my function is field training officer so right now I am currently in a double car legitimately, else we run single cars.
OE	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Recently, we came out with a kind of citywide split for zones; A and B zone; that is basically split down the middle but as the double car, we are more of a city-wide function, so we can [unintelligible] whatever we need to.
OE	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	But we are a small city, so it's pretty small.
OE	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Yeah, it does not take long to get to wherever that you need to, so
OE	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	I guess, as you know, it's a small community. It is mostly I would light blue collar-ish kind of a low to maybe a mid-socioeconomic class, older

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								houses; most were built at the turn of the century to the 50s and then we have, you know, a couple of newer developments, but generally older residents, predominantly white. A fair mix of industrial versus residential, so we have some railway depots and Marathon, the refinery, got a couple of larger trucking facilities that we have.
OE	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	It's - generally the people are accommodating. They are nice, and most are [unintelligible]; some are a little jaded but...
OE	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	I perform a lot of IT function here at the station so - I am in charge of the LEAN network and the contact person for our validations for LEAN for the state and the WireScan administrator and deal with troubleshooting the body cameras and things like that and processing videos to be put onto disks or flash drives for evidentiary purposes and stuff like that, so I would say I am generally here a little bit more than some of the other officers but I - we eat here and we, have our bathrooms and our locker rooms and stuff like that, so - spare equipment that we have in the armory or in a locker that we don't generally use a lot, we can come back and get that or if we have a specific question like for a supervisor or something with either on-shift work or scheduling or you know, the peer-to-peer conflict or something we need resolved, then we get to come back here and take care of that, but generally they like us to be out in the side streets and make our presence known and
OE	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Generally it's kind of - generally our equipment is fine but we are not a big department. We don't have a huge budget for maintenance or replacing equipment or kind of maybe venturing out with emerging technology or something like that, so a lot of the higher end equipment that we have we got on a grant from either the government or the state or the DDA or something like that, so, I would say it is generally dated equipment but it still works for the purpose of what we need it for currently, so - like both of our [unintelligible] unit's are - they are functional but they are kind in rough cosmetic shape and some of our modems in our cars go down frequently so it's always kind of balance of in the car that you want that is still working fine, so.

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OE	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	About 75% boredom and about 25% actual excitement. So -.
OE	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	When I say exciting, I am not saying like exciting like - fun; I am just saying it is action oriented, I guess, if you will.
OE	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Never had a coverage issue here.
OE	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	No, it wouldn't be that type of merger because we would keep the police department here; it wouldn't be like a merger with - like our fire department became [city] fire department. We would still be [town] police, but we would just be using their computer system that they will be dispatching for us, so everybody is going to have to learn a new - learn how to use the new software.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	I don't. It really depends on what is happening during a certain time of the week or the month, you know? We have a lot of different moving parts because we have a full-service law enforcement agency, we go from A to Z. So, there is lot of moving parts.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	I think this sounds disparaging but being a Sheriff or working in a Sheriff's office and being a police chief -- I think there is a marked difference. You know the police chief is responsible for one person for his job, the mayor. The Sheriff is responsible in our community to 441,000 people. But, I think it lends to being more proactive if you are Sheriff. Being proactive if you are a police chief and you step on some toes, you get fired. You know, you can't fire the Sheriff and if he wants to implement something that may be controversial, he has the power of the people behind him to be able to do that. So, there is a little bit difference. There is a difference in the people we police, you know, culturally there is differences, you know, there is not in our city, in the county. We have trailer parks, we have rural areas, we have subdivisions. What you see in a urban/suburban setting, you know, and they have that urban area.
OE	LE	R	Supervising Field	46-55	21-30	Male	LE-R-058	That's all it is. Yeah. And, you know, [County] County is 500 square miles, so we have the rest of that -- and in our community, there are more

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			Responder					people that live in the county than in the city so there is -- and then those demographics haven't changed a great deal. I remember in 1990, I think it was the first time, 88 may have been the first time that there were more citizens living in the county than in the city. And so, there was that big push, you know, that flight from the city. And we've got 260,000 people I think that live in outside the city limits right now and about a 190,000 inside the city limits. So, the demographics of the city and the population of the city have not changed a great deal since 1988 but county sure has.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	And don't -- let me -- don't get me wrong, we have some knuckleheads. You know, we have human beings, right. I am not somewhat immune to it but we have not -- never had that rash of it being cultural in our agency you know or failure to train on a certain area or training bad in areas, use of force and stuff. We've not had that issue, but it still brings a level of accountability to the officers when they put that body camera on and they instinctively know then. You know, so it has dropped assaults on the officers, it has dropped our complaints. The most complaint you get is he's ride too, right.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	But yeah, the storage is where it is at. And that's -- and for us, storing that evidence, I mean we had a room back here with a server in it and had the fans blowing on it and had a water that's in these sprinklers right across top of that. I don't know much about technology, but I know water does not make [crosstalk].
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yeah. We still have a server. We still have to maintain some things you know here. But, on our chain-based evidence from patrol, you know we will be looking soon to outfit and interrogation room, our interrogation room is downstairs so we can upload that to the cloud on our evidence.com platform so when a DA goes to look at a case, they can sit at their computer and pull every video, every officer that was there, any interrogations that were done of suspects, they can look at all that right there from that, they don't have to get CD here and a CD here and a type of copy of this tape and it's all at their fingertips.



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OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yeah we have. We are very progressive that way. We try to be. In our agency, you know, you can get too close to the forest to see the trees. You really, you know, you think you got it so bad here right. I went FBI School last year, their [School] and there were 40 other sheriffs and chief and it had to be like-sized agencies and 6 international students in this class and really enjoyed it, but talking to those folks that are from agencies our size or -- you had to have 250,000 people in your community and you had to have at least 250 sworn officers. So, we've got 500 sworn and we've got almost half a million. So, it was all pretty close like-sized agencies and it was just incredible when you talk and you see what they deal with and how they have to fight with their community. And we don't, you know, we don't have that. It was how it really made you appreciate where you was at. It really did.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	But now, we are very, very stretched, very stretched. Closing [town], we take all of the mentally ill that are up for evaluation to [inaudible] in [City] now, did that on our own.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yeah, incredible. And we do it all with, you know, we used our reserve unit, that are people that volunteer for our agency to work for free and to do the mental transports. We lost 21 reserves this year. I think a lot of it was -- some of it was attrition, some of it was, you know, I've done this long enough, I want to do something else and but I think some of it, you know, this isn't what I signed up for. You know, I am not Uber for, you know, the mentally ill, you know, and they are spending their volunteer time doing that instead of doing other things they could be doing. So, I think that was a big part of losing some of our reserves, but just can't continue to -- we were just talking in here already. We have not had any -- although our budget has increased but it is we picked up juvenile or because we picked up, you know, animal control or other things have been handed to us to do and it comes with that budget increase but as far as us getting law enforcement positions because we have more people, we need more policeman on the street, we haven't. We just went from five shifts to four shifts so we could put more officers on the

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								street. These guys are working 12 hours a day now and we got to stop that.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	There are some two in a car if they are being trained. We have a field training officer program. After you graduate the Police Academy, you go into a field training officer program where you are paired with somebody and you get that basic education of the Police Academy, then you get the real op experience with a trained officer for three to four months Performa, so --
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	We've got 14 patrol zones now, we had 12. We've added to [City] its own zone, you know.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	We've got a precinct in [Town] that has been really a direct force and it touches -- it touches. Here is the [Town] zone right here. So, that precinct is right here in [Town], right. So, if you are running a 402 or 404 or 400 and you make an arrest. The technology, you can go to a 403, go to [Town] and you can do -- you can scout downtown to a Magistrate, swear to your warrant, sign it, paddy wagon can meet you here. A paddy wagon takes your prisoner down here instead of here.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	And we've dropped our crime rate -- our crime rate has been cut 26% two years down there. In two years, our precinct with an Office of County Sheriff's Office on it, it's in [County] -- being able to have that presence, shrinking our zones and those officers moving around not there more and I'll tell you too -- we've got young guys.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	We've got young guys. We've had a big turnover with retirements that we have had. We have a pension that's in place that's allowed people to retire with a defined benefit, you know, a percentage of their income. So, a lot of guys have taken advantage of that and that gave us an opportunity to be younger and younger agents. And when you get out of here and you are doing that work, I'm 53 okay. Some of my years were dog years, so I have lived 7 and 1 a few, but I am telling you, that's a young man's forte there. When you are out there in that patrol car and

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								you are chasing bad guys, you ain't chasing a 53-year-old man.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	But today -- today, what we are talking about today, I don't believe not for one minute that it happens like it did in 1960s. Not for one minute. I have never in my 30 years of law enforcement ever, ever heard of anybody say -- oh, let's get us one today. Never, never. It didn't happen. They will lock up bad guys and it don't matter what color you are. It doesn't matter. They answer calls for service and they handle the calls when they get there and it doesn't matter if you are republican, democrat, black, white, yellow, green -- it doesn't matter. It doesn't matter
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Oh mercy, yes. You know when I found this body worn camera, new age technology, right. So, it's new -- we had in-car cameras but I had my [Job title], who he is retired now, you -- And Sheriff, oh that will never work. That will never work, that's crazy. And [Name], he wanted to take the cameras and dump them off the [Street] Bridge and [inaudible] because he said a policeman's word doesn't mean nothing anymore. And it is sad you know you can't go up there unless you have got it on video, it doesn't matter. The policeman's word doesn't mean anything. That's crazy. But it is true but you are not going to regress, you know, so we got to embrace this. And my [Job title] [Inaudible] was -- no, they have got enough on their belt. You can't put no more on them. You can't do that to them. You cant -- They have already got in car cameras, you know, we are just going from the car to wherever else we are going, you know.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	About too common, may be used on the floor on a trial basis and we have worked with agencies that have used license plate readers but yea we have a couple that were bought or will buy.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	A few -- common as our population grows but we have English or we have Spanish-speaking people and we have one on every shift and then, you know, there is interpreter in court.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	I have got the mobile radio and, you know, I've got weapons in there and things that I might need, but yeah it is more like and office to me. Then you know, I don't use the mobile battle units or anything like or the

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								terminals like that. I don't have -- if I need to use at all, I will call somebody, you know.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	We've got drones, yes. We've got drones and have cameras on them and we have an aviation unit with, you know, flyable helicopters, we've got a Huawei and some OH-58 Jet Rangers, but these drones I think are the future for aviation. I mean, for us, you know, it's a very expensive proposition to own, maintain a fleet of helicopters. Our helicopters were free. We got them on a government program. It was, you know, surplus military equipment but the way the drones are growing in technology, it is just -- man. If I call for the aviation unit, if they weren't flying, you know it would take them an hour, you know, I mean, once they got somebody to hangar, pulled the bird out, warmed it up, and got up and got to you -- I mean, really. But a drone, you can off from your car. So, if you needed to do some surveillance, if you wanted to know what was behind the house, that you are fixing to hit, you know if it drone, and you can get it on your phone, you know. They've got iPads that you can operate a drone from. [Name], my techie guy, he first in the [Organization] -- they first got one a couple of years ago I guess. And it was -- and then they got another one last year that was \$ 2400. It was so much far advanced than the first one they had bought. That had the camera that had the ability to lock on to something but the battery lap on those things are the biggest drawback right now. I think it can fly for 20 or 30 minutes but -- but look, if you've got a couple of them, you know, you got three or four batteries, then you can be up for a while.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	That they can order commissary, sick call, they can email, they can do visitation on them, and there is a cost associated with that, it is paid through their commissary accounts. But, that technology is bringing efficiencies to us so we don't have to lay hands on an inmate to bring them to a visitation booth, let their people visit, then take them back, you know. It cuts contrabands -- contraband from being brought into our facility and it cuts that office-inmate contact that drives confrontation. So, our inmates love it.

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								Some people, there was 40 or 50 people that protested it because they were not getting face to face visits anymore and cost associated with it but you can go down to the jail and visit for free. It does not cost you anything. But if you want to set it at your house and visit, like a Skype -- you can do that.
OE	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	No, we are pretty cutting edge here. We really are pretty progressive and proactive.
OE	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	So the environment within this building is pretty good. Yeah it's pretty fun, jovial. I mean it's got its issues I guess you know like any other place but overall I think people are respectful and understanding of different personalities, different beliefs, different philosophies of life so we all get along and joke around. I have heard of any having any issues. Obviously there's you know I'm probably one of the people that people talk about behind my back yeah I don't know right? Like there's always that one person that everybody digs on and if you're not digging on anybody then you're like oh they're digging on me so right? So yeah no it's cool. I don't know it's pretty laid back, relaxed. You know people have their concerns and they talk about for the most part. Obviously as with anything else in life everybody has certain things they're not comfortable talking about, things fester and come to a head at some point or otherwise you go past them and off you move on so yeah.
OE	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	I provide them information you know we do follow that kind of NIMS idea where we have a public information officer so and of course I'm not an ultimate decider right so because [Name] is my manager, [Name] is my manager so my position is split between two departments right so I'm in the [County] Communications Department which is a [County] entity and then [Job title] which technically is a [County] entity also but it's managed by the Sheriff's department which is a department on all its own so yeah.
OE	LE	R	Other Public	36-45	6-10	Male	LE-R-043	So it's all an amount of relatively right and so yeah so I don't you know we have our issues with trying to coordinate a few things. I mean

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			Safety Personnel					obviously our problems are unique to rural areas but it's not anything different than a different rural area you know what I'm saying? Just because the fact that rural America unfortunately kind of gets left behind because they don't have enough money and they don't have the numbers right. It's funny how grant stuff is based on numbers... At the same time you're rural and who says that you need all this great stuff? It would be nice to have it, it would be beneficial but you got along great without it but so did [City] right? We all got along great without it for a long time so yeah I don't know. That's yeah ultimately that's all I can really say so yeah our problems are the same as everybody else's problems because we're all humans and that's the core of what does what this does. You can have all the technology you want but it's garbage in garbage out 1980's you know the technology can only do what you tell it to do.
OE	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	You know it varies. We do a lot of grant work so it's generally around 40 to 60 hours a month depending on the needs.
OE	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	So we handle day to day calls for service or issues that may arise. Everything from in our county because we're a rural county anything from animals out on the highway to crashes to domestics to shootings to VIN inspections for vehicles to serving civil papers. It's very broad. It's not like a lot of agencies where our they'll have like specialty they'll have like a traffic unit right? We do it all you know we are the initial investigators for a homicide all the way down to you know a guy needs help pushing his car through the intersection and everything in between so there's no specialty. We have investigators of course but we kind of do it all.
OE	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	For sure. It's very broad. Very diverse.
OE	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	It can be slow we've have not very often we have shifts where literally for and our shifts are ten hours where we have not a single call for service at all and then we have shifts that it's just back to back to back and we're overrun so it really just depends so we carry a wide array of

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								products and technology and tools in our vehicles because we don't really know what we're going to get into.
OE	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	The primary function of the office we call it the office so the way that our office is set up is we don't have a separate office for just patrol or anything like that so the entire Sheriff's office is housed out of one location. It's also the courthouse and the jail and the DMV and you know our commissioner's office and all that. We have our own areas but all of the county services are in one location, a centralized location now that happens to be within the city.
OE	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	So we're kind of a because we have I mean our agency is fairly small. I think we have 12 full time patrol guys and so it's kind of like one ranger kind of mentality. You know we have to rely on each other and we become very close because we work with the same people day in and day out so the crazy call you went to you know with this guy you're going to go another call with him so you build that rapport so we generally get very close with each other in our agency and there historically has not always been a great relationship between the city and the county and there's always the city cop versus county cop and that's nationwide.
OE	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	...we don't have a SWAT team, we don't have a MREP, we don't have a lot of the technology so we rely on [name] or [name] their SWAT team to come out and they'll fly their drone into the house for us and you know do whatever we need to do. They'll make entry and breach so we have to rely on you know [name] SWAT and [name] SWAT because we don't number one we don't have enough incidents to justify the training for a SWAT team.
OE	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	We have six or seven somewhere in there and that's patrol only. We don't have any part time in the jail or anything like that and really it's kind of a funding strategy because if you have a part time you don't have to pay all the benefits, you don't have to pay all that kind of stuff so if you can kind of have your base and then have you know part time guys then supplement so when you have guys on vacation as you probably know when a guy needs to take vacation you can't just leave the shift open.

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OE	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	And literally we have two times in the day that there's only one person on in the entire county so if we have vacationing, comp time needs all that kind of stuff we have to have coverage and so that's where they kind of utilize us to come in and of course we do actually set up the grant funding program through the state so we have lot of opportunity from the Department of Highway Safety like on holidays DUI patrols and stuff like that so we'll put extra bodies on the road then and that's we do more of that than we do actually covering vacations at this point.
OE	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	For sure. So call history is really important to us as well. We don't have the ability to lookup call history as far as repeat events so sometimes and this goes for even the full times guys so we're four on three off and then three on four off and then vacations and everything else so there's times where schedules literally you won't work for two weeks which is great. A lot happens in 2 weeks so you may have a neighbor dispute it's an ongoing issue and you know you're getting sent to a call that you think is a brand new issue, you get there this thing blows up in your face and you're like I wish I would've known what was going on.
OE	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	So I think [county] has a similar database that they use for their local but we don't there's no sharing updated I know the state has a fusion center and they'll put out officer safety information around that but we operate independently even the city has their own database and we don't share data back and forth and we work in the same area.
OE	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	... we don't have we don't ever get to show the cool gizmos and gadgets to try to sell anything but I think part of it is personal style. Our small agency we're a rural county so you know we don't have condos and lofts and high rises and that kind of thing. I think in the actual city we have like 6,000 people or something like that. It's very, very small so the type of people that are attracted to areas like that are not going to be the real you know cutting edge. They don't want to be in that you know where some of you know [Name] they've got nice million dollar high rise that's not the demographic of our clientele if you will and so my perception is it's more personal than it is really resource based on that.



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OE	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	As you get further north our calls for service drastically decrease. Number one it's a response time issue and number two my experience has been the people up there they handle their own problems. So if their neighbor is irritating them they go talk to their neighbor, not that it's a violence thing but they go talk to their neighbor. If their dog gets out and is harassing their lifestyle the dog gets shot. That's just and I don't allow that and so there's a different type of person out there and they're very independent.
OE	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	They don't live in a city or near a city so they have to be. If they slide off the road they don't call the cops to come help push them out, they call their neighbor or the guy with the tractor that they know to come pull them out you know. So the further north you get in our county the less calls for service we have. When we start getting down closer to the city limits in those areas we get more calls for service. We're not a wealthy county. If you Google there's an article actually just put out that [county] is the poorest county in the state. I don't know that I entirely agree with that. It's kind of a bedroom community to [city] because the drive for a lot of people that move from larger cities is about 30 minutes to downtown [city].
OE	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	Yeah so you can get a lot of land for inexpensive and so people who move here from out of state particularly [name] you know a lot of people who move here from [name] they go you know buy 20 acres and build a gorgeous you know half a million dollar house which is a lot of house here so they go do that and then they commute into [name] their 30 minute commute and people I was born and raised here and you know 15 minutes drives me nuts trying to get somewhere you know like hit roads like it takes me 15 minutes to get 10 miles you know that just drives me bonkers but that's not how it is everywhere else. So there's a lot of people that move from [name] and are starting to move into our county which brings some different political views and stuff like that with it but overall the people that have been there a long time even in [name] County the locals really seem to handle their own problems and

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								they're not afraid to talk to their neighbors or if there's a party going on they go over and they talk to the neighbors. What we find is that if their neighbors are not from the area then it becomes a confrontation and a fight. You know so there's just different level of respect there that we see a lot of times and I'm not just saying from [name]. That's from everywhere [name], [name] you know people are coming here from a lot of places.
OE	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	In [County] it's probably 95% support so it's very high. We get which is why I went to work for a small agency so for me law enforcement is a passion not a career. Growing up around here you know I want to help, I want to make things better so in [Name] [County] there's a very high which is why I went to work there. When you get into some of the other areas and I'll just speak to it from where I live because I don't live in [County]. I live in [County] and just kind of knowing my community that I live in and my neighbors and all that I'd say that it's still fairly high not like other areas in the country but there's definitely more resistance to people off the cuff sharing their opinions about what should and shouldn't be done when they don't know anything about the industry. You know how bad they inconvenience me for doing twenty over, ten over, five over whatever that is you know what's wrong with speeding. I use that because everybody can relate to that and so it's fairly high but those ones that don't really, really paint the water and can do a lot of damage within an agency and because I don't think people can relate I don't think they understand. I mean literally until you've pointed your gun at somebody and pulled the slock out of your trigger and you're about ready to take a person's life until you've experienced that you can't explain it you know what I mean? And that's part of why we become close with each other in our agency. We've had shootings together, we've had critical incidents and I think people just think that that's just a fairytale. That's looking into somebody else's eyes when they've got a gun to somebody else or a gun to their head and trying to explain to them why they shouldn't kill themselves. I mean that's not a Monday through Friday 8-5 check in and check out type of job and to do that for

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								in a lot of cases you know you can make a lot more money doing a lot of other things of this proportion and I think that's undervalued and underestimated and not realized from the public's perception. So law enforcement overall is very supported here. We've actually had people donate guns to the agency, ammo, we get Christmas cookies, I mean all sorts of stuff at our agency which is great and but I think a few that don't support it really and there's going to be a few there's always people like that but when the nation kind of starts doing that it is like it's interesting. It makes a lot of us wonder what would happen if it wasn't law enforcement.
OE	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Well the street crimes unit is a newly developed unit. There's only four of us in the department. What we do we're more directly involved with the community. We go off tips I'm sorry tips off tips basically anonymous tips, we work closely with [abbreviation] and other groups inside of [City] and if there's a specific problem they need dealt with they call us so we'll go out we'll do surveillance, we'll try and hit a certain neighborhood really in order to detour the crime from happening there.
OE	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] You know well I don't know on his part but we start our they call our they call it our mushroom which is the beginning of our shift at 9 p.m. It usually takes anywhere from 5 to 10 minutes and we'll be there starting taking calls. Depending on the call volume in the night we usually come in around 4 or 5 o'clock in the morning and do our reports and you know if we got hit pretty hard that night there's times where you know me specifically I'll stay up until one or two o'clock in the afternoon that next day doing reports. There's also times where you know its cold outside, it's snowing, it's icy we take one (INAUDIBLE) and that's it but on a normal day we usually work 9 to 7 but that's not always how it works. There's usually an overlap. When I was in uniformed services there was an overlap it's not exactly an equal overlap with between the morning shift and the afternoon shift there's a 2 hour overlap which morning shift would come in and do their paperwork while the afternoon shift takes over the calls. Afternoon shift

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								<p>and night shift there's a three hour overlap which they're able to do the same thing but between and I was on his shift when I was in uniformed services. Between the morning shift and the night shift there's a one hour overlap and they have a thirty minute mushroom so essentially we only have 30 minutes to actually be undisturbed and not subject to call. So depending on the call volume they're put in a really rough spot on nights and just shifting that one hour forward would make it 222 it's just that would probably get a couple people mad by doing that.</p> <p>But as far as the street crime goes we're one hundred (INAUDIBLE). Our shift is from 4 o'clock in the afternoon until two in the morning that's usually the highest crime area timeframe where people are most active. They really usually start settling down around 2 o'clock. Four o'clock they're getting off of work it's time to go out and have some fun I guess. What we do in the mornings we go through we have an activity schedule that's just something to go off of in case we aren't tasked to do something else.</p>
OE	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	<p>[S2] We do have MDT's. They're only in our vehicles. Usually every year they try and pick up five or six new SUV's that we drive but I drive a crap vehicle, he drives a crap vehicle we don't have MDT's in our cars we go by radios. We have our GPS and we can pull up our call logs but outside of that it's basic radio traffic. They send us street numbers, give us the name of the people, outside of that we got to go from what we can figure out we know. Like he was saying we have to (INAUDIBLE) if we don't buy our own GPS you better have a phone.</p> <p>If you're really tight with your data on your phone sorry you better get to reading that map book and understanding your streets which we do for the most part. I mean that's one of things that we really clench on very hard with our newer officers is getting the geography down because [town] looks small but some of those streets they get really, really in depth.</p> <p>We have a lot of additions, we have a lot of suburban areas, we have a lot of housing developments and there's a new one popping up and so it's really you really have to get to know these streets and that's another</p>

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								reason why these officers want to stay in their certain zone zone 3 which is going to be our northeast side they work zone three for 2 months and then all of a sudden they get moved over to zone one which is northwest just country clubs, new streets. If they get a hot call, an emergency call it's going to take them a little longer to get there which is not only unsafe but I mean it's uncomfortable this is our main communication and it's got its problems.
OE	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] I personally think it's more or less than our tower isn't tall enough and it's nothing that they're going to be able to change necessarily because we're also a military town and they have their flight pattern that they have to get to and our radio tower is right on their approach so they can't make that even taller. It's nothing that they can do so we basically it's pretty much going off of one site and [state] s really flat but it does have its little hills so once you're out of line of sight we're going like this trying to get our radio.
OE	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] What I think it really is you know we do live in [town] and I can't say my wife thinks we're here you know. I tell her about some of the things that could possibly happen. She says well it's just [town]. Like it may just be [town] we may have grown up here but you know it's still a town of 60,000 people. There's still people that hate us, there's some people who don't want us to be around and you know when we have our radios that don't work properly it's almost to like we adapted to adjusting to the fact that well our radios aren't going to work so we're going to have to do this on our own so and there's times where that does happen and that's pretty sad that as a law enforcement agency where we're supposed to have people that can help us that we have to use the fact that we adjust to well I guess I'm on my own here.
OE	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] [Street] runs all the way north and south through [state] and [state] and [state] so it's a very big intersection. The possibility of that danger happening whether it's going to be local the probability of it being local is relatively low I would say because I mean that being a smaller town but we've got our neighborhood bad guys pretty much under good

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								observation but we're a hub for all these interstate criminals and you never know.
OE	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] They have anywhere from 3 to 6 people in our communication's division. Usually on our heavier nights they're going to have a lot more people. They have ones for certain areas. You have one that does fire dispatch, one that does PD dispatch and mainly talks to us, you have 2 call takers and you have one that inputs the information into the computer that way they're as freed up as they can be in order to either talk, type or dispatch and then of course we have our multiple channels that we use in order to get out. Fridays and Saturdays we do a lot of DY grants and stuff like that so the radio is constantly tied up so we have additional channels that we have at our disposal that we can go to in order to be able to talk to each other out on the street.
OE	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] Yeah two people cars. Well street crimes we ride usually two bank cars and a lot times we're not in marked units. We use undercover vehicles and stuff like that if we're doing surveillance or setting up on a house and we'll have the patrol unit close by that can do traffic stops if we see like a hand to hand buy or something.
OE	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] It's very diverse in all means of the word. There's multiple cultures here. There's some tribal culture here. It's not tribal territory at all. You have every spectrum from [Name] (INAUDIBLE 00:35:00) is pretty much half the town and he's on one of the top twenty richest people in the country. We have people from that end of the financial spectrum all the way down to homeless making bare minimum. The city for the most part is split east and west. Your high crime area is going to be more on the east side but the west side has its areas too. It's going to be in the lower income origins of the west side for the most part when dealing with our drug offenses and stuff like that but the suburbs aren't without their own discretions at all by any means.
OE	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] Like you were saying we are divided by a line. We as a department see the line of east side west side that's just how we work it but there's also some things like he was saying there's the rich and there's the poor

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								and the sad thing is you know I have more of a relationship with the homeless population then I do with people that can help us because I don't ever see them. They're not out at night but you know when I do see the homeless I usually get out and talk to them and see how they're doing, where they're going.
OE	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] There's a lot of them in town that we know by first name and we'll just hop out and chat with them for 10 or 15 minutes about how their day was and there's some really good people on the east side too that are from the low income sources. It's bad that that has existed is there but the higher crime areas are going to be in your low income areas and I'm sure that stretches all the way across the country. They're fighting for their means for the most part.
OE	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] And the unfortunate side to that because I mean [town] is a heavy drug area. I mean we have quite a bit of drug usage usually it's going to be more or less [state] going to be a prescription pill problem for the most part but we have a lot of meth here, we have a lot of marijuana here, more meth than anything but my main zero tolerance especially is when it comes to you have yeah you might have an addiction but you also have two kids. You don't want to think about them in that way I'm sorry I don't know how to help you. I'm going to help them. I'll get [Organization] involved and I'll do whatever I have to do to make sure they don't have to grow up in this and actually have three meals a day because you don't want to spend that \$20 on them. You'd rather put it in your arm. I have no tolerance.
OE	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Yeah because we have a specific fire dispatch. Now we have a fire dispatcher and a life dispatcher because we actually just changed over the EMS channel to digital so they hear just what we hear well not what we hear but what fire hears. We're on the same frequency so when an emergency call comes out they get sent to it as well.
OE	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] I couldn't answer that. I mean I've worked dispatch for four days when I was in training but I mean there's a little bit but it's nothing major. If we say we need life and fire they all have headsets on they can all hear

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								what we're saying so when we say hey life and fire here now. Fire dispatch gets on and helps the fire when we said it. Life on the other hand there's been times on injury accidents where because usually in town we usually only have one or two ambulances running at times and there's times where they work three counties. They don't show up for half an hour and we need them there within 5 minutes.
OE	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] And it's mainly don't catch me lying but we don't have the filler space available for those videos because we record everything. There's 12 body cams and then there's 3 or 4 (INAUDIBLE 00:49:59) so that's 15 cameras that you have to upload daily you know and every officer is probably going to have anywhere from five to ten videos a day and that's just with about 17 body cameras. We have 100 officers so you can imagine what it would be if we all had one.
OE	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] ... This is how I talk to county. I don't worry about the ring. I keep mine on the TV because our canines they have two radios. They have one that's on [county] and they have one that's on [town]. I don't want to have to take the extra time to move this up and try and find their channel in order to get to them now I don't have my TV dispatch to where they can't get to me now so I'll keep mine on the TV and I'll use [application] and I'll try and get out to whatever (INAUDIBLE 00:57:40) is that I know is working.
OE	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] Well I when I got hired on there was 12 people in my group that got through the PT test and out of the 12 four of us got hired.
OE	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Aside from NIMS we will always use ten codes. The only time is I mean we're in tornado alley so we've had specific NIMS training and stuff like that for catastrophic events and everything like that and five years through more for the sixth time and you have people from not just counties states people coming up from [state] over through [state] everybody wants to help you. You have National Guard you have everything so we have our NIMS training to set up who is in charge and they branch out from there and that's when the ten codes go out the window and you just use common terminology because our ten codes



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								are different from (INAUDIBLE 01:07:53).
OE	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Not really it's just if you do get funding and stuff like that don't forget about the smaller departments and I'm not specifically just talking about [City]. I'm talking about these smaller departments like [towns] where they only have one, two officers on and I mean a lot of the counties over would say I know my badge number is [Number] and his is [Number]. If you go over to [town] 3. It's a manning thing so with that manning with that little budget they can't afford any of this new stuff so it's I understand that big departments have big needs but smaller departments have those same needs so if there's any kind of federal grant money or anything like that that you guys are able to do with the communications don't forget about the little guys because you could probably knock all of us out and we'll only put a little dent in it before you go to the [Organization] and stuff like that.
OE	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	Well you know we serve the community. There are a lot of tiny towns all around here and we usually patrol in our cars. We're here to keep people safe. We're here to answer calls when something comes in. It's you know it's general law enforcement yeah I guess that's what I'd say. It's general law enforcement.
OE	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	No not really. We're we've got a lot of different communities but generally there are two of us out there at a time and you generally are just going around the whole kind of county all the communities in it. Most of us I would say when we're out there on patrol most of us are doing our best to cover as much of that territory as we can because that does make a difference you know when people see you, when people know you're out there they just feel better about stuff.
OE	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	...We don't have computers in our cars here. I think maybe some of the sheriff's do, some of the counties do. We don't. We're a very small county here so generally you're just getting information from your radio from dispatch right so dispatch is going to call us if they've got something they need us to do or some place they need us to go. Maybe you know when we're in the station we're just talking to people so that's

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								kind of with dispatch there with you know the sheriff there but or sometimes you know if we get a call we're going and we're talking to people so sometimes we're just we're just talking to people
OE	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	Yeah generally I'd say you know like anything there are lots of places especially in our county where stuff drops out that's a problem but we all know that, we all know that we can adjust to that. Sometimes we use a cell phone that's not real common. We don't find we need it a whole lot but sometimes if I'm in an area and my radio is not working then I know that sometimes I'll have a cell signal and I can make a call with my cell phone but that is an issue. There are a lot of places especially in our county that are remote where we just don't get a signal so that's a problem. This is a lot of farmland. This is a lot of places that are kind of remote. There's really not a town here that's got more than a couple of hundred people in it. Maybe a gas station, maybe a post office but that's about it so yeah I would say that's an issue yeah.
OE	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	Well like I said it's a lot of farmland. We do have some small towns but they're not real towns really. Some of them have a couple hundred people in them and it's mostly the folks outside of there that we're also serving so the sheriff's department we serve kind of all of these rural areas here out here and those areas that don't have their own police departments especially. None of the small towns in this county have their own law enforcement so we are really all that they've got as you know as folks who are going to respond in the case of you know when there's an accident, when there's a vehicle accident, when something's been stolen, when something's gone wrong that's what we're doing here. Sometimes they call fire, some of these small places they do have volunteer fire departments. I think it's a ballad that got to folks you know it's not much so we're often responding too to those calls to help them see if they need help as well but the community it's pretty simple I would say. A lot of farmland.
OE	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	Well we got a lot of like I said a lot of down time, a lot of time when we're alone out in our car so you got to like driving, you got to like driving for

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								this job or it can be a little boring that's true, that's true but you know we're also stopping and in the different places that we are. We'll stop at the gas station, we'll have a little chat with folks. I usually check in at the post offices. When I see people out I'll just stop make sure everything's okay double check you know just have a little conversation with folks and they know then that we're out there for them and they appreciate that so that's a lot of it. Driving, talking again if we get a call and this season you got to know this season it's deer rutting season and we get a lot of accidents this time of year so this time of year it can be a little busy for us given the accidents that we see and lots of those are deer related absolutely so that's one of things we're doing a lot of right now but otherwise we're driving and being out there in the community.
OE	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	Well I'd say for the most part this is not a rich area here. I mean maybe you get up to [name] or [name] and you've got more of that there but here you've got a lot of simple folk like I said mostly farming or you got people who are living here who are working in other places. Like I said in [name] or [name] we're not that far so sometimes you got a lot of folks who are going out some place to work but they like living here. They like having the land or this is their family's property whatever it is but for the most part I would say there's not a lot of diversity in general here and a lot of farmers more than anything farmers. You get closer you get a little bit further north you get a little bit over there like to [name] they got the oil, they got the oil there. There's a little bit more money there. Well a lot of more diversity there than we've got here yeah.
OE	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	... We have a little difficulty I think getting dispatchers. I mean dispatchers are in this area I don't know about any place else but in this area it's tough to get them, it's tough to keep them. It's not a job that pays well so we got a lot of turnover there but yeah for the most part yeah it's we all get along real well yeah.
OE	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	No ma'am. We really got to know this area here and that is a hard part of our job really because it's not that big but it is a lot of different communities and it is a big space to cover but you just got to know it

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								because here you know people are sometimes talking it's too west or north. We don't really have addresses. It's not like it says 1234 you know [Street] or whatever. No it's most people here most folk maybe they'll list the road they're on but we don't have a lot of actual addresses so mapping programs like that maybe in the city that works better. For us that really isn't something that works real well so I don't think we use that very much no.
OE	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	I think we've got about everything we need out here. It's so like again it's so remote that I don't know what we could have that would really help. It's not like it's not like cameras are really good help. It's not like you know I don't know when you think about technology maybe you think about drones that's not going to help us out here. What's that going to do for us? I just don't think there's a whole lot of other kind of technology that we need that's going to help us do our job better really.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	We had five fatality accidents for 15,000 people. In comparison if that had been [City] next door them having fifty fatality accidents for 140,000 so you're talking about you know that's a lot of fatality accidents for the number of people we have and you start looking at the reasons and the causes and effects for that and a large portion of that was lack of enforcement, lack of education and people. Certain people in the community will always do the right thing but there's a larger portion of the community that needs some reminders and needs you know visual cues on keeping in check as far as speeds and stuff like that and what we try to do is we don't have a lot of deputies. We have 12 well right now, we only have eight because we're 4 short and we're trying to hire some up because that's where our pay is but we try to do things before multipliers. I'll go out and write tickets. This last weekend I wrote 29 tickets this weekend myself personally as sheriff and all my guys work you know if you have a badge and a gun you ain't no better than anybody else everybody can work but the other thing is how you do it and we'll use patrols to really raise awareness and put something on Facebook saying hey you know we had one place it was next to an elderly

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								community and people were having trouble getting out in the road because people were speeding.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	If you have people doing 80 miles an hour and there's a lot of agricultural people down that road you have a cattle trailer that's 40 feet pull out into a road that's a 4 lane and somebody comes down a hill at 80 miles an hour that's going to be a bad day so people need to slow down through there because there is this issue that you see here. It's not the fact that you can drive straight down the road it's the other stuff that interferes with your path and people don't think about that. They go I never thought about that. You explain it to people they get it so I forgot what the question was now.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	We have 441 square miles. We're the top 20 as far as size. There's a 159 counties in [state]. We're the top 20 in the state for size. We have about 14,889 people in the last census so it's not heavily populated. It's fairly sparsely populated. Have a very large agricultural base here. We have 3 state routes that run through our county, [Street] to [Street] to [Street]. [Street] being the most heavily traveled. It's the direct connection between [City] and [City] via [Street] so you have a lot of truck traffic through and stuff in that place. People here our demographics I think is about 16.9% black, 2% Asian, I think 3/4% other and the rest is Caucasian. Predominantly we're Republican here. We have a few Democrats. The democrats live in the more urban areas and the cities and stuff and you know we have a lot of beautiful houses here... Criminals and stuff travel by car you know if you're out here selling drugs or buying drugs you're in a car, if you're stealing stuff you're in a car you know it's pretty well spread out so you don't have a lot of innercommunity crime for the most part so our strategy here is we do traffic based crime number one. When we start looking at the areas where we have a lot of thefts we'll start pulling people on that area and just keep our eyes open and see who is moving around and a lot of times people won't bother to call and telling you but when they get stopped for a traffic infraction they want to help you out and tell you who

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								is doing what so we got a lot of great information off that but overall we have some really good people here, really good school systems. We have a lot of households where both parents are still in the household. We don't have a lot of single family households here. We have some but a lot of our community that are in that situation actually move to [City] because it's a hub community. They have a lot more resources up there. We don't have a lot of mental health consumers here. We have a few most of them move to [City] because they get a free apartment and stuff like that so overall I mean we have a lot of great people here. We're the smallest population in the continuous counties around [City] [County] in that community.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Every other community I think the next one is probably [county]. They have 30,000 people and everybody else is over 45,000 people for any county that touches [county] so we're well below the population curve. What you'll start seeing is people starting to move out here, probably taxes are really low so there's a lot of incentives to move out here and build houses and stuff like that. Schools are really great so I'm anticipating the community grow in the next few years but right now we're still a small rural community.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	We have kids that come in after school. If the deputy doesn't have anybody at home we have some single parents and stuff their kids can come here and we'll put them on the computer and let them do homework and let them hang out here after school so we try to be really, really inclusive a family environment here. On any given day looking at the numbers for our call volume if you look at call volume with the proper relief schedule we should have eighteen deputies. We're only slated for 12. We actually right now only have eight so we're kind of running. These deputies come and run, run, run.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	A lot of that has to do with pay. And I'm picky about people. If you put somebody in a badge and put them near a community as to the wrong person it really hurts your department so I really work short then work wrong and one thing we had is when I came into office here we were

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								<p>paying \$12 an hour for deputies. I raised it to \$13.23 and I went over budget this year and I knew I would but I wanted to do it the first year to get it right. You know a lot of stuff had not been done here for a long time so I'm trying to fix everything the first year and then after that stay on budget and next year with the raises and stuff we're going to be paying \$14.46 which is commiserate with the other agencies around here you know. We were 20 to 30% below everybody else just rural. We're almost 50% below the metropolitan departments around here like [city] and places like that, [name] and stuff so we're getting competitive, we're getting close. Next year I'm going to ask for another 5% which will put us up to \$15.08 starting out. And \$15.08 is actually above some of the other ones but because we only have twelve deputies we don't have 30 deputies that little increase is not a significant amount. We have about a 2.7 million dollar budget, a 5% increase for every employee here is about \$47,000. You toss \$47,000 in the context of 2.7 million it's not significant you know but it is significant because it goes a long ways to keeping people here but any given day I mean you could jump off, you could be running the whole day. We don't have any special units here.</p>
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	<p>If you can save a life, save a life that's the number one priority so we're getting every single one of our deputies and first responders certified. We're also going to medical aided dispatch. So if somebody calls in the dispatcher is going to be able to talk them through how to maintain that person until help arrives and what we'll start doing is when we have a medical call, emergency call, we'll send deputies and they're actually going to have their own jump bags to take with them for medical purposes and that's just a fourth multiplier again because that's part of shepherding your community you know. You don't always put handcuffs on, sometimes you put a bandage on you know that might be something to save a life because one life saving event is worth a hundred arrests because you made a difference in somebody's life.</p>
OE	LE	R	Supervising Field	36-45	21-30	Male	LE-R-048	<p>There is no perfect officer. My philosophy is you take the person, you look at their strengths, maximize the strength, minimize the weaknesses</p>

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			Responder					figure out how you can use them. You got a guy back in investigations not getting investigated. Sits in the courts all day writing everything down does great with this. Low growth needs a guy. He sits in court and does it but you know there's evidence now does a great job. If you were to take somebody who is a high growth needs person and put it in that job you actually made them miserable. So you try to figure out what people are and put them in the position to do what they can do and enjoy. I think you should enjoy coming to work. You know if you don't enjoy coming to work I'll tell them tell me, tell me why.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Our actual compensation rate for everything for regular deputies is \$18.89 an hour is what they cost us so I'm paying them \$17 an hour. We're still saving a \$1.89 an hour paying them to make sure they show up you know because people will come to work for that kind of money and you can really get good people and they come in here and all they do is just traffic and drugs that's it so they're on top of everybody else 6 days a week and just do traffic and drugs that's all they do.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	And we have a lot of places in the county especially the eastern end of the county or the northeastern side of the county where phones don't work you know of course it depends on who your carrier is
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	...We're probably looking at \$150,000 or \$200,000 for the repeaters and the electronics that we need just to optimize the system we already have which is I don't have an issue with analog system I'll be honest. As long as you have what you need you know the analog is not bad. We had analog in [city], we had a truck and repeater then we went to digital and the 800 megahertz and then we went to digital and our radio quality is pretty good here if we could just get the antennas in a good place and get the coverage that we need you know and then the second issue of course is being able to talk back on portables and stuff.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	There's a lot of areas where I don't have coverage. Specific areas in the county especially where the topography is, is bad. The main corridor around [Street] we have pretty good coverage because it kind of runs up and down from where we're at. You get further south or further north it's



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								kind of bad coverage.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Not current. However well kind of and I'll explain that. That's what I'm saying we're in transition and basically what's going on with that is we asked [City] and [County] they had went through and changed out their computers to a from a CF31 Panasonic to CF54's and so they had about 200 something access computers. We asked them to donate some of them five of them to us and they said well we had those five and so we had those five and those five we put them in the cars and they actually use those to write reports on. We bought some licensing for Go Global that allowed them to patch back in.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	.. I got places down here I've been 120, 130 I'm just going to tell you and it still took me 15 minutes to get there. that's how far it is you know. At certain times you got stuff going on and my philosophy down here is very simple to these guys. If you're speeding (00:39:57) have your blue lights on, if you don't have a reason to run your blue lights don't be speeding. It's that simple. Outside of that be respectful to others give due regard and use your heard.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	My house is on the [County] line in [Town] and if I drove the map to the county line the speed limit takes me almost 40 minutes. It's a big county.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	A lot better than it was. You know we have some people come and go. We're losing people not all losses are bad. I'm okay with that. I have people that come in for a time and I knew they probably wouldn't last but they gave us something for a period of time that helped us improve dramatically in the period of time we had and either you know if they left the only constant is change. Laws in [county] I was [Job title]. I probably had 30 or 40 people under me and this year ain't going to be the same 30 or 40 folks it's going to be next year and I actually had a 2 year period where I had zero percentage right off my shift. I didn't have anybody to leave because everybody was happy because I care about them and I talk to them and it makes a huge difference just checking on folks you know find out what's going on.

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OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	He's not going to tell me how to do my job and he needs to understand this and they ended up voting him out. He left the whole county and since he's gone it's been really good but it's also this is my ball mentality with the fire department guys because even we're cross training like with the first responders. We had a deputy one day a guy got there, the fire department got there, didn't have anybody that was CBA certified, the deputy was put on the thing to check the house and his uniform to see if anybody was in there because the possibility that someone's in there came out, it was so hot it actually melted his holster and he had to get another holster you know but I have very good relationships with the EMS director here and we are taking steps to proactively improve those relations.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Or hey let [town] know we're about to open the road up and [town] advises because we all have different radio systems. None of us around here have the same radio system.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Previously the previous administration they wouldn't tell you what somebody was charged with. If you called here and asked they wouldn't tell you and I'm like it's probably the record. Just tell them. Who cares what they want to know for? So want to get the webpage up. We'll have that widget on there so a lot of the phone calls we get hey, how much is so and so's bond? What's he in jail for? Well if you have something on the webpage you can just look it up yourself. Who cares you know go look it up. That save us for having to do the work.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	We try to get them right around the belly button that way if you go out you have your arms out like with a gun it actually will shoot under your hands so you're not looking down the inside of it. You actually see what you're seeing. We haven't had a whole lot of incidents here though. We haven't really used them in court. You know people know you have them. We usually go through on a typical probate court date we might have five hundred cases we usually have five or six maybe that won't bench trials and of those maybe only one of them would be a trial one or two and even I don't use a camera. We only have a certain number of

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								cameras. We have 14 cameras at \$7,000 a year. We don't buy them. If you were to buy them it would've been more than that just to buy them the first year.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	It can when it fails. You have to be good at going back and [County] would be a good one to talk to. As I understand they took computers out of the cars over there.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Now if I get to the point where behavior changes to a point where we're not out here running and writing speeding tickets all the time and now I have time for that now but I don't see that being a possibility. We have over 10,000 cars a day that go through 78 by itself so and you're not going to change everybody. Locally when we started out we probably wrote 75 or 80% of the people tickets to people in [county]. This weekend I think we had over 200 something tickets this weekend you know we're talking about five people working and 200 something tickets. I think we had four from [county].
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	The local behavior has changed.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	All the radar I've bought have all been used. A new radar is about \$2100. I haven't paid more than \$400 for a radar unit. It costs me \$70 to get it serviced so less than \$500 I got a perfectly good radar unit and it's not shiny and brand new in the box but you know what it comes down to function and I think that's what you look at here is you have the guy who wants a new car every year and he wants the big shiny, shiny or you got the person who wants something to be functional and get the job done. You got the guy that's got the 1975 Dodge Ram Power Wagon or you've got the guy that's got the brand new 450 jacked up and never been off road.
OE	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	...You got four hours extra at home every day with your family that's important so it makes a big difference and just the way they interact and just to your philosophy. Listen you're here, you serve them they're not

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								here to serve you. You are supporting their efforts. You support the fire department, you support EMS, you support the police, you know you need to understand where you stand in this relationship and once you get that and they stop being smart butts about stuff and humble themselves and embrace their role (01:16:00) it goes a long ways.
OE	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	...We were trying to create that buffer in between some of the less desirable parts of town and our campus proper. Our students tend to reside in sort of that no man's land... Now there's been new student housing built to the east of campus over in midtown so we still have that crime suppression unit that traffic enforcement unit whose job is to continue to circle campus the exterior portion of campus keeping those blue lights flashing and keeping that criminal element at bay.
OE	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	The campus itself is comprised of just over 400 square acres. The [name] jurisdiction extends 500 yards beyond our furthest property...So it gives us quite a good chunk of the [city] actually all of the time.
OE	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	On campus of course we have academic, administrative and residence buildings, residence hall buildings. So a large mix there mixed use facilities. Immediately surrounding campus to the north is the home park housing subdivision typically comprised of mixed residential properties from low rent non-resident landlord type properties to some very bungalow style residents which is sort of that upper and real estate so mixed housing there but a lot of rental properties that is priced to appeal to students however that low pricing also tends to bring in a criminal element.
OE	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	Immediately to the west of campus while there is some Judaification that's occurring on the west side with some new apartment housing that's going on there's an area called [City] which tends to be more of a I guess more poverty stricken and higher crime rate. Immediately to the south of campus [Name] Apartments which tends to be mixed bag of student housing and I think sort of like Hud low income population throughout that area also seeing some high crime rate, some gang

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								activity down in that area.
OE	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	Gang activity and drug activity to the west of campus and throughout the bluff area. To the east of campus we've got [name] to [name] of course that sort of splits our campus proper from our tech square properties and now there is emphasis on new student housing. Non-[name] affiliated private student housing priced again to appeal to students. There there's a bit more control and required proof of being a student in order to reside in those apartment complexes but it's taking our student body farther off of campus with regard to residency...
OE	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	...Not that big of a deal during daylight hours when there's a lot of hubbub and a lot of activity a lot of other students, business people things along those lines however our students tend to stay on campus late into the evening especially during finals which can be several weeks' worth of studying and testing and then walking back unfortunately in many instances despite our urging not to alone in the middle of the night which in any downtown urban environment is going to make someone a target for potential theft or robbery.
OE	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	...We have a very, very densely populated campus of about 27,000 students, 10,000 faculty staff and contractors. We have our own electrical generation from a power plant that is off of [name] to the west of campus. We have our own steam plant and chore plants on campus to provide heating and cooling for our buildings so we have all the infrastructure that any small city would have to include that densely populated---
OE	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	The department again is a [name] consisting of state post certified peace officers standard of training certified law enforcement officers. We have I want to say it's right around 86 sworn. We have another twenty to twenty-five I believe full time civilian support personnel and then we have probably 12 student part time employees that we have incorporated in our social media division as well as in the physical security division.

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OE	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	...The shifts are broken out or patrol we have our patrol division, we have a criminal investigations division, we have a crime suppression division, [name] which is comprised of under-cover officers or plain clothes officers as well as the traffic enforcement unit, we have four explosive detection canines that fall under our special events division. I know I'm forgetting somebody. We have a fleet division, we have a professional standards division, physical security division, social media division, training division so pretty much all of the same capabilities as any medium sized urban law enforcement agency would have.
OE	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	In fact we find that when we compare ourselves to even municipalities such as [Name]Police in many instances we're a larger agency with more capabilities than them. We have cars SUV's, off road what would you call them? ATV type vehicles, Segway's, motorcycles, and bicycles so any number of different patrol mechanisms that can be incorporated for vehicles for officers to use to meet any of our different patrol type needs.
OE	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	Unlike a lot of agencies which only deal with patrol the [name]or a [name] Police Department where it's mixed residential business here we have to contend with very large special events such as football games, basketball games, rock concerts like the [name] that we hosted a year ago so these special events can pull in crowds of in excess of 55,000 people in addition to our resident population of you know almost 35,000 to 37,000.
OE	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	We do. We have a communications and operations center which has a very large video wall. They have operational live operational use of a network of almost 1700 cameras.
OE	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	We almost always have 2 dispatchers. They're not divided unless they between themselves informally agree upon some way of dividing any of our four zones between themselves. Typically it's a first come first serve. If a call comes in first operator to take the call while the other is continuing to respond to officer's radio traffic they'll hand off calls. It's

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								really somewhat informal as far as that functionality. We don't have designated call takers, designated dispatchers.
OE	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	If anyone were to experience anything like that of course we have resources that the department and the campus community makes available for counseling, guidance and mental health. I'm not privy to anyone who has exercised any of those services but then again that would very likely be covered under HIPAA privacy and I wouldn't ask much less attempt to find out anyone who has pursued that but it has not been brought to my attention I can tell you that.
OE	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	We have a human resources division, we have an IT division two dedicated IT professionals, we also have evidence and records divisions so they fall under professional standards but there's still those capabilities of evidence custodian, records custodians in order to obviously contend with any evidence that's taken in, having to be released and records management to include open records act, fulfillment for Freedom of Information Act Release.
OE	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	What was amazing was that our students came out verbally detesting the actions of that Antifa group supporting the police department bringing us incredible amounts of food to help sustain us as a show of support and solidarity. The cards and the calls and just the outpouring of support was absolutely amazing. It truly was. Never experienced anything like it before. Where we had a subsequent protest on campus and we had mobilized our officers to deal with the protest that was what we were expecting. What we did not expect was a turnout of students who began a counter protest on behalf of the police department. Now all of a sudden we had to mobilize to act as intermediaries between these two protest groups when we had only anticipated the anti-law enforcement protest group. Our students here are a very different mix. They're not the [name] type you know social movement or liberal mindset.
OE	LE	U	Other Public	46-55	11-20	Male	LE-U-049	We train the most explosive detection canines of any other agency in the state so that speaks to the knowledge and the capabilities of our

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			Safety Personnel					officers as trainers that we are looked to as that first in class agency when it comes to explosive detection canines. We have a number of firearms trainers that are just top notch and as part of the citizen's academy they go to the ranch, they experience what it's like to go through firearms training. We have a simulator that they experience, a no shoot situation in a very safe controlled environment. They're able to see hands on what our criminal investigations division is capable of with their vehicles, the mobile crime scene vehicles that they have as well as some of the other tools that are available to them.
OE	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	... but I know of course that range and program ability were two of the factors that were taken into account just because we're continuing to expand our footprint as a campus. We continue to go acquire properties that are farther and farther out so our jurisdiction is continuing to grow and as such we need to improve the range of our communications.
OE	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	The weather patterns are the same for us and we can begin to see trends with homelessness and when the transient population begins to seek shelter on campus or when the bicycle thieves begin to receive that resurgence the weather is getting nicer, the bicycles are more plentiful, people aren't locking them up properly but through our analysis of this sick look behavior of campus or nature of campus through our analysis and trending of these crimes.
OE	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	...For example, facial recognition and I know it's a very, very controversial topic however in a setting like a campus setting where you do not have hard walls to establish a perimeter and to keep the bad guys out and we don't want hard walls here. We want this to be an open and an inviting environment to promote learning and to promote interaction but with that open and poorest nature of our campus it becomes at a cost. We have the same bad guys that plaque our campus year after year after year breakdown in the court system that allows them to come back in such a short timeframe job security I guess for our officers for myself but where we could begin to automate and increase the speed with which we identify these individuals.



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OE	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	... If we could develop facial recognition to a point where it was reliable and able to utilize the existing infrastructure of cameras so that we could leverage our current capabilities with that new software to more readily identify these individuals and to capture them before and catch them as their coming out of campus as opposed to after they've already committed their crime and left. Robotic technology. Not to replace our officers but again to act as a force multiplier.
OE	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	... We are too densely populated. We are so heavily treed we have such a thick tree canopy that the potential for a drone to strike an off school and fall on someone is just too great right now. I don't trust that the technology the off-school avoidance and the redundancy and the lift and mechanisms are to a point where it's safe to operate above people. It's not legal to operate above people right now. The FAA hasn't authorized it so we're not there yet. Will we ever be? Maybe I don't see it in our foreseeable future. Robotic technology I do see ground based robotic technology.
OE	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] We have a crime analyst who works in our office and that's her job is to find trends using social media finding offenders based on social media accounts and then we do that too. I mean she does that but we that's kind we're kind of all in work intelligence nowadays you know.
OE	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] You try to have a routine but it can change like that.
OE	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] See with the amount of people we have we have 13 people in our unit here full time. The amount of people we have we're most effective if we could get everybody together to address that one priority problem. The problem is or this is the trend that usually happens is wind up taking four of those people and putting them on drugs handling the drug complaint and then I got three or four SWAT guys that are going over to help execute a warrant and then we've got three traffic guys going to address cars being stolen so it's very rare we could have our entire unit at one place at one time because like I said like detective [Number] said there's so many different things that come up and pop up with different

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								parties.
OE	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] In our unit no. It just depends on where the problem is. Now there are certain officers within our unit that are better in certain parts of town okay they're very familiar like the other detective I was speaking about there's a neighborhood and a section that he's familiar with the gang activity over there and he's very familiar with that as compared to like this side of town where he doesn't hardly know anybody that's out here and the same goes for other people in the unit. They're better on this side and stuff like that.
OE	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] Not to mention, typing. We use an app to communicate between our agency and with other agencies so we're also on they're typing to The [City] or whoever trying to deal with each other. We always got a number of things going at once.
OE	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] It depends on what it depends on like we're here in the office more than some of the other guys. Our other guys are on the street but like we have admin responsibilities and you know all kinds of paperwork all day.
OE	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] We're rarely here. [when asked if they are at the station]
OE	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] All over the place. The south end is nothing but country and farmland with farms and up here is an industrial area with business people and the national side is residential where it's all over the place. We have everything.
OE	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] It's kind of confusing. Okay so [county] there's cities within [county] that have their own jurisdiction and their inside the city limits. The [city] is within [county]. The [city] is with [county]. They have their own police departments okay so generally we only patrol the unincorporated parts of [county] which does not have its own city and not have its own police department so that's everything on the south end of [county] was unincorporated up until November of last year they voted to be cumbetent city okay so we're a county police department and the new city is paying the county for the police services. Now by March there's

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								supposed to be the city police department incorporated so what's going to happen with [county] Police is still unknown. Now us as the SWAT team and the county police we are able to help other jurisdictions go into other jurisdictions if it directly effects anything we're investigating. We have other agencies asking us for assistance all the time. City of [city names] because they don't' necessarily have a SWAT team so if they need warrants served they usually contact us, what else can you think of? The difference between countywide not countywide.
OE	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] I forget what the last thing was. Racially it's mostly black and then white up under that. We don't have a large Hispanic or Asian at all.
OE	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] Wait because of the everything we have you know we have houses that are we have ghetto areas and then we have you know million dollar homes.
OE	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] It's all over the place. Okay. So you've already listed a lot of different pieces of technology right? We've got the cell phones, we've got the radios, we've got MDT's. What other kinds of technology are ya'll using? Are there body cams? You mentioned license plate readers. What other kinds of technology are you using?
OE	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] I mean our division I would say do it more in the office just because we have the luxury we can do that but the patrol officers are in their car always.
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Yeah. I mean certainly like we work 12 hour shifts in patrol and there are and we don't do formal roll calls because we're only putting a Sergeant and three or four officers out on the street here. At the other campuses it's only one or two so but you're going to come in you're going to have a chat with your supervisor kind of figure out what's going on for the day. We do a lot of we call them business checks but it would be a lot of walk through, building checks, location checks so sort of expected but throughout the day when you're not answering calls, you're not doing traffic, your job is to be visible whether that's riding through a parking deck, walking through a building that's a big part of what we do as an

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								institutional police department.
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Yeah that would be something that would be routine but yeah it's kind of in patrol there's a lot of freedom here because you know our call volume isn't immense. During the day it's obviously busier than at night because during the day they tell us there's about 40,000 to 50,000 on this campus during the day between the hospitals. You know we don't police the [name]but it's right next door so we have interaction if we need to go there if we need to help out but there's also all that traffic flow and then there's also just the connection between [name]. There's a lot of people here so there's a call volume during the day at night it's not as much.
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Fifteen thousand kind of split evenly between undergrads and graduates about 7500 each and then our healthcare network is massive. We about thirty thousand employees total between healthcare and the university at a satellite locations but when you factor in students that are here, the faculty that are here, the staff that are here and then through the hospital and clinic population there's a lot of people here during the day.
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	We don't have assigned beats or territories here I don't think it's large enough and we have a pretty big I think we've kind of sat down and kind of calculated from we own some property about a mile it's almost 4 square miles kind of it not all of it is ours. There's stuff in between where you're going in and the main campus is about 600 acres. We probably have I think it's over a hundred buildings you know that sort of thing so there's been talk at times of breaking it down geographically but that gets troublesome because it doesn't necessarily break down in terms of calls very well. If you break it down geographically one area is getting a higher volume of calls so officers again it's a freedom where you know if there's an area you know we have an issue they would be told you need to go patrol that area you know [name], patrol as often as possible but and then but as far as jurisdictional kind of limits or you know territory beats we don't have that.
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Yeah it's really diverse because it's everything. I tell people it's we have two daycares and a preschool and we have a geriatric hospital and a

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								geriatric living community that are all [name] so you're dealing with infants to the elderly. We're in an urban setting I mean I would say urban kind of urban suburban it's on the line but we're dealing with just everyday population coming through here. We're dealing with the hospital where all walks of life come and then you're dealing with students who are from all walks of life. It's easy to kind of pigeon hole what an [Name] student is but it isn't really fair. There's students from all over the world, there's students from all over socioeconomic backgrounds and then what gets lost in the shuffle is we're dealing with like staff for example is you don't outsource building services. Our building service employees are all [name] you know making \$30,000 to \$35,000 a year doing building services, facilities management so you're dealing with everybody, you're dealing with blue collar people, you're dealing with doctors, professors, international students, local students, the elderly, children so I would say it's a very as diverse as you can get in some senses in many ways.
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	And again the healthcare element for us adds such a this is a very large hospital and they just added another 200 kid tower so and then we have a bunch of clinics and there's a children's hospital that's affiliated with [name] but is [name] is right down here and then there's the [name] right next to that and [name] primary research center so you just have tons of people coming here from all sorts of different things.
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	The community around us is white collar wealthy particularly as you go towards [name]. It's a very old established community the low water neighborhood. They filmed [name] over there. We're talking mansions, houses built in the early twentieth century. If you go up north of us and east of us you get more into upper middle class. What used to be more middle-class communities but sort of is the last 15 years of urbanization has changed you're seeing neighborhoods where houses went for \$200,000 going for a half million dollars but you know you've got mansions on one side and then kind of brick three bedroom ranches on the other. It's a fairly safe community, it's a fairly affluent community.

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								We're not too far from different things from that. You can go south a few miles and be in a rougher part of town, you can go west and be in [name] in 10 minutes but where we are is sort of the angry bubble in some senses.
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	...We understand the constraints of working in a you know it's a fairly restricted geographical area. During the day as you were talking about earlier traffic is insane, parking is insane. We have as far as technology is concerned we're sort of on the bubble where we've had laptops in the cars since our officers are able to do their reports but some cars don't have laptops, some cars do have laptops.
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	.... Here you know your dispatchers. Everyone knows them they know us first name basis that kind of thing because we have about 50 or 55 sworn positions I think we're budgeted for somewhere close to sixty but fifty to fifty-five would be our number and then we have about 10 dispatch positions.
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Yeah I think particularly on the day shift it's probably no different than working any sort of kind of [name] is just down the street which is a small city of about 20,000 they staff very similarly to us and they police a similar community. It's become a very wealthy community so it's fairly safe and there's a lot of community service expectations. [name] is a small city a couple miles from here if you were to listen to their radio and our radio during the day you'd hear a lot of the same things. Vehicle accidents, thefts we do vehicle unlocks here so there's a lot of those.
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	We do building unlocks for people so for day watch it stays steady. At night it transitions into like I tell people we go from being 40 or 50,000 people to maybe 5,000 18 to 22 year olds at night so that becomes you're still dealing with the occasional wreck, you're dealing with the theft call or a fraud call or something but it's a lot of student person down drunk calls, loud music calls you know the occasional fight or something like that. It's a pretty safe campus and the students are we're fortunate that in recent years the students have been generally well behaved.

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OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	...At one time it was just if there would be two on there someone would pick up someone would dispatch they've tried to go to sort of a defined you're taking calls right now and I'm dispatch so the call would come in, they'll enter it in the CAD system, the dispatcher then will dispatch it, we have a lineup it's basically the watch list they just go through the lineup in order try to keep it even so the first officer always goes first, second officer goes second, the next day that second officer, third officer goes to the top of the list it's a whole system but that's how you know we're not doing beats or territories but the calls are given in order.
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	We have the luxury that we can we're close and we have enough officers we can have backups. You're definitely going to have face to face communication on a lot of your calls. I mean you go to a building unlock you're going to go by yourself or you go to a wreck you're going to go by yourself. But any sort of call that you think might dictate most coming from a big agency we send more people doubled up to calls then we did at the agency that I came from but I don't have any objection to that because it's a safety thing so yeah you're definitely going to be interfacing with officers there and telling them what's going on and find out what's going on, asking them to go do something for you, asking them to you're dealing with one person you turn to the officer and say can you go tell this person that you know so it's nice having that kind of built in network.
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	We also don't have we have an NCIC terminal but we don't have them on the MDT's so we can't run tags, we can't run individuals you have to do that over the radio and dispatch does that. So that I think a lot of officers who come here get kind of dismayed by that because it's not new technology. I mean they've been doing it for 40 years but it has to do with licensing and kind of old attitudes, campus policing attitudes, we're not going to ride around running tags, we're not going to be running people ... [name] is an amazing institution, it's a great place to work, we have access to anything we want but it's not municipal and it's not we are not you think about what municipalities put first and foremost?

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								Public safety so the police department gets the raises, the fire department gets the raises, the fire department and the police get what they need whereas here we're part of campus services that's who we answer to in the structure. The name alone implies services. We're not the core function to this university. They need us but we're not front and center and so we use the university's information technology services and they are not on the same wave length when it comes to things like how are we going to store our body camera storage? How are we going to deal with having remote desktops on these laptops? So we're a little behind sometimes because I think we're kind of hamstrung by you know we're not the library, we're not a student with a laptop issue, we're not the granted they have some very complicated things they deal with with healthcare but it's different than what we do and so I think we're kind of off the radar in that regard and it hamstrings us a little bit.
OE	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	It's higher ed which is different than municipal. It's private which is different than a lot of things. We deal with multiple jurisdictions in a way that a lot of agencies don't so it's unique and it's interesting. It's campus policing it's not going to necessarily be the most exciting thing ever but I think we have a diversity we basically the way we sell it is if you can work on [Name] you can police in [Name] at the hospital, you can police in a large university environment or you can police in a small town all for the same agency. Out at [City] it's a very small town in the school only has about 1,000 students and so and it's a fairly rural setting so that's unique I think. Most police departments don't have that kind of option and range.
Problems	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	So I use my personal phone. So as a manager-- well, the way I understand it and the legal advice I got was that the phone is owned by me. It is my property. The only way that somebody outside, or at least in [State], the only way somebody outside of me can get into that phone is with a search warrant.
Problems	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	So if there's a public records request act or something where there's something there, let's say you send us a public records request act



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								saying, "I want all emails and text messages between [Name] and [Name]." And you provide your number and they come to me. The obligation on me is to look in my phone and, "Do I have any text messages or emails from [Name]?" Now, email is funny because it doesn't store on the phone. It stores on the server. They can get that. That's city. You're sending it to my city email. You're going to get those emails. The text messages are sent to me and not stored by the network. So if I look at my phone and I reply back that there are no text messages there and then let's say you produce a screenshot showing [Name] and [Name] had a text string going. "You lied. You said you didn't have any text messages." "Well, no. I delete my texts. I don't store them. They're not stored on the network. So I didn't have those because they're gone." If for some reason there was a belief that there was some sort of wrongdoing and there was probable cause for them to believe that I was involved in something and the agency got a search warrant, then they can seize my phone. But prior to that, I don't see how they could take this phone out of my hands.
Problems	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Whether related to a case or belonging to the law enforcement agency. They want serial number, make, model, and they want the case number and the crime involved with any case number on any case that we have. Well, one, we believe we're standing on good ground, that we don't have to release any information about the firearms that we own, which the public records would show accounts of what we've bought. As far as the cases, that's a huge effort.
Problems	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] It's our single biggest challenge is communications. [talking about the challenges from 23:11: the different radios and the technology of the fire versus the BOM and the forest service and aviation and law and those new changes with 700 megahertz versus VHF versus everybody's different pieces and the challenges there and it's because we've progressed to a new system that everybody can afford or wants to move to that so it creates challenges that hamper communication.]
Problems	COMMS	U	Comms	18-25	5 or less	Male	COMMS-	... there's also some of the sheriff's office over here and then in addition

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			Personnel				U-006	to that we also have ECC here as well and it's convenient but also in terms of public safety critical infrastructure this is not perhaps the wisest setup because everything is one place and then I don't know if she spoke to you as well but across the street actually literally right across the parking lot is our backup center.
Problems	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	[RE: backup center across from the ECC] So that is not a great idea. Yeah it's really nice because like I said we have all these offices that are right here and also the main county offices which are at [address] are just across the street as well.
Problems	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So if anybody from here ever needs to have a meeting over there with someone from the county or if the police department needs to go have a meeting with the county or whatnot the county offices are right there, the county board offices are there, that's all very convenient, the fire department offices are over there but you kind of have this there is an issue of geodiversity in the sense that all of our critical infrastructure is in one spot.
Problems	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	[RE: public safety offices in neighboring buildings] Which is not good and there's a perfect example I don't remember the year before my time but a couple of years ago there was a suspicious vehicle that they thought may have contained a bomb and that was parked right on the street between the backup center and the main center and if that had gone off [City] would not have a public safety answering point, it would not have a PSAP. So that is great and that's something that's been expressed to the county but one of the frustrations I feel like that we have here is we do feel like they don't the county does not prioritize public safety as much as you know maybe we should and so when we've expressed that we need a geodiverse separate building for public safety specifically for the PSAP they're like you know interested. They don't want to pay for it because it is expensive to set up and they just don't really see the value because they don't think the way that we have to think.
Problems	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right. So we say we need two [separate public safety buildings] that makes sense to them but then we say we need something geodiverse

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								and they're like why? Because they don't think that way so that can be frustrating sometimes.
Problems	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yeah we do do geo-training and we do make an effort to become familiar with the county but it's 26 square miles you know so it's very and especially when you're not out there everyday. We're here right so it can be challenging to know you know and I definitely overtime become familiar with our hotspots where we get most of our calls.
Problems	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	... One of the things that I know that a lot of centers struggle with and some invest more effort than others is common place names. The problem with an environment like [City] is we have a lot of development that goes on here especially in the last couple of decades and again I wasn't here but this is to my understanding is that area and you can see it too just being here for I've been here since January you know just being here since January you can see there's even some places that have totally changed just in my time here. It's really great. It's a very vibrant community, there's a lot of change going on here, there's a lot of change going on in the [City] area in general. [State] is a constant state of construction right so you know it's there's a lot of changes that are going on and with that there's a lot of influx and up flux of businesses right? So businesses, apartments all that sort of stuff.
Problems	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Exactly. We have to have those built in [talking about WiFi]. It has to be it's something that we're looking into adding into our building code where when new builders build things in they need to have the radio redundancy built in. Our issue right now is we don't have anybody to go and check to make sure that they're maintaining that.
Problems	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	I do. I work afternoons and so that's by choice and I've been here long enough I can you know I kind of get the shift that I want. We do have trouble getting dispatchers and keeping dispatchers so sometimes you know we might have to cover an evening shift or we might have to cover a weekend shift or you know somebody might ask you to take a shift for them but generally yes we're doing the same shifts all the time and that usually means we're communicating with the same deputies out there

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								because they also they rotate maybe a little bit more than we do but not a lot and so we know each other. Again this is small enough to that there aren't that many of us so we do know each other and we come in and we can talk and I know who I'm talking to over on the radio.
Problems	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Yeah we're not like [City] for example you know which is bigger town. They've got a bigger population and there's definitely more diversity up there. We don't really have much. I think in general folks are pretty basic here mostly farmers or people who are living on farms working someplace else. We've lost people in really the last five to ten years especially populations in these towns have really gone down and that's really been a problem certainly for dispatch for example we have trouble getting people to work, to find dispatchers and so that is just we don't have folks who want to live here anymore and that is a problem.
Problems	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[RE: county-based communication effort] [S3] Well, I think they had to buy into the idea because, status quo. Like, "We're fine." ... Well, I think they thought they were fine [laughter]. And what they didn't realize is, there's just a lot you didn't know.
Problems	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	I would say some manning right now. Being short-shifted right now is causing, it causes a little problem with us, because sometimes you can't find, as I said, we can't find anybody to work that shift, and it's short, and we're already short
Problems	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	That's an animal of a different color. It's real hard because volunteerism across the country is going down, not just in rural areas, in majority of rural areas or volunteer fire departments...But long story short, there is the inevitability we're going to end up having to go to a paid or four different departments. It's not how, but when. It's just so, daytime hours is just so bad for us as far as fire coverage, so it's coming.
Problems	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Correct. [City] is real heavy on petrochemical, but there are a lot of people that live here but work out of the [County]. So we are still fortunate that some of the companies or individuals work for, they do let them leave for emergency situations

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Problems	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Q: So what if anything do you think causes communication problems in your work? SME: [Laughing] Lack of communication [Laughing]. That's absolutely funny to say but that's it.
Problems	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Yeah. I find the lack of communication is the worst problem. Our section of communications is its own section, patrol is its own section. So I find a lack of communication between them.
Problems	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Which I just spoke to someone about that this morning. Sometimes it becomes a hindrance because we don't know where each other's... supposed to be pointed to but we're supposed be together sometimes.
Problems	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: And moving on a little bit to what I think we are going to get into -- the storage and connecting NextGen and connecting FirstNet, that data -- I see a lot of diagrams and always first to raise my hand and point out because which we see a diagram with two arrows like this, then it is NextGen and FirstNet but there is a little box here in the middle called 911 that gets left out of those diagrams a lot of the times. So, you know, the person in the field is calling 911 and talking directly to the police officer, then that diagram is wrong because all this data that comes in NextGen, pictures, text, everything it's got to go through us to get back out. So, that's a little thing that -- about [Crosstalk]
Problems	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: The problem is when you have a cold and your pre-recorded announcement answers.
Problems	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: I think as far as location-wise, we are not as far along location-wise as many apps are.
Problems	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: Like what [Name] said, I can go to the app store now and get stuff that's better than what public safety has got and I think that's the biggest thing, how to speed that up but we move it to speed [inaudible] and everybody knows what that means.
Problems	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]...Okay, first of all we bought a phone switch that is next get ready. So, okay -- we are ready for NextGen. Oh, well -- you're going to have to upgrade your phone switch to really be ready to go in there because

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								things have changed in the past year or so, things have changed. So, you have to do an upgrade your phone system to make it compatible to go on NextGen. Oh, okay. Okay, so, you know, the funding and all the stuff. And so okay, we are going to upgrade the phone switch, which we did. But then, our wall boards that tells us how many calls are waiting, that's what wall boards are, like foot work, way back, they quit working. Well, we found out that the computers that are driving the wall boards are not powerful enough to drive the wall boards with the upgrade.
Problems	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: It really doesn't matter who they are. They couldn't make it work. So, now I've got to go and tell my board that I've been telling them for a year and a half now, we are going on NextGen. Okay. So, it didn't work. So, let's regroup and everybody go back and look and see what the deal was and let's schedule the next time. Okay. It's scheduled now. Everything is ready to do. Everybody has got their stuff together. Me and [Name] are back on the phone. Guess how long we were on phone this time.
Problems	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: So, now what's the deal? Well, we need to do this. We need to do this. We need to make sure everybody is here. And we scheduled it the third time, almost, but we had to cancel it and schedule it later because AT&T was having to upgrade their stuff...
Problems	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: Which now means that [Everyone laughs] -- that we couldn't make it work, and then we couldn't make it work and now we've changed it so it may not work this time because it is different. So, now we have it scheduled --
Problems	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: So, it sounds like let me pat you on the back while I am stabbing you in the leg.
Problems	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S1]: Yeah, yeah. Well, and I do know that, I think it's Verizon that has also said they have come up and are going to offer super rates and better options for the public safety community too so the battle hadn't ended here.
Problems	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: Oh you see all the commercials -- it's really small if you know to [inaudible]they said, who would've have thought that you could do this

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								which is FirstNet up to one side and down the other and it says Verizon did. So, I love AT&T to death. As soon as they settle the lawsuit, I will be right onboard with them and we will be the best buddies in world but it is just really hard to have a close relationship with we can't get on the [inaudible][0:47:27] or paying out big bucks for attorneys that are involved in the law unit. Okay, that's it.
Problems	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: I put it here. If the -- if the lawsuit is over the fact that I don't think you did what you were supposed to do years and years ago, would you have paid me what you were supposed to me. That's what the lawsuit is all about, but now you've got to contract with FirstNet and you've promised me what, the world.
Problems	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: Yeah. And so, that really does tie us for emergencies. My fear, and I don't know whether it can be fixed. I've got 62-year-old women and men both in their -- how are they going to handle a text call from a 14-year-old girl with TBT and just all the abbreviations and all that. Yeah, I think it is going to create a lot of in a bad way -- actually I think it is going to put a toll and take a toll and run off a lot of people because they can't.
Problems	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: This might be a good place to throw in, and you can ask may be other agencies because we are in a really -- I don't want to say bad -- but we are trying to get the officers and the fire fighters to understand that a dispatcher can only do so many channels.
Problems	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: So, you've got 10 new radio channels but you've got one dispatcher. Are you expecting that one person to handle 10 channels? So, what is the limit? I mean, what is the cut-off in that -- right? Because there is no specific -- I can handle seven conversations at once but if you give me above seven, it gets iffy. But, some people can. And a lot cant. What is the -- and there is no defined number, you should be responsible for your primary channel and two side channels or three side channels.
Problems	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S1] ...That part has been done for months like August; we finished our part. Now the users on the other hand, they've had to deal with encryption, they've had to deal with this, they had to deal with multikey

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								and they have been going through all this and we are sitting here, my grouse is I am sitting here paying maintenance on the new system and the old system and they've got the channels split because they can only have 10 on each until they transition. So, that's where we are trying to get to is to get them dialled in. Now, as far as it's going to be [inaudible], you know, I mean, they are going to have plenty of capacity because, you know, there are going to be [inaudible] that's not going to be a problem but they have never been encrypted before and, you know; it's going to be all new them, new sound and everything, that's what we are waiting on right now.
Problems	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Not completely, no [talking about 911 going down]. We had a gas leak so we had to leave the building one time. [Indiscernible] really quick. No, and those are things [Name] and I talk about weekly.
Problems	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	We just bought those Broselow tape for years for babies. We still have one, but you have to replace them every so often and they're expensive. So Broselow tapes, you lay a kid out, and it not however long they are, and then it'll say they weight this and this is the color of the kid and here are the drug dosages for that weight, so it's a really quick thing for the [indiscernible]. So there's a new program called the PD-SLEEVE, because in a Broselow tape if something changes, and I just bought 10 of them, I got to buy 10 more because it's a prank call.
Problems	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So when you get multiple agencies together and they've got their way of doing it and you've got your way of doing it and nobody -- you just...I'm doing my thing and not realizing that the ever changing make affects everybody on that system. We had some of that in the beginning with this CAD, but we worked through, we figured it out. We will occasionally we'll have a cowboy that says 'well I talked to [unintelligible] they said it wouldn't affect anybody else, I don't know why they lied, I just changed all my stuff.'
Problems	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	That part of technology, we've had some issues. There may be a little bit even going on with this new radio system, we have egos. Depending on who is in that position, there's egos, there's politics, so we're able to get



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								<p>through all of that because of the relationships. I'm a big relationships guy. I mean if you have a relationship with somebody that they like you and they somewhat trust you, or do trust you, it's much easier to conduct business than 'oh crap, here comes that guy again.' So I'm really big on that, so I take time to meet with [City]PD leadership outside of here, same with the communications liaison for [City]PD, he and I talk all the time. If an issue come up, I shoot him an email, 'go ahead and check into this', because I'm not first blush and there's personalities in there. It could be a personality conflict. But I look at everything as so we do adjust culture within EMR which is how I've always done business. I don't headshot people or go yell at everybody when we have an issue. So I look at it as a system issue, is it a training issue? Is it a personnel issue? And I look through that. I end up at personnel last so by the time I get to the person I pretty much know the answers before I ask the questions and if it's a personnel issue I'll deal with the person. But a lot of the times you find out that 80% of things gone wrong, you find out it's a communication training issue. We taught it and it didn't stick, we taught it and it didn't hear right, we didn't teach it at all, or we taught it wrong, or we changed some things and missed that one, we didn't update them on the training. So you have to look at all that. You know they get upset sometimes, so if we don't get to that call in 10 minutes, we review that call; and it's either distance because they just couldn't make it in 10 minutes. Crewe Air, they didn't move right away when they got the call; they went the wrong route, or it's a dispatch error. Dispatch error even being that the CAD did or did not pull the correct truck because we have a recommend and it pulls by road miles the closest truck. So they might've pushed the button and the CAD told them the wrong truck, so it's still a dispatch error, but it's not the dispatcher.</p>
Problems	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Right. They don't go to the meetings, they don't go to the monthly stuff, they don't go, they don't -- not doing it, so they don't know because they have three jobs. [County] the [indiscernible] director.
Problems	EMS	S	Field	26-35	11-20	Male	EMS-	...Within the last couple of years, it's the the first that I've ever had to

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			Responder				S-015	really work hard to maintain that professional image, in a sense of a lot of negativity within community or the changes of social media, civil unrest. And not going into too much depth of that, but everybody loves a fireman per se. Some people may not understand salary or taxes or why we're sitting in front of a grocery store, but I think education's the best part of that.
Problems	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	What I mean to say may be different from what you mean to say. So it can stem all the way down to basic cultural differences and diversity to department policies and procedures of if I work tomorrow, the captain may have a completely different way of operating and may call me on the phone rather than delivering a message on the radio, something I'm not used to. I may not have my phone with me and he's been trying to get a hold of me, well I'm not used to that. I'm used to my officers talking on the radio or so.
Problems	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...The other thing is, too, is there's more of a system-wide problem in this area. And the hospitals in [City] actually get backed up from ambulances coming in. So it's not a matter of taking the patient to the hospital, drop them off, do your report, and go back in service. A lot of times you'd go in-- especially. if it's a more minor call. A lot of times you'd go into the hospital and you're sitting there waiting 15, 20 minutes before the triage nurse even gets to triage you because there's a line of ambulances at the door.
Problems	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	... So I can page from the phone. So we have Everbridge for that. And I don't usually use this. I usually just do it from the desktop. But I can sign in from this and send a page from this and pick who I want to send it to. And it comes through as a text message no matter where I send it from and it comes through also in an email for them when you send it. And it's actually fine. It works pretty fast. It's pretty easy. All you have to do is remember password. ...
Problems	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Yeah, the phone, I think it even tells you how fast you were going and stuff like that. And it can even say like dangerous things that you've done. I don't know how it knows. But it kind of knows. And then you're

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								supposed to put the gas in there, like when you put gas in the vehicle. You put where you got it and how many gallons. But since not everybody does it, it's not super accurate as to how good our gas mileage is because not everybody's putting everything in there. And it's kind of a newer thing...
Problems	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	And we have map books for old technology. When the dispatch tells us where we're going, it gives us a cross street and a map page. So technically, we should be able to find it. It's just that sort of new, younger generation of people just saying, "I'm not going with a paper thing when I can just ask Siri where I'm going, or ask Google," You can start it finding where you're going while you're walking down the stairs rather than walking down the stairs, stopping, not even turning on the vehicle, opening the book to the page, trying to find the cross streets. You could have already been driving. So it's just faster. So we don't use the map books nearly as often as even six years ago.
Problems	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Safety in the ambulances. So ambulances aren't really safe. They're basically like plywood on a pickup truck chassis. I mean it's really not the-- and they crash, and people die all the time. And they crash on the most routine things. And they crash for the same reason that anybody else crashes. They fall asleep, or somebody runs a red light, or somebody doesn't run a red light, or a tire blows, or patient jumps out of your ambulance in the middle...
Problems	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Especially when you're trying to work on a sick patient, or trying to direct your partner who might be new or hasn't worked on the ambulance very much. You're trying to tell them where something is, and it's not in there. So that's stupid...
Problems	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...they think that they've tried to set this up so you never have to stand up. And so basically, they've tried to design it with you can be harnessed in like with a sort of four-point restraint seatbelt, sitting on one chair that's like this big, on a patient where you're sitting right about up their waist. And then they've tried to set up equipment around you so you don't have to stand up and reach for it. Even though there's 40 cabinets

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								in the ambulance, they've tried to think, "Well, this is just things that you use 90% of the time, so we're going to try to shove them all right here next to you."...
Problems	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...And as long as it's a normal patient on a flat road, where you can get an IV on their arm, the arm here, and you don't need to reach for suction, or you don't need to reach for bandages, or you don't need to reach for something for them to throw up in, or you don't need to reach for some advanced airway thing, then the call is okay. But that's not how 90% of the calls go.
Problems	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	... when you're running 120,000 calls as a system a year, you need to kind of-- spending an extra 10 minutes on every call makes it that you're going to need more ambulances, and that costs you millions of dollars a year. And the more ambulances you have, the less calls you're on. That makes your paramedics not as good as the ones that are on more calls. And so it's not like-- they're trying to solve a problem, but I don't think they're doing it in the right way. And some company came, a couple years ago here, they were all excited about this thing that they had with, "Let me show you how we can do this," and it was the beginning of this. I saw it coming, and I was all like, "Oh, no. Here we go."
Problems	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	You need stronger ambulances. You need ambulances that don't explode. Not explode, but break apart when you crash. I mean, it's like driving around in a camper. So that would be more helpful than affixing me to my seat better and making me do my-- not be able to do my job as well...
Problems	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...I think also there's a whole side of technology, but I'm sure they can do a study that said if you get to the scene and you realize a patient is sick, and you need to go emergent back to the hospital, then you spend less time at the scene. You package up the patient. You put the patient down in the ambulance. And you start driving, and you never turn on your sirens. You would get to the hospital just as fast as if you get to the scene and go, "Oh, my God," and get in the back, spend 10 minutes or 12 minutes trying to do something with the patient before driving 60 miles

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								an hour through lights. That, I bet, they would show that the time was the same, and the outcome was the same, and there's less crashes when you're not driving emergent...
Problems	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...I just think there's ways to-- some people think that the lights and sirens are there to save people's lives, and it really-- there's 1% of the calls, 2% of the calls, where it can make a difference. So that's where maybe people could chill a little bit and use research to prove something.
Problems	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...If you get grant money for an ambulance, you have to have some kind of driver monitoring system in it. Well, all those things are connected technologies. They all have to be downloaded. They all have to be analyzed. They all have to-- and that's just one technology. That's not the radio system. That's not our patient care reporting system. That's not our scheduling system. It's a whole nother system that somebody has to deal with.
Problems	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...A lot of river activity in this county. [River] runs right through the county in one of the [inaudible] parts of the county, of course. So if somebody dumps their raft and is drowning or something, we have to go an hour drive up to the river and figure out how to fix that situation. So lots of long response. Lot of expenditure of resources for one patient, for [smaller?] patients, for those kinds of things...
Problems	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	... And it's fine for me to play around on, but if I'm-- my service is going to depend on a technology. I want to be damn sure that, number one, they're going to stay in business; number two, it works the way they say it's going to; number three, I can afford it; number four, I can support it. All those things, they don't say those things in the ads. The salesman just doesn't bring that stuff up for some reason.
Problems	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Yeah. I mean, we come up with great ideas, but then the implementation has a lot of unintended consequences. [It has?] bitten us repeatedly, over and over and over.

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Problems	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...But it's getting harder all the time. I mean, the cost of living here is-- I mean, I know it's expensive in Washington, and California, and all these other places, but there's-- right now, a third of my staff lives out of the county because they can't afford to live here.
Problems	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	So the cost of doing business keeps going up, and reimbursement keeps going down, and cost of living keeps going up, so.
Problems	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	... It's a nightmare [to?] staff because how do you staff full-time, qualified people when your call volume in May might be 200 calls in a month, and my call volume in January is 700 calls in a month. So I have to be able to expand and contract responsively, because you can't build [the church?] for Easter Sunday [laughter]. Taxpayer's money, it just doesn't work. It's not sustainable...
Problems	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Well, my farthest western ambulance is almost 50 miles from my farthest eastern ambulance. So when they get busy, they're not going to drive 50 miles to go out. It just doesn't work that way... 50 miles of interstate to go. So, in the city, you've got a little box. You put your station in the middle, and you can go out like this. Here, we've got a bowling alley, and I got a staff like this.
Problems	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	We move assets up and down, depending on time of day, and how the roads are, and things like that. We use as much predictive technology as possible, but it's still a guessing game a lot of times... So if I guess wrong and understaff, and the economy is booming, and everybody wants to go to [City], skiing, I'm in trouble [laughter]. And I'm in just as much trouble if I guess wrong, and the economy tanks, and nobody shows up... But I've got all these people working. So it's a challenge.
Problems	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...we deal with some very challenging and physical conditions. A lot of our computer sites are above 10,000, 11,000, 12,000 feet. You can't get to some of them unless it's summer. If one them breaks down, well, just have to wait until the weather clears [laughter]. I mean, we have ice

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								loading on some of our tower sites such that it shuts them down... we wait until it warms up and it falls off. But in an emergency, sometimes we have to hire a helicopter. Sometimes we go up in a snow cab or the technician does. I mean, that's dangerous, expensive work. And the radio system is kind of like your iPhone. You shut it down and people are like, "Whoa. What happened [laughter]?"
Problems	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	we got high volume, big accidents a lot of time, and poor communications. That's a big problem for us.
Problems	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	The problem is the technology versus the actual performance. I mean, that's my big pick... I understand advertising people have a job too. But you better get out there and use it before you try and sell it to some people. Because you can kill people if it doesn't work right.
Problems	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	...it's a county-based dispatched center with all the fire and police in one house. That's essentially all I know about it. I think countywide it's a good thing. I think there's going to be some challenges in the short term going from in-house to countywide dispatch, but the red light goes off in the fire house, we've got a call [laughter].
Problems	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	It's always the weak link and it doesn't matter if it's a hazmat call, a tech rescue call, a swift water call. Communications is always the weak link. And in all the studies, and even like line-of-duty death, a lot of times, it was a communication issue.
Problems	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I've been on structure fires where either it's stabilized or you're asking for specific resources, and you can't transmit out the radio. So either it's a connection issue or somebody's walking all over you. And so, any needs that you need in the short term are not being met because you can't talk to your supervisor. Which 90% of the time, it'll be consequence-free. But we don't live in best-case scenario worlds. So I think we want 100% and I think we won't accept anything less than 100%. So it makes a lot of people's jobs difficult to try and improve the system...

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Problems	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I've been standing at the door just ready to go in with a nozzle and my officer was waiting for open air before he could communicate...
Problems	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	...one of our paramedics was involved in an altercation in the back where the patient was fighting and biting him, and he was trying to get out on his radio. And I don't know if it was lost in the system somewhere or whatever the case was, but it wasn't until another crew in their firehouse was listening to the radio and pretty much stopped the systemic response...
Problems	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: lack of communication between FF/EMS and LE] We also do mutual aid with neighboring departments, too. And the same sort of issue. I mean, we can actually use a common channel, so we have made advances there, so it is getting easier to communicate with them.
Problems	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Q: And do they use those? Personal phones? SME: I can tell you that they do. Sometimes it's easier because we do supply cell phones to the paramedics. Sometimes it's more of a burden and it's easier for them to just take out their phone. They already had their hospital listed on there. You just hit a button and you can communicate them and give them report over there, right, so.
Problems	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Q: Are there issues that you've seen or know of in using personal stuff once on the job? SME: Yes. Specifically taking pictures of patients, taking pictures of accidents, and then posting them on some type of social media. That is a huge issue. Sometimes they don't grasp-- because it's normal. You post what you're eating right now. Or you post where you're at right now. Or you put it on Instagram, I think Snapchat is the latest, you put it in. People think that it's here and gone, but it's not. So the issue is that when you post something regarding a patient, what your location is at this time, at that time, or what you're doing with who, or whatever, it's out on the internet forever, I tell people. "I don't care what Snapchat says, it's recorded." And so sometimes we have people who forget that, and they may be violating patient confidentiality. They may be violating their partner's confidentiality. They may be violating their department's



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								orders. So yeah, when it comes down to communications in that form, a lot of people forget or they don't take that into consideration when they're posting things. Even in our personal-- I'm sorry, in our city emails, I can tell you that there are other people who are reading our emails, whether we like it or not because it's a city email, they're allowed to do that, And so I tell people, "Be careful what you write, how you write it on here because obviously an email can be taken out of context. There's no personality in an email." And so yeah, we've encountered a couple of issues with that sort of communication.
Problems	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...they're using their personal phones for business, which is sometimes some people have an issue with that because they're not getting paid to use their personal phones. And they believe that we should be providing a phone or some sort of communication to them so that they can communicate easily with their chiefs, and sometimes that's difficult on our side because now we would have to supply phones for everyone and it's just not; money-wise, it's not going to happen.
Problems	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	I would love to go out when it's not really busy and drive around and talk to the community and see what they think of us or what do they want from us. I do notice our sirens are really, really loud, and it's for a reason. And they tend to put their hands over their ears, and we do get a lot of bad civilians that are very unhappy about that, but we need it because the cars don't pull over.
Problems	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Probably pretty primitive in comparison to other places. For 2017 we shouldn't be having problems with the radios like we are. You know we shouldn't I understand that cell phone signal runs out but when I look at the [name] on the TV it's completely covering [State] so I'm having a hard time understanding why I don't get service out here...
Problems	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	No. Nobody's worried too much about communication which is interesting because I mean all of them have problems.
Problems	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	I would say probably mostly farms. I mean you can go once you get out further from this area that we're in you know we've got the little town of

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								[City], you've got the small town of [City] here but once you go out further you will drive for 10 miles and not see a home. It's very lots of fields, lot of dirt roads which is sometimes trying in itself but we're not I wouldn't say that we're highly populated you know we've got a good amount of people here but it's still a very small community and then when you get outside of these little towns you have very few people.
Problems	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	I definitely would prefer to have a system where we do our patient PCR's. Here especially there's times where we have a 40 minute transport and then you've got to drive from [City] back where which is at least 20 to 25 minutes. In reality you could have your whole report done before you even get back to the station because your partner drives and whoever took care of the patient they're in the passenger seat so it would be nice to be able to have that plus you can keep track of we have a lot of patients that call us pretty frequently. They have you know diabetic and congestive heart failure so we see them pretty frequently. It would be nice to when you go out to see [Name] down the street that you can access you've already run her 10 times that instead of you just putting all of her information in there that you can enter in her last name.
Problems	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...I'd say email is one because we have to do a lot of staffing and administrative things too, and we kind of run into the same problems where you don't necessarily get the message across the way you want to. And the other thing is that the tone is really hard to understand in these emails. So sometimes it causes a little bit of conflict when somebody-- especially if someone questions your idea, or offers up a suggestion that you don't agree with. And the tone of the email, it might be somebody older or younger, and they don't interact with email the same way. So when I read an email from an older person telling me something, even if somebody younger wanted to say that exact same message, they might say it differently. And I might get a different end result from that...
Problems	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...the radio communications are a big part of the job too. And every single day we hear something on the radio that we're like, "Come on.

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								Why did he say it like that?" or, "That's not what you're supposed to do," or, "Don't say anything at all," or stuff like that. But around here, for the most part, especially the more senior people are fairly good with the radio communications. You keep it concise. You use the right terminology, that type of thing.
Problems	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Yes, definitely. But the only problem with that is that I don't know anybody that's on engine 720 right now. But if we were on a fire right now, I need to know what they're trying to get across based on their radio communications alone. So if I don't know what they're trying to say by knowing them as a person, I need to get the message from what they say and how they say it. And it's possible that I might not get that, and then it causes problems.
Problems	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: comms with other disciplines] It can be challenging, especially since we don't train together all that much, especially people outside of this station. And we don't train together. We don't run as many calls with people outside of the station, and we don't cook together, hang out together either, so... Anybody that's EMS, fire, or police that's not in this station...
Problems	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...So, if we run a call with one of the companies up the street or an ambulance from a different department or the police, it's going to be a little bit more challenging, but we do have common ground in some aspects. We have common terminology, for the most part, especially in the EMS and fire realm. With police, I know that they have certain different-- I think they still use codes like--10 codes, yeah, in the police departments around here, which I don't know anything about those, really. I think 10-4 means okay, but [laughter] that's about all I know...
Problems	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Has got in the way? I'd say, one time when it does get in the way is when people are communicating on the radio too much. When you're running a fire, and I can't think of a specific example, but I definitely know this happens all the time. If you're responding on a fire, instead of clicking the button on the computer, which you're supposed to do, sometimes the computers will go down. And people will say, "Engine Seven

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								whatever, responding." And then they'll just say that the radio. And so then you've got five engines, two trucks, a rescue squad, and an ambulance, and potentially four chiefs, all saying that on the radio. Meanwhile, one of the engines is on scene and they're looking at a house on fire with somebody hanging out the window.
Problems	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...So you can't blame them for that. For saying, "Hey, if I don't tell them to do this it might not get done." Versus, "If I tell them to do it there's a little more radio traffic but I know it's getting done." So they have to weigh that in their heads. And that's a benefit that we have here because right now if we were in a fire, our chief of this department can run that with us. And if he's command, he knows that he doesn't need to tell us what to do. But the [County] Battalion Chief might not know us and might not know that he can trust us. We've never proven otherwise but maybe if a different rescue squad has, or a different engine company has. And then because he might not-- he might have experienced that lack of trust, he might just rely on that.
Problems	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: what causes communication problems] Either too much of it or too little of it.
Problems	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: Digital inspection system] ...we're focused on what we do, and we don't have the time to build something that's that complex.
Problems	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...they're trying to create a standard. But to do that all across the United States is almost [tough?] because you got to look at data back in the history of years past. And you might have done yours in Excel, and he did his in DOS, and I just did mine on paper. So there's really no set system, just like [Name] said that we had Fire Zone, we have different software programs, but none of them communicate with each other. So it's just a lot of data entry. Then all of a sudden, we'll start doing it. And then all of a sudden, the computers don't run on certain programs. So then you got to get rid of that program, and then you end up with a new program. So it's constantly changing.
Problems	FF	S	Not	Not	Not	Male	FF-S-022	... we do active shooter with [City] PD. And I'll tell you, if it went like it did

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			specified	specified	specified			the other day, we're in trouble. We really are, because you sit there, and you train that way, and you think that's how it's going to be. Well, then all of a sudden, you have a situation. It's chaotic. I mean, they're calling for one of us - I was on the ambulance - calling for a paramedic. Well, we don't ever just go as one. It's a rule: two in, two out. So we ended up fixing that, but our command staff was not happy, either. They wanted to set up a designated command staff in that post. And then we work and they say, "Okay. We need one medic. We need two medics. We need five medics. We need six beds." And then our command staff calls our dispatch center and they say, "All right. We got six reds, five blacks." And then they start delegating to where you need to be transported to, and who's available and who's not. So it just all happens. And if you don't do that, then nobody knows their right foot from their right hand from the left hand, so. It can be a mess real quick.
Problems	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: radio communication] Well, there's too many people talking that are 20 feet apart. And they're talking because they're 20 feet apart because of the noise on the fire ground. Because in a hazmat suit, you're wrapped in a giant Ziploc bag [laughter]. So you're trying to talk to each other, and you're 5, 10 feet apart. Which, the technology also exists to communicate 5, 10 feet apart, but it's not integrated together...
Problems	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...we have one thermal imaging camera. We send one in with every group of firemen that go in. So they have that technology there. But the people in the front that are on the nozzles that are doing the job-- to be able to talk to them and to tell them, "Hey, I see this," or, "I see that," because you're focused on your one job. I think that would bring more value than everybody having \$50,000 worth of stuff attached to them... When maybe not everybody needs that. Everybody needs to be in contact and to be able to communicate everything that's happening. Because I think now, everybody wants to have a TIC because they can't see it. But if you were just being told in a regular voice where, "I didn't have to push a button. I didn't have to do this. I didn't have to do that," you wouldn't feel the need to have to have everybody have a TIC to be

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								able to see...
Problems	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	I think it's evolving. It's going to be to where you'll have ambulance show up on-scene and they'll help you transfer to the hospital. Hospitals are inundated, big time. So you cut your finger and you need a couple stitches. We'll send a unit. We'll stitch you up. We'll give you some [of your?] medications. And then after that, you get with your pharmacy. I think that's kind of the wave of the future, I really think, now.
Problems	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: cause of communication issues] I think lack of training, maybe. Adrenaline.
Problems	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	It all works out. Well, like I said, we get the job done. It's just doesn't work as [smoothly?] as it should sometimes. And it could be maybe that's our disadvantage. I mean, we tried to do a training with a palm nailer a couple of weeks ago. The guy's like, "We never do that this way." Well, it's in the book. That's how you can do it. So not right or wrong, just different opinion.
Problems	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We've lost a lot of the older dispatchers that were really good at the run cards...
Problems	FF	S	Manager	46-55	21-30	Male	FF-S-023	...We're now moving to a web-based PCR in [inaudible] reporting. So now I've got all of this historical data that is out in SQL and other places, and we're going to this other thing that- when we were buying this system, they swore up and down that they had two systems, that PCR and Fire weren't just going to be the same, and that is not the case.
Problems	FF	S	Manager	46-55	21-30	Male	FF-S-023	Those different interests don't always coincide, even though realistically we are trying to make operations work. Sometimes their pie-in-the-sky ideals won't match the technology or the agreements...
Problems	FF	S	Manager	46-55	21-30	Male	FF-S-023	I think the hardest thing that I'm seeing throughout this industry is, industry adopting stuff without ego. Bigger departments feel like the littler departments don't have the right to have a say. Littler departments think bigger departments are clunky and old and don't know what they're doing. Volunteer departments feel one way. Career departments feel another way. All of it's bad. So I started off with bigger departments

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								picking on littler departments and we're a littler department. I'm not saying that I don't have my faults [laughter]. Ego has to get out of this system...
Problems	FF	S	Manager	46-55	21-30	Male	FF-S-023	So somehow I think your job, talking to different industries and different folks is going to be the hardest part. How do you get them to relate the real needs versus what they want egotistically, if that makes any sense? So how do you bridge that gap? I think that's something you guys are going to have to figure out because we haven't [laughter]...
Problems	FF	S	Manager	46-55	21-30	Male	FF-S-023	...As an industry, we struggle with that: east versus west, north versus south, big versus little, career versus volunteer. All of those things are so ingrained in our traditions that it's going to be difficult to make vendors in the industry come together... I'll be long retired before you guys get all this straightened out.
Problems	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...this morning, I had a half dozen emails that related to emergency medical services issues, CPR cards that didn't get issued, people who didn't get to go to advanced cardiac life support class, people who were having issues with medical equipment. So I would then have a conversation with the emergency medical services commander to try to work through those issues, and try to get those issues resolved. I had a staffing issue about somebody being moved on to a fire apparatus on short notice...
Problems	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...Our biggest problem right now is we're waiting for one of the departments to absorb the other department. And when they do, then we will go-- right now, we're still using Red Southeast. We're not using each other's channels because of these multiple comm centers that are involved. Once [County] takes [County] and absorbs them in, they'll be one comm center...
Problems	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...So you had multiple call-takers taking the same calls and when they generate, they load it into the system and it would show up in our record management system as four calls but only one got resources. The dispatcher filled one out, added resources to it. The other three show up

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								in our fire manager as unfulfilled calls. But I don't remove them, it shows up in the incomplete report list that I send out to the battalion chiefs, and then they're trying to weed through these calls that have no resources assigned to them... We don't see duplicate calls unless it's something where you're just getting multiple callers and they're all loading the system at the same time, the dispatcher grabs one and adds resources to it. I just go in and get rid of them so they don't show up as incomplete reports.
Problems	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...back then, the neighborhoods were kind of smaller. You've got a neighborhood firehouse, and if you look at our fire stations in the older parts of town, their response circles lay over each other so they're 6-minute, 30 or 8-minute circles lay over the top of you. And you have circle over circle over circle over circle. When you get out to the new portions of town, the circles just barely touch each other... You've only got a certain amount of money and you've got to have fire protection police, and water, and IT, and parks, and streets, and all that. But it's been a challenge because you're trying to push infrastructure so far away from the core of the city. How do we deal with all that?
Problems	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Me, personally. I would love, at some point, whether the technology exists or not, the bigger issue will be funding and working with IT. I would love to have a tablet that I could get my calls on, that I could do my maps on, that I could do my pre-plans on, that I could have my inspection ship too. Because we still get stacks of dot-matrix-printed paper inspections. That I could do my EMS reports on...
Problems	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	we've have changed payroll because we have high plans for our scheduling and payroll and all that. From what I hear is that they were going out of business so they can't sell their payroll stuff. So weve had to search for a new one of those which, obviously, with any program change, there's growing pains and it doesn't do everything you want it to do...
Problems	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...That's my job, is to help those guys be successful. Sometimes I succeed, sometimes I don't. But I know at the end of the day, it's your



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								driver's license, and you have to drive to the DMV to renew it... So I fail sometimes. And they're volunteers, too. I mean, we can't impose mandatory sanctions. I mean, we just can't do it.
Problems	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...if you lose-- we lost one very big team player, one big driver who always comes through in the clutch of-- the world's coming apart, he's always there. And we won't have that anymore, so that sucks. And it's like water. Somebody always fills the hole, but at what time and what cost that'll happen is unknown, and we can't control it.
Problems	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...with our transient volunteers, again, through no fault of their own, what are their needs going to be. How do we need to make them successful in our organization? What classes are going to be available and at what cost? Classes are getting more and more expensive. We were just talking this morning. There is a class-- we're getting our last guy through it, which as we've gotten everybody else through, was 100 bucks just to-- the tuition to get into class. That doesn't include the supplies, and hotel, and everything to get through it. But that class is now 500 bucks... So, I mean, everything is getting more and more expensive. There are classes out there that are 1,000 bucks for a week. There are classes out there that are 3,000 bucks for the week. And so the more active the volunteer, the more we're going to be able to throw at them for training, but anticipating those needs is really long-range.
Problems	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	So I wear a lot of hats and it doesn't all get done. And one of my frustrations that I've always said is, as a [Job title], we're the jack of all trades but mastery of none. And so back in the day, I like to have projects and see them all the way through. And it seems like I'm getting on the project and I always hit the good-enough phase, then I'm on my next project. We're never actually completing or mastering anything, or finding efficiencies because we're just-- all we're doing is just putting out emergencies and going on to the next thing, so.
Problems	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	... everything comes with a cost, like he says. There's challenges there.

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Problems	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...Or just even new technology. We hate when the fire service is so stuck in tradition. We try to be a little bit more aggressive. I mean, you could go to different conferences around, and they're like, "Oh no. You just got to do a solid stream," and they don't embrace technology. We use CAFS. We use straight stream. We use [solid force?]. We use everything as a tool for the toolbox. And then, through education, you learn when to use that tool versus one thing fits all. But it'd be better if- there's got to be a different way of fighting fires. I mean, yeah, there's home sprinklers and they do stuff, but I don't know...
Problems	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	So we're putting our people in the way to have that problem? There's got to be a better way. I don't know. Our trucks just started having piercing nozzles. I mean, just fill the thing with foam or something. So I think as our fires have changed, especially structure fires because of all of the plastics and all of the different products, we have to change how we're fighting fires and have different products that do it. Just going in and putting water on it is not working.
Problems	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	And I understand our construction is different, but globally, firefighting tactics around the world are so much different than what we do in America. I mean, they're putting out full on stone, essentially room and contents, where the structure has no fear of falling, but they're putting it out with 100 gallons, because it's going in at 900 PSI.
Problems	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	It's atomizing the water. Anywhere, depending on the handling to 140 PSI. It's significantly different. They're using smaller pumps, less water, but they also have less of a chance of the building falling down. So even country-wise, we're still not doing the same things. As a manufacturer, that probably sucks. You're trying to sell in Europe. You're trying to sell in America. Two different products.
Problems	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Well, my wife has Verizon, and when she lived over the [City], you don't get signal. And, yeah. You're sending me a bill. Well, I'm showing on my computer that I don't service you, or that I do have service, or whatever the problem is. And [Organization], I live in [City] town, and they're still sending me a bill. But on their computer system, they show that they

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								don't service us, and therefore they're not going to issue out a work ticket to come fix my house... So they don't even know. Because they're so big, and they're such a problem, and the system is so broken, they don't even know who their customers are or not, but I sure as heck get a bill.
Problems	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We're sitting in the million-dollar addition that we had to build because we were no longer getting volunteers from the town. And we were having guys coming here from [City] and [City] sleep in bathrooms because there was no place for them to stay here. Because prior to that, everybody had a house relatively close to the fire station. They used to respond here and grab a truck. Well, nobody lives in town, and we're still getting calls... We have a million-dollar building that we had to build in order to continue to provide service or people didn't have a place to stay, or we didn't go to calls. One or the other.
Problems	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	It's crazy. Because when I moved here 20 years ago, we were about 500,000. Now, we're pushing 700,000 just in the city. The metropolitan area has increased-- I mean, it's grown also. So we went from this area of 500,000 in the city and in and around the metropolitan area, maybe close to 2 million. Now, we're 700,000 in the city and close to 4 million. So the infrastructure from a first responder standpoint has been taxed, so.
Problems	FF	U	Manager	46-55	11-20	Male	FF-U-021	Recruitment, there's never a problem with recruitment. It's more really just trying to mirror the city and the citizens that we served. So obviously, just like most other major metropolitan departments, we have difficulty recruiting people of color and women...
Problems	FF	U	Manager	46-55	11-20	Male	FF-U-021	...So generally, only 1,500 people are allowed to test every other year and those spots use to fill up in about 2 to 3 months. So it was difficult because no matter how much recruiting effort you put out there, shaking hands, and trying to get out in the community letting people know what we do, and the benefits, and what a wonderful job it is. If they didn't have the technology to login in a timely fashion, most people work when the openings occurred, so the recruitment efforts were futile...

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Problems	FF	U	Manager	46-55	11-20	Male	FF-U-021	Yeah, definitely. There was a lot of times with probably the access points, so sometimes the access is very limited. And if you knew what you're facing, you would come in either in a different direction or maybe park your rig from [City]. On a truck for an instance, once you get the outriggers out and the aerial up and if you're not close enough, you're not in a good position where you have good scrub area, we can hit sides of the building you need to get to. It's very time-consuming and difficult to reposition that rig...
Problems	FF	U	Manager	46-55	11-20	Male	FF-U-021	...Construction types, so knowing certain types of construction, obviously there's a lot of lightweight stuff now that's very dangerous, buildings go up quick and they come down quick. So it would be helpful to have stuff like that. A little bit more fingertip knowledge right there.
Problems	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...And then what we, as [City], and by policy we, our operations-- so by operations, I mean when we are working on a scene, we take all of our traffic to a non-repeated channel by policy. It's not recorded, but we have decided we don't care if it's recorded or not. We just don't want any-- when somebody keys up the mic, we want them to be heard. For example, [City], on the other hand, is the opposite. All of their operations are on the repeated channel because they want everything to be recorded. And you get far more distance out of that because it's on the repeated system. You get almost a mile on the non-repeated. That's plenty. Unless it's a massive hazmat, we are not operating over more than a few hundred square feet. So that is one thing that we have done to improve is we just don't use the technology.
Problems	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: snowmobiles and winter repairs] It's a big challenge.
Problems	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Well, I mean, I can't keep up. One of the complaints I get is that we're trying to use technology to fix all of our problems. And there's some truth to that and I don't like it. I can't remember the name of it. Oh, [Organization]. We're trying to bring something called [Organization] on, and it's been a nightmare. It's been 30-some thousand dollars and

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								they've been trying to help develop it to our needs and I'm still not sure exactly what it's going to do. And we haven't even implemented it yet. So it might be something that we need. But purposely, I just don't get on those committees. I don't. I just don't.
Problems	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	And we still take care of the problems that we're called to the same fashion that they did 100 years ago, so all of this technology is not even-- some of it doesn't even have to do with our daily duties, our most important duties... We don't use tablets to put fires out.
Problems	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So, one of the biggest challenges that I think that we've had in the fire service - actually just public safety in general - is we have had to adapt other preexisting technologies to meet our needs because our user base just isn't that big. When Sprint/Nextel for example were looking at adopting the iPhone platform, they had to figure out are we able to move a million of these devices a quarter? Or I think the numbers might have been even more inflated, like a million and a half a quarter or something, a month. If you total up all of public safety in the United States, every cop, firefighter, volunteer, numbers estimate, you may have three and a half million of us total here in the entire United States and we're certainly not replacing our radios every two years like average customer is with their cellphone.
Problems	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...Public safety definitely has technology needs, but it's always been kind of this push pull as far as, "Well, here's what's available," or, "Here, how can we make this work for us?" versus just saying, "Industry thou shalt do it for us because--" I mean, we just won't buy enough of them, they think, so.
Problems	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...One of the biggest challenges that we have, I think, is data collection and data management.
Problems	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	We could do a lot better on training. Training is probably one of the single biggest costs that public safety has, just because the citizens pay us to be able to respond. And so they'll put companies out of service for mandatory training and whatnot, to all drive to central points to get a

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								message, or whatever, or to drive to a central point to do some kind of manipulative stuff. If there's a lot more of that that could be done, either in an online environment, or some kind of interactive environment through technology, that would save lots of time and money on that regard...
Problems	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	From a technology aspect, one of the challenges that I've seen is that a lot of efforts, DARPA, and some of the other federal efforts and stuff, are really focused on kind of the short-term stuff, as far as how can I get some OTS, off-the-shelf-type stuff, maybe slightly modified and into public safety. There don't seem to be a whole lot of people, if anybody, that are doing the long-term stuff, certainly for public safety. Maybe more for Internet of Things, for the bigger general population... There doesn't seem to be any public-safety longer-term stuff that, yeah, this is going to take probably five, seven years to get it, but there's a big-need-type stuff. So that might be a big gap, or a shortfall that I've seen.
Problems	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	...I got to go buy some servers that just handle all that video and be separate because The Sun signed ordinance, people are going to want to ask for it. And we have to we pixelate out the faces of the identifiable people. How long did you keep this video? So we need a separate unit just to do that data retention legalities of it.
Problems	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	... I think those are the areas that are missed. We focus a lot on the toxins at the fire scene, but what we don't look are our longevity profiles. We don't look at what sleep deprivation does. We don't look at-- we don't look at the stress that's caused by our job with just lack of-- not even just lack of sleep but lack of nutrition, issues with our home life and social structures, and just different things that just actually are major components to disease development in our line of work...
Problems	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...We don't want to have in our front set of thoughts, dangers of the job, in particular, to cancer causing ailments and all that kind of stuff or particulates because it would be immobilizing. If we focused on things that can happen once we leave this fire house, then we really kind of run into issues of slowing us down in getting our job done...

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Problems	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...But I think when you have a chaotic scene where there's a lot of things that need to happen, there's a lot of-- maybe you pull up and there's a big fire, and it's communicating to three or four buildings, and you may have some occupant issues, when you have a large incident like that, at first, the first five minutes are very-- they're very, I would say, chaotic with communication because you don't really know what's happening. You can't really set up a game plan because there's just-- you can't make a decision. So.
Problems	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...The only thing I can think of would be I did a lot of dive jobs when I was in the squad. So we would go and we would take care of boats in distress, or drowning potentials, and stuff like that. And a lot of that does take place during the boat shows, and the air shows in the summer, and stuff like that. So where we would run into issues with that is crowd and being able to get to where we're going but being able to figure out where the actual location is because there's people all over the place, and if you're down here and you're just a visiting-- or a citizen, you don't really know the city for sure, and you may see somebody go into the water and not really know how to say where you're at. You know? So those kind of things become a problem. So then you've got the police who are responding to the same thing, so there's cross communication there. We have helicopters in the air. So I think triangulating and narrowing down the actual location is a problem.
Problems	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	I've never noticed an issue with that as far as you're looking at weight or user-friendliness. You never give it a thought. There was no problems. There's nothing to draw from is that I have a problem. I haven't had no problems with these. There could be a problem with the portable radio if left outside of your protective equipment due to thermal insult or a thermal exposure to it. Yeah. You'll melt the thing and it becomes useless, then you've got to rely on yelling, or if you're lucky enough, escape a pre-flashover. So if worn right, worn correctly, and following the procedures or guidelines of the fire department, it won't fail you. Most of those things that occur in the fire service, a lot of it is then human error

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								and miscommunication. Communication is a big factor.
Problems	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	[RE: GPS mapping] I mean, if I could-- the problem is I'd have to pull out my glasses, and pull out my phone, and pull up Google, and type in the address. And while we're running, I'm also watching for traffic and stuff, so I'm kind of-- I mean, if I could just press a button on my computer and it went-- I know there's a - I forgot what it's called - Waze or something like that. If I could press a button, and my computer went to Waze and show me the quickest way to get somewhere, that would help because-- I mean, street shutdowns, sometimes we don't get notified of that. And then gridlock. I mean, I leave my firehouse, we go out on a run at 5:00 on a Friday afternoon and we can't pull out the door. I'm in the [neighborhood]. So it's impossible anyway. There's only a couple streets you can take. It goes [Street] and [Street]. You don't go anywhere. So once you make a bad decision on which way you're going to go, it affects everything you're doing. So I mean, I don't know if that's possible, but.
Problems	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	we have a big problem when we're responding seeing the actual address of places, believe it or not. We're pretty good at getting close because our blocks generally, at least in the residential areas, they generally run from 0 to 60. In other words, if this was the [address] block of south whatever, doesn't matter what the name of the street is. Generally, we know that there's a hydrant on this corner, there's a hydrant on this corner, and right around [address] there would be another hydrant, so that's how we think. Everything is about where the hydrants are. But we know that our addresses on most of our residential blocks would run from [address] to [address], and then there would be cross street, and then it starts again. So we always have a problem a lot especially in the evening of seeing addresses. Some buildings just don't have them on there. And others have them, but they're not even reflective, whereas if we even shined a light on a house or a multiple story building, that the address-- and that could be a problem in response time. Again, it's always about time. So if there's a smoldering fire or a fire that's growing



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								that we can't see from the outside and we're wandering and wandering spending a couple, just a couple extra minutes finding the right building, it becomes an issue.
Problems	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: address placement on buildings] --it's a real common problem... You see them in every different way. They're actually, sometimes they're scripted... And not numerical, is what I'm saying. It's just written word... And then sometimes they don't even exist. In [City], we have a lot of vanity addresses that aren't even real. Yeah, and it became a big issue. I'm surprised it still exists because it became an issue with a very famous high-rise fire in the downtown area where there was a female there that was after hours working, and she was afraid to leave because the fire was in a floor below her. And she kept calling, and calling, and calling. And they had all these audio tapes that they kept playing on the news. And she kept giving them. And they were like, "We can't find you. We're on that floor." And she kept saying the address over, and over, and over again. Well, it was a vanity address for the building. It wasn't a real address. And she wound up dying in the fire. She wound up dying, and it was horrible. So I'm surprised that they still exist because there are some addresses. But even in the neighborhoods, which is 80% of our city is all residential. And man, I can't tell you how many times I have just wandered looking for an address.
Problems	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: address placement on buildings] I'm just saying. I'm just saying it's pretty crucial. It's pretty crucial. And so, I don't know what the answer is in a large city because to mandate in the poorest of areas that's-- but it's definitely, we respond to addresses. That's all we get.
Problems	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	[RE: radios] Better clarity, hands free you know because if we have big gloves on you know trying to it's hard to do so stuff like that would be good. Just durability of things being heat proof, waterproof you know most phones can handle a lot but you know I mean we're in situations where you know we've got a lot of heat, a lot of moisture stuff like that would be good...
Problems	FF	R	Field	36-45	21-30	Male	FF-R-049	We have so many limitations here. Again communications, funding for

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			Responder					equipment, for apparatus and I mean equipment as in safety gear. There's a lot of people out here who take the risk using nearly expired gear. We have some apparatus out here that probably shouldn't go down the road and right now we've taken some unfortunate steps to make sure those apparatuses are not being put in service anymore and that's a good thing but at the same time it's a bad thing. We're limiting are suppression capabilities to fulfill the fire service admission which is to preserve life and property.
Problems	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] Or if you go to another jurisdiction oh we didn't know we had x I'll make up [County] County's system yeah they plugged that in a while ago. We've had that for years and they don't know what's in that radio other than they know what's in that liners world but take them outside of that they may not know until they're told.
Problems	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	It is all radio dispatch and it's all--I mean if I have somebody somewhere I can get them to like email it to me or something using either getting it on my iPhone or whatever 'cause we all have our own technology but in terms of having the technology to bring in the information available. I mean I can call--if I'm outside this building, if I'm dealing with a suspect on an arson or a car that we're investigating or whatever I can get any information I want sent to me over the radio and then they'll copy it to the CAD and we get that later on. But in terms of having something printed in front of you that you can sit there and walk up and say, okay, when she reads me--if she gives me a VIN which is sometimes the only way I can identify a car I've got to go sit and write it down then go take it back or I can read it to her and she can say, yeah, that's what it is.
Problems	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Well I own my own and I have the latest version of the iPad Pro. I think the others probably have Airs or Air 2's. So I mean they're functional. We're not having any issues with those. Over there you can find everything from the latest Samsung and you know they all have something. They all know how to make it work for what we do. But it's not the primary communication, you know, on a scene. If we got out on something that's long term, we have Wi-Fi hotspots, we have computers

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								that we could bring out. But in terms of it showing up on the truck or you driving down the road, getting the information you need, it's not happening for most of the people.
Problems	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[RE: comms issues] Some equipment, some training, and some lack of personnel and then I get a shit type attitudes. In other words I know I'm supposed to do it but, you know, I'm busy right now so I'm not going to do that. You know they pick their functions.
Problems	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	And you can do training on those things where, you know all that stuff's available. I mean half the houses in this [County] have been up for sale at some point in time. So the floor plan of those houses are available. And, you know, it's all public out there. You just got to go out and get it and put it in there and the tie it in to be able to use it. That's a problem. We don't take that data and mine it and then regurgitate it when we need it. And 'cause we don't have the systems to do it.
Problems	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] ...We look at it the same, way but how it is worded as subscription based, people look at it oh my god it's a magazine subscription, it is terrible.
Problems	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S1] It is hard to bring that chaos to order so to speak, you know when everybody wants to help you know. New York had fire departments come in from Texas, well what for? You know now if they were a specialty team like the USAR team, sure they might have needed more specialty type of teams, but fire departments they didn't need to send fire trucks and firemen up there.
Problems	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	But you do have the usual problems, it a 12 hour and fixed anterior.
Problems	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	We want to sort of know where we are going, like study the map and then work it...Yeah, but some people in this department gets confused you know like they have never been on them roads so we got to pull it up. We obviously pull it up to make sure we get there first but -
Problems	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Yeah, we've got a big drug problem in [City] that nobody seems to understand. We've got meth, we've got hydrocortisone, OxyContin, I

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								mean, we've got all the stuff that nobody knows about. You know you hear it at the big cities.
Problems	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	But, it's down here and worse. I mean, it's spreading further north. It started off more in Georgia, now it is going like this across the states -- I don't know why but that's what research has shown.
Problems	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	This area, yes -- in the county; they want us to live within the county. Now, each department is different. Our department, our chief doesn't want us to be part of another department because of well the area and there is a lot of button-heads. You know, if you are around a scene and your department is there and you are with another department, then you can have a conflict.
Problems	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	But other counties, we've four or five fire fighters who are in [County], [City] [City] and [City] and [City] fire department, of course we have got some that work from [City] fire department. [City], I mean, there is just different ones but they don't want us to be part of another department in our county because they don't want the conflict and all that and a lot of people will -- Oh, we've got a wreck or a fire and now run to that and then this other -- my department or somebody else's department will get to something else and they will just over there and won't come to theirs. SO, you know, it is kind of a touchy thing.
Problems	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Or we will fill them up. We will pull all the equipment out, make sure it all work because when you get on scene, sometimes stuff don't work like it is supposed to because we are not a paid department so try to keep track of as much as we can because it is all grants, that is all that pays for us is grants and money out of our pockets and we say, one of us wants to buy a bunch of tools, you know, a couple of hundred hours we will put it in and buy the tools that we need; some people will.
Problems	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	I mean, you try to get 35 guys together and it is like -- ah, but he can't be here, he is at work. Okay, well he -- and that's my problem. A lot of times I do the training during the week at night and I will text my [Job title] and I'll say -- ah, I ain't going to make that, you know that. He goes -- I know,

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								we will get you a Saturday and I would be like, okay. That's fine.
Problems	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Well, sometimes they don't, because of the mail boxes. Because sometimes the mailboxes are on the opposite sites of the road and we will come up through there and nobody -- I said there is [Street] here and there is [Street] or [Street] on this side and then there is sometimes a split block and you're like -- what crap? And then you see somebody down the driveway waving at you and you are like oh gosh, here it is, and you get on Dispatch and you have to tell them that's the wrong address. That's what I was talking about getting those green signs. Because you come down through there and if it is snow 5 feet deep, you can at least clear it up and go -- hey, that's so and so's house, but --
Problems	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Well, there is a -- I'm trying to think -- there is some -- we use some training ones. Crap. There is a bunch of training ones, I know they are used but I can't remember the name of and we've got like two or three of them that we use on the computer that you can send it to my home computer because a lot of times the courses you have to take are on computer, so we can't get everybody together and we don't have enough resources for everybody for do the actual test or reading lesson because everybody is off working and all this stuff.
Problems	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	But you had the radio in the truck, which you can get hold of other departments but still if you are up there with two other guys and by yourself and you ain't got a radio --
Problems	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Down in the rural area and you are like -- who is on this one? I don't know. So, we'll have to go back the station, get the number off the hydrant and the street and call KUB and in KUB they have done this one time, they were like -- oh, it's not a hydrant. [laughs] So we go back out two weeks later and come back out, it's on. And we are like -- wait a minute -- We were filling this truck with water this week and last week we couldn't fill it with water and we were like -- and it was painted and pretty and we were like -- oh, come on. Somebody had a water valve shut off or something. So, it's like --

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Problems	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Our reporting is desktop-based. You can access certain parts of it in the cars, on the MDT. But you're twisting yourself up into a nod.
Problems	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...The detectives there are seen as the Swiss Army knife because we can do everything... So the front desk folks, if they need help, they have a question, they kick it back to us. And we get a lot of, "Hey, can you come here? I need you for five minutes." Well, five minutes, and five minutes, and five minutes, and five minutes... So everything filters into our-- and it's a corner office. So everything would filter into there...
Problems	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...So everything filters into our-- and it's a corner office. So everything would filter into there, whether it's some command staff just coming in to BS, which is-- it's cool. "We're letting you know we're one of the boys." But they come in there. Or if they have a special project that needs done right away, they come in to us. "We need this done right away." And all you do is say, "Okay." Whatever I was working on, it wasn't the priority. Now, this is my priority. But what happens is they come back to you, "Why didn't you have that done for me?" "Well, it's because you told me to do these three other things." "That doesn't matter. Why isn't this done? I don't want to hear any excuses." So we're kind of a dumping ground of-- we get everything. And the other detectives that are down there hate me because I'm off-site.
Problems	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: report writing] It varies but probably... So last week I interviewed two people for some drug stuff. And it was maybe two hours, two and a half hours interviews. It took me probably close to eight hours to type it all out. Six to eight hours because you type, type, type, and then just whatever happens, and proofreading. It took me almost a day and a half to get from point A to finished. A DUI will take me two hours to type.
Problems	LE	U	Manager	46-55	31-40	Male	LE-U-020	But a while back we had one of our smaller that only has 13 people, but they were down to 8 and so even though they were only down 5 people, the effect on their center was much more than it is for [City]. When you see that even the 10 out of 45 you're talking, you're down 20% maybe, but the other you're down 50%. So then your scheduling becomes a problem...

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Problems	LE	U	Manager	46-55	31-40	Male	LE-U-020	Everything they do now is MDC, it's computer based as well. So the ability for putting docks into cars, space inside the cars, the ability to put modems in the cars, in addition to their radios. As state patrol, we carry both DTR and VHF radios, so they have two radios in every car. The lack of space-- even as patrol vehicles get smaller with cages and those type of things. The ability to put shotguns, rifles, those type of things. Space is very limited.
Problems	LE	U	Manager	46-55	31-40	Male	LE-U-020	... when a national organization like FirstNet comes into these individual agencies, and I'm speaking a little bit on FirstNet now, that they gave a really bad big brother type of-- I'm here for the government. I'm here to help you, type of thing. And that doesn't go very well with local home-rule type communities. And I think that's one of the things that FirstNet failed on for [State] because they set a sour tone in a lot of people's-- and they could be giving them gold, but you've already ruined it. And they're going to find fault with that piece of gold that you're giving them. Then why aren't you giving me two? So any time that there's anything that comes down from-- it should be more of a cooperative type of event. And I understand that there are certain things, but it's how you go about it.
Problems	LE	U	Manager	46-55	31-40	Male	LE-U-020	...if you come in and say, "Well, I'm the state, and you've got to start doing it my way." And "I'm going to get you. Ours is better than what you could do," and you get the "I don't think so, bud." So that's kind of an over-viewing that something you have to fight because there is a stigma before anybody even opens their mouth, that they don't trust government, as you can see in our nationwide government, there is no trust. And unless you make relationships. I think relationships are huge.
Problems	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...From a technology standpoint, I don't know the-- quite honestly, we were lied to by the company when they said they could do a lot of what they can't do. So that's what the primary issue is. It won't do a lot of what they told us it would do...
Problems	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...and then the ability for that particular product to integrate with other systems, we're finding, even though we were told, "Oh yeah, it's easy." It's

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								not. And they're using it as a way to increase revenue by saying, "Okay. Well, if you wanted to integrate this way, it's going to cost." So, yeah. It's been a really, really disappointing process. And that's one of the things just for in technology in general with, I think, most law enforcement agencies is there are many disparate systems that need to communicate, and that's one of the real challenges is getting our CAD system who's made by one vendor to talk to our RMS, records management system, who's made by another vendor and get all that information to feed to our analytics system, which is a completely another vendor, so those kinds of things are really a challenge. I'm sure you've heard that from other agencies, but that's a challenge for us.
Problems	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...I think this biggest thing we fight, and cops are the worst, I think about that, about changing...
Problems	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	And there's also some technology emerging for triggers to turn the body cameras on because that's a big issue every day in the news, so with stuff like a gun shot, or taking your gun out of a holster, or turning on the sirens, something like that, there are some news out there causing those sorts of things causing camera to turn on, so probably further on down the line that will be probably a good deal.
Problems	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...I make traffic stops. I make, I don't know, 20, 30 stops a day, and handle wrecks, and do all the reports associated with that. And whether that be-- because of the way our systems are set up, most of those reports have to be done-- are done back here. We have access to various things that we could do in the field, but we don't, honestly. I could do my crash report in the car, but it's not very comfortable. I could technically take my tablet out of the car and do a report there, but again, it's not as feasible as they had thought it was going to be...
Problems	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...Our traffic unit, we have citations, so I have a handheld Android device to write tickets. I can actually do an accident report on there and exchange the information. But, again, with our systems, I still have to come back here and then cut and paste from that application into our native RMS system. So even though technically, I've got the accident



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								report done in 15 minutes, I still got to come back here and spend another 15 or 20 minutes to transfer it into the system that they want.
Problems	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...Some people are really old-school. "I can't do anything else. I write on a piece of paper." ... there's a mentality there that I think is going to prevent a shift in that direction for actually using the tablets like they are designed
Problems	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...Technically, our printers are not mounted in the car. So I got a little belt clip. If I wanted, I could carry it on my belt... it's not very comfortable. It's cumbersome...
Problems	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...sometimes we do, sometimes we don't. Traffic, very seldom do we actually run people because I don't care. I don't want the warrant because if I get the warrant, then I have to have somebody from patrol come over and take them because I don't have a cage in my car. Motorcycles don't have cages. Our job is to go out and impact traffic and run with that. So it's very seldom that we run people unless they don't have an ID...
Problems	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...our agency gives people the option of if you want to pay, I think it's 10 bucks a month, you can use your work-issued phone as your personal phone. So there's a lot of people that do that and don't have the separation of, all my personal stuff's on this phone, and all my work stuff's on that phone. So then you have the issue of if I take pictures of a crime scene, and I have pictures of my kids on here, not getting those all mixed up and in the wrong place.
Problems	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...if someone's on the stand and they hand them a printed out copy of the report, they want it to look the same as if the officer printed out of their own records management system. Not change the format that the officer's going, "Well, this looks totally different than how I've ever seen this." Which then can lead to some credibility issues on the stand. So it was kind of a good catch that someone realized that could cause issues down the line and in court. It creates an extra step for the records folks to go through and do that.

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Problems	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...The chat was more encrypted than I think if we just think of the standard messaging apps that are within the phone. Sometimes that comes into play, sometimes it doesn't. Sometimes the tracking of those messages can come in if we're all using one app. And so we go through a server and we tell everyone, "Hey, guys, all this stuff is cataloged. Just be aware it's discoverable." That's always the issue guys want to know. A lot of time guys will use apps that aren't official apps because no one knows they are using them, so it could never be discovered, just like a phone conversation.
Problems	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	For some reason, having to dial 911 because we've trained everyone to dial 911. It was supposed to be for emergencies only, but we've done a good job of training them. So everyone dials 911 for everything. And I hear stories in big cities of people getting yelled at, "This is not an emergency. You need to dial the administrative line." "Well, can you tell me that number?" Because we've trained everyone, dial 911. Anyway, so people dial that for whatever their problem is and then they expect it to come out...
Problems	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: Lumen information sharing app] ...we've tried out things like ProACT and we gave it a shot, but it just didn't work. But things like this really, really work because information sharing is our number one problem. I think when it comes down to any technology or anything, it's about sharing...
Problems	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: cheat sheets] ...So when you write a ticket for-- whatever speed over the speed limit, it's a different fine, or CC, or-- so things like that that which I don't want to ever memorize because it's just ridiculous... I don't ever want to take the time to learn that stuff. So it's nice to just be able to reference something and have it at your-- available to you, but not something that you have to dedicate a lot of time to memorize... so our cheat sheets, if they're on our phones, it's because somebody took the time to scan theirs and then email it around. That's how I got mine, as well. Another officer took the binding off and actually sent it through the scanner.

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Problems	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Pictures of your kids-- they have everything. So department phone, you shouldn't be doing anything that you don't want the public to know about. You shouldn't be doing it. And the officers, they did-- they pretty much understand that. Especially when you tell them that, "Oh yeah, they're going to take your phone."
Problems	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	There was issues of confidentiality, having restricted information on their personal phones. There were lots of stuff probably-- you're mixing private and business, and then if the phones were ever subpoenaed, you lose your personal phone. There was lots of grumbling about that.
Problems	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	For their personal privacy and it's hard they don't-- most cities now, dispatchers know right where their cops are. The fire dispatch upstairs know where all their ambulances are, every one of them because they have a GPS device transmitter. It's very hard now. Most people are becoming or adjusting to things changing, but some believe me when I tell them there's no location function on this radio yet. And when I do get it all up and running, we have designed it, so it will only give me your location when you hit your emergency button. And then I will get your location but not until then. Yeah, right.
Problems	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah. Just how quick is that? I can do Google pics. I mean, it labels everything in my-- I mean, I don't do it, but every so often somehow, it figures out who everyone is in the photo, and boom, okay. Why we are not-- and I know everything costs money, but these are free features. It seems to be coming across the board in that we don't-- I mean, people are worried about me looking at their stuff or taking their picture, and then they turn around and post everything they're eating on Facebook. And there's policies now that I shouldn't be looking at what people are eating on their Facebook because it might be an invasion of privacy.
Problems	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	And then I know there's a bunch of resistance for officers as far as, "Hey. Oh, they're tracking me." Yeah, they are. So I mean why not? Everyone else is. So I mean, your Facebook is. Your Instagram is. I mean, we might as well get on board [laughter]. But the thing is if that was available, that would be, I think, a huge resource.

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Problems	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	In the smaller departments, it's also easier to manage the amount of folks you have whereas a police department this size, we have people that have trouble remembering simple ways to code out jobs. There's only 20 of them and they still can't figure it out so--.
Problems	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...There's a program called Vigilant. We'd just like to have access to that. Vigilant is like the plate reader but it is in a car. Have access to it in the station, that it would be nice being able to see all the plates and look at the plates. Because right now only CPIC has it and by the time they send us the information, the information is old. A car is mobile, so it's not going to be there for that long, so having access to that would be nice.
Problems	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	No. Usually, you get a-- yeah, but it's like there's the one officer that's always having a body camera problem. So I always say it's something wrong with his camera. He needs to get a new one. But who do you call to get this? Usually, you tell the sergeant, and the sergeant's got to figure out, "Well who am I calling to get this?" You got to tell somebody because if you're operating without it then you get caught by an inspector, "Well why don't you have your equipment on?" I think that's the biggest thing. I always bring it to the in-car camera guys, "My camera is broken today." They actually came and fixed it. And that's when I'll talk to them about it and say, "You know, what's up with this system?" And they say, "Well they're junky systems. They're not meant for the harsh punishment." And I say, "Well what about the body cameras?" And he's like, "Well, they're trying to get a vendor--" I don't know what he said, but he's trying to get them both incorporated as far as the-- and that would be beautiful. if I could walk around with one body camera to activate my COBAN System and this, I think that's pretty good. I think the less equipment, for me, the less stuff to lose and the less stuff to fall on, more or less. With the phone, I'll just leave this in the car and I'll never carry it with me.
Problems	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	[RE: investigating crimes] ...Talking to people is so powerful. That's the number one tool. That is the number one tool. We cannot forget that. That's kind of what the most difficult part about this whole thing is.

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								We're all human beings. I'm a human being. My victim's a human being. The offender's a human being. We're all human beings. That kind of gets lost in the day-to-day grind. When you start just going by the numbers, and start looking at stats, and this and that, it gets lost.
Problems	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: cross-discipline interoperability] I think it's kind of a hot topic right now just because there's been some issues with or I guess some people have had some issues with our dispatch center which is operated by the county not by the Sheriff's department but it's something that I guess wherever there's users there will always be users that are unhappy.
Problems	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	... Another thing that we see within our department as a challenge is the constant change. My daughter is kind of a social media junkie so it's hard to keep up with the platform that she's currently using. Am I looking at her blog? No dad we don't use that anymore. That's a fake account. I don't even use that...
Problems	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	Maybe I would say another problem is we have trouble getting dispatchers and so that's kind of a communication problem for us because then we don't have anybody there or we're always having to train people and you know there's always a learning curve there. There's a learning curve to any job and that makes that difficult I think for those people yeah.
Problems	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Part of the issue is here we have a DSL connection which is 14, 15 megabytes a second. I have contracted out to get a 100 megabyte connection. That was supposed to be in August however that did not happen so now it should be in first of December so once that 100 megabyte connection goes in it's going to help speed things up. I actually have a very good signal here from [name]. We have a 65 to 70 megabyte a second [name] connection here and what I was trying to do is I was trying to hook our network up to the [name] connection at 65 to 70 megabytes a second and with the unlimited connector I've got with the I forgot what it's called I can show it to you.
Problems	LE	R	Supervising	36-45	21-30	Male	LE-R-048	We're going to pay for the 12 computers with that, the computer mouse

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			Field Responder					with that, we're getting 6 license from [name], our reporting system for the E-tickets. The reason for that is with the E-tickets we have to mainly enter them. Now before we would enter them and then the probate court would enter them. It became problematic this year. Last year the first 10 months I think the county wrote 688 tickets. This year we wrote 4,510 so probate court was like they're having court once every 2 weeks and once every 2 months. Now they're having it every month and we're having about 500 cases a month in that one court date but it's definitely a change. With the E-tickets it removes human error entering tickets and our secretaries and stuff don't have to do that so it automatically downloads it.
Problems	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Well I don't want it to beyond. In my experience working in [name] we had MDT's that had all of that on it and when you're driving down the road you don't need to be looking at your computer. I had a guy he had three wrecks and I was a [Job title] I put a sergeant in the car with him. I said figure out what this guy's issue is. He's had three wrecks in four months. There's a problem here figure out what it is. Within 20 minutes he calls me up and says I got it. I said what is it? He said man, the computer came up he's driving down the road and he starts reading the computer and he's just looking and we're coming up on the back of a car and I'm going [name]! And he almost ran into this guy because he's reading and not thinking about our know and so we put the close lid policy on him where if you're going down the road close the lid you know if it's not important the dispatch needs to really put it out over the radio for you. When you're driving especially at speed you need to be focused on the road and not diverting your attention somewhere else so I don't really want that system because it causes other issues and you don't really get a benefit out of it to be honest with you. They can print out a CAD printout and give a summary of everything that happened.
Problems	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	The reason why we're not going to get recertified is just for our small agency it's about \$2,000 per recertification because each one of those little cartridges are about \$25 a piece and you have to have two

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								cartridges per recertification and you multiply that by 20 something or 30 something people it's a ton of money. Yeah I understand why taser wants you to recertify every two years now. Make a little money off of it you know.
Problems	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Q: Yeah so it's not just the training itself it's the physical stuff you have to get to go through the training? Okay. SME: It's the resources.
Problems	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	don't feel like they should have to answer somebody else and they don't want to humble themselves and work as a team. You got certain people who are the top of their tower and don't want to talk to anybody else because they're at the top of their tower. Electronically and stuff I mean I think the biggest limitation is just money. How good can communication be is what you can afford it to be.
Problems	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	...We are actually in danger of losing our GCIC certification. We're out of compliance the last time very badly. I had a guy to look at it and said it's one of the worst reports he's ever seen. They went through and did a self-evaluation that they didn't actually do they just signed off on over the last year they didn't actually do anything. When I got here they had a stack of TPO's about six inches high that had never been put on the computer ever. Twelve of them were still valid not on computer so somebody ran a name and it didn't come back. They didn't know what to do with it stuck it back there. We had warrants that were still back there from '96 and '97 that were way out of date and never went through and did anything. They didn't go through when you're not dispatch and there's paperwork to do here. You have to go through and keep your home tidy. You have to go through and check, check, check, check you know what I'm saying and they just never did it.
Problems	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	...That's a definite. I do believe that there is a kind of a communication breakdown when it comes to different governmental entities. Some government entities want to go off in this direction and some government entities and state entities want to go off in this direction and somewhere along the lines we need to find some common ground. I

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								<p>mean a lot of times you see money spent wastefully when you need it in certain areas. Take for instance I mean like just recently at a [County] meeting we talked about cutting funding. Cutting funding here and cutting funding there, cutting funding for our children in the schools, but yet they want to build a \$5 million library. What's, I mean, yeah, we need to focus on what's important for us. Educating our kids, getting extra school resources officers in there, building roads for commerce, or do we want to put up a bigger library than what they already have there that's sufficient for our need. So sometimes you start to see that bureaucracy, or building a big recreational facility, when we're cutting-- we're cutting out. We're building a \$5-\$6 million multi municipal park when the fire department only gets \$500,000 a year, so I think someone at bureaucracy could come to it and we can put out priorities first. Building a splash park, they just did that \$2.5 million in a neighborhood that's riddle with crime. Listen, this, I've been a police officer for 23 years, we haven't changed what's going on in this community in years, and we're going to spend \$2.5 million to build a water park, a splash park in this community because one of the representatives that the council lady from that district is pushing for this. I mean we could have spent that \$2.5 million somewhere else and been much more beneficial as a community in general. So I do see that, I do see that.</p>
Problems	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	<p>Well one thing is is that across America, about 75% of fire departments across America is volunteer. I can tell you that since I've been in the fire service, the volunteer fire services are a dying breed. We've seen a steady decline in the amount of volunteer fire service. I remember when my dad was a chief we probably was 400 or 500 members strong. People were able to be able to leave their jobs and now, it's just, it's dwindled away the way we-- we get a working structure fire today, we may see 25 or 30 people there. So during the daytime. At nighttime, we might see 125 or 150 people at a nighttime fire. But during the daytime, it just seems like owners of businesses and they just don't allow their employees to be able to go anymore. It's just harder and harder to be able to-and I guess maybe, I don't know, I guess maybe the social part of</p>



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								it, they're just taking care of your business is more important than your neighbor's house burning down. So I mean I do believe that that has hindered the fire service and it's dying across America. And then another thing that I feel is, is that they're putting more, more and more on you. They're putting more and more on the fire department. They're putting more and more on the first responders. We're having to do cross training things, like years ago when I was growing up when my daddy was the fire chief, the fire department had no responsibility on medical emergencies. The ambulance service takes care of that. Like the other day, they called the Sheriff's office, called our fire department out there for a big scene that they had. We spent five and six hours out there lighting up the scene and helping them out, and then at 7:00 in the morning, we've got to get up and go to work. We've been out all night. So it's things like that I think... it hurts the volunteer fire service.
Problems	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	...But there again, in today's time, whether it's [County] or it's Detroit, Michigan, people aren't approving funding. They're not approving new taxes. We just had a local fire department here that asked for mileage [phonetic] increase and it failed. It failed tremendously. So that fire department is going to have to start closing down stations and now they're having to go back to the public and just ask for a renewal to keep what they have going.
Problems	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	Just the newness of it being issued, because the only issues we have is everybody has to learn how to use them.
Problems	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	I don't know if I'm going to have the same problem, I don't know if the radio is still going to be in the wrong place for it, because I want everything where I feel comfortable to get into it, but I don't necessarily have room to where it needs to be to press the buttons, as the old PRs, we used the sliding batons where, the holder got worn out, it would spin a little more freely, and it liked to push buttons, so I had to get--like, when we had some old carriers for the radio that swiveled, too, and they sat in just kind of a different location, so I would switch to that. My leather belt that I wear when I'm riding the motorcycle out in a different uniform is

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								still set up that way, where it's just in a carrier, so nothing else is interfering with it.
Problems	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	... Really, I think it boils more down to training everybody. I've--we have a lot of dispatchers who are very good, but unless--whereas someone can pull up a map for the city and give you a cross street or a physical address, ours can't do that, because none of our buildings have physical addresses, so someone new who is--does not drive around every day and did not have the ticket [inaudible] give you the information on where to find something.
Problems	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	You know the last 8 or 9 years has been really tough on law enforcement now, but, you know, I have mentioned community never bought into that false narrative of, you know, "Hands up, don't shoot." you know, and I'm not diminishing the fact that there are problems in law enforcement in inner cities and with, you know, African-American populations. Those things that have happened that you can't get by, you got to own it, right.
Problems	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	...But it is true but you are not going to regress, you know, so we got to embrace this. And my [Job title] [Inaudible] was -- no, they have got enough on their belt. You can't put no more on them. You can't do that to them. You can't -- They have already got in car cameras, you know, we are just going from the car to wherever else we are going, you know
Problems	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	No, I mean it's hands on, it is weapons, it's you know as batons, chemical spray, it's the taser, you know, it's the cellphone, the body camera is either it is on glasses or it can be on your lapel, your collar, or we have some that have a magnet in there, about that size right there, you know.
Problems	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	We've got drones, yes. We've got drones and have cameras on them and we have an aviation unit with, you know, flyable helicopters, we've got a Huawei and some OH-58 Jet Rangers, but these drones I think are the future for aviation. I mean, for us, you know, it's a very expensive proposition to own, maintain a fleet of helicopters. Our helicopters were free. We got them on a government program. It was, you know, surplus

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								military equipment but the way the drones are growing in technology, it is just – man. If I call for the aviation unit, if they weren't flying, you know it would take them an hour, you know, I mean, once they got somebody to hangar, pulled the bird out, warmed it up, and got up and got to you – I mean, really. But a drone, you can off from your car. So, if you needed to do some surveillance, if you wanted to know what was behind the house, that you are fixing to hit, you know if it drone, and you can get it on your phone, you know. They've got iPads that you can operate a drone from...
Problems	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Unfortunately that is one thing that, because we don't have just a single vendor for all these different applications, that is one of the things that we really, really struggle with in law enforcement, is having some sort of single sign-on, or you know, we are constantly - there is not a day that, I shouldn't say a day, but there is not a week that goes by that I don't have to change some sort of password to something, and you know, that is truly - that can be a real potential issue.
Problems	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	You know, and this is what I am talking about; there are only two frequencies for radio frequencies within the county that all law enforcement can talk on. Okay. When I talk about all law enforcement talk, small - exactly - sheriff, state police, local jurisdictions throughout the county, there are only two frequencies that we have access to at any given time where we can all come together and have conversation if we need to, in a major event. Fire and EMS has only one frequency that I am aware of. Now, the problem with that being is, I am not sure that all law enforcement can talk to Fire on that one frequency.
Problems	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Yes. Yeah. But are they prepared for major incidents, mass casualty incidents? Absolutely not. They are not.
Problems	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	You know, it really depends. It could be weather affected, you know. You just never know what you are going to get with our current radio system, quite honestly. [short laugh]. We don't - historically, we never learn from our lessons, we just don't, you know, and I know that you mentioned, you

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								know, 9/11, and this being part of what has following from 9/11. I don't think that we have yet learned our lesson from those talking points that were brought out of 9/11. We are talking about the same exact thing, you know, how many years later, fifteen years later; sixteen years later now. That is not acceptable, but again, it is not because we haven't identified the problems, it really truly comes down to is the technology there to connect? You know, if I were to jump on the state 800 system right now, we have the ability to talk from [City] to Guam, okay, but you know, I just - it's the dollars and cents in order to make that happen, and until - and I am not sure what it is going to take; if 9/11 didn't spawn enough, you know, upheaval to get us some funding to accomplish that, I don't know what is, honestly. This is just like I said, we just don't learn from our history, and here we are still in the same place, you know, sixteen years later, so..
Problems	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	[short laugh] You know, I don't think they are any better. I will be pretty honest with you, and the reason I say that is because we haven't - again, we haven't learned anything from our previous experiences you know; what we were experiencing 25 years ago in our communication systems and the breakdowns that occur in our communication systems still occur today. They still do. You know, I think we are getting better, but they are still there, still there.
Problems	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Probably the burdens placed on, whether it be, you know, just the saddle burdens. You know there is a lot more scrutiny, which can be a good thing, but now it's almost to the point where in law enforcement, you know, traditionally we have been kind of separated from the politics, but not so much anymore. So any time politics drives a service, you know, there is room for abuse.
Problems	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	So one of our biggest obstacles as far as challenging is making sure that guys are trained properly because you lose the experience and training as the younger guys are teaching the newer guys - I don't have 20-year veterans like I used to, so my experience is gone, so that is very challenging. Very challenging because -and relates to I don't have much

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								assistance because the younger guys, they dont understand what it takes of all the behind-the-scenes stuff. So they don't know that I gotta do, you know, all the inventories and the grant work and everything and ordering stuff to keep the department running; they just are - so, police work, you get in a car and drive around. So that is challenging. I mean, overall, it's rewarding; the detective bureau part is the rewarding part because you get to follow through on cases and stuff like that. But I don't believe it is as rewarding as it used to be because such a negative impact from the cops [unintelligible] now; I see the guys, they get burnt out quick, they get jaded and you know, whether it is political or if it is from the public, they feel like they are getting it from both ends.
Problems	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Yes. Back in 2005, we had a pretty mass retirement. It was the guys that all came on together back in 1975 and they all left. At that time, the city felt that it was more profitable for the city to save money by lowering the pension; they eliminated the pension for new guys and bringing in 401K. Then they decided to pay a substantial amount and the new officers pay a substantial amount into the healthcare benefits. So at one point when we started hiring officers, for about a good solid 7 to 8 years we were probably at almost a 60% turnover rate.
Problems	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	So with everybody leaving, it caused - it did the opposite of what the city wanted to do. Instead of saving money, we just spent \$ 400,000 in overtime, because now we had to cover the road. Guys got burnt out because you didn't know when you were going to go home and that contributed to guys leaving. They didn't want to work 70 hours a week.
Problems	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	No. We are the same standards, hiring standards as everybody else you know. You know, you have to pass the background, then psychological, then the physical but with the 401K, they come in, they don't work and then they say, okay well, you know what [inaudible] is getting 50 more an hour. They have got no investment here because they [unintelligible], where me, I was the last one with a pension, so I do have a good pension and never - I don't care down in [unintelligible] offered me ten more thousand dollars a year, I am gonna leave it. And so that is why it

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								is directly related to why we have such young car men. It's our turnover rate because of a poor benefits package.
Problems	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	I think yeah, it plays a lot into the hiring process itself. I think there is such a negative image on police now that you know, back when I started keeping 200 people for an open position in the police department. Nobody wants to be the police any more. It's a negative career and it's a negative full-time career and you don't have the applicants out there like you used to. Nobody wants to do the job.
Problems	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	You know, we put our applications through [unintelligible], the Free Press and the News Herald trying to cover all bases, and we don't get the applicants.
Problems	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	... Well, if I was on midnight right now, I would [unintelligible] with Fire and ask them both; I would call the station like, hey [unintelligible] is chasing one through the city. So we have isolated ourselves in that aspect. Now we are in a huge - potential - actually I will know more today - potential transition over into combining with our dispatch with [City]... The negative aspect - we are going to be even more isolated from downriver because we are going to be on [City]'s channel and it's going to be [City] dispatcher's responsibility to monitor downriver and also get these guys backup if they are on the south of the city.
Problems	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	... The computer system, personally I think it is a lot - I don't like it, I think the CLEMIS system in comparison to what we got now is not user friendly, the computer system that we got now is phenomenal but CLEMIS is not user friendly, it's going to take a lot of work to get these guys used to it because these guys have been using it for 15 years, and then overall, it's a complete different structure for the department because now these guys are gonna be all on the road. They will be transporting prisoners to [City], they are going to be coming here to do the paperwork but there is not going to be anybody here. So again, yeah, it's a huge transition and it's going to be - we are gonna fight them a little bit but it's - if we don't do it, we will go under.

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Problems	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Well, it's a total different scenario now. [City] took over our fire department, so they are [City] employees and it used to be - I would go over there for dinner and I knew all those guys like first name. I could walk over there right now and I couldn't tell you one single person that is in there. They have isolated themselves from us. There is kind of a - I get the impression that they dont want to be here and they really dont want to deal with us and that is the officers' impressions that they get. They are not the same buddy-buddy guys that we used to know all the time.
Problems	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Yeah. And our stuff is getting outdated. We spend a lot of money fixing programs and stuff like that because our computers are old. The problem is, you can go to Best Buy and buy a \$600 laptop but you go and buy it for the car and it will cost you \$5000 to put in a computer with a mouse and just because it is a MDT -
Problems	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Yeah, absolutely. If you have got an officer that is signaled or you know, in a parking lot updating his Facebook status, not patrolling the neighborhood... Also, that part absolutely has a negative impact on workplace, community, everything. It's -.
Problems	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Nothing real crazy in particular. I would like to see the overall image of police be run up so that I can - you know, these guys are so strongly affected, they are being baited on traffic stops and trying to get them to smart off or something like that and the morale is so low that it is affecting not only the officers but it is affecting the community because they dont want to work. So I think if anything, we get the impression of us back up.
Problems	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	They may have to eventually carry 2 phones. We carry so much stuff already, to carry a city phone and a personal phone is just something else to lose, to break, to misplace, to lug around in your pockets and a lot of guys just don't want it. Like me doing so much traffic, I probably could have pushed for a city phone but I don't need the extra headache; it's enough just having mine.
Problems -	LE	S	Not	Not	Not	Male	PS-S-002	You used to fill out a face sheet for a police report and write a narrative.

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Information			specified	specified	specified			And where that went, that went and got photocopied, distributed. A copy went into a folder somewhere. And then what happened when you went back to that house, and you wanted to know what happened at that house? Dispatch would call down to records, somebody from records would go find that folder, open up that folder, tell what happened to dispatch, dispatch would then relay that to you over there.
Problems - Information	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Right. So now the demand is we need to know, and even officers, we need to know what happened there before, who we contacted, what happened when we were there, and dispatchers have access to our records management systems. So when guys complain about that, I say, "Well, do you not want that information?" "Well, yeah, but it's just-- I just hate it when they say it's going to make me more efficient, because it doesn't." And I said, "Well, it does make you more efficient." I said, "Maybe not this specific task--"
Problems - Information	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S3] Another technology initiative that we saw fail in this valley was the fire several fire agencies were trying to get mobiles in their vehicles and right now there's very limited capabilities for fire to see the important information in their mobiles that law enforcement sees and again it comes down to just lack of funding and ability for them to tie into these calling systems and so I think that interop just isn't radios there's more to it with these officers, these first responders need to have certain information, they don't need to see arrest records and things like that but there's a lot of information that they crave from dispatch and they just don't have any way to get to it because they can't have the tools that are funded by the law enforcement side.
Problems - Information	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[RE: outdated CAD system] [S2] ...It's not the worst out there but it's not the best out there and you know so as we look to the next generation CAD system you know we have a lot of things in mind on what we want to see and the location the easy location and not only the easy location but like this one system that we're looking at actually will allow us to when somebody calls in from their cell phone doesn't know where they are they're in the back country we can send them a text that says push



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								this that says it's okay for me to look at your phone or find your phone basically so it's a find your phone and then you can zoom in on that phone's location and even track them if they're moving so and that's the kinds of things that you know we need in today's society of mobile phones.
Problems - Information	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Exactly, yep. And any time now what we're going to do is instead of all the GIS people they all talk to each other, "So we've got this new subdivision going in so here is the new road." But not everybody gets told that, and that's where we get these discrepancies. So now, we're going to do this through a website so if you change a road name, or you change a street number, or a center line, or anything like that this is the form. You go online.
Problems - Information	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	My philosophy on that is I don't care. It's not my emergency. If you're not willing to give me the information that I need, address and phone number, and tell me what's going on, then you're going to wait.
Problems - Information	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	So you have to-- there's a fine line being empathetic and being stern, I guess. You can't take it personal. "My mom's not breathing," "okay, what's the address?" The caller thinks that they've given you the address, they're good. They can hang up now. And that's not the case.
Problems - Information	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Okay so let's say I'll use a domestic because a domestic I think is a pretty good example of a regular call that we take so the most important question that we ask always is the first question we ask is what is the location. We need to know where it is right? Our technology in terms of locating people is just not there. We don't know where you are you know I've used the map as a reference but based off of the cell tower that you're hitting off of I don't know where you are. You could be anywhere you know and that's why we get a lot of calls for different jurisdictions.
Problems - Information	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	[RE: getting 911 calls from people in nearby jurisdictions] Mmhmm and then we'll have to transfer and it's not as time consuming or as bad as people think it is but if you're calling in not giving us information or you're being you know or you're not able to give us the information.

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Problems - Information	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	[RE: caller location] Right. It can be a challenge because we don't know you know and if I'm asking you questions about where you are and you're giving me landmarks and stuff to an area that I'm not familiar with because it's not my jurisdiction I have to think about that could possibly be and then transfer. So sometimes it can be a challenge in that sense but so anyway so most important question is always where are you? Where is the location? Always ask try to get the street address.
Problems - Information	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	But sometimes it can be challenging especially if someone uses a phrase or something that you're just not familiar with. You know I had somebody what was it someone used a phrase the other day or like last week where they referred to it as like [Street] or something like that and I said it wasn't me it was actually a different dispatcher somebody else said like [Street] and I had and no one had any idea what they were talking about and we called park police where [Street] was. They had no idea. We called state police they had no idea what it was. We called [City] they didn't know. Nobody knew what [Street] was...
Problems - Information	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yes we should get the call back number as soon as we can. The our [INAUDIBLE] will display the number they're calling from if we get it on a 911 line. If we get it on a trunk if we get it through a transfer that's usually one of my first questions. Is what call back number are you from? Especially if you get a transfer I always try to verify that you know because I have had that before where I've made a mistake where I didn't get that information straightaway and then I wasn't able to call them back but at least I had the location... But the problem is is that you're overusing resources then because you're sending police and fire because you don't know what the problem is or whatever. You know what I mean? So anyway so location information is very important...
Problems - Information	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	[RE: accurate XY coordinates] Exactly, exactly so if we get this is a problem you know we have if we get a 911 hang up from a cell phone or you know or even a yeah a cell phone if we get a hang up from a cell phone and it comes back to you know we don't know where you are but you're calling and you're just screaming and then I have to go trace your

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								<p>phone and I trace your phone and they're going to give me even if they can give me an address it's an apartment complex? I don't know where you are. We can't have the officers go check every apartment. We just can't do it right? So knowing kind of an approximate would be really cool. That would be awesome. Anything where we can better direct people to where you are. One of the things that I know that a lot of centers struggle with and some invest more effort than others is common place names. The problem with an environment like [City] is we have a lot of development that goes on here especially in the last couple of decades and again I wasn't here but this is to my understanding is that area and you can see it too just being here for I've been here since January you know just being here since January you can see there's even some places that have totally changed just in my time here. It's really great. It's a very vibrant community, there's a lot of change going on here, there's a lot of change going on in the [City] area in general. [State] is a constant state of construction right so you know it's there's a lot of changes that are going on and with that there's a lot of influx and up flux of businesses right? So businesses, apartments all that sort of stuff. Most people when they're out and about when they're not at home they don't know where they are so they'll call out and they'll say I'm at this place, I'm at you know they'll be outside and they'll be like I'm at Ragtime which is the restaurant downstairs. Right you know or I'm at Starbucks or something they'll just and in an emergency right, right so in an emergency they'll just say oh I'm at this place you know and for us it can be challenging because the only way that we're going to know where you are in our own system if you call out that common place. If you can't give me anything else, can't give me a block or a cross street or anything. The only way I'm going to know where you are as if your name is in our common place. If we've put it in there.</p>
Problems - Information	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	<p>[RE: searching common places in CAD] Right or if you get the first chunk of it wrong then it's just not you're not going to be able to find it so the other part of it is too we have a so there's a in the cemetery in the national cemetery there's a visitor's center we get a lot of calls from the</p>

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								visitor center especially in the summertime medical usually, elderly people who are out there at the cemetery visiting family members, gravesites or if they're just there to see the cemetery or whatnot heat stroke, a lot of people fall down because they don't realize that there's a lot of walking involved you know we get a lot of people with basic injuries and then we do have a few very rarely but sometimes we do have some police calls out there as well...
Problems - Information	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right and also it would be extremely helpful to have that I don't know if crowd source is the best way to put it in but some type of system where we can easily search for a business even if that business has only been there for like a day or two or if it was an old business right and someone says I'm at the old Mister [Name] right and I'm like I don't know what that is right but if they say oh it existed there in you know 1960 I guarantee if you Google Mister [Name] and it was like a big place then they're going to be oh did you mean [Address] which is now blah, blah, blah? It's going to pop up you know so we don't have that ability so that can be quite frustrating.
Problems - Information	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Exactly. You know I had a call one time from a woman this was like the worst scenario. A woman had received a call from her father who is having a diabetic emergency in [City]. She was located in [City]. She had no idea where he was in [City]. All she could tell him was oh gosh what's the name of the it's a sausage place in [City] it's like [Restaurant] or something like that so anyway so she mentions she's like I have no idea where he is right and I'm like okay what's his... the only thing I have is can he call 911? She said no he went unconscious when I was talking to him on the phone
Problems - Information	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	He's having a diabetic emergency. I don't know what's going on. He's in a white truck on the side of the road. Okay in [City]? I don't even know if he's in [City]?. Okay we think he's in [City] we don't know right so you have this man who is unconscious in his truck having a diabetic emergency, the daughter is in [City]?, she doesn't know where he is, she has his phone number so you have to be a detective and use his phone

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								number and figure out based off of where he was as your own local knowledge where could he be now. And then eventually we get I don't even remember how we got there but eventually we got to this thing where she said he was at Pee Wee Sausage or whatever and basically I had to Google Pee Wee Sausage and it came up with a location and I entered it and got them started out there. Gave them the description of the white truck and thankfully they got him.
Problems - Information	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So it can be quite can be quite difficult and the process for tracing a phone people think it's really easy it is absolutely not. It can take 20 minutes.
Problems - Information	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well with our sheriffs we don't really have an issue except where maybe you know the radios don't work and we do have those kinds of coverage issues but generally not a problem when you know I'm communicating something dispatch and something out to my sheriff officers but fire is a different channel and that's not usually a problem. Only sometimes they're not always listening to their radios and we can't control that. Sometimes we don't know that so but we communicate that out, we dispatch that out and then sometimes that's out of our hands and same thing for EMS. We make that call, we dispatch them but we don't always know until somebody communicates back to us that they've gone or not so it's easy enough to communicate. I don't always know that that communication has been successful.
Problems - Information	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Oh no I think it's mostly people really. You know people don't always give you the information that you need even when you ask for it so we think we're being really specific and asking about a very particular thing and then people give us all kinds of crazy answers so sometimes a call that you think should take you know thirty seconds takes 2 minutes and then you've got to dispatch out that information...
Problems - Information	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	...I guess now I think about it you asked earlier about you know decisions we're making about information and sometimes that does happen. Sometimes that is true that we get too much information from people and we don't need to pass all of that along to the folks and so we

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								sometimes do leave things out at least in that initial dispatch and then we might call back and give them additional information later but they need that first information to really go in and deal with the call so that's I think sometimes what I would say that it's really it's a people problem more than anything and people giving you the right information when you ask it in ways that are useful.
Problems - Information	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] ... And then you know for us in the county, one thing that we could do better on is our governance and risk management compliance while adopting new technology. I know most of the organizations in the county kind of have a little technology committee or whatever but I don't think those committees share information. And I would like to have standardized-- a standards committee for technology across the board. So that, for example, we're trying to make this work right now with the FirstNet equipment manufacturers. It's like, "Yes, I am law and emergency management and my counterpart is fire." But 90% requirements overlap, you know?
Problems - Information	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] ...what I'm specifically speaking about is, there might be a large fire and we never know about it, right? Emergency management wouldn't be notified. That's a breakdown in communication. Why aren't you being notified? "Well, we've never done it before." I mean, it's those kinds of things that I'm talking about from a communications perspective is, everybody understanding everybody's job. Also, the escalation when things go bigger, right? I think that's where there was significant lack of communication. We have a large earthquake, it's not as simple as, "Okay, well I'm just going to add 500 more firefighters and 200 more police officers." No. It needs to be a lot more coordinated, a lot more organized. And done by function and geography and all these kinds of things. And I think here in this office they knew that, but nobody ever knew how it would actually play out, right? And nobody really had the ability to have the conversation about it.
Problems - Information	COMMS	S	Other Public	36-45	11-20	Male	COMMS-S-001	[S3] ...But Internet of Things, I think it's a good option. Pushing video over LTE, I think it's going to be a good option just because the back hall

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			Safety Personnel					bandwidth will be so much bigger. I am concerned about the plans that people have to use the FirstNet system for things like-- we have [telecommunication system] here, the [telecommunication system name]. I'm thinking about pushing CLETS data over that system and just all those kinds of things, make you think twice. Just based on the way the project is being run. So that's it. My two cents.
Problems - Information	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	... They want what they want, when they want it, and how they want it. And some people, you can't get them to understand I'm only the dispatcher. I take the message; I relay the message. Now when that officer or when that person that you need that help, that assistance from gets back to you, it's not my fault.
Problems - Information	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	EMS is a bit, it's a bit difficult. It's not all bad, but their system, their mapping system isn't the same as our mapping system. So they have a, older version. So sometimes we have to, we can't disconnect that call. We have to stay on that call to make sure that they have the correct addresses, to make sure that they're going on the current highway. 'Cause in some calls, some instances, they'll pass it up. Because in their mapping system, it's showing a little ways down the street. It's on the same street, but it's showing somewhere further down. So EMS is I would say the most difficult rather than our sheriff or our fire services.
Problems - Information	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	You can. Yes, you could definitely imply that the person, sometimes you have individuals that are exaggerating, or they'll tell the same story, but they'll add more to it. And then you clarify. They say oh no, that's not what happened, or they'll, oh well I didn't say that, even though they just said it, and they'll add even more.
Problems - Information	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	The problem is, where the public wants to know every detail, there's some things it should be a need-to-know basis. Like we had a kid that was investigated at [City] High for possibly having mental, thoughts about shooting up school. And everybody wanted his name released, and they're failing to understand this is a child. And look, I understand he's just as capable as an adult, but he's still a child. There's no need for everyone to know his name, to go pounding on his door, and make the

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								situation worse.
Problems - Information	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	It's easy but our fire department, their radios are kind of sketchy [chuckling] so it's kind of hard sometimes with them because they don't get all the information that EMS and patrol would get over the radio. Or we have to keep repeating it over and over and yeah, and it's not great.
Problems - Information	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Well whenever they go into certain areas in the [County], 'cause we are in the country and it's real county here, a lot of trees and it's a lot of back roads and stuff, they won't be able to hear the information we're giving them and we can't hear the information they're giving us. So we'll have to call them on their phone even just to check on them to make sure they're okay. We have to do it over the phone sometimes.
Problems - Information	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	There are times when we've gotten the wrong addresses for people and that's a problem. That's a major problem. But other than that, no.
Problems - Information	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Hmm. It's... [Laughing]. It's a task to really communicate with them 'cause I mean like I said I'm thinking that it may be more because we don't know each other and it's almost like talking to strangers every day.
Problems - Information	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	But it's almost like I can tell you something and then I bet you before you get there you're going to ask me the same thing again like I just told you that. But if I say I just told you that then I would be wrong 'cause that's not my job to be, you know, rude and just have attitude.
Problems - Information	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	But baby, I don't want to talk to you on the phone, I'm not going to have a 30-minute conversation over text whenever I could hear your voice and... and I can really hear are you okay. I can't tell that over here. I can't tell if you're crying or--that's my fear with the Next Generation 911 is are we going to lose that important piece of our communications with technology.
Problems - Information	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	So I think it's going to change things for the better in most cases but I'm really leery that it's going to change how we communicate. I mean we already see it in our society now with our social media. I mean anybody can say anything they want to about anybody on the phone that you would never have said to someone to their face. And... just not... not



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								real... real sure.
Problems - Information	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	...They're using technology so much more. And technology is to a bad thing. It's how it's used. And but we've got to look at the bad because of human nature basically.
Problems - Information	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S1]: So we teach all that with 5 weeks of classroom training and then by but we do have a call handling guy. If it's -- you determine when you answer if it is a police call, then you refer to their call-handling guy. They have a set amount of questions they want -- if we can get them to the best of our ability, we will get all these questions answered. Very rare that we get everything answered.
Problems - Information	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So you have one in your headset which is your primary channel, but then there's 12 more channels that come over your speaker at the same time. Well our fire dispatcher dispatches four different fire departments. So if each one of them has a major event going on, they can't do it. So our supervisor steps in, takes -- so when they have a fire they're supposed to stay on that fire and let everything, all the rest of the work load is supposed to go to the other people and that 99% of the time works, but we can have other major events like a hurricane or a tornado that's come through. It's just chaos.
Problems - Information	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Similar answers to similar questions. Those are the cards we...so, I mean, for instance when I took over up here, I started to pull data and look at things and we were having - I say a lot- it might be two or three a month before we send an ambulance to non-emergency, and the ambulance transported emergency to the hospital because it ended up being an MRI or a stroke. Now that still happens occasionally when we review it, it's because the call taker is a third party, they got to call there or somewhere else, they're not with the patient.
Problems - Information	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	The family's [indiscernible] so he's taking care of you, he's frantic, he calls one of your kids, your kid calls us, I don't know, they don't know the answer to the question. So anytime we have anything that's a flag like that, an emergency to the hospital, we look at every one of those calls;

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								two reasons, one is the medic new and should've been an emergency to the hospital, did we code it correctly, so anything that we could learn from any of those calls we do. So we don't have those much anymore, rarely have those types of calls and then we really, we went from the cards to the software on the screen, so it pops up because the cards are hard, you got to know where the card is... But on the computer screen, its set up to when you answer that question, depending on the answer it gets rid of all the others, goes directly to that third card down. Makes it quicker, makes it more efficient. We found out there were some issues when it first got set up, anything that is an extremity fracture is automatically a non-emergency, that's a national standard. I don't agree with that.
Problems - Information	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	With the new CAD because its math based, if it's pinging correctly, we're pretty close. We have had some issues where they have been on trails and that's not been able to - that's been our biggest thing. [Park]? We got three or four calls in the last year where they don't know which part they're on and we've had delayed responses getting to them and we're kind of shocked and the fire department goes that way, the ambulance goes that way, the police goes this way to try and figure out where they're at. So that part has created some issues, if you don't know where you're at when you call 911 right now, we can't rely on cellular technology to tell us where you're at.
Problems - Information	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	You might be close, might be within half a mile. If it gets within half a mile of the house or the street, we can figure that out because you gave me an address, but when you're in the middle of Nature?
Problems - Information	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	There's a lot of land around here. It creates a problem. We don't have, we've not had the issues of them being on a wrong street. Of course we got rid of all that, we changed our -- the metropolitan planning commission changed where we can't have two street names the same... So you might have a [Street], a [Street], a [Street]; but no two [Street], in [City], or in [City], or in [City], so anywhere around that was a huge change for us.

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Problems - Information	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	But if you don't know when you call a cell phone, you say road, but you're on trail, it may not trigger, and we may go to the wrong address, may go to the wrong street.
Problems - Information	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	That part of technology, we've had some issues. There may be a little bit even going on with this new radio system, we have egos. Depending on who is in that position, there's egos, there's politics, so we're able to get through all of that because of the relationships. I'm a big relationships guy. I mean if you have a relationship with somebody that they like you and they somewhat trust you, or do trust you, it's much easier to conduct business than 'oh crap, here comes that guy again.' So I'm really big on that, so I take time to meet with [City]PD leadership outside of here, same with the communications liaison for [City]PD, he and I talk all the time. If an issue come up, I shoot him an email, 'go ahead and check into this', because I'm not first blush and there's personalities in there. It could be a personality conflict. But I look at everything as so we do adjust culture within EMR which is how I've always done business. I don't headshot people or go yell at everybody when we have an issue. So I look at it as a system issue, is it a training issue? Is it a personnel issue? And I look through that. I end up at personnel last so by the time I get to the person I pretty much know the answers before I ask the questions and if it's a personnel issue I'll deal with the person. But a lot of the times you find out that 80% of things gone wrong, you find out it's a communication training issue. We taught it and it didn't stick, we taught it and it didn't hear right, we didn't teach it at all, or we taught it wrong, or we changed some things and missed that one, we didn't update them on the training. So you have to look at all that. You know they get upset sometimes, so if we don't get to that call in 10 minutes, we review that call; and it's either distance because they just couldn't make it in 10 minutes. Crewe Air, they didn't move right away when they got the call; they went the wrong route, or it's a dispatch error. Dispatch error even being that the CAD did or did not pull the correct truck because we have a recommend and it pulls by road miles the closest truck. So they might've pushed the button and the CAD told them the

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								wrong truck, so it's still a dispatch error, but it's not the dispatcher.
Problems - Information	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	I think where we've encountered some struggles is the jurisdictional terminology and kind of the etiquette they use on the radio. We overcome it. It's really not that hard. But the first couple times you communicate with another jurisdiction, you learn how they communicate with their dispatch
Problems - Information	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	The time from the 911 call to the time the call is dispatched, in a house fire, seconds count. So if it takes 90 seconds to query the number of questions about, "Oh, how many stories is the house?" It could mean we get delayed. The county is always working to shorten that time. And they do something called a pre-alert.
Problems - Information	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	People are chatty, which ties the channels up if you've got a very long-winded person on the other end. But, by and large, that's not really the problem. I think a lot of the issue is just shortening the time it takes from the time a resident calls 911 to the time the call's dispatched. Both fire and the ambulance.
Problems - Information	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	I would say, location can never be specific enough. A lot of times, in this area, we have large buildings and so someone will say, "[Address]," but that building has three sides... Which means we now have to drive around. It would be much better to have that information. And they do a good job and sometimes callers are not great. So the Beltway is a good example of people don't know if they're on the inner or the outer loop.
Problems - Information	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	I mean, definitely a number of incidents. Yes, I wish I had more information.
Problems - Information	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Nothing that I can really think of right now. But I mean, sometimes it can become too much information, and a lot of our responses are pretty quick.
Problems - Information	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Sure. In our old system, which has kind of gone away now, let's say we're on a house fire assignment, by the time we even jump up into the rig we may have like 12 updates on a call. And we don't even know who the dispatch is anymore. So there can be information overload. And we

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								understand why our communications center has to push it out, but certainly some things can be too much information, just because there's no way I'm going to comprehend it by the time I get to the scene of the-- excuse me, by the time I get to the scene of a call.
Problems - Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Communication-wise, may not be the greatest in the sense of we may not know everything that's going on. So if I respond as a medic to a call, and the police may already be there for whatever reason, I may not know that, that the police are there. I may not know that the police are the ones that called us. If I go to an assault call, and the police are on their way there, I don't go until it's safe for me to enter.
Problems - Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	But the police could be there for 15, 20 minutes, and the assault person be another state away. But while they're doing their reporting and talking to one another, they don't realize that we're sitting two to three blocks away, so it may take me to call and ask, "Hey, are the police there? Did it?" "Oh, yeah, yeah. You can come in." To find out that it was safe the whole time. So there is a delay in that. I think we've gotten better with some time, but I also don't know every officer that's in my area. I don't know their first names. I don't have their cell phone numbers. I don't know their radio identifiers. We don't have that relationship to communicate that personally, I guess.
Problems - Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...So there's not really a good transfer of care, in a sense. So if you call 911 because you're having chest pain, and the 911 dispatcher's asking you all kinds of questions about where do you live, and what's your address? Where are you at in the house? What time did your chest pain start? Just being that dispatcher asking questions, those are all same questions that I'm going to have to ask when I get there. And I don't know them-- and I don't know them ahead of time...
Problems - Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So I get the basics of it's a sick person, it's a troubled breathing person, but it's all very vague. So it could be trouble breathing, but the person also has been outside doing gardening work all day or playing basketball. Well, of course they're going to have trouble breathing. It's not a trouble breathing asthma attack. It's not a trouble breathing call.

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								It's a heat-related injury. So I guess more specific type questions, or I feel like we guilt people into-- when the dispatch, guilt people into, "Are you sure you're not having chest pain?" "Well, I might be," and then they code it as a chest pain call and it's really not. It's more of a indigestion at a restaurant.
Problems - Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	SME: So that being said, it's not a ALS or a paramedic call. It's a BLS basic call to just go to the hospital. It didn't need to take an ALS unit out of service for-- and the way we call it is if anybody has any pain from their belly button up, it's classified as chest pain. Couple more questions should be-- Q: Can clarify. SME: Yes.
Problems - Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	What causes communications? People not doing it. So people not communicating or vague in the delivery of their message. So I will say firegram because that's common terminology for us, but as a medic, ALS provider, on the firegram in the sense of going to someone's house - the incident location, firegram, however you wish to - is somebody may say, "Come around back," but not say, "Utilize the left side because that's where the sidewalk is." So they're very vague in their means of communicating. Again, we don't want to talk a lot on the radio because what we say on the radio, somewhat the whole county is listening and doesn't need to know that the gate's locked on the right, use the one on the left. So we just don't do a very good job of delivering basic messages.
Problems - Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Better indication that the police are on the scene. With the AVL, we do have cross networked where the police messages come through our messages as well. So if we're not in the unit and we're outside walking up the street and they're saying that the bad guy with the gun is running down the street, we don't know about it. We know about it if we're sitting in the unit and the computer works, so.
Problems - Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...But if you could take a smartphone and put it on a radio, it would be ideal. So I could have five to six dependable apps that I use on my radio,

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								I can utilize it as a phone if I needed to or wanted to, as well as to a radio communication and delivering messages. So the radio does not make noise if there's a tornado coming. My own phone does [laughter]. I'm not required to have a cell phone. I'm not required to have it activated, but I do so because the two together-- make me successful.
Problems - Information	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE the paramedic dispatcher] ... But a lot of times, there's other information that they can see if they look for it, that they don't read out to you. They just don't. I don't know if they're busy. I don't know if they're just reading the first four sentences. I don't know if it's buried after like another bunch of notes and they don't have time. I don't know why. So if you're listening to the police channel, a lot of times you'll hear the police get sent on the same call, the same information. And then all of sudden, they add two extra sentences and you're like, "Oh, that's helpful information that I got indirectly by eavesdropping on another--" we're totally allowed to do it. But that gives me information about that.
Problems - Information	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Well, as much as we like to dispatch, the bottom line is they're getting the information that they're getting, and they can't see the call. And they can't tell us what they can't see, and they can't tell us what somebody doesn't tell them. And people are scared, and people are lying, and people are-- they're passing the buck also, like "Oh, I see a problem. I'll report it. I feel better. I'm going to keep going throughout my day. I don't know. I didn't see what color of pants he was wearing. I didn't see exactly what corner he was laying."
Problems - Information	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	And I learned that idea or whatever from somebody that was a dispatcher and a paramedic where I would dispatch, and he'd be like, "Listen, dude. Until the day that we can see everything that's happening there, we can't tell you what we can't know. We can't tell you."
Problems - Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	And it's tough for them from what I know is because they're in a cubicle. So you might be the police dispatcher and I'm the fire dispatcher. You can just stand up and tell them, "Hey, we got an emergency. Send everybody to Engine One's call." But then they got to remember to push the button and talk it through, too, so it gets recorded and stuff like

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								that...I can see the complications behind it and I see why - what is it? - the telephone game doesn't work out so well. Yeah. Sometimes, that stuff gets lost.
Problems - Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...Now, we don't traditionally talk directly to the police. There's a switch we have to switch to talk to police. We can get onto their channel and turn, but we have to ask dispatch. We do that when we have standbys for SWAT or whatever. We'll switch to their channel and then we'll listen. And we can hear the police request entry, and then, "Okay. We'll go in." And a lot of times, there's a minute or two delay before the fire dispatch will tell us that we can go in, whereas if we're just listening to that police channel...
Problems - Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...Now, when we communicate with the ambulance, as far as I know-- because they don't use the same communication program, computer program, that we use. So they don't get dispatch notes. They only get what they hear on the air. Right. And so there can be information lost based on that. But dispatch airs all our notes. They talk it out loud and we can read with them. We see exactly what they're going to do. But the ambulance providers don't know that. They only hear the notes.
Problems - Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...so often, the information that dispatch is receiving from people is very much exaggerated. "Oh my God. There's blood everywhere." "Well, compared to what you're used to, yes, there is blood everywhere. But it's right here and it's right here. It's not that bad." So that stuff really does never-- I don't have a lot of value in that...
Problems - Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...It's changed a lot. I mean, it went from that to then having computers get dispatch information and with the GPS technologies, able to automatically be on scene within 500 feet of something, which has its own problems of its own. To now, I feel like our department kind of underutilizes technology for that. Yeah. It could be so much sharper. I mean, I get text messages from my ex-wife more than I would like [laughter]. I can't get information from dispatch straight to me that says, "Hey, this is a dangerous--" without having to make it out loud and everybody hears it [laughter].



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Problems - Information	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...So for me and technology, we can talk. But can we get our message out because the highway, the traffic highway, our verbiage highway is just full. So we're in the traffic jam and we can't talk because of the traffic jam that's going on there. So that's our limitations, by far. TAC channels, having more channels.
Problems - Information	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	...We have very little to no communication with our police agency. We are able to scan their channel, but I don't think they want us on their channel, and they don't come onto our channel. And that's been identified as a huge problem in some of these large-scale incidents around the country of, for instance, the [City] shooting. There was no communication between the police and the fire on one scene. So I think that needs to get bridged. I think that's done through policy and procedure. I think the technology is there. I just don't think we utilize it efficiently.
Problems - Information	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	...And again, like we were talking with communication issues being a contributing factor to a lot of poor outcomes on incidents all around the country, police and fire interface has been a large part of that communication problem. And I think that the technology is there, i.e., mutual-aid channels or radio frequencies. I just don't think the organization leadership in the fire and police side use them. I think the fire side tries to. I think the police are the ones that are more apprehensive to have that interface than the fire agencies are. That's a pity, though.
Problems - Information	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...So although our voice radio is excellent, our data stuff definitely lags a little bit behind. And because of that, I think we're missing an opportunity both to get a lot more information out to the crews more easily because we're busy enough. Our main dispatch channel before-- we just split it into two main dispatch channels. Prior to that split, which occurred about six months ago, was three million transmissions a year on one channel. And so you physically couldn't give them some of the information you wanted to give them. You just didn't have time on that channel. And now we've taken care of that problem but at the expense of splitting everything into two. We have to have a second dispatcher.

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								You can't monitor both channels, so you're only listening to half of the system at any one time...
Problems - Information	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...The stuff where you're getting the caution notes. Right now, if you're not a commander, the maps, we have no really good way of getting the maps to non-officer crews. And so you'll hear a dispatcher trying to describe how to get to the back corner of some elaborate-- we have this gigantic apartment complexes with several thousand units within them, and they all have one address [laughter].
Problems - Information	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: paramedics] I guess that they have to be of strong character. Otherwise, you believe everything you're told and it's not always the way you're told
Problems - Information	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	We have very few issues that sometimes are widespread. In other words, communications between somebody who's getting relieved. That piece of communication doesn't get transmitted to the oncoming paramedic. So in other words, if I'm leaving the ambulance and I forget to tell you, "Hey yeah, by the way, you're going to need fuel." And your first run, you're in need of fuel. That's something that didn't get communicated to you. And if it consistently happens, we have an issue.
Problems - Information	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	... nowadays I think it's even a little bit more difficult for them because they need to know their cardiac centers, their stroke centers, their pediatric centers, their OB centers, their specialized OB centers. So there's a whole host of new things that they have to know. So that can be challenging for them. And then they have to know the people that they're delivering the patient to.
Problems - Information	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	..."Is the offender still on the scene?" We get a lot of. Sometimes the police site knows, but that information doesn't get relayed over to us... It is a problem, it is a huge problem.
Problems - Information	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Q: And is that related to what you mentioned earlier about, you're on different channels so they would have to call their dispatch to call your dispatch to call you? SME: Yep. I think it does have to do with that and the amount of calls

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								that they have. So sometimes even though the police have it, they don't relay it over to us because they're busy getting ready to go on to the next call. So that information doesn't get relayed to us. To be honest with you, I don't know the exact reason why it doesn't get relayed over to us because we know that they have it, it just doesn't get shared with us, which is a problem.
Problems - Information	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...for violent incidents that we respond to, I want to know who's also responding. Are the police responding? Why do I have to call the office to find out if the police are coming in? That should be an automatic, "Oh, yeah, by the way, the police are going there." But that has a lot of political implications. For example, some priorities differ from what my priorities would be where we need the police. "Is this a domestic?" So.
Problems - Information	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	If people are not clear, especially if you're on the scene and you need additional help or other things you have to do manually, things can kind of get confused or messages can get missed, I think, sometimes. For the most part, I think it works well. But when you have the human element in there, there's always the possibility, at least, that there could be some things that don't always work with the radio's communication.
Problems - Information	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	... I'm defaulted to EMS and then I have a channel for the fire side and then I have a channel for my zone, my zone for the PD. So I'm able to listen to EMS, fire, and PD in my zone. I will listen to that ... I like to keep a heads-up. When a call comes in under 911, it always comes into the PD side ... And then by the time it transfers up to the fire side, to EMS side, it takes about two to three minutes. I didn't time it but time, I just know it takes about two to three minutes to get to us because then they'll be calling us, "Okay 42, go to the person who fell." And I mean, okay, about two, three minutes. Now they're calling for us. So there's a delay there.
Problems - Information	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	I know a lot that goes on at the OEMC and they're very busy and they get a lot of calls. I can just imagine them sitting there and get all these calls, and I understand the call taker, they're trying to get all this information. But I think the information they give us is limited because I think it's just

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								a lot of work. They tell us what we need to know. We have an injured victim, he's conscious. We'll send you another company, the basic information. I know if it's a critical call, if it's a battery and the offender's still there, they'll let us know. They'll let us know what we need to know. Because it's so busy in there. I just know it's just so busy in there.
Problems - Information	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Every information is helpful for me... Any piece of information for me. Even if it's a stubbed toe, they'll give us the basic information, but I'll look it up. And sometimes it will be in there. How did the person stub his toe? He fell down the stairs and stubbed his toe. All we got was stubbed toe. They didn't tell us he fell down 10 flights of stairs and stubbed his toe.
Problems - Information	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Yeah. I have it. So when we get to the scene of the address, I have that ticket with me because I don't have nothing else, besides my radio and that ticket. Because we could go to a high-rise, the [Name] on the sky level, and the security there's like, "Hey, what do you guys have?" I pull out my ticket, "This is what we have." "Oh, okay. I'll take you to that person." A lot of times, they don't know we're coming.
Problems - Information	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	[RE: too much information] I don't think so. If anything, not enough... Well, for one, if we're going to, let's say, a gunshot victim or something like that. Would like to know, is the offender on scene? If we're going to a psychiatric emergency, would be nice-- is there weapons? What's the psychiatric emergency? Are police dispatched? Are police on scene? Something like that.
Problems - Information	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	[RE: CAD] It'll give us the address. That's a big problem with downtown, is sometimes a building is the entire block, so we don't know which-- it'd be nice to know-- tell us what department store we're going, what-- something like that. What entrance are we using? Like the buildings around [building], there's a lower level, upper level. I mean, there's three levels before you get to street level, so it'd be nice to know sometimes. And then we have to talk back and forth and find out. And then they have to call them back to find out, "Hey, what-- you going to loading bay? Are you going--?" And so, that would be nice.

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Problems - Information	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	[RE: CAD] ...It'll tell us if-- what other fire companies or anything like that is being dispatched with us or-- it will show that. But we don't know anything about-- we have to talk on the radio to find out if police are invited, or are going to the scene, are they on scene, something like that
Problems - Information	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	[RE: too much technology or information] I think that people might say that as far as like the heart monitor, [LifePad?] 15, it's a lot. That device does an awful lot. Just the recording alone and what you do and send those runs over Bluetooth and do all kinds of stuff with that. I think that the addition of having such intense technology is intimidating to those who were maybe skating by or the thought that now they might be of the mind-set where like, "Oh my God, well I could get caught for what if I didn't do that or--?" And it makes them fearful. So now that technology is causing anxiety because they're wondering, "Oh, am I going to get in trouble? I didn't send that run. They're going to know." We download the runs from a distance. We can do that like anytime we want.
Problems - Information	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	I think that your communication style is just part of you. Some people are very good at it and some are not at all. And if you are not good at communicating, you are not going to be good at communicating on the radio either. And you know people when you hear them on the radio trying to call a run or something happened and they're trying to convey it over the radio. You know that they-- those are the people-- if I know them I can tell their voice-- you know that they have terrible communication skills. They can't even convey on the radio what it is that they need. And then sometimes, yes, I believe that there are sometimes a little bit lost in translation...
Problems - Information	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	... We have the dispatch center, the [dispatch center name]. They take the runs, they dispatch our runs. We sometimes will have to ask, we would like more information. Sometimes they'll say, "Well, what do you need that for?" And then you try not to get smart and say, "Because I'm the one out in front of this house where there's a shooting victim and you're tucked away safe up at the Office of Emergency Management. I need more info." Or "[Ambulance?] time, we need the police." "What do

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								you need them for?" And if you hear somebody screaming, "Send me the police!" I think you should send the police and then maybe ask them why. Yeah, so.
Problems - Information	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	...you can go on YouTube and listen to fires in [City]. I don't know if you ever have, but the [Address] fire, that was a good one. That was very good communication. There's some out there where you're like, "Oh my God. They're not even listening. Dispatch isn't even listening to what they're saying." And that's because they're being walked on by everybody else. Too many people are talking at the same time... That can absolutely be an issue. That and your buildings, your cell signal-- your radio signals I should say... I would say maybe not real common, but it happens. Yeah.
Problems - Information	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Speaking on the radio with full words and enunciating what you're saying because we're not playing games here. You know we need to know where to go when you tell us where to go so don't say don't slur your words to where we're sitting there going what? What road are we going to? I mean we can't see it written out anywhere so we're relying on you to tell us so let's enunciate a little bit, speak up and that's a big thing. Codes, ten codes and all that mess. You know you come out here they still try to use ten codes. In [City], we plain talk. In [County] we have our own ten codes and signals so your 1022 here maybe somebody else's you know it's cancel here so somebody tells you 1022 well if you get in the wrong mindset and go to [County] and get told a 1022 that maybe speed up. So now we're flying to a call that we've been cancelled on so you know it's that is a big deal. Everybody needs to be speaking in plain talk.
Problems - Information	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	So there are so many times where I'm like a code 12 you know and they're trying to tell you that somebody has a weapon but you're going a code 12 what is that? Does anybody have a sheet with the codes on it so you're like when you should be saying oh stop let's get our vests on let's figure out what we're doing you know.
Problems -	EMS	R	Field	36-45	5 or less	Female	EMS-	We do. There are times when the radio is just really static so dispatch

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Information			Responder				R-019	tries to keep a list of who is on the truck each particular day and has our cell phone numbers and sometimes they'll request that we call in because there's information they want to provide over the radio that they don't want the general public to hear especially in a rural area like this everybody listens to the scanner so they know what's going on before we do sometimes and there may be especially a lot of our elderly patients they may keep a key hidden somewhere for us to get access to the house. Those aren't things that they can say over the radio so we'll try to call them on our cell phone if we have service to do that.
Problems - Information	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	[RE: operating in a rural area] I don't know that that poses a challenge as far as the communication. For us it's a little more difficult finding addresses because it's so rural and a lot of it is older population and they you know they don't have addresses, they don't have them numbered and things like that like I said with all the dirt roads. Some of the roads are unmarked so it's challenging and fun at times.
Problems - Information	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	[RE: communication with FF and LE] If we have a fire for instance and we get dispatched to that fire unless I switch over to either their channel or I put it in scan mode I don't hear their traffic, they don't hear my traffic but you can't keep it on scan all the time because then you also hear SO's so every time they pull over a car we hear that information and if you have a patient you definitely don't want that going on. We can speak to if I need to speak to SO directly I can either go through dispatch or my MS channel or I can switch over to SO's channel and try to get in touch with them that way. I can do the same thing with fire.
Problems - Information	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	[RE: using MapQuest a lot] Because it's so rural even though I've been here full time for about a year but it's such a large county that people have been here a lot longer than I have and still don't know the whole county. We have old map books in our truck which aren't the best to be honest and we don't have a GPS system in our truck so I rely on my cell phone if I have reception at least to get me in the general area of where the call is.
Problems -	EMS	R	Field	36-45	5 or less	Female	EMS-	[RE: cause of communication issues] There are. You know us being

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Information			Responder				R-019	human. Dispatch will misinterpret what a patient said and relay incorrect information to us. We may they may relay the right information but we don't hear it right whether it's because we've got the sirens going or we may not be paying attention whatever it may be so human error of course plays a big role picking up and then I think sometimes again that human error just not asking for enough information as well. So part of it is our own fault and what we do and don't do but the better radio system and I think that I think that in general dispatch people that work in EMS all of us as a group could be trained better as far as how to use the things that we do have like the radios.
Problems - Information	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	because you have to guess in a way-- "911, what's your emergency?" "My house is on fire," and you get there and it's a trash can, well we don't need seven units. Everybody else go home except for one. "Hey what's your problem?" "Hey, I see a little bit of smoke," we send a smoke investigation unit for smoke investigation, and suddenly it's a big fire. "Hey, we need a bunch of more folks."
Problems - Information	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	I know-- like, "Tell me what conditions are inside." And if they said, "Well, it's smokey and there's fire." Well, that's okay. What's better is if it's brown, heat-driven smoke, under pressure. The fire is 25% of the structure. I'll say, "Hey, I want a more thorough update, Engine One, fire attack. I want you to tell me." And again, if something went wrong, then I would know in that group, "Hey, Engine Two and this other Rescue 14, Engine One personnel are in trouble. "Are you'll in their location?"
Problems - Information	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So seeing where they are at, I know that our new air packs have the ability but the software isn't there yet. So to send out how much air they have, that's a really big deal because as people get close to low on air, it doesn't tell me where they are in the building, but it tells me how much work time they have left. And actually older software allowed us to have that, but something glitched about with [Name].
Problems - Information	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	I want to know how hot the conditions are inside. And so please give me a CAN report about, not just the smoke and what you see; the color, the velocity, the density, but the heat issue and how much of the house is



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								involved.
Problems - Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	And so now suddenly you have lots of different viewpoints and what I'm responding to and what I'm-- if I'm not there, if I'm not looking at it as opposed to a training component where I'm saying, "These are the high points I want you to hit when you talk on the radio."
Problems - Information	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	Everybody has a radio. And that's for safety, and I think it's a good thing. I think that we could definitely cut down the information that we're giving out. We don't need to talk about everything we're doing. It should be, "Are you being successful?" "Yes, I'm being successful. "Okay. Keep doing what you're doing then. If you need anything holler at me."
Problems - Information	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	A lot of times, I've seen and heard how the 911 call goes and I know the dispatchers are trying to get information from the caller and they're giving you everything they've got but sometimes, it's just I can't get anything more. They don't know where they're at. "I can give you the best address I could, so don't get mad at me because the address doesn't seem to be right." It's like, I got the best out of the information.
Problems - Information	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	So it can be overwhelming at first, especially, because you do know you have a lot of information in front of you. I've never been a call taker. I did some dispatch training where-- I've done the dispatch job for part time and just to learn it, and to be able to step in and help out when it gets really busy. But you definitely get overwhelmed as a dispatcher when you've got five people calling on the air, "I need this, I need that." "Okay, hold on. Let me get this guy first." That could be overwhelming.
Problems - Information	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	" So people just get overwhelmed with the amount of information and technology available. They kind of just, "Well, what do I use all the time? That's all I care to know."
Problems - Information	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	" Sometimes we get that. That really doesn't do much. You have to say more to get more, to paint that picture. There's a fine balance you have to strike. You want to get the information out that you need to and you don't want to just say we're out and it's on fire. But you don't want to spend 45 seconds saying everything, describing the paint colors of the

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								house.
Problems - Information	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	So dispatch does the best they can but it's still up to us when we get there to determine that no one's in there. And I don't know radio-wise-- caller information is always limited. The caller tells what they think they know and we can't get anything more than that from them, not until we show up
Problems - Information	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	So more than likely, if nobody calls in saying, "Hey, I'm in the apartment next door. I'm disabled," or nobody outside knows that there's a person in there that's disabled, it's going to be one of our rescue or ladder companies saying, "Hey. We got a guy in here. We need to get him out. It's starting to get a little smoky in his apartment." They're going to give us, more than likely, a face-to-face kind of update. And then, more than likely, again, depending on the disability, they might just pick that person up right there themselves and take them right out, at least out of the way of any kind of danger.
Problems - Information	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	So we have a certain-- if we get there with that amount of resources then we call for a high-rise alarm in [City] which is just a ton more folks come in. And so if dispatch didn't have it, and sometimes they don't, most of the times they do. They don't have the building listed as a high-rise, then they'll have just a regular fire alarm compliment, and then so if it is a high rise we'll just make it a high-rise alarm and send a whole bunch more people at it.
Problems - Information	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	And obviously, you can tell if it's typically on the first or second floor. That would be ideal. The other piece of that is, if I'm going to an assault, or a shooting, how many other of those types of events have occurred there would be nice. The other piece of that would be, if I'm going to a fire-- that it delineates between the type of call and says, "Okay. Well, these are some of the things in priority that you might want to know. There is a known hazardous material there. There are known water-supply issues there. There are forcible-entry issues
Problems -	FF	R	Supervising	46-55	21-30	Male	FF-R-008	Because we do things the way we normally do on a daily basis, again,

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Information			Field Responder					the same concept, the 99%. You have a flooding incident and you're treating these calls as individual calls, and you're keeping a record of them. It bogs down the system. So now your MDC doesn't work as well, and you've got this just laundry list of incidents
Problems - Information	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	Sometimes the callers aren't giving enough information or they'll hang up, stuff like that. And I guess that's the same with directions because sometimes we'll get not wrong directions, but not completely accurate. They'll just say it's South [Street]. So we'll go South [Street] and then you realize, "Oh, it's northbound."
Problems - Information	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	Probably happens to everybody, whether it's your first CPR cardiac arrest call, CPR like on a baby or something, people are just going to-- they're not going to be 100% in it because they'll be emotionally invested.... There's been some calls at, [inaudible] calls, where you get kind of just nervous because they tell you the scene is safe because the cops cleared it, and you get there and you realize this scene is not safe at all.
Problems - Information	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	Occasionally, we have just confusion that gets introduced. I mean, that's just a miscommunication or misunderstanding. And people end up off on the wrong resource. Or they do something like I was talking about where you bump something on your radio and your radio goes someplace that you don't expect it to be.
Problems - Information	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	If you ask them specific things, they're going to tell you yes to a lot of it. Instead of saying, "What's wrong?" And then making them actually describe it. And then off of that you can go with--
Problems - Information	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	But following a script like-- I look at it-- there are so many times that we'll get this misinformation in and it's too generic, where they'll ask, "Is there smoke visible?" And you'll say, "Yes." Well, what's your definition of smoke versus my definition of smoke? So you get misinformation on that. So now ProQA, they've got one chance to put a comment in. They've gone through ProQA. After a certain question, it triggers it where it sends it to the dispatchers even though they're not done with ProQA and they've put no follow-up comments.

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Problems - Information	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	...But more importantly, it's been dispatched. And a lot of times it's been dispatched incorrectly because they don't have the information.
Problems - Information	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	They don't actually know what they're sending. So to further answer your question, yeah. Almost every incident we get, I feel like we're not getting enough information.
Problems - Information	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	That's [County], that's here, that's everywhere that it just-- the way the CAD vendors do it, it just dumps whatever information is in the CAD remarks all into one rather than actually having it more of a filtered stuff. I don't care what the contact log information is. It should be in the background. I just want the actual remarks.
Problems - Information	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	read through it within the first two minutes before everything else goes in there, it's worthless to me. (comments section on an incident)
Problems - Information	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	A lot of officers don't even look at it because of that. Or because our response times are so quick, but you're trying to get dressed. And by the time you get dressed, you're there and you just don't have time to scroll through it.
Problems - Information	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Other fire departments it's very easy because we can all get on the same channel, and we have interoperability. Same with EMS. Law enforcement can be a challenge. Typically the law enforcement people don't want to come to the command post. Funny how who's in charge at the scene is usually-- sometimes difficult.
Problems - Information	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	Not so much with the federal partners. That's definitely a struggle. EMS is fairly easy only because we're all in the same organization. So our radios are the same radios so they can talk to anybody else. We have AMR which is a third-party transport service for non-emergency EMS transports. That's a little bit challenging because they don't have the same radio system we have so the communication-- you would have to go through-- I would have to call the office for you to find-- or dispatch center, OUC, and have them relay the message to AMR. So you're adding a third person--
Problems -	FF	U	Other	26-35	11-20	Male	FF-U-045	Yes. And it's the telephone game, at that point. Not all the information is

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Information			Public Safety Personnel					always going to get relayed, so. Yeah, so that was now there's been drastic improvements since then
Problems - Information	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	I think the elimination of 10 codes or I don't know what they did here before but the fact that everybody just speaks plain straight language, I think eliminates a lot of issues.
Problems - Information	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	We have very minimal data. You can get a street layout, a mapped street layout, you can see where an alley is or something like that. But as far as-- unless it is a really high hazard building that's been identified previously, you're not going to get any sort of actual physical information about the building or whatever you're responding to.
Problems - Information	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	I mean there's a lot of office buildings in the city that just have something as simple as you go there on a medical response and the security guards identified that the back entrance is the best one to go in. But that information doesn't get relayed to companies that are coming from outside the area
Problems - Information	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	Yeah. And then doing your other operation or responsibilities. Yeah, you probably won't be able to keep up.
Problems - Information	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...I'd say email is one because we have to do a lot of staffing and administrative things too, and we kind of run into the same problems where you don't necessarily get the message across the way you want to. And the other thing is that the tone is really hard to understand in these emails. So sometimes it causes a little bit of conflict when somebody-- especially if someone questions your idea, or offers up a suggestion that you don't agree with. And the tone of the email, it might be somebody older or younger, and they don't interact with email the same way. So when I read an email from an older person telling me something, even if somebody younger wanted to say that exact same

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								message, they might say it differently. And I might get a different end result from that...
Problems - Information	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	They can't say, "Engine 720 to [City]. We have people trapped and the house is on fire." They can't get that message across. So a lot of times you'll hear people like the Command Officer on scene try to order radio silence. Which is like, "Just shut up. I don't care if you're responding or if you're on scene. I have an important message to get across. Let it happen."
Problems - Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...now, basically, they show up on scene, and he's waiting to hear what your size-up is. So you go to the back of the house, you say, "Yeah. Half of the house is burned." Well, really the whole house is burned. So your envision and his envision are two [different?] things. You may say, "It's two story at the back and it's three in the front." He's like, "How's it two? It's three in the front." Well, it's a walkout or whatever, you know what I mean? We've had that happen. So again, that's back to that communication thing, where it's your vision and my vision are two different things. I could tell you it's red, and you're like, "That's pink." You know what I mean? Kind of like that. That degree.
Problems - Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...there's a lot of ways to get information to a dispatcher to be able to get people en route to a call. Some of the texting and some of that, when you're getting away from the phone call, it's difficult to be able to gather the needed information to get the right truck to the right call, which is one of the biggest problems. It's being able to ask the right questions, being able to get the right answers...
Problems - Information	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...So the text thing I think is neat, but it doesn't give you that rapid communication where you can get all the information...
Problems - Information	FF	S	Manager	46-55	21-30	Male	FF-S-023	...And then, of course, the data we're getting, like in-first data, is not very complete. It's very open to error, it's all subjective by the officer. We actually collect a lot of data that we don't touch. For instance, when they say things on the radio that stuff should be able to come to us somehow because they're right there at the moment, and they're saying

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								something. So they're probably saying the right thing. Then they come back and do their report, they remember it the way they remember it, human nature.
Problems - Information	FF	S	Manager	46-55	21-30	Male	FF-S-023	It's not a big deal. It is what it is. So we know, for instance, they say that they went emergent, then they got slowed down, they kind of sped up, and they got slowed down. It's not really an emergent run because they didn't go as fast as they could the entire time. So we'd have to calculate that a different way but they may classify it one way. We have all that data. It's there, it's somewhere. So if I can reach that it would be awesome.
Problems - Information	FF	S	Manager	46-55	21-30	Male	FF-S-023	...there was one when we actually got on scene and there was a gun in play and we didn't know that...
Problems - Information	FF	S	Manager	46-55	21-30	Male	FF-S-023	...We had a structure fire where there was two buildings involved... In this particular case, one of the dispatchers on PD got bad information and thought that one of the buildings might have been occupied. We change our operations if we think there's people at risk. We'll very, very, very, very aggressive if we think people are at risk. As it turns out that wasn't the case, nobody was in either building. The PD didn't give that information to fire, but they aired it to a couple of their officers. One of our dispatchers happened to hear that and gave that information out. What they didn't hear was the officer said, "No, I have these occupants here."
Problems - Information	FF	S	Manager	46-55	21-30	Male	FF-S-023	...it was just a few weeks ago we had a fire fighter hit the emergency activation button and now I need PD at this location and ran back because his partner in the ambulance was getting beat up. Sort of. I mean there was a fight going on. Well, now those emergency terms come to our center and it went up and they didn't hear what they needed because it beeps it goes, "Beep," and then it shuts and during that beep is when he said I need PD at that location... one of our other medics was getting a call at the same time and this was 2 o'clock in the morning, just happened to be scanning, heard that and let the police know what was going on...

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Problems - Information	FF	S	Manager	46-55	21-30	Male	FF-S-023	...I think one of the problems-- well, one on the problems with getting information from dispatch, is the people who are giving you the information. They're not experts, and they're trying to understand the situation they're in. So they're very confused. And usually, we'll get a lot of information from dispatch that turns out to be not even close. But it's because that's what they got. Garbage in, garbage out...
Problems - Information	FF	S	Manager	46-55	21-30	Male	FF-S-023	...So if you could get into the truck and have information there readily available, like a picture of the building, and a residential buildings. Now, a lot of our commercial buildings we'll get pictures, but they're historical pictures or pre-[crosstalk] pictures. If I could get accurate on-scene information in front of me before I leave, can change my entire way of thinking. And if I can shift that thinking process earlier to, "Oh. Well, this is a fire, so I'm going to think of X, Y, and Z," versus, "I don't see anything, but I need to look at X, Y, and Z. But I'm going to focus on A." So I think that would help those responders a lot.
Problems - Information	FF	S	Manager	46-55	21-30	Male	FF-S-023	Okay. So here's another set of data that would be awesome. I've taken Uber and Lyft recently, and there's an application out there that will tell them where accidents are, and which roads to avoid. If that's out there, shouldn't we get that? Shouldn't we get that information back to the fire trucks and say, "Hey, look, this road's closed, we know this," instead of us having to it get into the system and type it in, because if we don't know, we don't know. But there's so many cars out there reporting so much information to so many people, road conditions are, I think, known now. It's just we can't get that to the responders. If we can get that road information up there I think that would make their responses more-- I don't think it would make it much faster, but it would probably make it safer.
Problems - Information	FF	S	Manager	46-55	21-30	Male	FF-S-023	...there's a lot of data we're not collecting. There's a lot of data points that are inaccurate. I think the interface we have with technology for the people that need to be giving me this information is very clunky.
Problems - Information	FF	S	Supervising Field	46-55	21-30	Male	FF-S-017	...So you had multiple call-takers taking the same calls and when they generate, they load it into the system and it would show up in our record



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			Responder					management system as four calls but only one got resources. The dispatcher filled one out, added resources to it. The other three show up in our fire manager as unfulfilled calls. But I don't remove them, it shows up in the incomplete report list that I send out to the battalion chiefs, and then they're trying to weed through these calls that have no resources assigned to them... We don't see duplicate calls unless it's something where you're just getting multiple callers and they're all loading the system at the same time, the dispatcher grabs one and adds resources to it. I just go in and get rid of them so they don't show up as incomplete reports.
Problems - Information	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: dispatch] ...The computer says this and they do it. If the computer says this is the run card, they send it and we have dispatchers who go from telecommunicators, to learning how to be PD dispatchers, to them learning how to be fire dispatchers. But they really do what the computer says to do. And I think the biggest glaring example of that was the day that everything crashed. And our comm center vapor locked and I completely understand why. All of a sudden you're going, "I have no CAD recommendations. I don't know what the run cards are. I don't know who should be going to those areas. I don't necessarily know what resources should go." ...
Problems - Information	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	I mean, I've, personally, been on mutual aid, where we went to a house fire in a neighboring district, and it was pretty easy. Our dispatch just said, "This is where you're responding." And the map came up on our MDT, and they said, "This is the tactical channel you need to be on." So we could listen, obviously, at a delayed response for us. It took us a while to get there. But we could listen to the incident as we got there...
Problems - Information	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	...sometimes there's been information that's been lost in translation from people on the scene to the officer, to their dispatch, to our dispatch, to us, confusion about if somebody's inside or not which really changes what we do tactically. So we're doing something, thinking there's potential rescue when there's not. So you're really putting guys in quite a bit more risk...

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Problems - Information	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	There's always the misunderstanding of something. We're big on echoing verbiage back to whoever sent the message, "Message sent. Message received," something like that. We don't just say copy. But, yeah, again, people not saying stuff or--
Problems - Information	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	I think terminology has come into play in the past where if somebody says something, calls this a radio, and everybody else calls it a portable. I mean, that's just an arbitrary example, but that's caused some problems in the past. Or if somebody tactically does something that is kind of out of the ordinary, sometimes, kind of, screws communication up because everybody else is expecting them to do one thing based on the conditions. And they do something else, and it just, kind of, screws everybody up.
Problems - Information	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	...a few years ago we went to a new incident command system kind of thing. And then how we do size-ups on an incident and it's common verbiage and doing certain steps. So that transition was interesting because you would have somebody get on scene and, kind of, use a different set of verbiage for size-up. And everybody's, kind of, "Wait. I thought we were doing it this way." But that's just growing pains of getting used to a new system and things like that.
Problems - Information	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	the issue is you have a dispatcher that's taking the information and typing it, and you have another dispatcher who's reading that partial information and sending out the apparatus. So you get a disconnect there...
Problems - Information	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...And then you get a law enforcement who interprets that differently. So law's getting different message and fire's getting different message. And through no fault of anybody, we don't always get all the info. And on top of that, you have the RP who is stressed, distracted, driving, something who really isn't giving a good picture...
Problems - Information	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...So you have dispatchers trying to interpret poor data. Not that it's malicious or anything. It's just not accurate, so
Problems -	FF	R	Not	36-45	Not	Male	FF-R-019	...We have our other officer, listens to types of medical calls, Alpha, as in

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Information			specified		specified			almost medical, all the way down to E, which is an absolute emergency. So A, B, C, D, and E, and he filters that information on whether or not he's going to go help the crew. And the computer itself transposed an E call into an A call, and therefore he didn't go, and the crew was obviously overwhelmed with the E call...
Problems - Information	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...I mean, had we have known a couple of separate things and different access points with our gas alarm yesterday, we could've completely changed our approach to this call. I personally had about 40 displaced employees from different businesses that were angry, almost mobbish because of how we handled the misinformation. And we could've calmed those tempers down if we'd had more of the information available. We were on the verge of even arresting a guy from being so angry...
Problems - Information	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...We're basing life-safety decisions based on the telephone game, because you have an RP talking to a dispatcher, talking to [inaudible], and it goes down, and it never works. So I don't know if we'll ever be able to solve that...
Problems - Information	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...It takes us several hours sometimes to get to certain parts of the district. Now, granted there's not necessarily the infrastructure out there to handle it. But we have to, with limited resources, based on the limited information we have, we have to make the best guess of what apparatus to take. Are we taking the three-quarters of a million pavement queen, or are we taking the \$100,000 brush truck? Do we have one patient? Do we have five patients? Do we need a ladder truck? Do we need ladders? ...
Problems - Information	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: NG 9-1-1] ...There's all this stuff that changes based on the information we have, that if we can get better information right off or even look at it-- someone said, "Oh, yeah. There's a smoke report that we're calling in." We can capture that however, video or photo. And we can look at it and say, "Well, one, we recognize where it is, and I'm going to take a brush truck to get there because the pavement queen's not going to even get close."

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Problems - Information	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Car wrecks. We'll get sometimes a call to the-- it's a car wreck. There's no information. We get there, and we find out, and we're extricating three patients, and the car's upside down. It's near the river. And it took us 40 minutes to get there. And by the time we get there, now, I got a call for help. Well, that's another 40 minutes. So some of that stuff ahead of time would be helpful. I know there's a challenge ...
Problems - Information	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...My wife works at the 911 center, and her concern for the dispatchers is there's a lot of stuff they don't want to see. So they want to see where you can get end-to-end information, but they don't necessarily have to be in the middle of it because they're worried about what happens when people start going, "I'm suicidal, or I'm going to videotape it so that everyone can watch me off myself." So it's those things that are unintended consequences there. So, just like anything else, information's good, but too much in the wrong way can be bad. So how do we control that?
Problems - Information	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	50-50 thing. Is it a tool or a weapon? But at the same time, that cop receiving a picture-- here is the suspect of the active shooter that just went to your school. How valuable would that be to every cop that was on duty that day?
Problems - Information	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: in-mask mic] Nobody wants to hear how good in shape I am. They want to hear what I have to say, right? So if you're working hard in the hot sun, "It was 91 degrees. Everybody was bunkered up. We have water." I mean, I don't know what he said, other than he's got water. That's a struggle, so.
Problems - Information	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...But it would be nice to find a better mechanism of not so many different things. I mean, right now, on an incident, I'm carrying usually two 800 radios, a VHF, and two cellphones when I'm running an incident. And that's ridiculous... It's also too much information...
Problems - Information	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Well, we know right now in the fire world, cancer is becoming a real deal... And so whatever we can do to keeping people safe or detection of stuff, things that are bad for us, because we don't know until after the

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								fact. Like asbestos, it's not till a week after or a month after when we've done what we can, and we've found out, oh yeah, the place was full of asbestos. Well, great. Well, we hope we followed best practices. But there's something real when you know, well, the danger's here right now. We can deal with that... So I think just some of that awareness or something to help us be safer.
Problems - Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...sometimes CAD will come in and say, "Engine one, respond to this call." Well, it's not taking into account that this road is closed, and so engine 11 may actually be closer because right now there's a protest going on, and so this road is closed. And so it just automatically assigned engine one... So, us having firefighters up there who actually understand firefighting... They understand, "Hey, you know what? I got this road closed." And usually, they're not quite as-- I don't want to say fearful of making a decision as maybe a civilian who's hired to be a dispatcher. "CAD told me to do this so that's what I'm going to do." I have firefighters who are like, "No, this is the best reason why I would do this." Or, "Hey, Chief. Do you want me to start you a second company on that? It looks like you're running a little low on truck companies. I'll start you another one." So having those firefighters up there is kind of a-- every time we come to collective bargaining every three years in the city we always fight to keep our dispatchers up there.
Problems - Information	FF	U	Manager	46-55	11-20	Male	FF-U-021	Oh verbally [laughter], the lack of people listening... They get bits and pieces of information and they pass that along and kind of add a little bit, maybe add their own spin to it, and by the time it gets to the 50th person, it is not even remotely close to what the initial message was.
Problems - Information	FF	U	Manager	46-55	11-20	Male	FF-U-021	Yeah, definitely. There was a lot of times with probably the access points, so sometimes the access is very limited. And if you knew what you're facing, you would come in either in a different direction or maybe park your rig from [City]. On a truck for an instance, once you get the outriggers out and the aerial up and if you're not close enough, you're not in a good position where you have good scrub area, we can hit sides of the building you need to get to. It's very time-consuming and difficult

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								to reposition that rig...
Problems - Information	FF	U	Manager	46-55	11-20	Male	FF-U-021	...Same thing with engines. Once you connect to a water source and you've got hose all over the place that weighs thousands of pounds when it's charged, it's not so easy to just stop what you're doing and move it over here. So there's been many incidents I could think of where you have just access problems. You can't get the cops that's blocking the road and you can't get through to get the truck or the engine now...
Problems - Information	FF	U	Manager	46-55	11-20	Male	FF-U-021	...Once an apparatus is committed, it's committed and it really kind of sets the tone, either positively or negatively so how things can go down. And if you need to get certain tools off the rig. If you have one rig parked too close to another, you can't get a ladder out. So access to hydrants because of cars that are blocking them. You name it. So a lot of stuff like that...
Problems - Information	FF	U	Manager	46-55	11-20	Male	FF-U-021	...The better picture that the first rig on scene can paint, I think is paramount to the success of the overall operation because you have a better idea of what you're getting into. And that's incumbent upon the officers as well to know their districts because the address comes in, if you drive around, you know your districts and you know your totally hazards, and you know what to look for at certain things. You've been in those businesses when you're expecting, you then know what you're going to face at 3:00 in the morning when you're getting a call there.
Problems - Information	FF	U	Manager	46-55	11-20	Male	FF-U-021	...So we have to learn probably 3 or 400 streets, sequentially, in the city. But as far as the district, I mean, you can put the streets there but you can't put the businesses there. There's certain just target houses where you just don't know. So until you go in there and you just need to pay attention...
Problems - Information	FF	U	Manager	46-55	11-20	Male	FF-U-021	...Same thing with high rises. I mean, I know they have it out there, here's the skeleton and here's where the elevator shafts are. Here's where the shutoffs are. Here's where your fire department connections are because a lot of times they're not where you think they are. An address could be-- should be on the front side of the street and sometimes it's

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								not. I mean, the same thing, you have one-way streets downtown. You're trying to find the fire department connections, sometimes you're driving in circles. So things of that nature.
Problems - Information	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	We do. If dispatchers and if everybody sticks to protocol, it's not so difficult for us to get on the same radio channel, but it doesn't always happen. So EMS and fire are pretty much on the same channel. Law is on their own set of channels. Dispatchers will tell them to move over to our channel if it's a big, long, drawn-out call. Otherwise, if not, then we got to tell dispatch to tell law enforcement. Law enforcement has to give-- tell dispatch the answer. Then they have to tell us.
Problems - Information	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Medicals are probably the second most frequent call for us. Motor vehicle accidents are up there. We run a lot of winter accidents that are really nothing. Any car that slides off is going to get 50 phone calls. It's pretty outrageous. It's job security, I guess.
Problems - Information	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Another challenge that we have right now is we have two dispatchers that English is their second language. So they're speaking English but it's terrible. It's terrible. One is, I think, it's Hispanic. It's Spanish speaking. The other one, we're not even sure. She's new. Maybe German, but it's really thick in accent. I want to ask him his opinion. And so to go the automated route, everybody is getting the same exact tone, the same voice. There's no excitement. We have dispatchers that get excited. When the shit's happening, they're getting amped up. So that keeps our guys amped up. The language thing gets them pissed off...
Problems - Information	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	I think it was just some information delay, and again, that's that adult development and that human interaction of receiving information and then disseminating that information out to the field. So 911 call-takers take information, and they have to triage that and basically push the right buttons to get the right resources out. And it's tough to sometimes coordinate that because they're getting an influx of information, and we're trying to come up with the decision-making process. "Okay, we've got five bits of information.

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Problems - Information	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Yes, yeah. And it's a collective consolidation of various agencies. And so they're very good at what they do, but again, they'll come back and apologize. "Hey, you know what? We're sorry we haven't acknowledged you on the radio for three attempts because we're busy managing another call right now, or something else is going on."
Problems - Information	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	I think the problem with it would be too much information. And what someone perceives, what the general public perceives as a dire emergency threat, we would perceive as well, it's not really a priority incident. It's steam coming out of a vent, versus smoke coming out of a building. And if we got every cold winter day, all the dryer vents going off, if someone keeps texting hey, there's smoke coming out of the building, there's smoke coming out of the building. That's going to impact the agencies, or the fire service because we're going to have to investigate every one of them, and then subsequently the next, true real emergency, then we're not able to respond.
Problems - Information	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Yeah. So there's tons of information out there that we just aren't capturing, or that's already captured and is just not accessible. So on the medical side of the calls, so we don't really have any access to any of the patients' history, or any medical information that is maybe there, but not readily accessible. Sometimes we'll get a printed out, jumbled sheet of information that a healthcare provider-- like, if it's in a nursing home, they'll hand us this jumbled package of information about the medication this person's taking, and some basic history, but that's about the extent of it, and it's not presented in a way that's standardized or useful to us.
Problems - Information	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	And then, again, those are kind of things that are currently somewhat managed by our pre-fire system, but it's a very outdated method compared to the capacity that currently exists and is coming to capture and collect and utilize that information.
Problems - Information	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	[RE: incident information during response] That's a big question is how to get that information in a usable fashion in front of you. And I think the part of the problem we had is those attempts either from individual



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								departments or from third-party developers that have said, "Hey. What is it that you want to see?" Well, the challenge there is that everybody kind of has their own different idea of how it's displayed. And it's kind of sent out in whoever kind of had the last decision on what this [crosstalk]. But how that would be done in a way that-- how you can pull up your smartphone and see something, the UI on that smartphone is so intuitive and it's just there for you. So that level of design that is achieved there comes from a level of funding and expertise and necessity that we don't see. So I would have an idea of how I think I would like that information laid out in a way that makes sense. The most prevalent information is displayed at the top, and in a big instant in a certain way. But there's a level of art and science to how information is displayed. And I don't think that those who are creating the applications for us now either understand that or have the capacity to invest in the infrastructure necessary to display it cleanly in a way that works.
Problems - Information	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Well, communication problems, obviously-- it's just a misinterpretation of information. So I know that dispatch has a hard time with this because they'll have people that are in a heightened sense of emergency, right? Because something bad is happening. And so they' have a hard time conveying a clear message to the dispatcher sometimes.
Problems - Information	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	...So you have multiple channels of communication where some of those information [get lost?]. Other communication barriers I think are just-- or mistransmission, I suppose, could be one of them. So yeah.
Problems - Information	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Misinterpreted or you just missed the message altogether. Sometimes---
Problems - Information	FF	S	Other Public Safety	36-45	11-20	Male	FF-S-033	-- and this has happened to me, where you've been on scene and you're making communications but you're on the wrong channel. And so you're telling people information that they're not receiving. And then, by the

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			Personnel					time you've figured it out and you realized it--
Problems - Information	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4]... And it's quite a test. I mean, you get emails weekly that says, "We've got a better system now that would manage that information." But still, there's never going to be a perfect thing. Never a perfect system in terms of always having good, real-time intel. It's going to be the best we can, and so we have to make sure that we set realistic expectations into how reliable that information is that you're getting. A key that's under the mat may not be there. That may be five years old. Routinely we get dispatched to a building where the information on the building says this but that building is no longer there. It's been something else now. We're working on that. It's a battle. But information is great except when it's not.
Problems - Information	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] But because we've got all this electronic stuff when we need that it can have-- some guys get focused too much on making sure the right box is checked. I don't know if that makes sense. They're focused on click, click, click that you sometimes lose side of a bigger picture or something over here that if you weren't so on your tablet.
Problems - Information	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] And it's hard to protect-- we have a lot of protected information, HIPAA protected information. And crews are on the scene, "Oh look what I'm doing today," and sent it out on Snapchat. It's illegal but how do you catch them. So some of that's challenging.
Problems - Information	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] But sometimes we have dispatchers that say too much when we used to do it. Now it's all MDC, but there was an injury accident. It was a Ford probe that turned in front of a green SOB. The people are talking. Now they're on the sidewalk. Just tell us it's an injury auto at the center section and people are up.
Problems - Information	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] We have the ability to do that. The problem has been finding time to put all that information in. It's very time-consuming.
Problems - Information	FF	S	Supervising Field	36-45	21-30	Female	FF-S-037	...And so I feel like sometimes we are trying to do damage control on something that's gotten out. Maybe it didn't even come from us, it came

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			Responder					from somebody else but it's not true, so now we have to go back and we have to fix it. "Okay, that is not what's happening. This is what's happening." So I feel technology gets in the way in the fact that anybody can post something to social media, it doesn't have to be true [laughter].
Problems - Information	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	But every once in a while there'll be a miscommunication or something that may have been missed, like I was talking about, that maybe a crew is somewhere where the incident commander doesn't know they are or the incident commander doesn't think they should be. So that would allow the incident commander to actually track his personnel on the scene.
Problems - Information	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Once we deliver the patient to the hospital the-- field guys typically don't have the ability to contact the hospital, and it depends on the hospital sometimes too.
Problems - Information	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	The MDTs. That was mostly on the old ones, but they do have a map feature so if there is some streets that you're not too familiar with, like alleys or something that come in, you'll get a call on a side street between two alleys and you're thinking "Where is that?" and you hit the map button. Sometimes the map button doesn't work right or they have a route button that will show you a little bread crumb trail of where you are and where you need to go, and sometimes that doesn't-- you hit the route button and the screen just goes blank.
Problems - Information	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah, like I was talking about, you know some of those incidents where you get there and you find out that this is a police matter or we got dispatched for a small fire and find out it's a big fire when you get there [laughter]. Things like that.
Problems - Information	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah in that they're limited a lot by the information that they're getting from the caller also.
Problems - Information	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah if it's not clear what we're getting, we'll ask them to do a callback, if they haven't initiated that on their own. But a lot of times it's from a pre-paid phone or whoever made the call doesn't pick up, so a lot of times there's just no more information to be had... Sometimes we will get

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								more and then most of the time you don't.
Problems - Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	My pet peeve is that there's no specific class on radio ethic, and so you want to be short concise and some people just love to hear their voice and if they're always talking. And in an emergency situation, it should be just what's needed to be said... Because you imagine, if it's a fifth alarm, there are so many people. And people are just stepping on each other when they're talking... And not everyone needs to be talking at the same time.
Problems - Information	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	...Because as you can hear, in a big, loud, old concrete building, it's super echoey, hard to always hear. And we're often at this table or we're training there or doing something. So we have that up like that. It is an extension of our computer-aided dispatch, our CAD system. Every fire station and area, like training space, has a CAD terminal. Computer-aided dispatch terminal.
Problems - Information	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	[RE: distance estimation] If that kind of technology-- distance estimation is something we do a lot. With our ladder, same thing. And we have ways of doing it. There's ways of looking at the power poles and what's on the power pole, and going let's-- "14 feet. 17. 20. That window looks like it's about 20 feet. Okay, get the 24-foot ladder." But if there was a way you could go, "[inaudible]. It's 21 feet to that window sill, we need the 24."
Problems - Information	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	[RE: distance estimation] The other thing that happens is, for fear of reprisal, people will overestimate because at least if they didn't get it wrong, right?
Problems - Information	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	[RE: distance estimation] So we have a 50-foot ladder that weighs almost 400 pounds. Takes six people to raise plus one person. We ask seven people to raise it. 35 takes three people. But if you think it's going to be 36 feet or 34 and a half, you go like... Let's use all seven people, and use them on this one thing. Whereas... Either you're doing something twice or you wasted half effort.
Problems -	FF	U	Supervising	46-55	21-30	Male	FF-U-016	So we have three channels that are interoperable with our radio. We're

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Information			Field Responder					all on the same radio system. The cops' radios are loaded differently than the fire radios, but we have three channels on our B bank, B four, five, and six that we could interface with the cops if we want to. Does it always work? No. Is it problematic? Is it user error? Yes, all of that. But there's a little bit of a misnomer, I think, in interoperable communications. We don't want firefighter number 27 talking to officer number 36. We can't have an officer giving a firefighter direction at a scene or vice versa. The interoperable part has to happen when the two Incident Commanders stand together. Because we're two different disciplines, having a low on the totem pole firefighter talking to the low on the totem pole cop is not what need to happen, per se. If you don't know how to talk to each other, you don't who is who, you don't know when the cops go and say, "This is floorboard [Name]," we don't know what that means, and his responsibility as a role. We don't understand any of that.
Problems - Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...there is a few incidences where we were caught into some pretty scary situations inside looking for potential victims, especially in occupied buildings. So situations where either it's unoccupied or the people calling in saying, "Hey. There's a fire at this address. No one's in the building," there's been a few times where we've been inside and we've been caught up in some scary situations where the people outside knew that there was no one in there, and we never got that information. Those kind of situations are critical because then, we wouldn't have been in those situations, and we wouldn't have been in there to where fires break through the door and starting to fly down the hallway because we're in there looking for somebody. We wouldn't have put ourselves in that situation if we had known that there's no one in the buildings, so I think those are critical pieces of information.
Problems - Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	I would say, initially-- I would say the first maybe five minutes of the scene because there's a lot of overtalk. There's a lot of companies talking over this person and talking over that person. So that's when we run into those issues, is when they first arrive and there is a lot of things

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								going on. And so there's a lot of times where people want to say something and they're not listening to the radio. They just want to say what they think and what they want to say. So there's a lot of communication crosstalk that cut out...
Problems - Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...So now, the radios that we have, they're digital. So if I click and talk and half of my message doesn't go through, you don't get any of the message. You don't get, "Hey, this is Engine 93. We've got this," or, "We're looking at this." And then somebody say, "You know what, 93, we didn't hear that." What would happen is they wouldn't even hear me say, "Engine 93, we've got this." The whole message would be deleted. So there would be no reason or any kind of a reflex to say, "Hey, 93, what was that?"...
Problems - Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	It's the type of frequency. I guess it's called digital. It's a digital. So when something goes out in a digital format or message that-- the only way that the whole message can be read is by getting the whole digital. It's almost like a-- I guess, almost like a DNA sequence. You know what I mean? So it's got to get the whole thing, otherwise, if it gets half of it, it breaks up, so.
Problems - Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...That's really, I think, where our communication suffers sometimes, is poor size-up and poor size-up communication.
Problems - Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...The only thing I can think of would be I did a lot of dive jobs when I was in the squad. So we would go and we would take care of boats in distress, or drowning potentials, and stuff like that. And a lot of that does take place during the boat shows, and the air shows in the summer, and stuff like that. So where we would run into issues with that is crowd and being able to get to where we're going but being able to figure out where the actual location is because there's people all over the place, and if you're down here and you're just a visiting-- or a citizen, you don't really know the city for sure, and you may see somebody go into the water and not really know how to say where you're at. You know? So those kind of things become a problem. So then you've got the police who are responding to the same thing, so there's cross

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								communication there. We have helicopters in the air. So I think triangulating and narrowing down the actual location is a problem.
Problems - Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	...The only thing with having more radios, we have to have better radio discipline. There's a lot of things that don't need to be on the channels. A lot of people like just hearing themselves on the radios rather than-- clogging up the airways when pertinent information needs to get through. I mean, you'll see. If you listen to our radio channels, there'll be a big fire, one with a lot of messages. Then some other company - it's not even close - and all will be like, "Yeah, we're on the scene for an ambulance assist," instead of just hitting the button to let them know they're on the scene, right in the middle of an incident going down.
Problems - Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Oh, I think there's always could be more information passed along. Like I said, the buildings that we're going to, or-- and I think it's be a lot better. Not as much as-- I just came from a spot where I was assigned, so I knew the area. But when you're relieving, you're going to different areas every day, definitely, definitely, more information would be better. You may not know the buildings, or the areas, or the streets. So more information would be better. Like I said, I don't think we use that mobile data terminal to nearly its best effectiveness.
Problems - Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Or even you're a reliever, it'd be nice to have the shortest route pop up. If you've lived your whole life on the south side, and now you're promoted. You're lieutenant, and they assign you. First day you're up on the north side. You've never seen this place. The streets are totally different. There's angled streets. You look over and the guy, the engineer, is a reliever too. You're like, "I guess we'll get there."
Problems - Information	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	...the problem is we rely on call-takers who are reliant on the public to pass on information. So especially on our EMS calls, they can vary widely. We'll get gunshot, and you get there and it's nothing, or you get minor accident, and you get there, and there's like three cars. And we get traffic accident. Is it a school bus pinned under a truck, or is it just a fender bender? You have no idea until you get there and see it.

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Problems - Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: getting information via MDTs] Excellent means of communication and then I think that one is still in its infancy, still developing. Because you can also relay a very critical building components from preplans. For example, fire department connections, where are they at and where is the gas shut off. Where's the water shut off? How was this building made? Is it a light-weight construction? Is it a truss roof? It's giving you the information that would help use any sort of commander or the first officer arriving, help base your decisions, what your actions you're going to take. They send a lot of this information, has come about. Without that, it was all either guess work or you had to go and investigate how buildings was made, where the sprinkler connection was, which side of the building we shot the gas off...
Problems - Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Whoever said face to face, that's the best method of communication. Receiver and sender and sender and receiver. You got me and I got you, and we understand our messages from face to face. Relying on technology so, "Oh I hope he got that message." Or, "I hope I got this message to achieve that might be three blocks down the road on a large scale inset." The assurance of knowing that you got your messages across and especially critical messages. There should be no doubt or wondering if this is going to fail us, this system. Did he get the message or-- again, nothing beat face-to-face communication. I say, "Well, I'll write him a letter."
Problems - Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...Gaining complexity is the real killer of simplicity from my perspective. And how to improve that? A lot of face-to-face communication, maybe having one guy operate the radio. Giving messages instead of everyone having radios, and all this talk and garble. I have to be responsible for listening to all this, because it may apply to me. So funnel. So you take your five people in a room. You tell them all be quiet, one speaks. So that would be just a suggestion for that, just not being in a position where you're going to be overloaded with, where this technology has become rather burdensome in your decision making or thought processes right now.



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Problems - Information	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: cause of communication issues] Failure to communicate is one of them, yeah. But as far as communication from a technical aspect - buildings, dead zones, again, metal buildings, being encased in concrete - you're just not getting that signal out. What is causing communication is possibly the-- in fact is that we have possibly too many radios operating on one fire realm. It can be cumbersome, and lost messages will occur. Some of those are crucial, or non-crucial.
Problems - Information	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	I mean, when you respond on a run, you get some stuff from the alarm office, and they don't give you the full picture. I mean, you have to kind of ask them-- you have to prompt them with 20 questions to get them to give you right information. We get a call for a person in the water, and we're looking for a boat that's overturned, and a guy's in the high-rise and these people in high-rise look out with binoculars and are calling 911 all the time. So we get there and it's like, "Well, where is it?" It's like, well, I mean, they're mistaken, but it takes us 10 minutes to talk to the office to figure that out. And then sometimes you have to send somebody up to that apartment and look at what he's looking at.
Problems - Information	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	[RE: 911 callers] I mean, you get bad streets, bad addresses. I guess it's asking the right questions no matter what you're doing.
Problems - Information	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	As far as technology, I mean-- well, a huge one would be-- and I know it's probably out there, but not in the city. When we get a run, having the map on the computer, I mean, that's huge, because I cover a third of the city, and I cover from [street] to [street]. I cover the whole lakefront. And I mean, you go into [neighborhood] and you get the angle streets, and off [street], and it can get confusing. I've been around for a long time, and I've lived up north, and I've driven trucks around, so I know the north side. And I got guys who are south side, so they know the south side, so we're pretty good. But sometimes you hear a street, and you don't know where it is. Or like you get a street along an angle street and you're, "What side of the angle street it is?" Because it doesn't hit anything at all. So if we could get mapping GPS built in.
Problems -	FF	U	Field	56-65	31-40	Male	FF-U-026	[RE: GPS mapping] I mean, if I could-- the problem is I'd have to pull out

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Information			Responder					my glasses, and pull out my phone, and pull up Google, and type in the address. And while we're running, I'm also watching for traffic and stuff, so I'm kind of-- I mean, if I could just press a button on my computer and it went-- I know there's a - I forgot what it's called - Waze or something like that. If I could press a button, and my computer went to Waze and show me the quickest way to get somewhere, that would help because-- I mean, street shutdowns, sometimes we don't get notified of that. And then gridlock. I mean, I leave my firehouse, we go out on a run at 5:00 on a Friday afternoon and we can't pull out the door. I'm in the [neighborhood]. So it's impossible anyway. There's only a couple streets you can take. It goes [street] and [street]. You don't go anywhere. So once you make a bad decision on which way you're going to go, it affects everything you're doing. So I mean, I don't know if that's possible, but.
Problems - Information	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	[RE: navigation with road closures and traffic alerts] Well, there's technology out there already to do that but to incorporate it into-- But if you could put Waze or something like that on my computer screen-- I mean, right now, it's just-- it gives the address, the cross streets. If you're on a cul de sac, it doesn't give the cross streets. Or if they give a corner address. If they give you the corner of [street] and [street], it will not tell you what hundred it is. But if the address is [address] it'll say, the 600 block of [street] or the-- it'll go to the next cross street. But it gives you a corner. We don't have a reference. So that's a--
Problems - Information	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	...in the near future I'll have a lot more information available to me en route, which is nice. We do have an enormous amount of information in a high-rise building given to us on a run sheet when we're en route from the firehouse... But the problem is, how about when we respond from another call? Now we don't have access to that. Now it will come up on our display, the same information. But it's much more difficult to get through and sometimes doesn't scroll right. And you're manipulating traffic and weaving it, you know what I mean? So you're moving and the lighting conditions may make-- you've got sunlight. There's a lot of

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								obstacles to read it en route like that. Unless our displays change and it makes it a lot more easy to read or look at, or is legible from everybody instead of just the company officer. Because he has a lot going on in his head, he or she, and to have to en route, try to concentrate on everything that's [laughter]-- it's a lot of information...
Problems - Information	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	I mean, maps aren't anything that we normally get. Our command vans that respond to either incidents that are upgraded or large-scale incidents, our command vans all have that accessibility. They have computers. They have hard copies of maps of everything in the city from our infrastructure. Well, a lot of it's outdated [laughter]...
Problems - Information	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	... I'm all for risk a lot to save a lot, but don't risk a lot to save nothing. In the fire service, we have a long history of people getting killed when there wasn't any lives to be saved. And sometimes, just to defend those people who lost their lives, sometimes the information wasn't there. So I have to tell you, 9 times out of 10, especially in residential areas, when we pull up there's somebody on the street that always tells us somebody's in there. And 9 times out of 10 there's nobody in there, so we have that going on in our heads. You try not to calloused to that, but we hear it all the time. So I always tell the younger guys, just assume that somebody's in there until somebody tells you to hit the brakes and not charge ahead. But we have to assume somebody's in there.
Problems - Information	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Too much communication. I would say, yes, you can have too-- I'm not trying to dwell on anything specific, but you definitely can have too much at once, depending on how many players there are in the process. As a chief running a fire event, I've many times had to tell people, "Standby, because somebody's breaking in," maybe. And so, there's a problem there, too. I would have to wonder, "Why are they breaking in?" They should be able to hear me having a transmission already, so possibly on their radio, they weren't hearing. So, you have to wonder. But then I would have to stop, contact that person, transmit a message to them, standby so that I could finish what I have going on here. But it becomes a juggling act because I have to decipher in an instant, is what he's

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								trying to tell me more important than me finishing my communication with the person who I-- you know what I mean? So yeah, it could be a little hairy sometimes. So can there be too much? Yeah. I've had incidents where there was too much at once. But I don't know if too much is a word you should use with communication, because the more, the better, right? I mean, the more, the better.
Problems - Information	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	... we'll have communication problems, and this one sticks in my craw. There may be somebody reporting the first fire companies for a reported fire that hasn't been confirmed yet. They'll pull up and say, "Hey, we have a fire", and they'll start giving-- because we have protocol for how we report a fire to the firearm office. We'll give them building dimensions, whether we have fire showing, or just smoke showing because sometimes it can be burnt toast coming out of the window. We'll tell them the size of the building. Is it occupied or not? And is it commercial? So we have certain things that we'll say from the very instant that we pull up. You'll have that going on, and then you'll have somebody cut into that to say something really insignificant over the radio, like we're returning-- they'll just tell the alarm office we're returning to quarters, and now that very pertinent information was cut off by a guy who did something cut him off, and all he had to do was push a little RTQ button on his on-board computer, and they receive that message, as well. So we have a lot of that going on, too. Every time I hear it, I wince a little bit because if at that fire scene, somebody's calling for a mayday, that's supposed to initiate a whole new response to that fire for the purpose of that mayday. And if it's going to be cut out by some guy that just wants to get his voice heard by the whole city that he's returning to his firehouse. That's a problem.
Problems - Information	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: drones] ... at the scene of fires, which is probably going to be our step-off point, for using the one we have, anyway. So you fly over and get a nice aerial view of the building and it really aids tremendously to whoever the incident commanders are for tactical decisions as far as fire-spread, roof conditions. Even hydrant locations, believe it or not,

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								because in certain times of year our-- there's a variety of things weather-wise that affect fire conditions, like barometric pressure, and humidity levels, and things like that. Sometimes we can see everything outside of a fire building. If this were an industrial building let's say, burning, sometimes we have no problem knowing everything that's around it. But sometimes that smoke lays so heavy that for blocks surrounding that building we almost can't see each other walking down the street, so it becomes another obstacle to try to attack that incident tactically. So drones can be used then.
Problems - Information	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: drones] We had an 80-car pile up here on the [highway] here last summer. And it was cold and somewhat windy, and it started to rain, and it took them over an hour to really get a handle on the number of victims they even had. And it was because of the way that they were piled up. And it was on an elevated part of the expressway, so you really couldn't get a lot of foot traffic up there to just run up and down. And that was a perfect opportunity for a drone to be used in that situation. It could have just flew up and down, up and down, and it could have got a really good handle on what they needed as far as resources go. And resources for an incident like that are critical for life-saving. Do we need five ambulances or 50? And if they don't know, now the people that need them the most are going to have to wait the longest. So that's not good...
Problems - Information	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	I mean, in a perfect world, to me, in the future, I would pull up to a building that was on fire, and the building would tell me what I had going on. So I may be able to, at some place in the building that I knew it existed, I may be able to get all my information before entering the building. For instance, how many people are in this building right now? The building would know. And the building could tell me, "There's four occupants that are currently in the bedrooms on the third floor. I mean, that would be-- I mean, talk about affecting our job tremendously. That would be unbelievable. First of all, we would not search in an area-- I shouldn't say it that way. We would always search in areas that we weren't being told there were victims, but those would be secondary to

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								what we were being told. Whereas right now, we pull up and we have no idea, so there's a lot of wasted time. Wasted not being the correct word, but it's truly is wasted if we search-- if it's a three-story building and everybody's unconscious on the third floor, and we spend the first ten minutes on one and two looking for them, those minutes were critical to their survival rate. So if we could go right to three, that would change things. So if we had smart buildings in the future, that would be awesome.
Problems - Information	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	we have a big problem when we're responding seeing the actual address of places, believe it or not. We're pretty good at getting close because our blocks generally, at least in the residential areas, they generally run from 0 to 60. In other words, if this was the [address] block of south whatever, doesn't matter what the name of the street is. Generally, we know that there's a hydrant on this corner, there's a hydrant on this corner, and right around [address] there would be another hydrant, so that's how we think. Everything is about where the hydrants are. But we know that our addresses on most of our residential blocks would run from [address] to [address], and then there would be cross street, and then it starts again. So we always have a problem a lot especially in the evening of seeing addresses. Some buildings just don't have them on there. And others have them, but they're not even reflective, whereas if we even shined a light on a house or a multiple story building, that the address-- and that could be a problem in response time. Again, it's always about time. So if there's a smoldering fire or a fire that's growing that we can't see from the outside and we're wandering and wandering spending a couple, just a couple extra minutes finding the right building, it becomes an issue.
Problems - Information	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: address placement on buildings] --it's a real common problem... You see them in every different way. They're actually, sometimes they're scripted... And not numerical, is what I'm saying. It's just written word... And then sometimes they don't even exist. In [City], we have a lot of vanity addresses that aren't even real. Yeah, and it became a big issue.

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								I'm surprised it still exists because it became an issue with a very famous high-rise fire in the downtown area where there was a female there that was after hours working, and she was afraid to leave because the fire was in a floor below her. And she kept calling, and calling, and calling. And they had all these audio tapes that they kept playing on the news. And she kept giving them. And they were like, "We can't find you. We're on that floor." And she kept saying the address over, and over, and over again. Well, it was a vanity address for the building. It wasn't a real address. And she wound up dying in the fire. She wound up dying, and it was horrible. So I'm surprised that they still exist because there are some addresses. But even in the neighborhoods, which is 80% of our city is all residential. And man, I can't tell you how many times I have just wandered looking for an address.
Problems - Information	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: address placement on buildings] I'm just saying. I'm just saying it's pretty crucial. It's pretty crucial. And so, I don't know what the answer is in a large city because to mandate in the poorest of areas that's-- but it's definitely, we respond to addresses. That's all we get.
Problems - Information	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Yeah I mean unfortunately being on the law enforcement being on 700 and us being on VHF sometimes information gets relayed to an officer that doesn't then get relayed to EMS so that has been a problem and I think we work with dispatch as well to try and improve that making sure that information is being relayed across but yeah when you have that human factor in there there's going to be that failure at some point.
Problems - Information	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Yeah some like medical calls we get too much information from dispatch constantly updating us while we're going on site. You know so we've talked to them about hey, if it's changing on scene the safety on the scene or anything like that yeah we need to know about it but you know sometimes there's too much details and other times I'll have the CAD status on and with this this is exactly how the CAD system works that they have like if I want to know here's a wildlife call.
Problems - Information	FF	R	Supervising Field	Not specified	Not specified	Male	FF-R-046	Yeah especially if it could be possibly a violent scene or something like that. If that information doesn't get relayed I mean I've had first

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			Responder					responders show up to the wrong house where law enforcement was the patient was actually at another house and it was one of those kind of domestic issues so it is concerning but they're pretty reactive to what if we have a problem like that to fixing it.
Problems - Information	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Yeah I think there's the different levels of communication whether it's just within like internal with an organization for getting stuff done can be a problem where certain stuff that needs to be relayed doesn't and stuff that doesn't need to be relayed does and then from a paper call perspective it's just having that because it's not their full time job. It's one of those things that they listen to the radio and they don't get on the radio very often so that's part of the problem with calls and that kind of thing is not having the experience on the radio.
Problems - Information	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Another kind of aspect I guess would be when if somebody starts saying something on the radio that's different then the volunteers hear it and think that's what's supposed to happen so then they start using it so then it becomes a bigger problem again and yeah I guess communication in general is one of those things that if you can just most problems can be solved if they're brought to people's attention and talked about it but that doesn't always get through to people and so it kind of builds up and becomes a bigger issue.
Problems - Information	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	I have maps and stuff on my phone. It's not through the department but if I ever needed to I could pull it up. [application name] app does have a mapping part on it to where they can with the E911 systems that we have in place now that dispatch can pinpoint that call for us and then if we need to we can map it out. I personally have not got to use that on the app yet but I think that is a very helpful thing because a lot of times even though we are on a a 911 you know addresses out here you know and all of our roads are marked our calls don't necessarily come in that way because [name] down here on he's on [street] down here by such and such well he'll call in to the dispatch over there and say well I'm 2 miles east, three miles south, a half back east and follow that least road in. We have gotten calls that way and then so then you get a mix match



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								now dispatch can look that and you know trace the call and pinpoint that. I have not got to use that yet but that is something that's going to be you know very helpful. Now if we get everybody to call in and say I'm on county road such and such and you know right south of intersection such and such that would be great you know we could get there quicker you know or save the confusion.
Problems - Information	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	[RE: human error interfering with communications] Yes, yes. People not having the radios on you know and say you know say they don't have well I guess there's like say we have a guy on the truck, inside the truck driving, we have a firefighter on the back sometimes communication between them you know say our headsets don't work because here at the department at [city name] we don't have a headset for the guy on the back that communicates with the guy in the front and so the guy on the back can't I mean he's not going to hear the radio, he's not going to be able to talk because you know he's in full gear, he's got engine running, he's got a pump running back here, he's not going to hear that so we don't have those headsets...
Problems - Information	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	...On another department that I am on [city] they have one rig that does have a headset that is very beneficial because the guy on the back can say hey you know we need to go over here where if the guy driving can't see it but then the guy driving is the one communicating and can listen inside. So that can be a problem you know if we're out and just not being able to hear our devices.
Problems - Information	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	..Out here our resources are limited. When a fire is paged out here they may page out the appropriate response it may or may not go out over the radio. We have somewhat of an outdated, underfunded, antiquated communications here in our county. On top of that it's a volunteer department. Some people may be having to go to work in the morning I just can't go to that call and you really never know it's like a box of chocolates you don't know what you're going to get out here when an emergency goes out as far as fire goes and Metro [City] where I work I know exactly what's coming because we have people on that shift

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								specifically for whatever response needs to be sent out so here it's I would say it's inherently more dangerous being a volunteer fire.
Problems - Information	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	We're focused on task oriented things at that--that have to be done right now. We don't always get the same information that they sheriff's office gets sometimes. And it's simply because one person is taking it and another person is doling it out. Well the person doling it out... and part of that's our own fault. This radio has a response coord--coordination channel so instead of us moving to it which we've discussed and we try to do, we failed at it and it's an administrative issue on our side, on the sheriff's office side, on the EMS side. We should be switching to a response frequency where everybody hears the same thing and then when we get to a scene if we need to do something outside of that we need to just move that part of--we'll still hear it, it scans... But that's a training issue that we will work with the sheriff's office to address but that's our biggest problem.
Problems - Information	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Dispatch has gotten to where they give us cross streets which we didn't get always. They give us a cross street, they give us numbers, you know and all that. Part of our problem here is a third grader numbered our [County]. Actually she wasn't a third grader but the way the system is supposed to be... you can go put it in Google Maps, Google Maps will tell you that you should go to this place for this particular address because Google Maps knows that you're supposed to assign a street number every so many feet. Okay? That's not the way it was done. They would look in the book and say, oh well, so and so lives here and so and so lives there and they live in the middle. They live a little closer to this one maybe but I'll say--I'm just going to give you this number.
Problems - Information	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	And it's not the way it's supposed to work. It's supposed to be numbers south to north and west to east and it is. But you've got roads here that they run north for a little ways and then they turn east-west. So... not real clear on how they numbered that road to be honest with you. And you know so what they would do is they would go west to east and then all of a sudden you're--so your numbers are here and then when it turns

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								south, there'd still be a number on the west-east numbers. So it's not a--it doesn't fall in your grid the way it's supposed to.
Problems - Information	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] We want to know what - you know, it is terrible when we get on a scene sometimes with the sheriff's department if the call warranted the law enforcement to be there, they are telling us that the information they got is totally different from what we got.
Problems - Information	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] Horrible, so you know the problem of the information sharing through the 911 system, it is very difficult to get accurate information. It is not necessarily wrong information it is just that some agencies are getting one bit of information and we are getting another then they don't match when we get on the scene so what are you here for, well we got the call as - we just got a call somebody is sick you know it could be anything and it is all and I think it starts with 911 call takers.
Problems - Information	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] That's different situation. We shouldn't ever go in there without back up from law enforcement and that happens a lot. If we can't get through 911 call takers to get the accurate information that we need to be able to respond appropriately. We get a call for a car crash, sometimes we have got a tractor trailer carrying hazardous materials; we walked into the scene that can potentially be life threatening for us. You know we need that information, so you are asking what kind of information we need, we need everything supposedly we could put together before we get there because when we are driving to a scene our hamster wheels are spinning rapidly.
Problems - Information	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] I don't know how to think about that what causes problems, I guess from the very get go, I mean from 911 dispatcher where they are talking to us or to the county or to the City police or [City] fire department, it starts with them and making sure that they get that most accurate information from the caller as much as possible. That seems to be the breakdown when it trickles down to us, we lose things you know even the ambulance will get on the scene and say they got the call as a seizure, we got the call as trouble breathing.

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Problems - Information	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S2] So we had a house fire [indiscernible] from here and the actives they sent us the wrong location. We was going towards [City] and the fire was on the other side of the city towards them so. [S3] But it was the same address.
Problems - Information	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S2] Oh yeah, well, like I said you go to a wreck and you don't know how many is in there or in the car you know if they are trapped or not, I mean like you said we are going to a blind call is what they call I guess I don't know it is, that's every call we get, we don't know unless we -
Problems - Information	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Yeah, but -- a lot of it is -- sometimes I'll have to repeat the address you know and it is like -- what was that numerical? I don't know. Well, what was it? Well, on my phone it says, use [Name], [Street] right here or [Street]. No, that is not what Dispatch said. Well, what do you mean?
Problems - Information	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	And if it's a priority call-- here in the city, if they send me to a man with a gun call or something, the city's so small that I will be there within a minute or two, and if they're busy on the phone, they can't give me pertinent information that I could potentially look at.
Problems - Information	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	As far as, we're working at a UT football game, while there's a concert going on right across the street, everyone's texting, and then - I don't know - somebody blows up something. Everyone's texting. Everyone's calling. There's an obvious issue there.
Problems - Information	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	So if I've got somebody who was being cooperative with me, but he's not in handcuffs yet. And dispatch comes back and says, "Oh, he's got a felony warrant for stabbing his wife." Well, he just heard of that. Now he's going to run.
Problems - Information	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	I'll give you an example. One of my troops had a guy run from him. And he's in the middle of chasing this guy across, I don't know, the highway or roadway and everything. And he's either A, not hearing me, or B, not giving me valid updates. So for me, panic mode is "Is he shot? Is he chasing the guy?" So that's a communication problem, clearly. I'm not getting information from him. I need information to know where he's at, what's going on.

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Problems - Information	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	For my job, I mean the more information the better. Just details of whatever happened on the incident.
Problems - Information	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	I mean sometimes it's just the game of telephone, too. So you have the watch commander tells me this. I hear it that way. Then I call the responding officer. He tells me something different. I talk to his supervisor. It's something different.
Problems - Information	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	The state police communicate on a radio and they have [Street]. I personally scan multiple radio channels as a K9 officer so I can hear what the state police are doing, even though I'm not on their channel. The rest of the patrol officers do not. So if they had a problem, or a shooting, or a bailout, or something that's taking place right on [Street] in our district, they wouldn't know it until their dispatcher contacted our dispatcher and communicated it to us and hopefully somebody's close.
Problems - Information	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	No. We use plain speech, and it's a double-edged sword. I see the necessity for it, but it takes longer to get through transmissions. If you have a code system and your agency knows the code system, you can cut down transmissions significantly.
Problems - Information	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	With firefighters and EMS is virtually impossible. And it's vice versa. It's virtually impossible for them to talk to us. It's very, very slow and very, very convoluted, because what we do is we get on the radio and we call our dispatcher. That dispatcher is one dispatcher for each district channel. And then, that dispatcher sends a message from their computer to the fire rescue dispatcher for that geographical area. And then, that person either contacts their-- either answers the question or has to ask their firefighter or EMS person whatever we're asking.
Problems - Information	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	But if they're bleeding heavily, there's only so much we can treat, and so they're staging where they should be. But then, we go, "Okay, fire rescue can come in and help us take care of this person." But that goes from police officer, police dispatcher, police dispatcher, fire dispatcher, fire dispatcher, to fire engine. So that's a long chain to get an ambulance and a fire truck to come in and help us take care of a bleeding person

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								[laughter].
Problems - Information	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Well, yes. But I say that because, most of the times, the deficiency in communication is on the complainant end, not on the police side. It's not the dispatcher that's not providing you the information. It's the dispatcher doesn't know that information. And either they ask the question and the person calling wouldn't or didn't answer it, so we don't have that.
Problems - Information	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	So I know they have protocol to try and get all that information, but sometimes they either can't or the person just refuses to give it. So you're limited on the amount of information you get sometimes.
Problems - Information	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Well, sometimes you can catch-- you'll catch the end of a nine or something, and there's not a lot of nines out there other than K9. So I would answer them, "Hey, were you calling K9?" Or sometimes you wait. And typically, they will ask twice before they start shopping around looking for another dog. So sometimes, you're like, "All right, was that for me?" And then, you wait, and then sure enough the next transmission is, "Hey, K9 so-and-so, are you on the air?" "Yes."
Problems - Information	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	But there are times where they don't put information over the radio. So it'll go straight through the MDT and the dispatcher will let you know, check your MDT for a message. And we can read the message. For whatever reason, that message can't be communicated through the radio system. So that goes straight to the computer.
Problems - Information	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	Now with social media, people can start gathering online, and in 2 hours you can have 10,000 people at the White House. So it doesn't give you much time to rally enough officers. As long as the thing is peaceful, that's fine, but you need to make sure you have enough resources there to A, keep the people safe. You're out there, and a lot of times they want to march from one location to the other.
Problems - Information	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	But we didn't have enough information from the dispatcher. They didn't ask enough questions, and that's something that you'll hear us ask all the time. Respond for a suicide attempt, well, how are they trying to

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								commit suicide? We need to know that because if it's a gun, it's different than if it's pills, things like that. So there's been a couple of times where you wish you had-- and there's always hindsight, that you wished somebody asked the questions that you needed to know, or they didn't give it to you fast enough. Because there can be a delay and that has gotten so much better over the years. And sometimes you just have to wing it just because you don't and you never will have the information you need until months afterwards, so.
Problems - Information	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	in our dispatch, rather than having to wait for you to file it, so. And they trust us with a radio and a gun, so they might as well trust us with [laughter] it. In some ways, my personal thought is that we need to stop making everything social media-based and relying on social media to drive policies and procedures. And that is a technology-based issue, but I don't know if there's a better way to not necessarily control the release of information, but have a better way to get ahead of the negative. And I think that might be a quicker turnaround on public information that could be with a faster method of culling information. Because if there's a shooting in the seventh district, it takes a while for it to settle down, enough to be able to get the correct information. By that time, you had 18 reports that are wrong, from [Name], who saw one side on the street and judge it. And it's a matter of being able to release the necessary information quickly enough so that we get the correct-- whether you like it or not, it's the true and accurate facts of the representation, rather than social media, because that's the biggest damage to us.
Problems - Information	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: checking email] ...I have so much-- I can't wait to do emails during the day. I'm doing them constantly... I have to keep up or else there's no way I can come in at 8 o'clock and just start from scratch.
Problems - Information	LE	U	Manager	46-55	31-40	Male	LE-U-020	...one of the complaints on dispatch use is they're in a tunnel. They never get to see. They can only think, yeah, what's going on. When you have a critical incident, and we've had our share, and always the viewpoint of the dispatcher is always worse than the actual event itself.
Problems -	LE	U	Manager	46-55	31-40	Male	LE-U-020	One of the debriefs we had... they had some video of things, and even

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Information								though it was bad, in the dispatcher's mind, it wasn't as bad as what their mind's eye was picturing. So, when they're starting to see some of these things arrive, they're going to be subject to more immediate trauma because you could see, you've got another sensory that's going to be involved, but you're also going to have more of a realistic view of what's going on at the time. So I think as we move forward into this, it's a growing. There's going to be good and bad, but it's different things that we are going to have to deal with.
Problems - Information	LE	U	Manager	46-55	31-40	Male	LE-U-020	...a lot of stuff on the front range, we're dependent-- the initial call does not come in to us. So if you dial 911 on the front range, you're not going to get to state patrol unless they either transfer it, but a lot of the times, some agencies will take down the information, and then they'll call us. So we're basing the questions that they asked, where it may not be the same questions that we would ask if we were actually talking to the person...
Problems - Information	LE	U	Manager	46-55	31-40	Male	LE-U-020	... For an accident, you might get one or two calls because they either had to go to the next exit, find a pay phone to actually call it in, those types of things. Now with cell phones and everybody, we get dozens of calls for one accident...
Problems - Information	LE	U	Manager	46-55	31-40	Male	LE-U-020	...we don't get the information. We got less information before, but now we just have to-- where we run into trouble is when we, our centers, don't get the person to ask the questions that we want answered. We can go from it's a three car accident, or a two car accident, and then everybody's walking around to turn it into a fatality involving seven cars, in reality [laughter].
Problems - Information	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	It's another new thing they just did was a got to [Pro QA?] dispatching. I hope you are familiar, but that scripted thing that the call-taker do when they get a call. It affects how the call prints out, or how it displays in the car, and it affects how it's aired, and when it's aired. And so there's been some growing pains with that. But everybody is getting more, and more used to that too. I think they, for the most part, they do pretty well. There's been some problems, some complaints, and one of the



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								solutions that they just went to is to bring dispatch back under the police department umbrella rather than having it as a separate entity that it was before, so that means they can do rest here.
Problems - Information	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...there's some state channels that I can go to. It's like Blue Northwest, and I can go there, and everybody in the state has access to that channel. So technically we can talk back and forth. There can be some delay, because everything goes into one place and then gets reformatted in digital or analog and then gets pumped back out, and so it's not always the perfect thing. I can be standing right next to the guy, and I can key up, and it takes a second for him to hear. And it does work when we absolutely have to. But when it comes down to emergency type situations, it's very difficult.
Problems - Information	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...one of the deputies was in our city, actually ended up firing shots at a suspect. We got the call from another party in the house, and we were already responding had units on scene, before we got relayed that it was a Jeffco deputy involved, and then we've got the scene shut down. We're taking care of it when the Sheriff's Department and all their resources start rolling into the scene, and we're immediately screaming at them, "Stay in your car! Stay here! We've got this." We don't want any blue-on-blue stuff because you don't know where we're at. We don't know where you're going. Because in order to switch everybody to a channel, it takes time. You would think that they could hit a button and do it, but it doesn't work and so--
Problems - Information	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	So a lot of times, [Job title] will get kind of upset when dispatches doesn't tell them exactly what a suspect's wearing, or doesn't know if there was a weapon involved, or anything like that. Sometimes that has to do with the radio channel being busy, Sometimes it has to do with the [Job title] just not knowing because the call taker hasn't been able to get a word in edgewise to ask. Sometimes it's just missing information. So I can't think specifically a time that it was necessarily a technology issue other than just being somewhere where you are out of range, or you are three floors down in the garage and there is no coverage there for the

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								radio or cell phones.
Problems - Information	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...the CAD system logs pretty much every time someone calls the police or calls for a fire department. The report writing-system only logs anytime we take a case. So if someone calls for something, and it's not really to the point where we need to take a case on it, it's still documented in one system, but not necessarily the other. So they have a lot more short-term information. Everything from the call to the time we get there, pretty much...
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: electronic discovery] ...if they were to call us up, we'd just make a new copy of whatever and take it to them, which we probably already gave them a copy and whether it got lost, got misplaced. So there are a few safeguards built in and a few potentially helpful things as these systems come up. And that's sort of the tracking, the data integrity, all the other stuff that people think that any system should have when you're talking about data and data transfer.
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...this time of year is when we get all our new cars that are coming in so there's been a lot of driving to [City] to pick up the new cars as they're getting outfitted at the electronic shop... So that's sort of the part I think most people get into being a first responder is that you're never really sure. I think I'm just going to [City] to swap out a car and I'm going to come back with two inmates, but I didn't know that at the time.
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...we'd recognize, from a workflow standpoint, if a dispatcher does something, how's it going to affect the unit out in the field on the computer? And vice versa. It was starting to create a lot of frustration because somebody would do something on the computer and all of a sudden they would disappear from the dispatcher screen. And they didn't know why.
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...in our training, we told people, yes, we recognize as we introduce more technology, information comes out faster. Don't forget the human factor. As a call taker receives a call and is typing notes and it pops up on your computer, the dispatcher is probably reading as fast as you are. Don't

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								start asking them questions about what you're reading when they may not have done all their reading because maybe they sneezed and they're two seconds behind you. So sometimes everything just comes so fast but you need to slow down and wait just a minute and let the dispatcher do their job and actually come over the radio because not everything may have been in the notes...
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...So if you see something and it's questionable, we had to come up with a time or say how long do you see an event and you think it looks good and juicy, and the dispatcher knows the location's wrong because the caller had wrong information and it's really not in your county. So don't start turning on your lights and siren and running somewhere because that's just where they live but they're calling about their friend who lives somewhere else. So we've cautioned about self-launching...
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...What came in as the structure fire is the reflection of the sun at night. But it gets billed as a structure fire because that's what the caller said. And you see it on your computer, and if the tones go off at the station the guys are ready to run out, so we've got a structure fire and then they never hear the radio come on and do the formal process of dispatching...
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...So from a liability standpoint, I'd say, look, that is your formal dispatch. If you choose to go out on your own, we're not saying you can't. You're all adults here, make decisions, but just be cautious because that event may never turn into what you thought it was and what the dispatcher thought it was. So we are talking about the technology dependencies on how one part can really affect the other part and just understand they're related...
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...The speed of the information flowing is not always great... So it usually manifests itself as an issue, somebody complains about something, we try and go through the problem, realize why, what can we do to mitigate it, what can we do to not mitigate it, whether we just have to say that's just the way it is and there's really nothing we can do to make that easier on either side right now. But at least you understand why it's happening.

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Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	When I started, we were on VHF single system, the dispatcher would change which tower they were broadcasting from. So you regularly get half the conversation because you can hear the tower but not the person talking who may be on the other side of the county...
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...So we try and do that from a resource utilization standpoint, from an information sharing standpoint. If we're all driving up and down the interstate and no one's found the accident, it's nice to know that. The biggest thing we used to joke about is the law enforcement officer does not need to tell the dispatcher that the fire truck is on the scene. The fire trucks knows they're on scene [crosstalk]. This goes both ways. We have lots of tapes of the fire truck telling the dispatcher that the law enforcement is on scene. So that was the training years ago. They know they're on scene. You don't have to tell anybody that. Resource utilization, talk time...
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I know a lot of other areas, they have got enough repeaters within their sites, the certain talk groups they designated are always turned on. So if it was on your scan list, you'd always hear it. But that was a big change early on when people were complaining they didn't hear traffic, they'd call each other. So the result of that it goes to a little more talking on your main talk group that everyone is listening to, to tell them to go to their secondary talk group, and that's just the only way to get around it.
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...the in-car computers are great, and yes, you get a confirmation of what you did. But your supervisor sitting in the office doesn't have the computer in front of him to know that that's what you're doing. And they've all said they'd like to hear that you've cleared your traffic stop. That you went out on a traffic stop. They want to keep a little situation awareness and they're currently using the radio...
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... So how do we take advantage of decreasing the radio time by using the computer and what's an acceptable amount of use of just the computer versus here's a hard stop and here's the minimum traffic you have to do. So if we said, "You could build--" we don't want you building traffic stops. That's usually a high risk situation. But if the radio's so busy

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								that you can't get out, we'd rather you build on the MDT, and then everyone can at least know you're a traffic stop, and the location's there.
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Yeah, you can't [read] them. Yeah, we've all talked about that. It's the coloring. It's the size of the font at nighttime. You've got to get a flashlight out to get it bright enough... I don't know who thought of that design but we're all looking at it and go, "That is terrible."
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Going to the airport and the guy at TSA's holding it up now. They see licenses from everywhere that they have to understand and even they're like, "Wow. These are kind of tough to read." So yeah, I don't know who came up with that idea. So that's, yeah, I guess, another frustrating part that sort of technology related on the printing and the style format. Again, they're trying to use more security in their driver licenses. The REAL ID Act necessitated that, so responding to the federal stuff...
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... if the dispatch tells you it's windy, that was a big discussion. If when the new system came in, if you're digital, do you want dispatch to tell you you're digital? Do you want them to tell you why your transmission didn't go through based on their point because it was too windy and they couldn't hear it, because your microphone was too far away and they couldn't hear it, because it was digital? Or do you just want to be asked to repeat? Big topic at discussions, guys like, "I can't do anything about being digital. What good does it tell me you're digital? Just tell me to repeat." But if it was windy, you should be told, "A lot of wind noise. Please move." Little annoyance things. I try and count. Some guys are, "I'm glad this is the biggest annoyance you have today, and we can resolve this."
Problems - Information	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...So anytime somebody puts information about a person, a vehicle, a house, anything, it goes into this database. Then that gets shared amongst any of the agencies that sign up to go with this organization. Well, COPLINK used to do that but it didn't do it very well. Because it was just not a very good template, I would say. So it was very difficult to search. It's not a very good search engine. It would take forever to get any results and then it didn't upload things like reports from individual

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								agencies. So you could find out this person had a contact at this address and you can get a date and a time, but you can't find out why, like what was the situation behind this?
Problems - Information	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: Lumen information sharing app] ...we've tried out things like ProACT and we gave it a shot, but it just didn't work. But things like this really, really work because information sharing is our number one problem. I think when it comes down to any technology or anything, it's about sharing...
Problems - Information	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...So on channel one, we have a incident of somebody trying to kill themselves. So they hold the air, so they give us-- all the traffic that's on that channel is specifically for this call, so everybody else needs to move from channel one to channel two. So now on channel two, we get the bank robbery. So now all the traffic is isolated to that channel. But the problem is you're having scanning covering, so we're getting channel one covering channel two even if you take off your scanning functions. Sometimes it happens, sometimes it still covers it. So right when the bank robbery was giving out the information, the dispatcher was giving out the information, channel one relayed up something and it covered over channel two, so I missed the description of the person going out as we're rolling up to the bank...
Problems - Information	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: tracking device / suspect] ...And then there's the relay to the dispatch and then our dispatch has to relay to us while they're trying to maintain the channels and then also provide the information that we're giving to them to other people. So then they have to run a third channel, MetroNet, so they're relaying out all of our information to the rest of the metro area...
Problems - Information	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: tracking device / suspect] ...So our channels are encrypted so no one can listen to our channels. But they take it to Metro and now they're telling all the information, so now everybody else is-- if you're scanning the Metro channels you're hearing that we're tracking someone. So if the suspect is listening to that, they now know to get rid of the pack, which they did. Okay? So if we can-- I don't know how it can happen because

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								you have to share encryption across everybody. So I don't know if it's a monopoly then if everybody has to have the same system or same--plus, then, if the encryption code gets out, then now you have to deal with all of those issues. But if there's a way...
Problems - Information	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...So if we could get on and just air out our information that we're doing this but have it be encrypted for everyone, then it would be good. And then those people that have the trackers can just air up for us and give us direct information because at this point, throughout today, I'm following, trying to catch up to this car, and I'm already two steps behind because the tracker's so slow. And now I'm another step behind because of the information getting relayed.
Problems - Information	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: tracking device / suspect] And then I have to wait to get on the air, and by the time we find out that the tracker has stopped, we now block off the roadway, but by then, the person is already long gone. We don't realize that because we think it's immediate information, which it's not. So speeding up technology. I mean, as fast as we can...
Problems - Information	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Yeah. Technically, yeah, I guess it would be considered GPS tracking. It's not entirely accurate all the time, and there's a delay, so if you're trying to see where one of your sector partners is or something, you can see kind of a general area. But it's like I said on the delay, so everything might be over here and kind of know where they are, but it's not exact or anything like that.
Problems - Information	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	I think, in general if there's ever information that's not provided to us prior to arrival, it falls upon the reporting party or their inability to communicate effectively through dispatch. People are in states of panic or whatever, so it's very hard to communicate. And so dispatch has to do the best that they can and provide us with the most succinct and direct response to what they're being provided. So yeah, a lot of the time we show up, and it could be a suspicious incident or something, and it's actually an active domestic. So you get on scene and it's, "Okay, well, I wasn't provided this information," but it's not necessarily their responsibility to tell us everything that we need to accomplish our end

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								goal...
Problems - Information	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	...The suspect is heard to be down in the kitchen." Now we have at least an idea. We have two people in two different locations. It helps us with the plan, how we're going to approach that. So the more information, the better. But we don't always get that because the victim might not be able to provide that to us--
Problems - Information	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	...and that's the hard part is that they're scared. They maybe don't know that much. They don't know where the suspect is. If someone's frantic in that kind of situation, they can't always communicate very well, so.
Problems - Information	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Yeah. A snapshot will be-- it's easy. And it's now. Because like I said, DOL photos or driver's license photos are how many years ago. They still are that person, we can get basic identity or physicals on them, but then it's-- I mean, how many times are they going to look like that? They're going to be--
Problems - Information	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Well, I think it limits the amount of information that we end up getting. I'll kind of tie it into what we get as an anonymous complaint. If I get an anonymous complaint from somebody, and I go out there, and I can't find what they were talking about, I can't recontact them and get that information, right, because it's anonymous. They didn't want to give their name or their phone number, so now I've come to what they were really concerned about, and I can't either figure it out, or it no longer exists, or I may be in the wrong spot. But I can't call back and go, "Hey, what about--" and when you think about Text-to-911, there has to be the ability to reconnect with that individual because people don't like to text a lot of information. My fear with Text-to-911 is that you won't have a true idea of what the emergency is because they're not going to pass all that information along, and we like more information than less. So Text-to-911 has to be able to come with the ability for us to recontact the individual, to ensure that one, we know what it is you're trying to communicate, and two, we can recontact you if necessary. So I don't want to say it's a bad thing. I'm just saying I worry what the amount of--



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Problems - Information	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	wants to make a phone call anymore, and I'm one of those people. I don't like talking on the phone. So it's easy to pass on the information that you want to pass on through a text message, without having to talk. But in a 911 environment, if the people aren't talking, you don't know if you're getting all the data or not. It limits your ability to ask questions, so.
Problems - Information	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Yeah. I mean, if people that aren't efficient with their [crosstalk]-- yeah. And so there's somebody talking about something that may not be super important, which I can't override that person and say, "No, get off the radio. I've got to put something out that is." Yeah, only person can use the radio at a time.
Problems - Information	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	...So sometimes, it gets a little complicated to get information back and forth, but that is very, very rare. I think in my opinion, we've always had an excellent working relationship with the fire department, and we just work out the communications issues on a as-needed basis.
Problems - Information	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	[RE: communication with other jurisdictions] It becomes even more cumbersome but much the same way because if I need some information from [County] sheriffs, again it's a matter of going through our dispatch to their dispatch to whoever they're trying to reach out to. Now, there have been occasions where I've given my cell phone number to whoever it is from the other agency that's trying to contact me or I've gotten their cell phone number, and we've had those telephone conversations, but those events, those situations are very rare. There's been far more numerous times where I've communicated with someone from another jurisdiction on an issue, not an ongoing, in-progress incident but some other mutually inclusive situation. And that's predominantly emails or sometimes a phone call. But operationally, it's not easy to talk directly to someone on the radio from another jurisdiction.
Problems - Information	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	And now, if you're in a noisy chaotic environment and now you're shouting, it just complicates it even more. But I honestly can't think of a single thing you could do to resolve that because you still have to talk on

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								the radio. You still have to listen to the radio. Sometimes the technology fails and the radio doesn't broadcast clearly. There's static.
Problems - Information	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	More details. But I don't get that on a bike. So police work's kind of changed. A lot of times, bike officers will see things that don't fit and we will get on radio and we'll ask, "Hey, can you run that license plate for me?" And then when they run the license plate, we ask them, "Is there any RMS on it?" which is Report Management System. So is there any prior thing associated with that plate? But our 911 center won't give us that information over the air anymore.
Problems - Information	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Right. The really important stuff is going to get forgotten, and the minor things get remembered.
Problems - Information	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	It's redundant information, and these are officers that-- what should have happened was at the time was the dispatcher should have called their sergeant or called them and say, "Hey, listen, I know you see the guy, but you didn't share that with me. Don't--" send it to each other, send it to me.
Problems - Information	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] think there's a saturation of information, and then what we like to call analysis paralysis sometimes. So many things are going on, you don't know quite which decision to make, and I think technology really is the cause of that many times because there's just a lot of stuff going on.
Problems - Information	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] --resource data, okay? So when I say, "Resource," I'm talking about people and things. So my car and my person. Or utilities has this equipment and this person out at a certain location. And sharing all that data together in one view, but yet making sure that we're not allowing any identifiable-- just certain information that can't be shared.
Problems - Information	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] So that's difficult to communicate with callers. We have language barriers, but we do utilize a pretty great language service so we can get translators online fairly quickly. Other issues would just be, I think, callers maybe not understanding that. "Hey, I'm going to get interrogated." And either they don't understand sometimes how the call taker is getting information and maybe are upset because they're not hearing the right things or that help's on the way, which we'll tell them

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								eventually. But it's hard sometimes to corral and control the caller, depending on what's going on. Among the communication employees, communication-wise, difficulties--
Problems - Information	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...So someone's actually in [City]. They hit a cell tower in [City]. It goes to [City] 911. [City] 911 transferred it to us but we'd get nothing. No location. No phone number. No any information
Problems - Information	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	...So we have to relay on dispatch to say, "Turn on the low-band radio, not the other radio that's in the car. Turn on the low-band radio and revert to this channel on low-band radio one, two, three, or four." And then the officers will be able to communicate with that. And then phone lines are going to be down. Cell phones, you're not going to be able to communicate. What do I have? Call box key. And every cop has a call box key.
Problems - Information	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	That's my worst fear, it's my worst disaster happening because I'm not going to be able to manage that scene because I'm not going to be able to communicate to the officers that are in there. There's no way I can do that, and you always have these scenarios as a cop. I get all these scenarios that go through your head and you start thinking, "Okay. This is going to be a disaster." And you hear the other cities that have the same stuff. You get all of these 30, 40, 50 cops running into a mall. At least they can communicate, but just to manage something like that.
Problems - Information	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	So the dispatcher knew where. So she relayed the information to me over the radio and everybody-- now I have to monitor, I've got cops going, lights and sirens, from five different directions. I got to go. "Uh oh." I'm thinking, "Oh, they'll go crash. Don't crash, don't crash, don't crash, don't crash [laughter]."
Problems - Information	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	So that's the most frustrating with the people that are calling 911. They have a script. "What's it look like?" [inaudible]. "No, what's it look like?" Right? Because they have a scripter going [inaudible] even with the fire side. I need an ambulance here. "Why?" Because they have to figure out what type of-- are they bringing firetruck also? Are they bringing police

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								who might be closer with the [AD?]. What's going on? "He's going nuts, I need a--" well, if he's going nuts, they're not going to bring the fire or the ambulance crew by themselves. They're going to bring in the police car also, right? And then it's because they're going by their script. "He's having a seizure." Once he has the seizure, it's already done. But [inaudible] response, [are they?] bringing the police over there. Once he wakes up, he's going to be disoriented, so these that you have are the little script you go by. The cops get frustrated, I think, every once in a while. "We need an ambulance here now!" "What's the reason?" "Get an ambulance here now, he's not breathing!" "What's going on?" And the cop's doing [crosstalk], so. So that's, you know.
Problems - Information	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	... there's a cleared emergency channel, for something, some cops chasing a [inaudible] suspect, all of a sudden a cop is in front of the station calling for an ambulance at the same time. Sometimes I can't get on the radio. I'd rather get the information from CAD, or I can switch it to another channel.
Problems - Information	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Pull him out at gun point. Put him on the ground. Now I have to come back to the station, write a report that [inaudible] gun and the person who called 911 is now anonymous, and there is no call back number.
Problems - Information	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	With these cell phones, and people filming you, all right? It's very, very difficult to-- and even with our shootings, when you get an officer go off shootings. And the next thing you know it there's a protest, because it's already been on YouTube on the civilian side. It'll be four or five days before they put out the real video.
Problems - Information	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	No. As far as technology goes, I mean, we focused on the commutations aspect of technology. Information sharing across platforms, I shouldn't have to run you three or four different ways to get an FBI return, to get this return, to get that return. I should be able to run your driver's license number and get everything I need.
Problems - Information	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	I want to know what the guy looks like, because a lot of times we just get, "It's a male with a gun." And I'm standing on that intersection. I'm

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								like, "Can you tell me what he's wearing? Does he have a backpack, a purple hat, green-- what does he look like?" And they'll just go, "It's a guy." No description of race, nothing, "It's a guy with a gun."
Problems - Information	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	And that's happened to me, where I'm at the corner, and there's a guy with a gun. And I could be standing next to him; I don't know. So more is better with that type of call.
Problems - Information	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	And, I'm like, "Ma'am, what else? What else?" And they can hear that we need information, but they don't have it.
Problems - Information	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	...I don't want to know about the noise complaint three days ago. I don't want to know about the neighbor and the other neighbor fighting. I want to know if this guy or this specific address has had gun calls, domestic violence, or any kind of police resister. Just those three categories alone would save the four pages of noise complaints, of garbage complaints, homeless complaints. We had that-- because when the call pops on the screen, there's an additional screen. And it shows you the address and all the prior calls for service. But it's like three pages of homeless guys sleeping or someone's peeing in the alley on that address. So it's not pertinent information.
Problems - Information	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	.... So we try to have either a liaison from us with their staff, into a command post type situation, and then have that information pushed out. But again, if the event is super loud, super crowded, the delays, and then getting that message from these different entities. So it's a security guard that sees a medical call for service and the only person he's talking to is PD. And then PD either has to get him on the security radio that's there or go through our dispatch, who will then, in turn, go to a different channel or even try to raise that medical staff that's on site. There is that time lapse that occurs there. A lot of times, we try to keep them in our line of sight and have pretty good cell phone number for these people so we can do that. Get a text message to them or something, some way to do that, but that's always one of the bigger challenges that we work on in this. And each year, we try to dial in a little tighter

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Problems - Information	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...And that really kind of came up in the DOJ reviews of the limited information, as far as the info related to stops, the demographics, the reasons for the stops, and all of that didn't give a big enough snapshot for stuff. The eStop program really is super beneficial to that. You can actually see it. You can drill it out more and figure out what the reasons were. But the information from there is not pushed anywhere else. So we're kind of-- it's in the eStop system. It's not in the report writing system.
Problems - Information	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	... So sharing the channel is beneficial, but sometimes, depending on the incident, it can be monopolized. And then so the district channel will have to get pushed to a different district channel. So either they'll switch it to one from two, which is our normal channel or they'll move whoever's engaged in whatever incident to channel nine or something. So that disconnect isn't having dispatch trying to keep up with that overlay. Sharing the information that's relevant to the district channels as something evolves. Say I've got an outstanding suspect that's now running, but everybody involved is on channel nine, but channel two is where he's running. So trying to get that information shared out. I think that's just a wrinkle. I mean, obviously, we've dealt for a number of years, and as we identify the problem, we adjust for it and we work on it.
Problems - Information	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...But when they have a robbery or a suspect or something that is now in pursuit at our direction, that once it starts to get to an automatic area, it should automatically notify the next district that this is coming. And currently, it's when dispatch gets a break because they're multitasking trying to communicate with the supervisors, notify the officer that's in pursuit, notify somebody else, and at the same time, they may have a call taker on the phone that's trying to give them information. So those dispatchers are kind of inundated with information. And then for them to get the switch over to tell the next district that this is coming, there could be a delay.
Problems - Information	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...the radio would be the initial call getting put out. Maybe you need an update or you need dispatch to call that person back because we don't

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								have access to their phone number after they call.
Problems - Information	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...Some calls tend to have a little more information and it's as much as good as it is to have, sometimes going to a call and trying to read and drive at the same time. If It's a big block of text and you're trying to fish out the information you need, it can be a little difficult, especially if, for example, if they run a plate and they put all the plate information in, really all I'm concerned about is the plate number, the year and the make and that's about it. But then I have all this other stuff that I don't necessarily need at that moment.
Problems - Information	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...trying to coordinate between the dispatcher talking to the state police dispatcher then to us, and getting all the information back, there's a lot of confusion going on. I mean, we had people chasing people. Nobody knew who the offender was. Until you get there and somebody can actually put it out that this is what happened, there's-- it's confusing sometimes.
Problems - Information	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...when you're going by the fact of State Troopers calling for assist, that's all that will come through. It won't say, does he need an-- it should be more clear. Sometimes, they'll put out an officer needs assistance, and they'll make it like almost like an emergency, where the guy just needed a transport.
Problems - Information	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	You know what, I think sometimes the shortfall is what the caller gives us. So, part one of the puzzle is the 911 call and if that starts very poorly, then it's that bad game of telephone just totally degrades by the time it gets to us in the car.
Problems - Information	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: drones] ...If you can see the video from what's going on and that you actually have-- you know what's going on that second. But from somebody making a phone call to the five minutes it takes you to get there, the entire situation might have changed or it might have gotten worse. The person wasn't able to call 911 or they weren't able to get the information out.
Problems -	LE	U	Field	Not	Not	Not	LE-U-024	Because I do know just talking to firemen-- they might get a firehouse

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Information			Responder	specified	specified	specified		call. But if they get an update from us saying, "Yes, this is a bonafide fire," then they start rolling out more trucks. But initially, their response is slower until they know for sure that it's a fire. But then, it's usually too late, especially with the rate that houses burn these days.
Problems - Information	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	LEADS 2000 which not every officer has access to for [City] but you could get driver's license photos. So, if someone's playing the name game and says that their brother-- well, of course, you know your brother's birthday and his address, so you can easily say, "Yeah, I'm him," and we would never know the difference.
Problems - Information	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Q: So for a patrol officer who's out there and gets sent on a call, does he or she have the information by the time they get to the call that they need? SME: Sometimes. The person who is calling the police may not tell them everything that's going on or they may not know everything that's going on.
Problems - Information	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...There's a program called Vigilant. We'd just like to have access to that. Vigilant is like the plate reader but it is in a car. Have access to it in the station, that it would be nice being able to see all the plates and look at the plates. Because right now only CPIC has it and by the time they send us the information, the information is old. A car is mobile, so it's not going to be there for that long, so having access to that would be nice.
Problems - Information	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	[RE: senior officers] So I mean, I understand their point of view too, because sometimes I get frustrated. It's like, "This is basic information," but we'll discuss it more later, I guess. But it's like you got the people that are old school, "Here's the keys. You know where the problem is. Go out there and do it." And you got the new technology coming in. Well, what's going to be able to help us figure out what to do there, what to be on the lookout for? So it's that lap between what the lieutenant is telling you at roll call, and what you retain, like, "Well, be on the lookout. This corner is that-- we're looking for this person, that person." It's like every day you're always looking for somebody wanted. Every day something violent happens that they're trying to find the offenders...



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Problems - Information	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	<p>...So there is that gap where I think a lot of officers really-- I don't know if I want to say really care or really don't want to be bothered looking on the computer all day. They'd rather just hit the street and focus on what's in front of them. Because it seems what's in front of you is more important than what you could get from a computer. The here-and-now versus what happened in the past maybe. I don't know, I mean, it's a hard one. Like I said, every day, I give you a set of keys and I say, "Go do what you want to do?" So for me, me finding it, no, it's not a problem for me. But like I said, I'm pretty good with the computer aspect. Every once in a while, I'll fill in the commander stuff or the comps desk stuff. So I know how to pull [police database], and upload the gun reports, pull any major incident that's happened in the town districts or the area. So I don't really have-- for me myself, I don't have a problem reaching that information if I want to dig into it. But the issue is you're a beat car. Why are you in the station looking up all this stuff when you should be out there patrolling.</p>
Problems - Information	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	<p>I think that's the issue that I have with the HunchLab. If it could be a little bit more in-depth or a couple more boxes just to click on. Just to click on and see there was shooting [inaudible] blah, blah, blah. They don't want to give-- and just a quick briefing of what was it about. What is it drug related? That's something that when I log in on the computer, I want to find out that shooting, that's what I read. And there would be some from the detective's division saying, "Okay, victim, possible offender information, possible gang problem." And the detective's good with it because they will always label preliminary what they think the justification that shooting was. Was it gang related? Was it calculated? Was it road rage? And they'll say, "Male standing in the corner was approached by blah, blah, blah." And it's a pretty short paragraph like, "Okay. That's what that's about." But that's something that you really can't access on here. I'll have to go back, and here I am, head down in the middle of the worst area in the town district, and now I'm logging in here trying to find it. So I mean, that's the biggest thing. The information is there. It's the problem of accessing it and get the information. Cops are very impatient. We want everything here-and-now, okay? And if it's</p>

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								going to take me too long to try to find it, then why bother?
Problems - Information	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	...I think we're at a phase in the police department where you got the technology come in but you still got the old school people. It's nice to have more information at your fingerprints but you have to really kind of dig at it right now to try to get that information. Do you want to be patient to do it...
Problems - Information	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	I think the biggest calls for service are the ones that are violent. And certain houses that you know are really bad, when you go there, you know they're bad. Okay. But I don't know if it would be good to know, well, this person who called is a battery victim, or-- you could always do a history on the location. But like I said, ease of access. Now I got to hit the menu, then I got to hit the address, then I got to do this.
Problems - Information	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	...we came up with something called SDSC Live [laughter]. We want to call it SDSC Live, and it would be a PCAD-based software which we could push real time-dynamic data to people. Data is dangerous. Big data is dangerous. Too much data's dangerous. Data's powerful, but data dosage and delivery is the key to data being used. Otherwise, if it becomes too much, it's as good as not having it.
Problems - Information	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	I think we have a problem with that now. I think we have a problem with too much data going out. We need actionable intelligence. We need actionable data. Someone in the department needs to be responsible for analyzing the global data picture, absolutely. All that data, again, disseminated down, it just creates data confusion, if you want to call it that. It's too much. You need to figure out-- you need to vet that data. You need to then send it to the right people in the right format. That's the other thing. You need to send the right information to the right people in the right format...
Problems - Information	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	[RE: visual information from dispatch] And that visual has to be pushed. The push is important, how it gets to the officer. Flying, bing, and you just see a big picture, "This is the car we're looking for." That's awesome. If it's an email that they got to open up or this and that, it's not going to

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								work. The format's wrong. It's a dynamic situation. They can't get to it. It needs to be boom, "Wanted vehicle for this," boom, and just the picture of it. Simple, bold writing. That's the key. Now, if you give them too much information, if it comes up in a format where, "Year 1997, Ford Taurus, VIN number." I don't need all that. Let me see the car. Let me know what-well, now I know what I'm looking for... Give it to me so I can digest it. If you eat too much, you can't digest it [laughter]. If you can't swallow it, it does you no good. That's kind of what happens with that information, the way it gets sent out.
Problems - Information	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	[RE: over-communication] No, I don't find that problem on the radio. The radio, through the limitations of technology, it actually serves as-- it has its own discipline mechanism built into it [laughter], into its limitations, yeah. So it's good. One person speaking and everyone's listening, and that's the nice thing about it. On the mobile phone, which we've done this when we're doing surveillance and stuff, and we're in multiple cars, and we're following people, it gets crazy. So-and-so's talking, and they feel like the most important thing that needs to be said is what they're saying right now. They're saying it, and now you're saying it, and it's getting confusing.
Problems - Information	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	It can. That's the most important thing I would like to leave you with, is if you have too much data going at people, it's almost as good as no data going at people because they're just tuning it out.
Problems - Information	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I think it's because of the construction of the building. If you walk down the hall here with our command stuff you'll see everybody's radio sitting on the window sill because that's the only place it'll be able to link up with the system so we have explored I can't remember the name of the what it is but some type of repeater for in the building so if typically if our one of our deputies is in their office or back in the room where they write reports you'll hear dispatch calling them and they can't hear it because they're kind of towards the innards of the building and so I don't remember the name of what it was but I think we did get a bid or a quote to have it installed and it was like a hundred thousand dollars or \$90,000

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								and we're like oh I guess we're not getting it.
Problems - Information	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Yeah but that would certainly be just from a safety standpoint and a communication standpoint of the deputies can't get out or hear things going on on the radios because we often times have a dispatcher come walking down the hall saying where is so and so and they're like oh they're in the back writing a report and they can't get a hold of them so that's a challenge.
Problems - Information	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	From my perspective... One of the challenges that we see not just in this environment we have approximately not quite 30 different organization units within the county from the coroner to the road and bridge to the weeds department. Obviously the Sheriff and some of the more well-known ones but you have so many different silos of information and communications that it is often difficult to consolidate that. A lot of these systems don't talk to each other, they weren't designed to and they have no way to interface and so a move towards a more integrated or consolidated technology in my mind for me you know my email is kind of my lifeline...
Problems - Information	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Communication problems. I don't know everything causes problems right and that's such a cop out answer but it's true. Over communicating, under communicating you know sometimes you tell people too much information than they need, sometimes you don't tell them enough, sometimes you don't tell the right people the right things, sometimes you tell the wrong people the right things, sometimes you have communication technology that doesn't work. I mean it's computer, it's technology, it's electronics right? They don't always do what we want them to do.
Problems - Information	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	For sure. So call history is really important to us as well. We don't have the ability to lookup call history as far as repeat events so sometimes and this goes for even the full times guys so we're four on three off and then three on four off and then vacations and everything else so there's times where schedules literally you won't work for two weeks which is great. A lot happens in 2 weeks so you may have a neighbor dispute it's

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								an ongoing issue and you know you're getting sent to a call that you think is a brand new issue, you get there this thing blows up in your face and you're like I wish I would've known what was going on. I wish I would've known what [Name] had told them. I wish I would've known what [name] told them. I wish I would've known that they were given information to contact an attorney. It's a civil matter so that kind of information on past events will help us solve the issue quicker and especially where they're trying to manipulate law enforcement on civil issues to see who they can get. Maybe they can get the new guy who doesn't necessarily know and they'll get him to actually write it and give it to the prosecutor. That kind of stuff is helpful.
Problems - Information	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	The other thing that plays against us that I wish I knew more is and it's hard to do some of it but criminal history before we're dealing with people so knowing a little bit more I mentioned the vehicle walk up to the vehicle and know if the vehicle is stolen. Knowing just a little bit about the vehicle before I get there and then the same thing with the people. A lot of times you got to do a lot of digging to get to incidents even in our system, our local database you know you kind of know who the players are in the [County] but there's always new guys coming and going and that information across state lines that we have locally in our database does not go anywhere except for local.
Problems - Information	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	We can see call history like we can see what calls they go to and who is involved but kind of like with the dispatch, the patrol and the jail they have their own little databases and information that they have yeah so the data doesn't necessarily transfer back and forth.
Problems - Information	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	I think regardless of who we're talking about I think that inaccurate information is going to lead to any communication problem either a report an inaccurate report coming in from a victim or witness to dispatch where yeah I saw the guy he was wearing a green hoodie and blue jeans. Well no he wasn't he had on a bright red t-shirt and shorts. Witnesses can be incredibly unreliable, victims even more so because of the fact that there may be a level of trauma involved in their interaction

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								with a whatever the case may be so inaccurate information is going to lead to miscommunication.
Problems - Information	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	That miscommunication depending upon the nature of it is it (01:04:24) oh I misunderstood the chief when he said get it done today and you know I thought he said next week or was it a victim saying I was robbed when actually it was a panhandler who was just looking for handout. Two very different levels of miscommunication or misinterpretation that can lead to very different responses in very different consequences.
Problems - Information	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] Like just like he said unless it came out of roll call look out for a certain vehicle and we've like he said when we determine that these cars are committing multiple crimes in multiple jurisdictions so all these jurisdictions have been putting out a list of stolen cars okay.
Problems - Information	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] ...Sometimes you got too many people putting out unnecessary details that don't necessarily involve other people. I don't know. What else guys? I think if you necessarily don't have a restriction on who is putting information out that's when it kind of gets all cloudy you know what I mean?
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	I think misunderstandings. Because a dispatcher knows, how can I say it? It's kind of like having been married. My wife may know what she wants to say, may say it not in the way she intended it, and I may interpret it the way I am understanding it. The same thing, a dispatcher may get the information from the complainant who's either not relaying it correctly or relays it overly enthusiastic. The dispatcher gets it, puts it in, so you're reading just words. So unless they... sometimes they'll we have what we call silent dispatch whereas they would just type it in, tell you you're assigned to this case. They send in an assignment to you and you open up the case and you see what you have. They may never even-- dispatch over the radio. So, but on hot calls then we're talking to them because their dispatcher knows over the radio. And you're looking at it. So as far as problems because again you're going back to silent dispatcher, if you're not even understanding the exact verbiage, you may read it without understanding it. So I think miscommunication is our

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								worse communication if that makes sense, because the way they may have intended it may not be the way we're reading it. Simple things reading one sentence could throw an entire case off because that's not the way we read it.
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Human technology and interpretation. A simple thing, because a suspect saying, yeah, I'm standing in the front of a brown house, and the dispatcher--we had a case where a guy was shot and he told the dispatcher he was standing in front of the brown house. The subject's laying down in the street. So we get to the brown house, we're expecting to see a guy laying in the street. Well he wasn't there. The person was standing in front of the brown house because they took off running and was three streets over now. But the body was actually on the opposite street but the dispatcher because she assumes that he said I'm standing in front of the brown house that he's laying in the street, this is in the general area. But it wasn't. He's laying in the street further down. So it may--simple thing miscommunication. And some people get upset, some won't, but look, they're just writing down what they're being told.
Problems - Information	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Yeah, I think we see that and my--I may be talking about a different information sharing than you are but you know sometimes you... you don't push enough information down or you push the information down the lines and it gets stuck somewhere and somebody doesn't see the need to pass that one or forgot to pass that on or missed it and didn't pass it on. You know issues from email working or radio working or you know we haven't had any of that. I was here for Katrina and we had some issues then with cellphones and radios and you know I think they did a lot of things to improve the state system since then. And you know we haven't had any issues through ice storms, a couple of hurricane reactions since then. You know I think the state operation system has really beefed up since then.
Problems - Information	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	The biggest problem is that the officer may be the last person for that information to get to, so at any point in the chain, if something is--if a question isn't asked at the very beginning, then it gets back to that

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								<p>officer, who now doesn't know a piece of information, because you always have at least three individuals dealing with it, you have the complainant who's actually calling communications, sometimes it's more, if they dial 911 and they're close, it sometimes goes to EMS or the Sheriff's Office before it comes back to us. Most phone calls that occur in the area will come straight to Communications, but not all the time, so we may be getting information third party from another group, and I guess that officer, that does cause issues. If Comms doesn't ask the right questions, or [inaudible] follow through with a good [inaudible], that's not going to get to the officer. The streets out here, a lot of the parking lots have changed names at least twice since I've worked here. The Communications Officers, whereas they used to be--whereas they used to be uniformed officers. They can see the stadium, because it's huge, it's a very large landmark, but they're not looking at the streets, and the communications [inaudible], oh, they're sitting there by the saw [phonetic], or they'll hear--they'll try to get that information from the complainant, and the complainant is not sure where they are, so they'll just send us somewhere, like, there's no one here... They can see the stadium, because it's huge, it's a very large landmark, but they're not looking at the streets, and the communications [inaudible], oh, they're sitting there by the saw [phonetic], or they'll hear--they'll try to get that information from the complainant, and the complainant is not sure where they are, so they'll just send us somewhere, like, there's no one here.</p>
Problems - Information	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	<p>...Riding for a reason, it would be just like [inaudible] just went out, a worker will complain about something to their immediate supervisor, who will tell their immediate supervisor, who will then say, call the police, when that first person--when they just reported a theft, so that would be extra people involved in this complaint, and it'll finally get to an officer, but there's no information, because all comms may be asking the person who called those questions. The person who called isn't the one making the complaint, or will have [inaudible] work around here who have a captain's number, or chief's number, or the major's number, or just</p>



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								an officer's number, who think, here's a crime, and sometimes, that's an active crime, or it was an active crime when they should have called us, and they'll just tell somebody about it that they know, like, send an email to somebody who works in administration here, or call their friend of theirs so they know, who's a patrol officer, who then gets around, and I think that's just the nature of where our work is sometimes, where it can be difficult enough moving that information through two different people or one different person to get back to the officer, ask him if there are extra people, that's happening after the fact. No one knows, no one remembers.
Problems - Information	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	... So now it is, just looking at it, the technology is there, but because we have such low call volume, you could get away with things like just asking for the description again, or giving more information than you need to give over the net, so stricter on the reins, because the more you put out, the more you're using your radio, and you don't want to use your radio that much at all.
Problems - Information	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Sure, yeah every day. I mean, social media, people putting out wrong information on social media that may be close to a situation. It hampers your investigation sometimes but yeah every day -- it is as much hindrance as it is a help, you know, it's a double-edged sword. But you know, I said that it is probably better than it is bad. You know for all the bad that is in it, you know it is probably better than it is bad. Communication -- when you can communicate with people effectively no matter how they get it you know. I think we are all better off.
Problems - Information	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Well, you would be surprised. We are a little archaic in our communication system, and again that is because, you know, we are not a high density population county. So when I talk about this, I am not talking just specifically for our city, I am talking more generally with our county - a bigger picture, if you will.
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	I mean, I think technology does have a component into just basically how everybody is so connected where it used to be divided, but now with social media and the different apps that you know, while

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								connectivity I think we use the present tweets. Okay, that is always positive, right? So, normally - I shouldn't say normally; historically, you didn't really have that kind of medium to be opinionated; there were some filters before it actually got out the mainstream public. We dont have that, and as far as police work or firefighting and public safety in general, you have people YouTube, you know, traffic stops and so forth and you know, the problem with that is - I mean, I dont mind if somebody wants to videotape me. The problem is they might only get half the story, and nobody wants to listen to the other half.
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Oh, for sure. You know, like if I have to pass on something to the fire department, I generally call back to Dispatch. Dispatch then will call the county dispatch. County dispatch will then relay it on the Fire frequency over to the Fire department, so there is a huge delay.
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	S2: I mean, I can't call [County], call on the cell phone. I can't call [County]; we don't have their frequencies available, so it would all have to be relayed from us to here to County, to their dispatch to their officer and then back to the state again. S1: Which creates the delay you talked about earlier. S2: Right. And what is lost in translation.
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	You are passing through a number of people which will tend to distort what comes out the other end but also you are touching base and using terminology that is so different, probably, and you are hitting different points along that snake that they might not know exactly what you are talking about. So they dont know what they are hearing, they can't really pass it on accurately, I dont think.
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Yeah, I would. I mean, I think they try their best, but if - you know, there is always what's lost is the nonverbal or you have let's say a dispute maybe that is domestic. While it is a domestic, depending on what the office is asking for, you know, domestic, if I hear that there is another officer at a domestic, that I am going to go help because I know volatile domestic situations can be and so forth and so on, but sometimes, the dispatcher might not know - okay, well, so and so on [City] is on a domestic, should I send another unit automatically or do I wait for them to ask for it? So, a

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								lot of times, if we hear it, we might not even wait to get dispatched; we will just start and that way whatever.
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Oh, for sure. When it doesn't work, it always becomes a problem because we are so reliant upon it that - you know, if [unintelligible] goes down because they are doing an update or whatever, can't run bad guys... So we may let somebody go. I mean, you are stuck in the dark because you dont know who they are.
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	You got different people in different frequencies and that becomes an issue, especially - I shouldn't say especially but the way the county works is they have got one dispatcher on Fire frequency and one dispatcher on Police or, you know, two and two, whatever, but it's separated, so we find a lot of times doing both; [unintelligible] Fire gets information that isn't sent to the police and vice versa.
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Yeah, they know that they gotta go and where to go but as far as okay, hey, this, you know, this person has got a history of violence or whatever might not make it to the opposite frequency.
Problems - Information	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Which was identified as a big problem then and it still is. You know, our inability to have dedicated channels to talk to different folks where the Fire has the capability to go to different channels, so for instance, there is the main Fire frequency that everybody gets dispatched on and then if there is - if it is a big enough incident, they might go to a secondary channel, but once they go to a secondary channel, people that dont have that, whether they are, you know, coming in or not, you know a lot of time, agencies that respond in won't have that secondary frequency so they won't know what's going on. And there are certain things you have to do once you arrive on scene, so how do you get that?
Problems - Information	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Most of the agencies out there all have different systems and I think it would be nice to have something across the board that had all the functions that are user friendly. There are different computer systems out there; like the one that we have currently is pretty user friendly; it's real easy to use, it has kind of a lot of new features, one that they might

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								go to if there is a merge with [City], that it is still going to go to a different system that is not as user friendly and doesn't have the features that the current one has and we will have to learn a brand new one over again that is not going to have the same features, not gonna be as good, in my opinion, because it is not going to - we are gonna lose the functionality that we had before that we took for granted, like the large database of names and stuff that we already have for the downriver area; not in that system anymore, we are not gonna have that anymore.
Problems - People	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	"--this doesn't add up. I mean, I do not have this channel." So long and short of the story, 20 minutes later, we finally figured out that that request was SCU Lincoln 5, which--
Problems - People	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	it could be a button that you press on your CAD, changes your channel for you or it could be a robot that does it for you. You will have some elements in there that you just can't work out or work around because there's [laughter] somebody at the end that either was trained 20 years ago or trained 20 minutes ago, and they're not doing it correctly, in some shape, or form, or fashion.
Problems - People	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	We've lost one in two years out of training. Our normal training isn't that long. So it's kind of scheduled for five months. It just didn't work out this time. The other lady that's in training is from Peru. And she's had some difficulty with accent, people being able to understand her on the radio. So we've given her some extra time. And we're doing some different things with her as well. And the other guy, [Name], who does all the education with the community is-- he had some of those same kind of issues with accent and particularly the radio because when you learn English, that's all great.
Problems - People	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	It's not. We would like to have them do Spanish, but-- And it works in different situations. We're actually looking into now that a lot of people will answer a text and they won't answer their phone. So we get a lot of butt dials here - a lot of 911 butt dials - and about 30% of our 911 calls are butt dialed, so we call them all back. Every single one of them.

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Problems - People	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	We have to. And nobody ever answers. But we've heard from other centers that they will answer a text.
Problems - People	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Yeah. And right now, if you want to change your address you have to go to-- if you're in a town, you go to the town, and if you're in a county, then maybe somebody doesn't care about it, and it's just a mess.
Problems - People	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	... So we have 53,000 people that live here, but in the winter time, the population of our county is closer to 85 because of all our skier visitors. And a lot of those people call 911. They're lost. They're hurt on the ski mountain. They've crashed their car because it's snowy. All that stuff, and so, a lot of that impacts our business. But their surcharge goes to wherever they live. So we don't get that funding from them. That's one thing. Location information sometimes is difficult to get from a cell phone. And again, we have a lot of visitors here. And they never know where they're at. Had no clue.
Problems - People	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Don't have a clue. We do get phase two data from most of them, eventually. And we can usually track people down just by talking to them and asking them questions. But not always. And so that's difficult for all of us and for our customer, too.
Problems - People	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	... However, other people think of it as an enabling factor. Anytime you have a large pot of money, people are going to take advantage of it. So there are people that call 911 that are abusing the system. That's just part of having a large metropolitan fire department.... Sometimes in these more densely populated areas, and part of has to deal with the economic split in some of the lower economic areas of the county, people don't have a stable income, they don't have Medicare, they don't have health benefits, and so their only help is 911 and the hospital. And since we have such a strong financial foundation in [County], with multiple hospitals, fully staffed, that are very good hospitals, that's their only case. So they call 911 for a splinter.
Problems - People	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Very minor things like, "I have a headache." "Okay. What were you doing?" "I was drinking." "Okay, how old are you?" "18." "Okay, first of all,

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								you're underage." And they call 911 for these--
Problems - People	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	So, for me, a common sense thing of, "Oh, I have a splinter. I'm going to go take a needle and pick it out and put a Band-Aid on it," people call 911 and want to go to the hospital for that.
Problems - People	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Exactly. And so you have all sorts of numbers of people that are just-- or you get the people with some psychiatric behavioral issues. You can't avoid that. You have to send help. So we get our frequent callers. People say, "There's a plane crashing--" there's a certain gentleman that has a certain phone number that we know. And whenever he calls up, he says, "I'm having a heart attack. I just set myself on fire. And I see a plane crash." And he says these crazy things. And he is out there. But if you're a new call taker, you freak out, because you think this is a major thing. So those are the type of people we deal with, is people anywhere from-- I wouldn't quite call them system-abusers. They just don't have coping skills for life. And so their only out is 911. Then you have other people that come from other countries that don't even have a 911 system where they came from, and the thought of calling 911, and from their perspective, getting a paramedic with a lot of equipment, is better than most hospital facilities they came from. So they love utilizing this resource. And in [County], if you don't have insurance, we don't bill you. It's a complete free system. If you have insurance, we'll bill your insurance because in your insurance plan you're already paying for it. So it's not added cost. So if you can't pay for it, we don't bill you. If you can pay for it, you're already paying the benefit. So we're just taking advantage of the insurance side of it. So that's where a lot of people like to come into [County] because they get great emergency coverage for EMS, with no cost.
Problems - People	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	... Stressors, for a lot of people, are the language barriers. ... So we have a language line that we can call immediately and it has close to 100 different languages that are available to us...and all these crazy countries that the dialect is so specific that the language barrier is horrible. So when you're receiving a call it's a huge stress trying to figure

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								out what language they're speaking.
Problems - People	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	I've actually had this discussion and I've actually argued in favor of both because there are certain firefighters up here that will turn around when a call-taker is crying and they're upset and they need a moment off the floor because they took a call that was hard, and then the firefighter, insensitive bastards that we are at times, with our unique humor.... So that's been a problem up here because of that, but there's been a lot of training and the good thing is the longer that some of these firefighters have been up here from the field, that's one of their transitional things they have to learn about, is understanding these people that work up here that are now on call takers aren't EMTs. They don't respond out in the field. They don't know what it's like to be in your shoes, as much as you don't know what it's like to be in their shoes. And once they kind of grasp that, they may not agree with the responses but at least they shut their mouths
Problems - People	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	So certain people's personal work ethic and what they want to know and don't want to know, and if they want to be more prepared or not, all those variables come into play so that we do have a very good back up radio system that if the people are comfortable with it and comfortable with the transition, it really helps when we have a failure of system and we can immediately switch to something else.
Problems - People	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	... Every once in a while we'll come across a crew that is trying to hide under the radar. Sometimes they've just been beat up. Six or seven calls before lunch, it's now 3 o'clock. They're hangry, they just want to get something to eat. They just want to stay at the hospital, go to a store, grab a quick bite to eat and then go back in service because they know they're going to get hammered.
Problems - People	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...Now with cell phones, you have 400 people calling for the homeless man on the corner who appears in distress. That's a waste of 911, it's a waste of resources because the guy is fine but all these people with cell phones don't know. None of them wants to stop and help, they just use their phones--

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Problems - People	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	--they don't speak any English at all or what they do speak is not clear. And that can be very, very stressful and frustrating sometimes on them. Yeah, just all kinds of different socioeconomic backgrounds in this county.
Problems - People	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Yeah. Had to talk to our technology battalion chief this morning about a radio outage for a short period of time. Had to talk to one of my employees because he was being a bad boy [laughter].
Problems - People	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	To me, it's less than a minute. But sometimes it's just unavoidable. It's going to go over a minute because of the technology. So just some personnel, just working with them gets my stress level up just because of who they are.
Problems - People	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	--the selfish ones, the ones that push the envelope.
Problems - People	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	They get frustrated because they want an ambulance. They don't know the difference between advanced life support and basic life-- they don't care about any of that. They don't care about our response packages. They just want someone to show up at their door. So that can be frustrating, because I know I've dealt with it before in taking 911 calls. My philosophy on that is I don't care. It's not my emergency. If you're not willing to give me the information that I need, address and phone number, and tell me what's going on, then you're going to wait.
Problems - People	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	So you have to-- there's a fine line being empathetic and being stern, I guess. You can't take it personal. "My mom's not breathing," "okay, what's the address?" The caller thinks that they've given you the address, they're good. They can hang up now. And that's not the case. We have to --
Problems - People	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	...We are a lot more patient than other agencies would be and so I think that it helps us in a lot of ways but it can also be kind of negative. It helps us in one way because I do feel like there is a higher professional standard so we're very good at our jobs, we're very professional and courteous to the public but then on the other hand sometimes they can



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								tax our resources because we're responding and dealing with these incidents that maybe you shouldn't really be receiving a public safety response.
Problems - People	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Usually so for a perfect example would be one that I took a couple days ago in which a person kind of expressed that they didn't like the look of a vehicle and there was nothing that they could express about why they found the vehicle to be concerning... There was no suspicious activity, they didn't find anybody that they found suspicious around the vehicle that sort of stuff. We respond to a lot of civil matters that because they want the police to respond we will respond even if it is a civil dispute and there's nothing for the police to do. If they say they want the police to respond we respond. So that's more of a and that's a policy that a lot of us kind of share the opinion that that's a policy that kind of is bread of this [City] Way.
Problems - People	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right. So we say we need two [separate public safety buildings] that makes sense to them but then we say we need something geodiverse and they're like why? Because they don't think that way so that can be frustrating sometimes.
Problems - People	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	And then with that we have received somewhere in the range of two hundred and thirty texts. A good probably 80% or more of that are accidental texts to 911.
Problems - People	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Or believe it or not we get butt texts not sure how you do that. I haven't quite figured that out but we do get butt texts and we also get people saying hey does this work?
Problems - People	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	There's no money in it for them. It's very expensive for them to upgrade their systems and that's why we currently don't know where you are when you call 911 from a cell phone.
Problems - People	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So it's kind of hard because we have to really start getting down on our builders to make sure that they're doing the right thing.
Problems - People	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Even if it's a very non-emergency they expect a certain level of response. So it's hard for us to keep up with some of those expectations. Some of

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								them are very disappointed that we don't have certain applications that are out at the moment. One of those being smart 911 and the reason that we chose not to purchase smart 911 it is free to the citizens but it costs the county an annual amount.
Problems - People	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Now they say every 6 months they're those who buy the who download the application every 6 months they're sent a notification to update. They have to at least sign in and acknowledge that all the information is still accurate and correct but when you look at the elderly populations or you look at the younger populations who you know they get an email and they're like oh whatever and they just blow it off or they don't know what to do with it or they get a phone call and they don't recognize the number so they don't answer it how do we know the information is up to date?
Problems - People	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	We have lots of non-emergency calls stuff that during the day other county departments instead of knowing where to transfer them they're like we'll just transfer you to the non-emergency number and then we are then tasked with trying to figure out where this person who this person really needs to talk to. We have citizens who call upset because there was Canadian bacon on their pizza and not American bacon on their pizza.
Problems - People	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	You're one of three hundred cars right now. We can't send you an officer. Exchange information move your cars. Well we need to be towed. We don't have enough I'm sorry like we're in a snow emergency. If we send an officer to go and assist you our officer is going to be in the same situation and we need our officers to be free to go to emergencies and not in a ten-car pileup because you guys decided to drive down a hill that you drive everyday but yet still decided to drive down when you knew it was going to be covered in ice.
Problems - People	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	You've been driving this route for 10 years. You know it always gets covered in ice. You know this is a regular issue. Let's think of a different route to go next year. So we know when there are going to be influxes especially if there's a snowstorm that hits right before rush hour.

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Problems - People	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	[City] can say no to somebody, [County] we don't. If you want an officer you're going to get an officer, if you want an ambulance you're going to get an ambulance. We're not allowed to say no. We've had people call with a tick on the toe. She refused to pull it off herself, she refused to drive herself to the hospital, she wanted a medic, she refused to let the medic to take it off, she wanted to go to the hospital and have a doctor take the tick off of her toe. So we've kind of allowed those expectations to also hold true so we've kind of also perpetuated this [City]-ian kind of view on life.
Problems - People	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	We had people that were not knowing that we would be watching and not that we were necessarily watching for it it was before we started this program our communications department happened to have people were tweeting them saying there's a tree down at this location, there's a tree down at that location, there's someone injured here, there's someone injured there and they didn't know what to do with that.
Problems - People	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	It's a lot and so having something that integrates all of those and you can work seamlessly through all of them I think is really where we're lacking in this world. The technology is there, the technology is great, it's going places but there's a divide where the operations folks know operations and the technology folks know technology. There's not many people that know both of them and that's where my interest in this world comes into because I want to take both of those aspects and worlds into it to make the best for both sides.
Problems - People	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well with our sheriffs we don't really have an issue except where maybe you know the radios don't work and we do have those kinds of coverage issues but generally not a problem when you know I'm communicating something dispatch and something out to my sheriff officers but fire is a different channel and that's not usually a problem. Only sometimes they're not always listening to their radios and we can't control that. Sometimes we don't know that so but we communicate that out, we dispatch that out and then sometimes that's out of our hands and same thing for EMS. We make that call, we dispatch them but we don't always

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								know until somebody communicates back to us that they've gone or not so it's easy enough to communicate. I don't always know that that communication has been successful.
Problems - People	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Oh no I think it's mostly people really. You know people don't always give you the information that you need even when you ask for it so we think we're being really specific and asking about a very particular thing and then people give us all kinds of crazy answers so sometimes a call that you think should take you know thirty seconds takes 2 minutes and then you've got to dispatch out that information...
Problems - People	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	...I guess now I think about it you asked earlier about you know decisions we're making about information and sometimes that does happen. Sometimes that is true that we get too much information from people and we don't need to pass all of that along to the folks and so we sometimes do leave things out at least in that initial dispatch and then we might call back and give them additional information later but they need that first information to really go in and deal with the call so that's I think sometimes what I would say that it's really it's a people problem more than anything and people giving you the right information when you ask it in ways that are useful.
Problems - People	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah, you've got to follow chain-of-command. Some things have to be formal, some things can be informal, but you just need to inherently know that. And so I think culture really is our biggest inhibitor to having better communications. One of the things that on the incident side right, out there, cost of technology is a significant inhibitor to-- not everybody can have a radio. Right? Even though they really need it for their job. To spend \$7,000, 8,000 on a portable radio is just, it's wrong.
Problems - People	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] It's wrong, [laughter] just to be honest. To spend \$70 million dollars on the infrastructure is just mind-boggling to think about it. But there are other technologies emerging. Software applications that you put on your phone, integrate with those. What's inhibiting from that happening is, we really wanted to have a completely independent radio communications infrastructure from the internet. We don't want to open that Pandora's

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								box from a security perspective. And so in order to facilitate that you stuff you actually have to have networks converge. That would make it more cost advantageous. And then people don't like to carry big bulky radios anymore. They'd rather have it on their phone. Now you spend a bunch of money to give all these people radios and now they're just going to use their phone. So it's cultural but it's also cost. And grant funding has been the primary stream for all that. Most if it didn't come out of budget. Once this starts to need to come out of budget because grant funding isn't available or needs to be for other things, then that becomes kind of a challenge. A tug-of-war over what gets priority.
Problems - People	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	...So the lower class is sometimes difficult to work with, because they're at a high demand. They want what they want, when they want it, and how they want it. And some people, you can't get them to understand I'm only the dispatcher. I take the message; I relay the message. Now when that officer or when that person that you need that help, that assistance from gets back to you, it's not my fault. So we take a lot of heat from the lower class... And when they call in, you're going to get that group, that one person that might catch an attitude. They might want to curse. They might want to say different things. But you've just got to know how to handle them. You handle them, and you forget about it. Don't take anything to heart, because that isn't making you a better dispatcher. It's not making you a better person.
Problems - People	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Sometimes with the sheriff's office, we have to get them to understand the way it is out in the field and on the streets. It's not the same as in dispatch...But if we're if we're busy with the phones, and we're slow to giving you that information back, have some kind of understanding that okay, maybe they're busy on the phone, and they got tied up doing something else. If we say stand by on that, understand that it's just two of us, and we're both trying to fit all between other radio traffic and phones.
Problems - People	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	... Now monitoring both departments is kind of hard, so we set up a channel for them to all switch over to, and they don't always switch to

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								that channel so we can monitor all of them at once. They'll talk on each other's channel, and you have to flip back and forth and also flip to the sheriff office to the main dispatch channel. So it's three channels that you're trying to monitor. And so that's another task on that one.
Problems - People	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Dedication. You have to want to do this job. It's not a job that just anyone can just jump into. They have to realize that they're going to get screamed at, hollered at, fussed at, in an individual or individuals' worst time answering a 911 call.
Problems - People	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	...Well when they got to the school and an undisclosed location in [County] and they found out that they were not getting food stamps, they were not getting Red Cross vouchers, and they were not getting, for lack of better terms, a Ritz-Carlton to sleep at, they took any means they could back home. And we brought 132 people back.
Problems - People	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	And you talk about the technology. Think about a flip phone or bag phone that we had first, and now all of a sudden why you never answer my email? Well I was in a two-hour meeting. I couldn't answer your email. It's like everybody expects something at the snap of a finger, which doesn't always happen.
Problems - People	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... But there needs to be limits that I don't think we're ever going to see. Press release, people find out about it before we even find out about it, before the company can even put a press release, before we can put out a press release. The media is beating on the door, wanting to know hey, what's going on at ABC facility? What you talking about? And then oh [inaudible] phone's beeping, it must be them calling. It's its own worst enemy. I think that's the only way I can put it.
Problems - People	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Yes, because it shows the proactivity of a lot of departments and facets of the [County] that people, according to some people, all I do is walk around the office with a two-way radio and a cellphone. I had a family member the other day, I was at a family gathering, and it was right around, right before Thanksgiving. Man, you don't have too much going on right now, huh? What you mean? What, no hurricanes this year,

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								nothing else going on, huh?
Problems - People	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Basically when you're able to obtain all the information that you need, you don't have the person want to stay on the line, which I have a problem with people saying on the line. But we have people that they just, they're repeating the same thing over and over again, and you, I'm going to get somebody out there. Then they start over on the story again, and it's like I've already listened to you, I heard you. I understand where you're coming from. I have to get an officer out there. And then as soon as you said it, they start over again.
Problems - People	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	The responsibilities are definitely to ensure that the call taker's safe or any victims are safe. And that tends to be frustrating too because you'll tell them if you're near this person, try to get away from them. And you have individuals that are like I'm not going anywhere, this is my house. And you tell them this is for your safety. You can always return to your house. You can't come back to life if this person is a danger to you.
Problems - People	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	You can. Yes, you could definitely imply that the person, sometimes you have individuals that are exaggerating, or they'll tell the same story, but they'll add more to it. And then you clarify. They say oh no, that's not what happened, or they'll, oh well I didn't say that, even though they just said it, and they'll add even more. So you can definitely deduce whether someone's making a bigger situation than what's really going on. And then sometimes you can infer that if they're not in the right mind state, you can sometimes tell depending on what they're stating to you.
Problems - People	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Lack of communication causes communications problems [laughter].
Problems - People	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	The problem is, where the public wants to know every detail, there's some things it should be a need-to-know basis. Like we had a kid that was investigated at [City] High for possibly having mental, thoughts about shooting up school. And everybody wanted his name released, and they're failing to understand this is a child. And look, I understand he's just as capable as an adult, but he's still a child. There's no need for

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								everyone to know his name, to go pounding on his door, and make the situation worse.
Problems - People	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	... But even in here I mean they work in a--it's not a huge area, it's not small, but it's not huge but I will, you know, tell someone to pass it onto the next person or put it out even in an email and they still don't. Oh, I didn't see that. [Snorts]. Yeah, you did. But, yeah, I think the biggest--lack of communication. They get through their 12-hour shift and the new shift's coming on and they're ready to get out of the door. And they forget to pass on or give them whatever and they're running out the door.
Problems - People	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Well we just had an incident the other day. Our PIO released a press release of a juvenile being charged in something for school regarding the unfortunate school shootings that have been happening, about a kid being arrested and charged the day before. And some parent evidently read the headline and not the whole article and got to Facebook and the student saw something and they started texting parents and it turned into there was supposedly an active shooter at a school. There was nothing at that school. There were 600 kids checked out that day out of that school because--and I get it, it's a touchy situation. But they would not believe anything law enforcement said to tell them that there was nothing going on at that school.
Problems - People	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	There have been a few incidences of... a grass man cutting the T-1 line. He wasn't supposed to do that.
Problems - People	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	It--I truly believe that technology can hinder, it's the people using the technology most of the time.
Problems - People	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	.... People who are scared and, you know, are looking for help. Who some people can be agitated and, you know, pretty nasty.
Problems - People	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Yeah, because there are people who have access to our radio channels that shouldn't so yeah.
Problems - People	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	... we have a lot of people over the radio and they're all talking on top of each other. And we have to tell them to go to another channel so they



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								don't block up the main channel that we use to dispatch out, you know, in case of emergency situations. So the radio traffic would be... a mess.
Problems - People	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	A lack of listening, a lack of understanding... a need to want to be right about situations. Pigheadedness. Stubbornness [Laughing]. Yeah
Problems - People	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	I say with our older callers sometimes they're hard of hearing and it's hard to communicate with them. They can communicate with you and you know it's hard for them to kind of understand what you're saying sometimes and we also have some people who live here who have heavy accents that's kind of hard. And sometimes you just have irate callers who just don't want to communication they just, you know
Problems - People	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	There are times when we've gotten the wrong addresses for people and that's a problem. That's a major problem. But other than that, no.
Problems - People	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Cause some of our officers are not from here and they don't know the area as well as they should so they have trouble getting to where they need to go...
Problems - People	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Just because--it's difficult in a lot of different ways. Sometimes you can't please everybody so that part is difficult. It can be difficult because sometimes you might get a call from somebody you know. And you know you have to kind of go through their problem with them without making it personal. That's about it. And the hours. [Chuckling].
Problems - People	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	You do need to know the area. And you need to know how to look at a map and determine, you know, where people are and a lot of times we get a lot of calls from people who will not know where they are. It's amazing how people don't know where they are [Laughing]. Like I get adults that don't even know their address. And so you do kind of have to know how to say, well, how are you from this place or do you remember passing this store or something like that. So yeah, it's important to at least halfway know your area.
Problems - People	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	... But the other officers, for the most part, it's good working with them. Sometimes they get like, I guess 'cause it's predominantly male and we're females, they get like these little macho attitudes or whatever but

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								if you just brush them off and don't entertain them they normally just calm down.
Problems - People	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	... We know the questions to ask. So sometimes it feel like belittling, like well I'm the one that's doing this and you just sitting there all night. Like they'll say stuff like that. Like you just--I mean you just sit there all night. But I'm not just sitting here like...
Problems - People	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Hmm. It's... [Laughing]. It's a task to really communicate with them 'cause I mean like I said I'm thinking that it may be more because we don't know each other and it's almost like talking to strangers every day.
Problems - People	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	But it's almost like I can tell you something and then I bet you before you get there you're going to ask me the same thing again like I just told you that. But if I say I just told you that then I would be wrong 'cause that's not my job to be, you know, rude and just have attitude.
Problems - People	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Hmm. Not really. We have a paging system, like a text message type thing and I don't really know the thing with that is I don't know if you got the message. I don't know if you cared about [Laughing] getting the message. I don't know if you saw the message and it's just like, oh okay, and put it down.
Problems - People	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Egos, huh. I think egos. Not even the equipment, like I think it's just people, like I think it's just everybody has different personalities. Some people just, I guess, have points to prove. Some people come to work with all their issues and don't know how to leave them at the door. So I think it's more people than anything.
Problems - People	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	... Because we don't want people just packing in here and having a social hour in here when these guys are really taking 911 calls and dispatching real emergencies, the background noise will get there...that's a real person whether it's the dispatcher being ugly or it's the responder being ugly or short or snippy on the radio or even the phone. They're real people up here.
Problems - People	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	... The lack of understanding of what those responders look at and see and feel and hear and smell and taste and everything in the field, we

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								don't get to see that from the communications side so often. So I think those are probably the biggest of the stressors is the actual work that they do, not having any closure is probably one of the big ones.
Problems - People	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Yeah. It's becoming a bigger--we've had calls where, hey, this large drone is flying over the interstate and we get 30 or 40 calls on it because people are seeing this unmanned aircraft flying. Nobody's told us. It ends up being, hey, it's a survey company for the Department of Transportation who's flying the interstate to get good pictures of the interstate but no one let us know. Mosquito control. We don't have a mosquito control plane here but we do as a [County] hire [City]'s plane to come and spray certain times and then all of a sudden somebody forgot to just let the local 911 center know, now we've got a bunch of people calling that there's this low flying plane spraying stuff in our neighborhood. We probably know it's a mosquito control but nobody's told us and they're supposed to.
Problems - People	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	... They may not have signed up for being an investigator on a kidnapping that somebody took a video of and they missed something in that video that was critical and then some attorney down the road 6 months, 2 years down the road gets them on a witness stand and says why didn't you see this whenever he's and 2 years to review that video and go, you know, you should have seen this piece of evidence in the video. I just don't want to have anything to do with it.
Problems - People	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	...I don't think and I hope that the public will not use that as a way to communication regularly with 911. I don't think they will because I think most people are going to go, you know, this is an emergency let me speak to someone. And I hope that our public education efforts will center around you only text 911 if you can't talk.
Problems - People	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	I think, number one, a lack of communication. It's not the technology, it's the human interface that is our number one problem of communication. Then I think you can get into technology because by far that's going to be your biggest, biggest risk in communications is people not communicating, physically communicating with one another.

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Problems - People	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	But again, I don't think that that's the technology because I think that can be overcome quickly with technology and interfaces can be built for a lot of things but that human communication, one to another, and do we play in the sandbox well with another group? That's why I say I don't think technology is going to be our problem. I think it's going to be more of the human interface than it is the technology.
Problems - People	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	... And technology is to a bad thing. It's how it's used. And but we've got to look at the bad because of human nature basically.
Problems - People	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	And we'd be going that we can use. But not here. Here's where it can be used better. So I think those companies and developers of technology that are going to the users, no matter what it is, if it's public safety, if it's healthcare, if it's school, if they get that user input from the very beginning and not some engineer sitting there and saying, oh man, I'm a good [Job title] and I can build this bridge that doesn't do anything...
Problems - People	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	I think that the media, and I'm not just talking about news, I'm talking about the whole gamut of media has given such a false impression of public safety that during a 24 or... 60 minute television show with commercials they have been able to have the crime happen, it'd be investigated and solved, why can't you do that today in 911? Why not? Or it only took them a minute to get there. I mean whenever the operator hung up with them on NCIS, huh, they were there. Well how did they get from one state to the other and you can't get here in 15 minutes? I think they've given a really, really bad impression and I think that started with the television show back in the early 90's called 911. Late 80's, early 90's called 911. They never showed the real outcome of most of our calls and they're not good.
Problems - People	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	I get more stressful. I try to get more information as quick as possible so I can get them off the line. Lately on day shift you usually have back to back to back calls. Some days like Tuesday, I had five, six calls the whole day, 12 hours. It was [inaudible]. The day before I had 22 case numbers. And that's back to back to back to back. So that got a little stressful. Sometimes it get stressful with your partner, and they're,

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								you're like hey, you're miscommunicating with me. I do that too. Sometimes I'm miscommunicate a lot. It happens.
Problems - People	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	... And with all the access to, parents allowing their kids just to play on cellphones, I believe if you were to go to EMS, you would see that they get probably, one person I saw in probably 20 minutes had like seven 911 hang-ups, or less. It is a, that is a major problem. I don't like that at all. I think you should have to go through some other way, avenue. There has to be another way, that it just accesses different, just 911, you know.
Problems - People	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: Yeah and I don't think it's -- it's not so much that we can't just like build our own radios. Not so much that we can't communicate -- we just don't communicate well. Sometimes, maybe I don't tell you what I need to and sometimes I will tell you too much and you don't pay attention. I think a lot of it is miscommunication, it sounds.
Problems - People	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: But I think with media, it's not only like what we think of as media, you know, like local TV stations or newspapers but people see everything on TV and because it is on TV, we can do that.
Problems - People	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: Okay, because new technology and people are here and people are having trouble with it and misrouting calls so we're just going to wait. Okay, so we waited and we waited, and we waited, and we waited.
Problems - People	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: I think public education there and like [Name] mentioned because you would be surprised -- number one, they call -- they think we are the police department. Because, you know, we get that and maybe public education is the one. However, I actually say that -- I'd actually go where you are really not talking to the police department.
Problems - People	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: I told you. And when the power is out -- they call us.
Problems - People	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: Yeah. And so, that really does tie us for emergencies. My fear, and I don't know whether it can be fixed. I've got 62-year-old women and men both in their -- how are they going to handle a text call from a 14-year-old girl with TBT and just all the abbreviations and all that. Yeah, I think it is going to create a lot of in a bad way -- actually I think it is going to put a

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								toll and take a toll and run off a lot of people because they can't.
Problems - People	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Or [CAD] pulled the right truck and the dispatcher sent the wrong truck. You know told them the wrong truck, they're human, they make mistakes.
Problems - People	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	Some people won't say enough on the radio so people come into the call maybe like-- he may just very briefly just say something and then the incoming crews are like, "Do I get another update or what? Is this it?"... I mean, I think the biggest breakdown would be is people not talking to each other. That would be the biggest thing or assuming things [inaudible] should say. Like I said, we don't have that a lot here because there's big expectations for what you will say.... But I am expected to say things that could help the incoming crews. I got to give them a task, and I got to give them an update on the patients, or where they're going, or what we're dealing with. I mean, I don't have to give this-- paint this beautiful picture, but I need to start painting the picture.
Problems - People	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	I think where we've encountered some struggles is the jurisdictional terminology and kind of the etiquette they use on the radio. We overcome it. It's really not that hard. But the first couple times you communicate with another jurisdiction, you learn how they communicate with their dispatch and--
Problems - People	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	More or less the radios are not a problem at all. People are chatty, which ties the channels up if you've got a very long-winded person on the other end. But, by and large, that's not really the problem. I think a lot of the issue is just shortening the time it takes from the time a resident calls 911 to the time the call's dispatched. Both fire and the ambulance.
Problems - People	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	...It would be much better to have that information. And they do a good job and sometimes callers are not great. So the Beltway is a good example of people don't know if they're on the inner or the outer loop.
Problems - People	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	That's not a technology thing as much as it is a agency sharing information thing. Because we're not there yet, between human services and us.

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Problems - People	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	I think, first off, user experience. If somebody's unfamiliar with the radio system or how to communicate, it can delay it. Those dead zones that I mentioned earlier, the Metro, some cement apartment buildings that have large wings. If we're in the core of the building, we can't communicate out. They can't communicate to us.
Problems - People	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	Yeah. I think we've integrated well between fire units, EMS units. Where we haven't integrated well is between hospitals and the pre-hospital providers.
Problems - People	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	And everybody has a radio, and everybody has something more important than the other person to say [laughter].
Problems - People	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	What causes communications? People not doing it. So people not communicating or vague in the delivery of their message. So I will say firegram because that's common terminology for us, but as a medic, ALS provider, on the firegram in the sense of going to someone's house - the incident location, firegram, however you wish to - is somebody may say, "Come around back," but not say, "Utilize the left side because that's where the sidewalk is." So they're very vague in their means of communicating. Again, we don't want to talk a lot on the radio because what we say on the radio, somewhat the whole county is listening and doesn't need to know that the gate's locked on the right, use the one on the left. So we just don't do a very good job of delivering basic messages.
Problems - People	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	So we have a Whiteboard. So basically, it's like a-- it used to literally be a whiteboard, like a grease board that you would write on and wipe off. And I would have everybody on the schedule that day, and where they were, and who-- whatever... Then you can see the whiteboard on the phone and that's a newer thing... I like it fine. I usually go by memory. But that is not always right. ...
Problems - People	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: the paramedic dispatcher] ... But a lot of times, there's other information that they can see if they look for it, that they don't read out to you. They just don't. I don't know if they're busy. I don't know if they're

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								just reading the first four sentences. I don't know if it's buried after like another bunch of notes and they don't have time. I don't know why. So if you're listening to the police channel, a lot of times you'll hear the police get sent on the same call, the same information. And then all of sudden, they add two extra sentences and you're like, "Oh, that's helpful information that I got indirectly by eavesdropping on another--" we're totally allowed to do it. But that gives me information about that.
Problems - People	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Also, you can read all of those notes on your laptop. It drops into your laptop. So you can read all of those notes, if you have time on the way to the call, to open it up and take a look about what's happening. And you can see the stuff that they have told you. And you can see stuff like, "Why didn't they tell me that? Why didn't they tell me that?" They try though. And they'll try to give you information like, "We're sending the police with you, and this is why we're sending the police with you." And so you're like, "Okay, good." So yeah, so that happens all the time. And some dispatchers are better than others at always giving you the right information, or as much as they have, or reading through all of it before they just send you on something. Some dispatchers are like they're just-- it's like they're not even thinking. They're just reading the words in front of them. They don't even know what they're saying to you. You're like, "Do you realize you just said what you said?"...
Problems - People	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...doctors and paramedics and other people who take care of people used to-- people who had done it a long time had a finely developed sense of when somebody was sick. They could look at him and go, "There's something wrong there." They don't have that anymore. It's like firefighters, there's a whole generation of firefighters who is out there now who have never fought a big fire because there aren't any, other than wildfires. A lot of agencies don't have big structural fires, especially if you're not in a city with all the buildings...
Problems - People	EMS	R	Other Public Safety	56-65	31-40	Male	EMS-R-008	.... I mean, I'm usually a little understaffed in the winter and a little overstaffed in the summer, and I try and smooth out those curves a little bit, but it's-- everyone complains when the ambulance doesn't show up



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			Personnel					for 10 minutes or something. It's like, "Where were you guys [laughter]?"
Problems - People	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Yeah. And it's tough for them from what I know is because they're in a cubicle. So you might be the police dispatcher and I'm the fire dispatcher. You can just stand up and tell them, "Hey, we got an emergency. Send everybody to Engine One's call." But then they got to remember to push the button and talk it through, too, so it gets recorded and stuff like that.
Problems - People	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...so often, the information that dispatch is receiving from people is very much exaggerated. "Oh my God. There's blood everywhere." "Well, compared to what you're used to, yes, there is blood everywhere. But it's right here and it's right here. It's not that bad." So that stuff really does never-- I don't have a lot of value in that...
Problems - People	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Some battalion chiefs want their ambulance crews listening to the radio 24/7 sans sleeping with the idea of, if the police are going into an incident, we can get a jump on it essentially. But it's a difference of opinion for some folks, because then you desensitize yourself to the radio. So on paper, we don't-- there's no real policy there.
Problems - People	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	...We have very little to no communication with our police agency. We are able to scan their channel, but I don't think they want us on their channel, and they don't come onto our channel. And that's been identified as a huge problem in some of these large-scale incidents around the country of, for instance, the [City] shooting. There was no communication between the police and the fire on one scene. So I think that needs to get bridged. I think that's done through policy and procedure. I think the technology is there. I just don't think we utilize it efficiently.
Problems - People	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...So for us, our problems are more in the area of coordination both with our own people and interoperability. We do do more interoperability stuff than, I think, probably any other agency because we sit at the center of the metro area. And so we border on everybody, and everybody borders on us.
Problems - People	EMS	U	Field	46-55	21-30	Male	EMS-	[RE: federal interoperability channels] ...we have those in our radios. And

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			Responder				U-003	if we ever need to use those, which the last time we needed to use any of those was when the northern front range was having all those floods about five years ago. We sent ambulances far up north that they couldn't use our Harris system anymore and they had to jump onto those channels. Probably 80% of our guys couldn't find them; they use them so rarely. So we sent a lieutenant out before we shipped the ambulances out of the city, like, "These channels here on your radio, this is what you're going to be using." So the commanders know where they are. Our medics typically don't know where those stuff for ground-air operations and things like that. We have them, but we have to put some special effort into using those if we ever need them...
Problems - People	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] Occasionally, the patient will call back and say, "You know what? I changed my mind. I don't want an ambulance at all." It does happen. It's somewhat infrequent. More often, what happens is a call generates for whatever reason. It's assigned an ambulance, a fire truck, or the police. And when they get there, they do kind of the initial assessment.
Problems - People	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] ...Sometimes I wish a little bit more information came across on a pager because sometimes the Toughbook, it doesn't stay connected to the Wi-Fi and that type of thing. And sometimes, it depends on the dispatch, on just what's happening in dispatch within the call sometimes. Sometimes the police call taker is getting different information than our call taker is, and so sometimes if you monitor a different channel, you can get new information that way. It's nobody's fault per se. It's just people answer questions differently.
Problems - People	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: change in technology and communication] It's very difficult for us to change but it has improved.
Problems - People	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Where I'm saying bad is, there were people who were on for 20, 30 years and when you have that amount of time in a certain company, you're set in your ways and whatnot.
Problems - People	EMS	U	Supervising	46-55	21-30	Male	EMS-	...they have to know the people that they're delivering the patient to.

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			Field Responder				U-010	Some nurses and doctors are nice and kind to them. Others don't give them the light of day, which is unfortunate. So they're not partners in that way...
Problems - People	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	If people are not clear, especially if you're on the scene and you need additional help or other things you have to do manually, things can kind of get confused or messages can get missed, I think, sometimes. For the most part, I think it works well. But when you have the human element in there, there's always the possibility, at least, that there could be some things that don't always work with the radio's communication.
Problems - People	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Okay. Well, one big thing is when you have multiple companies trying to talk at the same time to the dispatcher because there is only two EMS. You got EMS [City] South, and EMS North or Main. And it's split down the middle. So I believe the jurisdiction or map-wise, it's [Street], 2200 south. Anything south of that is called [City] EMS. And anything north of that is called Main, North. So you have two dispatchers for EMS. So you could have a big incidence up north where there's six ambulances and they're all trying to talk at the same time. And dispatch will say, "Okay. Hold on, guys." He'll triage via, he'll "Let me see what's going on first, okay? Ambulance 10, go ahead with your message. Okay. Now ambulance 15, go ahead with your message." So he has to triage that over them all.
Problems - People	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	It's advanced far beyond us. Especially us older people where you see sometimes jokes on the Internet like, "Thank God I didn't have cell phones when I was younger." All the stupid stuff that we used to do as kids. But I find that to be very sad. And millennials again. I have a class of 42 paramedics in here right now. They're millennials. I cannot tell you how hard it is to educate them. Because they come in here, they've been on some sort of iPad or gaming device for their later part of their life, they're in their 20s. So for the last 10 years, they've been gaming, they've been on the computer, they're on their phone, they're not disciplined. When you get in their face to discipline them, they shrivel up. They're freaking out because they don't do that. I mean, there's no-- my last candidate class, I asked a girl, I said, "Have you ever been yelled at?" She

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								said, "Never." Never in her whole life.
Problems - People	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	[RE: too much technology or information] I think that people might say that as far as like the heart monitor, [LifePad?] 15, it's a lot. That device does an awful lot. Just the recording alone and what you do and send those runs over Bluetooth and do all kinds of stuff with that. I think that the addition of having such intense technology is intimidating to those who were maybe skating by or the thought that now they might be of the mind-set where like, "Oh my God, well I could get caught for what if I didn't do that or--?" And it makes them fearful. So now that technology is causing anxiety because they're wondering, "Oh, am I going to get in trouble? I didn't send that run. They're going to know." We download the runs from a distance. We can do that like anytime we want.
Problems - People	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	The LifePad 15, it's a newer model for us. It's a better monitor. So I like it. I like the fact that it can do all that stuff, but I know that people who are maybe 10 years older than me, they don't like it. They don't like the change in technology. I was younger, so I can go with that. Now, the older they are, firemen included, they do not like technology... They do resist it. Yes. Are you kidding? I can't get these old firemen-- I'm saying old firemen, and they may be 55, to answer city email. "Now, you know I don't log on that city email stuff." "It's just an email, it's not like it's--" I don't know. Yeah.
Problems - People	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	I think that your communication style is just part of you. Some people are very good at it and some are not at all. And if you are not good at communicating, you are not going to be good at communicating on the radio either. And you know people when you hear them on the radio trying to call a run or something happened and they're trying to convey it over the radio. You know that they-- those are the people-- if I know them I can tell their voice-- you know that they have terrible communication skills. They can't even convey on the radio what it is that they need. And then sometimes, yes, I believe that there are sometimes a little bit lost in translation...
Problems - People	EMS	U	Other	46-55	21-30	Female	EMS-	... We have the dispatch center, the [dispatch center name]. They take

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			Public Safety Personnel				U-009	the runs, they dispatch our runs. We sometimes will have to ask, we would like more information. Sometimes they'll say, "Well, what do you need that for?" And then you try not to get smart and say, "Because I'm the one out in front of this house where there's a shooting victim and you're tucked away safe up at the Office of Emergency Management. I need more info." Or "[Ambulance?] time, we need the police." "What do you need them for?" And if you hear somebody screaming, "Send me the police!" I think you should send the police and then maybe ask them why. Yeah, so.
Problems - People	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	...you can go on YouTube and listen to fires in [City]. I don't know if you ever have, but the [Address] fire, that was a good one. That was very good communication. There's some out there where you're like, "Oh my God. They're not even listening. Dispatch isn't even listening to what they're saying." And that's because they're being walked on by everybody else. Too many people are talking at the same time... That can absolutely be an issue. That and your buildings, your cell signal-- your radio signals I should say... I would say maybe not real common, but it happens. Yeah.
Problems - People	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	... The problem is you have people that may not like this certain guy so now there's a little tension you know.
Problems - People	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Speaking on the radio with full words and enunciating what you're saying because we're not playing games here. You know we need to know where to go when you tell us where to go so don't say don't slur your words to where we're sitting there going what? What road are we going to? I mean we can't see it written out anywhere so we're relying on you to tell us so let's enunciate a little bit, speak up and that's a big thing. Codes, ten codes and all that mess.
Problems - People	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	...it's difficult to learn new programs. But if it will help keep all of our information tracked because that's information the information that's put in the PCR's is where we also get our grant money so when it comes to needing money to get new supplies or trauma things for our trucks they look at all of these numbers that are entered as far as our patients

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								go and if you can't keep track of them well because we don't have a system then it makes it more difficult for us to get money for the things that we need to be progressive and become a better service and better serve the community.
Problems - People	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	[RE: cause of communication issues] There are. You know us being human. Dispatch will misinterpret what a patient said and relay incorrect information to us. We may they may relay the right information but we don't hear it right whether it's because we've got the sirens going or we may not be paying attention whatever it may be so human error of course plays a big role picking up and then I think sometimes again that human error just not asking for enough information as well. So part of it is our own fault and what we do and don't do but the better radio system and I think that I think that in general dispatch people that work in EMS all of us as a group could be trained better as far as how to use the things that we do have like the radios.
Problems - People	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	As far as technology and communication I don't think so. It would be much easier if we had better technology that's for sure. I love my job and but that's one of the more frustrating parts of it is to be somewhere need help or need to communicate and not be able to and I love working in a small community like this very rural. You get to see a lot of those people you get to know them by first name and a lot of the folks are related and stuff like that but it's also difficult because they all listen and then so if Aunt [name] down the street has had a cardiac arrest they hear the address on the radio and then you've gotten people at the scene that you're trying to take care of your patient then you've got family members and they actually had one this morning and they had all of this family that was rushing them. They were only on the scene for 7 minutes which is extremely good and so that's frustrating.
Problems - People	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	[RE: public frequency scanners] They do all the time especially older people. You know they sit there and sip tea and they listen and hear things going on and they're not the ones that you usually have to worry about showing up. It's the you know the middle aged or the younger

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								people but especially if there's an accident. Everybody it's like a train wreck everybody wants to see what's going on and you know if they realized some of the things that you do see and the fact that those things can't be erased they wouldn't want to but it's sometimes hard for us to do our job when you've got so many people that show up...
Problems - People	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	[RE: public frequency scanners] Like I said the family is one of the big things because this is a family member. They're upset, they're angry at the situation. They may not be angry at me but I'm the person they're going to take it out on because regardless of how fast I move or how efficiently I'm doing their job all they can see is that their family member is hurt and no matter what I do it's not going to be fast enough or good enough at that moment so those are the ones when psych patients and things like that those are the ones that it's scary not to have a working radio because if I need help I know I'm not going to get it because they don't know...
Problems - People	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	If you look at The NIOSH 5 and see the reason people die from-- communication is always in the top, not following SOGs, not being accountable, having situational awareness. And if I don't have situational awareness and the crews too, boy, that really puts us in a bad spot.
Problems - People	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Just overwhelm with information because if it's really big and you've got, let's say, 100 people to evacuate, the building is half on fire and the water supply is jacked, not very good. You have 30 things to do and you've got 4 people to start. And so what you pick and how you start to act and operate, just that whole communication stream is-- somebody else isn't on the page as you, it could just be muddled.
Problems - People	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	And face-to-face communication will always be the best route. If I'm talking to you right here, if we just put a barrier up right now, inference and stuff will be lost, there may be so many things that we would lose.
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	And in our organization whoever's got control of this wins and gets to talk. There's some on that channel, and so that has been problematic in

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								some of our-- people that should be talking and saying things can't get out on the radio because someone else is talking.
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Well, we have lots of channels but typically we operate on one channel in an incident, but anybody's got a radio. They're all the same. My radio's no different than the kid that came on the job yesterday and he has a radio, too. And so, he can talk same way I can--
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	I think it's more from incident dynamics, and human emotions or error or things-- people's ability to handle incident, emergent problems. It's not a communication issue, it's a human error issue. I've been a part of incidents that have gone downhill, gone south, gotten people hurt, and our ability to manage them have been complicated because of human error. And again, that's a training component. We try hard to get better at that, and the radios can help with that and they can hurt with that.
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	You know, any new communication doctrine will tell you that we speak in plain text, ever since-- the presidential directives, NIMS, all that kind of stuff, we're supposed to speak in plain text. There are still organizations that do not, and why they don't, you'll have to ask them.
Problems - People	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	Yeah, but there's so many things that go into it, but I say that communication side of it's the hardest thing, the technology. It's helped us, and hurt us. Because the easier it gets, the more people want to use it.
Problems - People	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	I would just like it to take a step back. I would like us to just become more reliant on our implicit communication, on using less radio traffic, only saying things that are necessary, really bring things back in because I think we've gotten a little out of control.
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	And it's hard to understand the guy who's screaming on the radio through his air mask. And sometimes there is a real mumble and you can't understand it. Clear communications. And then, even more, data as far as you could put some kind of the command, the guy at the command truck would be able to get, like, "Okay. This is our location in the building.



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Problems - People	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	They say eight words when they could say two [laughter]. Or they say eight sentences when they could say two sentences.
Problems - People	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	And maybe it's not so much the communications. It's almost just is getting it solved to communicate better with law enforcement. But we had a fire recently where someone had a gun inside of the house on fire, and so we all had to back out. And then we weren't really sure what police was [doing?], but we can kind of hear their communications, but they don't use plain English, they use 10 codes that we really can't make sense out of. But just if there was a way for us to communicate with police more easily
Problems - People	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	communications with law enforcement and just getting them to block off streets so we can get in there. A lot of times, too, we'll get there-- and this is part of our not communicating well with law enforcement-- they'll park to block people out, but then they'll have a fire apparatus needing to get down there and you don't know who's car it is or where they are, so just trying to get people there. But this communicating better with law enforcement thing is our big issue and it's probably just more of a policy issue than it is a technology issue.
Problems - People	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	But as far as talking to the cops, that's not-- we have the ability to do that. We have the channels that are in our radio. We get the same text on our MDC that they get. So, there's that. But it's not really interoperable because we would never switch over to talk to them. And they would never switch over to talk to us because, what unit is that? Who is it? We don't know the nomenclature, we don't know the personalities
Problems - People	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	we have this tendency to just talk and talk and talk and talk, but it's meaningless and nobody's taking action, it's just to hear ourselves. And then that can adjust the radio waves and then when someone needed to get something out, maybe they were delayed.
Problems - People	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	Q: You mean people no communicating? SME: Yeah

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Problems - People	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	So information should be funneled through the rank structure. There are times where I don't know communication. There are times that communication gets held above me or there are times that communication is brought down to the station level, and I don't know it. Yeah. So communication, not communicating, is a big deal. That's a thing that we struggle with.
Problems - People	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	...I have to help the incident by listening to the police channel and telling people that are on the call, whatever the police are saying, "Hey, there's somebody that's in the house with a long rifle, so you should be parked a long ways away because if you're right in front of the house, you're in danger." Kind of depending on what type of communication it is. But communication is the biggest thing, obviously not within our job, but on the fire ground too. So it's important. The only problem is, I have to tell you, is that everybody wants to talk.
Problems - People	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	And you can't. Not everybody has an important message. Not everybody needs to talk, right? Again, so it's controlling the communication, the amount of communication, and also what's said.
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	I've really only had a few issues with a couple of them, so it's-- I don't really even know how to describe it. You have two different people with two different competing interests, working in the same place where I'm supposed to oversee what they do, but I don't have any authority over that.
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	The police is harder, more difficult, and more important. And it's only because they're the majority. The majority of the dispatchers are police dispatchers versus fire, so it's-- all their dispatchers speak fluent English with no accents, whereas the fire side we get all the dispatchers that have very strong or very difficult to understand accents.
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	That's a huge negative. That affects it. Computer crashes, just the standard computer crashes. The CAD crashing. CADs actually crash quite a bit and they can't replicate it. Why? Some of it's caused by operator error on the dispatcher's part.

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Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	That's literally what happened on a tablet. They'd say, "Oh, no, no. You didn't--" We would unplug the docking station, the cord that would go into the docking station, and plug it directly into the tablet because it wouldn't charge on a docking station. And our tablet shop would say, "Oh, no, put it back in there." And they'd say, "That's your problem, is it needs to be through the docking station. Oh, no, we fixed it." And you would get maybe four, five blocks out of the tablet support center and it would crash again and die or turn on and-- yeah, no, at that point, we just-- you get to the point with some of these IT people or some of the support staff that they-- a lot of them, I mean, they don't actually know what they're going to do, they know what they're trained to do. And they're trained to install a docking station. They're trained to follow these steps for troubleshooting. Well, if they can't fix it with that then they'll just keep telling you, "Well, no you're doing it wrong. You need to do it this way", "No, it's fixed." No, it's not. So we just get to the point where us, as a department, or even us as firemen, we just stop asking. And we'll just let it stay broken and we'll never actually get it fixed because--
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Yeah, a lot of that actually is because of them. The call takers are horrible in this city. It's pretty much a jobs program and their turnover rate is--
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	...Well, not only do they not follow the script so they can't get accredited, but also even within the way they put their information in, the first thing they can do is they can put in the chief complaint.
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	--in the hallway." Yeah. They say stuff like that. They're don't say structure fire. So we're already behind the eight ball because they're giving us-- they're being lazy, basically.
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Now the dispatchers have to send it as quickly as possible, so by the time they free it and everything else, the information still hasn't come into what it actually is. I don't want to say nine times out of 10, but probably 75% of the time, if they don't put that first comment in accurately, the incident is dispatched incorrectly. Because then they'll put the follow-up information, it'll be like, "Sparks from an electrical

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								outlet." Well, we just sent it as a house fire instead of an electrical short because we didn't get that information. So yes, the majority of the incidents that we go on because of our Office of Unified Communication, we're not getting complete information because the call takers either-- a lot of them are poorly trained. They don't put the proper information in. And the whole ProQA model, I think, is inefficient. I don't think it truly-- for fire calls. It's great for EMS calls but for fire calls, I don't think it's right. I don't think it works.
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	They don't actually know what they're sending. So to further answer your question, yeah. Almost every incident we get, I feel like we're not getting enough information. And it's not because of technology, it's--
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	So every time a different call taker gets that call, or if it's all at once, they're going to all start it as a new ProQA and send the call, and it's going to automatically send over with potentially the address, different addresses, all of that. Eventually, the same call takers will start taking the same call for that and they just won't put it in.
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Instead of introducing all this extra new stuff let's, one, make sure what we have actually works better. And then, two, let's not rely on it so much. I mean, it's great that everybody-- a safety thing that everybody has radios now, but now that's a problem because of the feedback and the emergency buttons going off. And too many people think because they have a radio they have to talk on it [laughter].
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	--as a whole. But then, they also work with the city's IT department. So there's so many levels that it gets lost [inside?]. (talking about the department's IT people)
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	--put in a ticket, then somebody's going to call you back. And a lot of our stuff, we'll call; we'll put in a ticket. Specifically, I always give them my cell phone number because, especially when you're in operations-- I'm at the firehouse today. The guy's not going to answer the ticket till tomorrow. So I'm off shift. So now, what ends up happening is they usually call the firehouse. Even though they ask you what's your best

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								contact number, and you say, "Hey, it's my cell phone number," they call the firehouse.
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	"--Yeah, I don't know what you're talking about. He's not here. I don't know what you're talking about." Okay, ticket solved. Done. Closed.
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	Yup. And they don't know, so it must not be that big of an-- and they'll just close the ticket out on you. And they [know it?].
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	...So we have our MOUs with them, and I don't know what the MOU is. So that puts me at a disadvantage to say, "Hey, you need to do this, or you should do this."
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	I look at the charger, and then in the bottom of the charger it tells you what the milliamp capacity was of each battery. So I'm going to pick the one that's somewhere around 21, 23 hundred milliamps as opposed to going in there and seeing, "Hey, it's got the green light. But it's only reading at 1,400." So yeah. They were both 100% charged, but mine's got more capacity than the other one. So if we could train people to look at that, then they would be like, "Oh. Well, this one's going to last longer." But, at the end of the day, they just need to get rid of the bad batteries per se. There's also a discussion on when we should change them. Again, our guys usually wait until they're--(chirping)
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	"Throw it back to the charger. Grab a fresh one." And then that might stave of some of our battery problems. But I think the guys-- it's mindset. I didn't have to do--
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	And they're like, "Yeah, you need this new charger. They're supposed to go and replace all the chargers." Okay. So, drive up to the radio shop and say, "Hey, I got the old charger. I need a new charger." And they're like, "Oh, man. We're going to have to rewire it, and do all this stuff." And, fortunately, I knew better. I was like, "Listen, do you have a new charger?" And they're like, "Yeah, we got a new charger." So okay. So I went out - it's a pigtail - Unplug the pigtail, pull the little screws out.
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	But even when you tell a lot of our guys, they're like, "Yeah, I don't have time for that." And then, to me, that's where it gets back to the MOU. I

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								was under the impression we had an MOU that all these old vehicles, the radio shop was responsible for going through, changing all the old chargers out, and putting new chargers in. Well, nobody on our department is holding them accountable, if that's the case, because there's still old chargers in old vehicles. And it's like, we had this MOU, supposedly, that says, "You were going to go do this work. You never did this work." Now we have vehicles that are rolling around, and you don't have that ability to swap out.
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	Any battalion chief could do it. But it's a matter of how long is it going to take to get there. When the fire department managed it, we could call fire department personnel in. And they're emergency responders, so they can jump in a vehicle with lights and do whatever they want, so to speak. Now it's been taken over by communications, so it's under their purview. They're not really responders. They don't get a lot of the environmental concerns. And they have just more of an office-work mentality in handling things, where we're more about tactical and operational efficiency. So I don't have much faith that it's going to be rapidly deployable. Whatever. At a minimum, we have every battalion chief carrying five portables around with him. So that's--
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	But it's a lot, I think, that they're understaffed, probably. And sometimes it's a lot of promises, and I feel like we're not getting our full, you know. So we'll see how it works.
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	...So I can't have this app on it. I can't have that app on it. Bandwidth is probably a huge issue. And then actual device capacity. So I have metro maps. They're PDFs. It's a whole ton of PDFs. They're on my iPhone. I can use my iPhone and scroll through them. Every once in a while, it's going to crash on me because it's just too much.
Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	I should be able to go to metro maps and pull the maps up right then and there. But, again, I think that's more of a IT people on our side of things because it would require them managing every image for the desktop on each tablet, times however many thousand tablets.

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Problems - People	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	People. People. I'll just leave it at that. People are probably the number one cause of some form of communications, whether it was programming or whether it was lack of doing something. It's people.
Problems - People	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Law enforcement can be a challenge. Typically the law enforcement people don't want to come to the command post. Funny how who's in charge at the scene is usually-- sometimes difficult.
Problems - People	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	The staffing office. It's ridiculous. So we have one guy who's supposed to staff the entire fire department. And we use Kronos TeleStaff. I just don't think it's up to the job.
Problems - People	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Only 25% of our employees work overtime. Everybody else, they fill their 42-hour commitment and they go home. And do they pick and choose shifts here and there? Yeah. Maybe. So then the overtime hounds will complain that the guy who never works signed up and he got it, but I'm always-- it's--
Problems - People	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Yeah. The guy who is ultimately in charge of IT, I don't think he's very well-suited for his position. I don't think he has the vision. I think it's a lot-- actually, a lot of our people here are just-- they don't understand what the possibilities could be. All they know is what we've always done. They have their blinders on. And this is the way we do things. Which I guess is counter-- because I said I want to go back to my guys with pencils, but--
Problems - People	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	...So it's definitely a challenge. I know that I did quite a bit of work during the inauguration and it's almost impossible to talk to a federal resource whether it's a hazmat resource or a police entity, anything like that.
Problems - People	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	I think another, I guess because everyone of us has a radio, every operational person has a radio, a lot of times that incidents there's people talking over each other. And then that's our own internal issues because we should be able to really teach our people to practice better radio discipline.
Problems - People	FF	U	Other	26-35	11-20	Male	FF-U-045	I think a lot of it is-- Some of it is company officer understanding of the

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			Public Safety Personnel					situation. And then not only maybe understanding the situation but then being able to paint that picture and portray it to whoever needs to make a decision on whatever's going on.... So I think it's almost the processing of the information that that's what the issue, not necessarily the medium in which it's spread. If I were to pick one, it wouldn't be our radios would have the problem or our phone communication was the problem. It would be, we're probably not saying what we always need to say, and then even if we are, the person on the other end may not be receiving it the way we intended.
Problems - People	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So some people are very good at communications around here. Some people are not very good, and I'm a fairly good communicator, I'd say. I find that the people who are not as good, get very frustrated. Not about communications, but in other aspects. And it usually can trace back to that... So people who, they might say, "Hey, should we go take care of that thing we were talking about earlier?" "What thing?" "You know, the cleaning you wanted to do?" It's like, "Just refresh my memory. We talked about this a couple of days ago. Just what did you want?" And you have to drag it out of some people.
Problems - People	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Has got in the way? I'd say, one time when it does get in the way is when people are communicating on the radio too much. When you're running a fire, and I can't think of a specific example, but I definitely know this happens all the time. If you're responding on a fire, instead of clicking the button on the computer, which you're supposed to do, sometimes the computers will go down. And people will say, "Engine Seven whatever, responding." And then they'll just say that the radio. And so then you've got five engines, two trucks, a rescue squad, and an ambulance, and potentially four chiefs, all saying that on the radio. Meanwhile, one of the engines is on scene and they're looking at a house on fire with somebody hanging out the window.
Problems - People	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...there is definitely a push for people to follow their SOPs, their standard operating procedures more. And to communicate less of the stuff that should be assumed... But a lot of times you'll hear, command will ask,



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								"Hey rescue squad, can you please do the search." And we're already half way done the search because we already know that we need to do that. "Yes, sir. We're doing it." That's two more communications. Then they'll ask us two minutes later, "Hey, is that search done?" "Still doing it." That's two more communications. Then when we're finished with it we'll say, "We've finished the search and it's negative." And they'll say, "Okay, can you do utilities?" And we'll say, "We're doing that." And so now we're at like seven or eight communications, when we really just needed one or two. So that can be a challenge because someone else has to listen to that and it's distracting to them. But then they also can't get a communication across if they need to.
Problems - People	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: what causes communication problems] ...the terminologies stuff that people are using, terms that people aren't really familiar with, or they're using the terms incorrectly.
Problems - People	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...if people don't talk loudly enough. That happens from time to time. So where it's like words like, "Paramedic Engine 707, low volume." You can tell that they're saying something because you hear a mumble and you can see on the radio that they're trying to communicate. But you just don't know what they're saying. And I think that has to do with a person talking into the mike more than the technology, but it might also have to do with the technology too. I'm not exactly sure.
Problems - People	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...The other problem is if somebody is driving an ambulance, and they sit on their mike, and so it's open. And so it's transmitting while they're driving or something, and they don't realize it, then everybody in the county hears that.
Problems - People	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	And that opens up that radio, in case there's an emergency because, sometimes, I think there's too much communication to where if you really had an emergency, you can't even talk.
Problems - People	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: radio communication] Well, there's too many people talking that are 20 feet apart. And they're talking because they're 20 feet apart because of the noise on the fire ground. Because in a hazmat suit, you're

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								wrapped in a giant Ziploc bag [laughter]. So you're trying to talk to each other, and you're 5, 10 feet apart. Which, the technology also exists to communicate 5, 10 feet apart, but it's not integrated together...
Problems - People	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...But in terms of when we get with multi-agencies, that's when it's kind of a measuring contest. We should all work together, but it doesn't always work that way. Like I said, we are on a north area team that we do a trench rescue on. And we've had a couple calls. [Yeah?], it gone smoothly. It got the job done, and outcome probably came out the same. But it's just too many people. Everybody wants to be a chief. Too many chiefs, not enough Indians [laughter]. So [inaudible] [that is?], but how do you fix that? We train on it. But I just think, again, you have your certain guys that you work with, and all of a sudden you're off on vacation, and I'm not working with you. So were not on the same page. And I'm working with some guy from A shift, and he does it totally different than the guy I used to work with.
Problems - People	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We use a multi-channel dispatch concept, which I'm sure you've heard of a lot. You have your primary dispatch channel, and then you go to another channel to check in. So [Name] is just an automated voice that announces what the call is, the call type, and all of that. And then we dispatch on channel three-- or channel two. I'm sorry. Either one. So we dispatch on channel one. [Name] happens on channel two. And in a typical system, you would change to a TAC channel. We don't do that. We don't do that because our admin is older, and they don't like the switching back and forth between channels, which I think is a big thing for us. It's caused a lot of radio communication on one channel. It muddies everything...
Problems - People	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...when we do have a fire, we do utilize a TAC channel because there is a lot of traffic that we don't want to interfere with daily traffic. But we will always, inevitably, have at least one or two apparatus, or one or two officers, that are checking in on the wrong channel, or that are getting a size-up or getting something on a wrong channel. And so then, as a dispatcher, you become the, "Hey, change your radio to channel--" and

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								then jump to the other channel real fast, try to give the relay to keep everybody up to date. And then they give the same size-up because they're still trying to get out, and so it uses up a lot of radio traffic...
Problems - People	FF	S	Manager	46-55	21-30	Male	FF-S-023	...So those people talk about what they want, and then you've got your technicians over here. God love them, technicians are wonderful, but they often can't talk down enough so our fire chiefs can understand. So often that's a miscommunication. We want to do this and they're like, "Well you can't do that. There's no way in hell you can do that," and then there's friction there until that gets ironed out...
Problems - People	FF	S	Manager	46-55	21-30	Male	FF-S-023	...We had a structure fire where there was two buildings involved... In this particular case, one of the dispatchers on PD got bad information and thought that one of the buildings might have been occupied. We change our operations if we think there's people at risk. We'll very, very, very, very aggressive if we think people are at risk. As it turns out that wasn't the case, nobody was in either building. The PD didn't give that information to fire, but they aired it to a couple of their officers. One of our dispatchers happened to hear that and gave that information out. What they didn't hear was the officer said, "No, I have these occupants here."
Problems - People	FF	S	Manager	46-55	21-30	Male	FF-S-023	...During that when his radio melted through, one of their two radios did an emergency broadcast and set off alarms. Well, [City]PD at the time just silenced those alarms and didn't tell anybody...
Problems - People	FF	S	Manager	46-55	21-30	Male	FF-S-023	...I think one of the problems-- well, one on the problems with getting information from dispatch, is the people who are giving you the information. They're not experts, and they're trying to understand the situation they're in. So they're very confused. And usually, we'll get a lot of information from dispatch that turns out to be not even close. But it's because that's what they got. Garbage in, garbage out...
Problems - People	FF	S	Manager	46-55	21-30	Male	FF-S-023	I think the hardest thing that I'm seeing throughout this industry is, industry adopting stuff without ego. Bigger departments feel like the littler departments don't have the right to have a say. Littler departments think bigger departments are clunky and old and don't know what they're

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								doing. Volunteer departments feel one way. Career departments feel another way. All of it's bad. So I started off with bigger departments picking on littler departments and we're a littler department. I'm not saying that I don't have my faults [laughter]. Ego has to get out of this system...
Problems - People	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...I know where my fire stations are, I know where my coverage holes are, so I can, based off of who's available, I know where I need to move them and I can make the move-ups, usually fairly accurately on my own. I am looking forward to having the move-up module look because I think it will look at it a little different and we have some chiefs who just don't think that way. And that's going to really help them to go, "Dispatch, I just want you to do--" whatever the module is saying, do it. Because a lot of times our chiefs only look at the internal resources and I'm lucky, after I left Arson, I went to training. I built a lot of relationships with the neighbors. I know what resources they have so I know how to use those chess pieces too. Some of the chiefs have that awareness and some are just-- all of them are very well aware of what's going on in our city, it's just what else can you do? ...
Problems - People	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...We're going to new microphones that have five port-- five, I guess, speakers because we're having issues with people. We don't like to wear our radio belts. So we all talk like this. While the microphones are on the front, and we all talk at the top of our radio. And now the new ones have a microphone on the top so they have five microphones. Back, front, top. Hopefully, that'll improve some of our communications too, as we switch to those. Because you're supposed to take them and turn them and talk at them. And we don't because we're all wearing these. We all talk into the top of our-- in analog it, would pick up fine. In digital it does not.
Problems - People	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Change is hard in the fire services sometimes because, for the most part, I would say people are pretty good with technology. But not everybody's an expert. And when you change the whole system, it's hard for people to make that transition on just basic stuff on how to use

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								Office 365 and transfer documents and opening documents and what it'll read for Google and what it won't read, all that stuff, so
Problems - People	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: change] I mean most of it's just been the difficulty of learning a new system. Like he said with our pre-plans. Everybody got used to one thing and then we switched it. And then that didn't really work, so we switched it again.
Problems - People	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	...sometimes there's been information that's been lost in translation from people on the scene to the officer, to their dispatch, to our dispatch, to us, confusion about if somebody's inside or not which really changes what we do tactically. So we're doing something, thinking there's potential rescue when there's not. So you're really putting guys in quite a bit more risk...
Problems - People	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	There's always the misunderstanding of something. We're big on echoing verbiage back to whoever sent the message, "Message sent. Message received," something like that. We don't just say copy. But, yeah, again, people not saying stuff or--
Problems - People	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	I think terminology has come into play in the past where if somebody says something, calls this a radio, and everybody else calls it a portable. I mean, that's just an arbitrary example, but that's caused some problems in the past. Or if somebody tactically does something that is kind of out of the ordinary, sometimes, kind of, screws communication up because everybody else is expecting them to do one thing based on the conditions. And they do something else, and it just, kind of, screws everybody up.
Problems - People	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	...a few years ago we went to a new incident command system kind of thing. And then how we do size-ups on an incident and it's common verbiage and doing certain steps. So that transition was interesting because you would have somebody get on scene and, kind of, use a different set of verbiage for size-up. And everybody's, kind of, "Wait. I thought we were doing it this way." But that's just growing pains of getting used to a new system and things like that.

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Problems - People	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	the issue is you have a dispatcher that's taking the information and typing it, and you have another dispatcher who's reading that partial information and sending out the apparatus. So you get a disconnect there...
Problems - People	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...And then you get a law enforcement who interprets that differently. So law's getting different message and fire's getting different message. And through no fault of anybody, we don't always get all the info. And on top of that, you have the RP who is stressed, distracted, driving, something who really isn't giving a good picture...
Problems - People	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...So you have dispatchers trying to interpret poor data. Not that it's malicious or anything. It's just not accurate, so
Problems - People	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...Unfortunately, with firemen, you can trust them with a million-dollar truck, but a freaking radio, they'll lose. If you just have them check it out, then they'll leave them on bumpers and stuff. It's a personality thing. They just don't seem to have that accountability versus when it's their radio, they care if it works. They'll tell you if it's broken. Otherwise, you can put a bank of six radios and within a month, none of the batteries will work, half of them will be broken, and no one knows anything about them. Or two will be missing [laughter]. Yeah. We've had them get turned in from the rec center when we tried this before from all over. They're right on bumpers. It's just lack of accountability, so it kind of forced us to go one on one.
Problems - People	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...we have a radio manual that's supposed to go out to everybody on the system. But we can go through that page by page, line by line, and we can listen to the radio for 10 minutes and see where those things have failed us, and not everybody follows that manual. But, I mean, we just have so many users, and not everybody's going to do that. I mean, follow the intent of it...
Problems - People	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...We also have a PowerPoint. And I think he said-- so we created a PowerPoint, and we do it here in our department. You're supposed to do it in every department. There's that group, tech ops, built the

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								PowerPoint. All the agencies are supposed to do it but they don't. But here, we actually stick to it, and it's about an hour and a half training. Every volunteer that comes in, it's part of their task book. They sit with me for at least an hour and a half, and we talk radios...
Problems - People	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...It's kind of a huge issue. Why didn't an officer come support the team? There's a lack of trust that develops out of that. There's a lack of trust against the officer, against the dispatch center. And it was nobody's fault, other than the two software's not talking to each other.
Problems - People	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: FF dispatchers] ...Very few departments have-- it's just not the norm. And it's something we have fought for. We give up things so that we can keep it because we see the value in it. With that said, there's been some recent activity that's kind of been like-- where we've had a lot of dispatchers that have done exactly what I just described as being a benefit, they have done the opposite. "Hey, I can't do that. CAD says I can-- CAD only says this." So at the upper levels, we're kind of like, "Hey, your only value is from being-- as a firefighter, is saying that you can take a look at a situation and make a human judgment to say, 'Yeah, I get that the computer is saying this. Makes complete sense, but I understand the total picture and I'm going to say this.'" So we're running into some of those issues.
Problems - People	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Communication problems in our work? Number one, I would say, a lack of understanding of whatever that process might be, whether it's radio or email or chain of command or whatever that specific process is for communicating that information. And a lack of information sharing. So, frequently, we get just-- frequently, we get people that will bypass the chain of command...
Problems - People	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...Let's say it is something to do with a policy or a procedure, and now this lieutenant calls up our administrative captain and says, "Hey, I need this. There's a pay thing and I don't know why it's doing that." They didn't go through the captain or go through their chief to come through the administrative captain. They went through the administrative captain. And so now their captain and their chief miss out on that opportunity to

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								learn on how they could have solved that problem. So frequently, I think, from a communication standpoint, we miss out on opportunities for people to learn and kind of just, I don't know, maybe-- I don't know...
Problems - People	FF	U	Manager	46-55	11-20	Male	FF-U-021	Oh verbally [laughter], the lack of people listening... They get bits and pieces of information and they pass that along and kind of add a little bit, maybe add their own spin to it, and by the time it gets to the 50th person, it is not even remotely close to what the initial message was.
Problems - People	FF	U	Manager	46-55	11-20	Male	FF-U-021	...when you're in that situation where you're BP is 180 and your heart rate is 200, there's a lot going on, I don't think people realize how fast they speak and how unclear they speak and then you've got things going on on the background...
Problems - People	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	We do. If dispatchers and if everybody sticks to protocol, it's not so difficult for us to get on the same radio channel, but it doesn't always happen. So EMS and fire are pretty much on the same channel. Law is on their own set of channels. Dispatchers will tell them to move over to our channel if it's a big, long, drawn-out call. Otherwise, if not, then we got to tell dispatch to tell law enforcement. Law enforcement has to give-- tell dispatch the answer. Then they have to tell us.
Problems - People	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Medicals are probably the second most frequent call for us. Motor vehicle accidents are up there. We run a lot of winter accidents that are really nothing. Any car that slides off is going to get 50 phone calls. It's pretty outrageous. It's job security, I guess.
Problems - People	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Another challenge that we have right now is we have two dispatchers that English is their second language. So they're speaking English but it's terrible. It's terrible. One is, I think, it's Hispanic. It's Spanish speaking. The other one, we're not even sure. She's new. Maybe German, but it's really thick in accent. I want to ask him his opinion. And so to go the automated route, everybody is getting the same exact tone, the same voice. There's no excitement. We have dispatchers that get excited. When the shit's happening, they're getting amped up. So that keeps our guys amped up. The language thing gets them pissed off...



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Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...The challenge that we had starting shortly after is the people side of it. So just because you can talk, police chief to fire chief, the cultural limits, the busyness, who knows whatever reason, they still may, to this day, not talk to each other. In which case, I can give you all the technology in the world but I can't force you [laughter]. We like to describe it in the national level, with FirstNet and SAFECOM and whatever, that we manage the pipes, we don't manage, necessarily, what's going through the pipes. That's up to every fire chief, police chief out there.
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So, I mean, we all studied the whole communications model in undergrad, right, as far as sender, receiver, feedback, message, content, and all of that. Those are where the breakdowns are, right? I mean the technology's there. Again, after September 11th, you literally get almost any device to talk to any other device. But coming back to our communications model as far as the people, if you're not willing to receive a message for whatever bias, or if the feedback loop is not there, you may send the message to me and either-- so our city has-- when we put out voters' pamphlets or something like that, I think they publish them in 32 different languages. So the message may be coming, but [laughter] if it's in a language that I-- I can't even recognize what language it is, let alone pick out some of the important words or something like that, that's a breakdown in communications, right? Again, an important one...
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...One of the biggest challenges that we have, I think, is data collection and data management.
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...So for a typical high-rise, for example, we may have what a typical floor plan looks like. Where the emergency shutoffs are. Where the elevator controls are. Where the gas is. For all of those types of things... So those may get input initially and then they may never get touched again...
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: pre-plans] Right. So schools is another big one and probably more important to the police because of the school shootings and stuff that have happened in our country. They're very interested in where the hallways, what ways do doors open, all of that type of information. You

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								can get a grant to fix it the first time or to put it in there the first time, but as soon as you hit done, then the clock starts ticking before it's so outdated that it's worthless as far as, "Yeah. Switch this. Switch this. Switch this," and whatnot, so.
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Some of the other challenges with data is, again, I already mentioned its latency. How old is the data? Is it still current? Those are probably some of the first items that kind of come to mind.
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	the pre-incident, the pre-fire-type stuff, that's very tough to kind of keep up and keep maintained. Unfortunately, because it goes into the [inaudible] system for dispatch, if that information gets kind of sloppy, you may think you're going to a 7-Eleven or a BP gas station, and it may have changed hands. You may drive right past the Shell gas station because you're looking at old data that says, "Oh, this is a BP gas station." In which case, you're like [inaudible].
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: NG 9-1-1] ...The downside from everybody we've talked to and everybody that's doing the Data911 is it's so much more labor intensive because just processing that information. And we strive to finish- or not finish, but on a 911 call to be able to dispatch an appropriate resource within a minute. If you're having to look through text messages and JPEG photos and all of that, there's no way. I mean, your averages are going to go way up just because of the time and the responding and figuring out what's what.
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: Dispatch] ...But I think the big problem that they have right now is not being able to see or not be able to know and gauge what the level of response is or anything like that.
Problems - People	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	I think the problem with it would be too much information. And what someone perceives, what the general public perceives as a dire emergency threat, we would perceive as well, it's not really a priority incident. It's steam coming out of a vent, versus smoke coming out of a building. And if we got every cold winter day, all the dryer vents going off, if someone keeps texting hey, there's smoke coming out of the

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								building, there's smoke coming out of the building.
Problems - People	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	...There's a little more-- I suppose people are a little more familiar with Outlook email, but even some of our processes of just interdepartmental communication and the way that we utilize technology. The mindset, I think, is the thing that hasn't changed. So the people that are trying to develop systems to make this department work are very much in the technology of 10 years ago that they experienced when they were maybe coming up in the department. So there's not much in the way of training on new technology, or certainly no incident for motivation for us to try to reach out to the newest, latest and greatest because of those reasons, that reliability and resistance.
Problems - People	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	...I don't believe we're going to get it from the third-party system out there that's building it. It needs to come probably from some sort of like-- and there's not an economic motivation to just build something like that. Maybe somebody could build something that's big enough for everybody adopt it, and then you'd have it, but it seems like the more appropriate way is some sort of nationalized standard or government funding or something like that.
Problems - People	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	[RE: incident information during response] That's a big question is how to get that information in a usable fashion in front of you. And I think the part of the problem we had is those attempts either from individual departments or from third-party developers that have said, "Hey. What is it that you want to see?" Well, the challenge there is that everybody kind of has their own different idea of how it's displayed. And it's kind of sent out in whoever kind of had the last decision on what this [crosstalk]. But how that would be done in a way that-- how you can pull up your smartphone and see something, the UI on that smartphone is so intuitive and it's just there for you. So that level of design that is achieved there comes from a level of funding and expertise and necessity that we don't see. So I would have an idea of how I think I would like that information laid out in a way that makes sense. The most prevalent information is displayed at the top, and in a big instant in a

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								certain way. But there's a level of art and science to how information is displayed. And I don't think that those who are creating the applications for us now either understand that or have the capacity to invest in the infrastructure necessary to display it cleanly in a way that works.
Problems - People	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	...And of course, if there's no radios, there's probably no cell phones either [laughter] but-- there's a fail-safe. You can fall back on something else. So I think if you focus too much on something that's not working then that would probably be a hindrance.
Problems - People	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	...One, I think it would lead to people being much more thorough and in-depth with their reports if they can type them as opposed to writing them. Since most people now operate computer, [literate?], and they can type faster than they can write.
Problems - People	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	So I know that dispatch has a hard time with this because they'll have people that are in a heightened sense of emergency, right? Because something bad is happening. And so they' have a hard time conveying a clear message to the dispatcher sometimes.
Problems - People	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Sometimes a new comment will pop up on the computer screen, but if you're not looking at the computer screen, then you never see it.
Problems - People	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	And the way our current system is designed when something new pops up, it's supposed to be yellow. But you won't know that it's yellow unless you clear that you've seen it. So if you look up and if you're in the habit of never clearing it, it's always going to be yellow. And then when something new pops up, you won't--
Problems - People	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	That's one form of miscommunication. Now, another form of miscommunication in on the radio channel. What if you're on the wrong radio channel? Which happens. Sometimes it gets changed on your pocket or you're so used to being--
Problems - People	FF	S	Other Public	36-45	11-20	Male	FF-S-033	... And so you're telling people information that they're not receiving. And then, by the time you've figured it out and you realized it--

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			Safety Personnel					
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Yeah. Yeah. I mean, obviously, there's all different types of personalities. And sometimes, some don't always mesh well with others. But for the most part, we are family.
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	One of the difficulties that we probably have specific to our district is our clientele that we worked with, the majority, probably 90% of them are all of the homeless, the shelters. And so you end up in this-- society has changed to people-- before, it's like fire department showed up and they were real happy to see you. Now, the majority of our clientele, they're just like-- they're just as happy to tell you to go screw off. They just don't really care. So it's not like you're out going to the 80-year-old grandma that's most likely to bring you a plate of cookies the next shift, right, and really are happy to see you. Most of our people-- and you've got a huge mental health problem. So a lot of times, it's difficult trying to deal with the individuals that don't want help, but they need it.... One of the difficulties that we probably have specific to our district is our clientele that we worked with, the majority, probably 90% of them are all of the homeless, the shelters. And so you end up in this-- society has changed to people-- before, it's like fire department showed up and they were real happy to see you. Now, the majority of our clientele, they're just like-- they're just as happy to tell you to go screw off. They just don't really care. So it's not like you're out going to the 80-year-old grandma that's most likely to bring you a plate of cookies the next shift, right, and really are happy to see you. Most of our people-- and you've got a huge mental health problem. So a lot of times, it's difficult trying to deal with the individuals that don't want help, but they need it.
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Just specifically when you're on scene and you're trying to get a hold of somebody, but you've got dispatch shooting somebody else or somebody else not kind of-- a lot of it, to me, comes to radio discipline. It's like a lot of people will just-- they need something, they turn around and they just key their mic. Rather than take a half a second, make sure

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								nobody's communicating. That you're not catching somebody right in the middle of it, and then going ahead and doing your request. A lot of people just talk all the time, and they don't recognize the fact that I just arrived at a fire scene. I'm trying to do my size up. Trying to get a hold of my next in engine and tell them what hydrant I want them to take, and next dispatch is telling the [inaudible] what unit they're getting or something. And it's just like-- not that it's not important, but the lack of recognizing when it's important and when it's not. To be able to kind of sit back for a second, allow what's vital to communicate, and then you can kind of do the secondary stuff. So a lot of it, I would say, would be radio discipline.
Problems - People	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] I would say-- I'm not on the street anymore but-- I would say our biggest challenges are not cultural or ethnic diversity, it's really more social or socio-economic diversity and more mental health or substance abuse. Those present certainly the biggest challenges to us.
Problems - People	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4]...." Because it's so easy for people to get focused on the app or the cool stuff on something like that. And we need our people to be relating to our patients. We need our commanders to be looking at the fire. And there is a saturation point too. It's like, okay, now we got this new app that's going to do this.
Problems - People	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] Everybody has something to say about what they see or what they're doing. And everybody thinks it's the most important thing out there, right? But if you all try to say at one time then nobody's getting through and you get bogged. Only one person is going to get through at a time in one type of a channel. So if you have 30 people there in certain portions of that building or under whatever they're going through, someone's going to be waiting a while to get on the air. And it's hard.
Problems - People	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] Trying to make it second nature for people is the biggest thing, because there's a lot of channels--
Problems - People	FF	S	Supervising Field	Not specified	Not specified	Male	FF-S-036	[S2] Not really. One of the challenges these days, obviously, is with minority community communicating language-wise. That can be a

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			Responder					challenge. But it's not a huge-- not a big deal for us.
Problems - People	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] If you're trying to get into a thing, and people are-- you can say anything you want on Facebook, and people believe it as-- so if somebody says, "Hey, there's a bomb at [City] High School, you should get out there." That's gospel, and it hurts us in some of the bigger incidents a little bit.
Problems - People	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] And it's hard to protect-- we have a lot of protected information, HIPAA protected information. And crews are on the scene, "Oh look what I'm doing today," and sent it out on Snapchat. It's illegal but how do you catch them. So some of that's challenging.
Problems - People	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[RE: information from dispatch] But sometimes we have dispatchers that say too much when we used to do it. Now it's all MDC, but there was an injury accident. It was a Ford probe that turned in front of a green SOB. The people are talking. Now they're on the sidewalk. Just tell us it's an injury auto at the center section and people are up.
Problems - People	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[s3] Usually it's just somebody that's just out hobbying and checking it out and don't know the rules. And wildland wise, it's been a big push on social media. "Do not fly your drone, do not fly your drone, because it instantly grounds everything."
Problems - People	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Yes, exactly. Exactly. Whereas I think 10, 20 years ago, we were able to give our message to the media, and they typically just went with what we were telling them. Whereas now it's like, "Okay. [Name]. Public told us this, and you're telling us this. Why is it different?" And so then you have to explain those differences, and--
Problems - People	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	-- I think we're able to control the information that we put out a lot more today than we used to be able to, but we have no control over what other people put out. And it doesn't have to be true or accurate, and so that sometimes causes us more work [laughter].
Problems - People	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	I think the bad are some of the things I already talked about like the ability of just random people to post things about your organization, and you really don't have a lot of control over what they're saying. Whether

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								it's true or false, and things like that. And just the fact that sometimes the expectation now is that things are going to be immediate. I think that is a downside. Prior to having a cell phone, I mean, people left you a message, and when you got home, you called them back. And now the expectation is that, "I texted you six times. Why didn't you text me back?" "Well, I wasn't in a place where I had service." But the expectation is that immediately you're going to respond to people.
Problems - People	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	We usually take a rig. And that's-- everything we do is crew-based. So we get asked sometimes if we're shopping or something, why does it take four of you guys to shop? And it's not that it takes four of us to shop. It's that we all have to be together in case we get a call because we're not off-duty while we're doing that
Problems - People	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah in that they're limited a lot by the information that they're getting from the caller also. So it's--
Problems - People	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	I would say, for the most part, it's the accidental transmits and then it's people getting too excited and not trans--or not communicating effectively over the radio and not knowing how to speak into a microphone and have that come out clearly on the other side. A lot of people get up too close and you hear over-modulation [laughter].
Problems - People	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	My pet peeve is that there's no specific class on radio ethic, and so you want to be short concise and some people just love to hear their voice and if they're always talking. And in an emergency situation, it should be just what's needed to be said... Because you imagine, if it's a fifth alarm, there are so many people. And people are just stepping on each other when they're talking... And not everyone needs to be talking at the same time.
Problems - People	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	...So the downside is you don't have very many channels to talk on, and some people look at this as a negative. In some ways, I look at it as a positive. Sometimes, I think too many radios on the fireground get too many people talking, start to tie up airtime. And I've always said this, that radios don't put fires out. And people like to talk them out. And if



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								you're talking, you're not working.
Problems - People	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	So I mean, the people problems are just a matter of-- I tell people, "I need you to talk to me in words, not sentences, or sentences, not paragraphs," and so limiting what they say and how they say it.
Problems - People	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	So we have three channels that are interoperable with our radio. We're all on the same radio system. The cops' radios are loaded differently than the fire radios, but we have three channels on our B bank, B four, five, and six that we could interface with the cops if we want to. Does it always work? No. Is it problematic? Is it user error? Yes, all of that. But there's a little bit of a misnomer, I think, in interoperable communications. We don't want firefighter number 27 talking to officer number 36. We can't have an officer giving a firefighter direction at a scene or vice versa. The interoperable part has to happen when the two Incident Commanders stand together. Because we're two different disciplines, having a low on the totem pole firefighter talking to the low on the totem pole cop is not what need to happen, per se. If you don't know how to talk to each other, you don't who is who, you don't know when the cops go and say, "This is floorboard [Name]," we don't know what that means, and his responsibility as a role. We don't understand any of that.
Problems - People	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	It's very difficult for a large organization to change and embrace technology, and go to new things. People want to give up on it, and can't wait to prove that it failed, versus giving it a chance. And we're not able to give it a full chance because we don't have the hardware, we don't have the training, we don't have the money to invest in that infrastructure and the application tools
Problems - People	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	There's great business intelligence solutions out there but we don't have the budget, we don't have the thinking, we don't have the proactive thinking to want to be proactive and change, and be on the forefront of technology. Very frustrating being in the heart of technology in [State] and we are very slow to change. And we're not able to take advantage of all these great tech companies here.

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Problems - People	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	The West Coast is very progressive. But in a big city it gets more difficult to be progressive. It's a bigger animal to change something. It's harder to train 1,700 people on one of your changes, so you can get the word out to everybody.
Problems - People	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	Everyone's going to turn it off on purpose to screw you up or not even put it on or dump it in--
Problems - People	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	It is because people think that technology is easy and I run into a lot of these developers that are very smart.
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...I think at first, there was a lot of overtalk. There was a lot of-- everybody had a radio, so everybody felt like they should use it at first. So there's been kind of a transition of learning with that and more listening versus talking...
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	I would say, initially-- I would say the first maybe five minutes of the scene because there's a lot of overtalk. There's a lot of companies talking over this person and talking over that person. So that's when we run into those issues, is when they first arrive and there is a lot of things going on. And so there's a lot of times where people want to say something and they're not listening to the radio. They just want to say what they think and what they want to say. So there's a lot of communication crosstalk that cut out...
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...The only way to really help that is to be more focused on listening rather than talking, so is to minimize your transmission, especially when we know that a lot of decisions need to be made...
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...there's a lot of resistance to learn or to accept new changes...
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...That's really, I think, where our communication suffers sometimes, is poor size-up and poor size-up communication.
Problems - People	FF	U	Field	46-55	11-20	Male	FF-U-027	...The only thing with having more radios, we have to have better radio

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			Responder					discipline. There's a lot of things that don't need to be on the channels. A lot of people like just hearing themselves on the radios rather than-- clogging up the airways when pertinent information needs to get through. I mean, you'll see. If you listen to our radio channels, there'll be a big fire, one with a lot of messages. Then some other company - it's not even close - and all will be like, "Yeah, we're on the scene for an ambulance assist," instead of just hitting the button to let them know they're on the scene, right in the middle of an incident going down.
Problems - People	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	It's probably two-fold. First, a lot of it is operator error. Like I said, radio discipline - being able to use your equipment and also being able to make the correct communications at the appropriate times. And I'm sure there's also a technological aspect where you have to make sure it works. If anything, there's a tendency that things may break, need to be replaced. As a whole, our department, we don't embrace change very well. So we have a lot of people that-- I mean, I don't think it's as much now, but I know that whenever I get a radio, in the beginning, some people are like, "I'm never going to use it." Just like the computers, "I'm never using that." 150 years tradition unimpeded by progress. We're just getting to the part where we don't file forms with carbon paper anymore.
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: cause of communication issues] Failure to communicate is one of them, yeah. But as far as communication from a technical aspect - buildings, dead zones, again, metal buildings, being encased in concrete - you're just not getting that signal out. What is causing communication is possibly the-- in fact is that we have possibly too many radios operating on one fire realm. It can be cumbersome, and lost messages will occur. Some of those are crucial, or non-crucial.
Problems - People	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	I've never noticed an issue with that as far as you're looking at weight or user-friendliness. You never give it a thought. There was no problems. There's nothing to draw from is that I have a problem. I haven't had no problems with these. There could be a problem with the portable radio if left outside of your protective equipment due to thermal insult or a thermal exposure to it. Yeah. You'll melt the thing and it becomes

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								useless, then you've got to rely on yelling, or if you're lucky enough, escape a pre-flashover. So if worn right, worn correctly, and following the procedures or guidelines of the fire department, it won't fail you. Most of those things that occur in the fire service, a lot of it is then human error and miscommunication. Communication is a big factor.
Problems - People	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	[RE: radios] We just went to digital, and it's getting better. I mean, when you first went digital all the voices were very metallic. Now I can recognize voices on the radio, so it's much more natural now. Add an extra alarm where the-- the problem with everybody in my opinion-- the problem with everybody having a radio is, there's people who are on the radio that don't need to be. Whether it's need more radio discipline-- and I mean, there's just-- it's just the nature of beast...
Problems - People	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	Now everybody in the company's got a radio... there are some people-- well, some people when they get nervous they talk, and they don't shut up. They think what they're saying is important, and most of the time it isn't. I mean, in the past you've had a company showing up on the radio on a rubbish run, and giving a two-minute dissertation about the rubbish. And there might be a guy trying to-- there might be a fire down the street and them trying to talk, and they got cut out if they need help. I mean, you pull a mayday at a fire and nobody hears it because everybody's on the radio.
Problems - People	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	[RE: radio comms] Frustrated,.I don't know if overwhelmed, but frustrated just because you can't get through. I mean, for me that's the biggest thing about technology is with everybody having a radio, everybody wants to talk and everybody thinks what they're doing is most important. And I don't know how you prioritize that, you know? And they all might be important, but.
Problems - People	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	My biggest problem with communication is too many people have radios. I mean, not enough radio discipline, I would say. I mean, we've got our firehouse, he just loves to talk. And I have to tell him, "[name], shut up." Very inexperienced, and he thinks he's the only one who sees stuff. And if he sees something, everybody else sees it. So I just think

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								that-- and overwhelming the channels with-- if you do a fire in a high-rise, it's overwhelming right away because you have eight companies showing up. So that's eight times five. That's 40 radios, and they're all on 1 channel.
Problems - People	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Too much communication. I would say, yes, you can have too-- I'm not trying to dwell on anything specific, but you definitely can have too much at once, depending on how many players there are in the process. As a chief running a fire event, I've many times had to tell people, "Standby, because somebody's breaking in," maybe. And so, there's a problem there, too. I would have to wonder, "Why are they breaking in?" They should be able to hear me having a transmission already, so possibly on their radio, they weren't hearing. So, you have to wonder. But then I would have to stop, contact that person, transmit a message to them, standby so that I could finish what I have going on here. But it becomes a juggling act because I have to decipher in an instant, is what he's trying to tell me more important than me finishing my communication with the person who I-- you know what I mean? So yeah, it could be a little hairy sometimes. So can there be too much? Yeah. I've had incidents where there was too much at once. But I don't know if too much is a word you should use with communication, because the more, the better, right? I mean, the more, the better.
Problems - People	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: cell phone use] Or it's something that winds up being bad public relations, or a news crew may be filming a 20-second spot for the news at the scene of a multiple shooting, let's say. And then in the background, you have two or three firemen on their cell phones. And they may be laughing and joking at whatever's being discussed on the phone, which is irrelevant to the scene, but how is it perceived on the news?
Problems - People	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	So [laughter] I know I'm talking to you, but you've got communication, so you have a sender and a receiver, right? And in order for it to be officially termed a communicative process, there has to be feedback, right? Without feedback, how do you know if the message was actually

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								perceived on the other end by whoever transmitted it in a proper way, or was that information disseminated properly from one place to another. So the problem that we have is-- and this could probably be made better through training, but we train so much on other things, we run out of time to train. The way that people talk on the radio. They cut each other out. Sometimes, when we went from analog to digital, analog obviously was not as powerful, for lack of better terms, but it was more instant, at least on the fire ground. Whereas, digital you have to key the mic, almost pause a second, or else the front end of your transmission will be cut off. We have a lot of that going on...
Problems - People	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	... we'll have communication problems, and this one sticks in my craw. There may be somebody reporting the first fire companies for a reported fire that hasn't been confirmed yet. They'll pull up and say, "Hey, we have a fire", and they'll start giving-- because we have protocol for how we report a fire to the firearm office. We'll give them building dimensions, whether we have fire showing, or just smoke showing because sometimes it can be burnt toast coming out of the window. We'll tell them the size of the building. Is it occupied or not? And is it commercial? So we have certain things that we'll say from the very instant that we pull up. You'll have that going on, and then you'll have somebody cut into that to say something really insignificant over the radio, like we're returning-- they'll just tell the alarm office we're returning to quarters, and now that very pertinent information was cut off by a guy who did something cut him off, and all he had to do was push a little RTQ button on his on-board computer, and they receive that message, as well. So we have a lot of that going on, too. Every time I hear it, I wince a little bit because if at that fire scene, somebody's calling for a mayday, that's supposed to initiate a whole new response to that fire for the purpose of that mayday. And if it's going to be cut out by some guy that just wants to get his voice heard by the whole city that he's returning to his firehouse. That's a problem.
Problems - People	FF	U	Other	46-55	21-30	Male	FF-U-029	Since we went digital with all these other-- and this is more at the chief

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			Public Safety Personnel					level. We have people that carry the radio but don't know how to use it. Even though they've had classes that there isn't any chief out there that hasn't been schooled on how to use it. But I don't know what it is, [laughter] there's a lot of them that just don't know how. So there is a process, too, just operator error, and that can be detrimental, depending on what you're doing or what you're responding to.
Problems - People	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	... At the company level, within the firehouse, when I was an up-and-coming lieutenant and captain in that, I would encounter guys that were carrying dead batteries. When they would relieve another fireman in the morning, and they would hand the radio from one guy to another, and that [inaudible]-- and they wouldn't even-- so I guess that's user error, as well. I mean, it could save your life. That's what I used to tell them. How can you not care about something that can personally save your own life? That I don't understand. Yeah. To me, it would be the same as a police officer carrying a gun with no bullets. I mean [laughter], this is all we have to reach out, so.
Problems - People	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: issues with radios in the field] Well, I mean, the things that I mentioned are pretty much the most common things. People either not being able to use them properly, not maintaining them properly, simple battery changes or sometimes a radio will malfunction. And we have a process for work order numbers and it can be replaced in an instant. That's not an issue with us at all. But guys are very reluctant or lazy, and I don't understand it, I really don't. Not a radio. Something else, maybe, not a radio.
Problems - People	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Yeah. [Name] was his name and he meant well he just couldn't get along with people was his biggest problem and so he's got a huge system because just using IP addresses we can he has the system set up with all these other counties across the state so we kind of can just link them all together and that was what the grand build out for this was supposed to be but he has apparently given up on all public safety and gone back to working for the movie industry so it didn't really start.
Problems - People	FF	R	Supervising	Not	Not	Male	FF-R-046	Anyway and then it's just progressed over the years to more and more

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			Field Responder	specified	specified			stuff and I think the biggest challenge to it is if you're like me and kind of a radio geek you get it but trying to even have full time people that just don't get radio stuff, don't get changing phones or what repeater means versus direct and then of course volunteers is a totally different story so they just want to turn on their radio and talk on it and have it work.
Problems - People	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Another kind of aspect I guess would be when if somebody starts saying something on the radio that's different then the volunteers hear it and think that's what's supposed to happen so then they start using it so then it becomes a bigger problem again and yeah I guess communication in general is one of those things that if you can just most problems can be solved if they're brought to people's attention and talked about it but that doesn't always get through to people and so it kind of builds up and becomes a bigger issue.
Problems - People	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	You know there's people that push the talk button to think. They don't have what they don't have a formulated what they're going to say before they push it and they uh, uh you know and it's like oh my God. You need to keep it short and sweet.
Problems - People	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	When we've had some incidents where people have tried to use incident command where like on a wild line fire. You have the communications unit right and they do all the radios, they clone everything so everything works, they put repeaters out but it's a big incident so we've had people who think of smaller incidents as needing all this stuff and the reality is we don't have the staff and if it's an isolated incident that's a low frequency you know high risk thing that involves ten people we don't need a communications unit with all these different channels. And we got to go put a repeater here if it's say a 3 hour incident like a back country rescue so the people have overthought it trying to use technology to do more than we need it to do by just using tack channels we accomplish it.
Problems - People	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	I think part of the one problem with technology will be people's reliance on it to not be able to react unless they have certain forms and so people's brains kind of shut down if something happens and it doesn't



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								work when it comes to that they go well I can't do anything when it could be solved in different ways.
Problems - People	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	And that's another deal with kind of resigning as chief as I feel like a broken record you know every meeting we waste so much time on going over stuff I've said a million times and I don't know it's almost like kids in grade school they get in here and they just want to chit chat and show pictures and this and that some of them not all of them but for the most part once everybody I may have to get on my phone and call that person and say hey get your radio on this channel you know and because I mean your adrenaline gets to going and around here we don't have a lot going on and you don't know who it's going to be that shows up to the call who is available so you may run if we have a call everyday there may be five different people every one of those days so it varies.
Problems - People	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	And that's been an issue too not to put down our dispatch center but they hire they're probably the least paid person there. They need to have as much training if not more than we do because they're getting a call from let's just say a panicked, excited wife that her husband is laying on the floor not breathing so she's hysterical, she's got to take that information put it in the computer, type it out and then get us the right directions and all the right facts. A lot of times that don't happen and I mean that's the key of it all right there is that dispatcher.
Problems - People	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	I'd say probably not really just if you could just get your fireman to turn their radios on or you know not forget to turn their radios on get them on the right channel because once we get here we've got to call dispatch and let them know that we're responding. If not, they're going to have to call another department and so we're on one channel there well then we need to switch channels so we're not using up or overrunning the sheriff's channel so they can talk on other things and then you know we kind of be on a separate channel so I mean that'd be probably the biggest issue to me is just making sure everybody gets that done and it's hard to do you know because we can't be in every truck.
Problems - People	FF	R	Supervising	36-45	11-20	Male	FF-R-047	Well yeah and it's I mean it's difficult to get guys to go to training you

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			Field Responder					know especially if you got to go somewhere else.
Problems - People	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Yes we all have our handheld radios. Whether or not the guys carry them you know I mean that's the thing. We all have our handheld radios that way we can carry, we can be toned out through well we are excuse me toned out through here so if I have it on the app will go off on my phone and I will get a message through this. We don't always have our radios with us. We always have our phones.
Problems - People	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	I don't know that it has. Me personally I haven't had a time where technology has come in the way. I mean I know there's improvements out there I know there's with better service and better you know reception in areas. I can't say that communication wise that there has been a necessary issue it's just human error is more than anything on our communication side.
Problems - People	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	[RE: human error interfering with communications] Yes, yes. People not having the radios on you know and say you know say they don't have well I guess there's like say we have a guy on the truck, inside the truck driving, we have a firefighter on the back sometimes communication between them you know say our headsets don't work because here at the department at [City] we don't have a headset for the guy on the back that communicates with the guy in the front and so the guy on the back can't I mean he's not going to hear the radio, he's not going to be able to talk because you know he's in full gear, he's got engine running, he's got a pump running back here, he's not going to hear that so we don't have those headsets...
Problems - People	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	They pay us but we provide a service for them so as you know public safety is tax based and you know customer service is number one that's something that can fall short sometimes as new generations come about but the core and tradition of the fire service is the customer is number one so that's why when it comes time to risk our lives and put other people number one you know that's where the customer service really comes in on that level.

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Problems - People	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Sometimes it just depends on your level of dedication. We've got some people who are great at showing up to calls and terrible to showing up to meetings which you have to take that with the good with the bad. You got some people who are great at showing up at meetings but hard to get them to a call. So it's kind of a I guess a 50/50 shot on that. I guess you're talking about being in station when a call may go out something like that?
Problems - People	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	I have no problem with volunteers getting the pension but I want them to put in a little bit of work and dedication to earn it. You know just being on it and having someone forge a document for you to me that's taking away from more money I could possibly get.
Problems - People	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Are we talking about on a scene which to me is what's going to be the most important. Lack of communication. Lack of being familiar with the incident command system. That being said lack of knowing how to use the incident command system in the setting with the resources you are provided. So you ask people to go out raise money for barbeques, respond to calls in the middle of the night and then you say oh you need to go take some classes too. I mean there are some people in this county that I don't know why they don't do it professionally because they take it very seriously.
Problems - People	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] ... We were talking about problems with the MDT and I was asking them has there ever been a fooled laid out class of how to fully work it? How to troubleshoot it? How to fix it if it goes down? Because usually we get a call or they'll say they missed the run time or something because it went down when it could be a simple restart and brought it right back up so that's my knowledge, that's my thoughts to have more sort of troubleshooting class how to fix certain problems.
Problems - People	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] That is a huge problem right there. There is a lot of personal know how of a lot of problems that they may think is a problem but really isn't a problem but if you look at it there is no younger guys really in charge right now so you will always have a generational gap right there.

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Problems - People	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Either connection or forgetfulness. Very much so forgetfulness but sometimes connections but very much so forgetfulness, yes.
Problems - People	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	The people making the calls out on the road, get along without a problem. Yeah, you know there's always--there could be a hiccup here or there. Anytime you put personalities involved. But for the most part we have no issue. And when we do we work those out. We have some excellent dispatchers. We have some that just like anybody else, you can have a personality issue here and there. But from where we were... let's say 15 years ago, today is night and day. This building has a little bit to do with that. But they train. The person who had [Name]'s job before [Name] got it came from a whole bigger organization, brought a whole bunch of different ways of doing things and was better in terms of who he hired.
Problems - People	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[RE: comms issues] Some equipment, some training, and some lack of personnel and then I get a shit type attitudes. In other words I know I'm supposed to do it but, you know, I'm busy right now so I'm not going to do that. You know they pick their functions.
Problems - People	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[RE: solving comms issues] Training-wise, again, I'm going to talk to [Name] when I leave here about getting their people to prompt them to go to respond coord. And it's going to have to be that they tell everybody on particular calls and if they have more than one call they're going to have to move them to something else which we all have. We have a response--every one of us have response channels on these radios. And you can segregate your two calls and only they would hear the two of them. A lot of it, I say that the fire service is 250-something years of history unencumbered by progress. And what it is is it's just hard to get the people to change when something better is out there because it's easy to do what you know. It's hard to go learn something that's new that you'll really like.
Problems - People	FF	R	Supervising Field	46-55	21-30	Male	FF-R-051	But and some of it is just... some of it is just, you know, more stubbornness than anything I guess. You know they... well why do we

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			Responder					want to do it that way, this works? Well it works but it is efficient, it is good? You know?
Problems - People	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	Equipment failure or operator error could be a big deal. You know somebody's--whether they're new or not they may or may not necessarily know how to use a certain piece of equipment. They may not use it every day that they come to work.
Problems - People	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	You know? And so I guess the training of it would be a big, big thing. And then... failures, you know? I mean there's going to be failures because of--because it's manmade there's going to be failures because of human error. So you never know.
Problems - People	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] So you have some challenges with certain clientele, I dont want to stereotype anyone, and the community is great, they all seem really to look after each other, you know not necessarily a neighborhood watch but they do call the neighbors, hey do you see so and so or did you see this happen or any other, they are a pretty close community. Everybody helps everybody so to speak, there is a lot of history in this community with certain names, so it is a unique community in my book.
Problems - People	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] That's different situation. We shouldn't ever go in there without back up from law enforcement and that happens a lot. If we can't get through 911 call takers to get the accurate information that we need to be able to respond appropriately. We get a call for a car crash, sometimes we have got a tractor trailer carrying hazardous materials; we walked into the scene that can potentially be life threatening for us. You know we need that information, so you are asking what kind of information we need, we need everything supposedly we could put together before we get there because when we are driving to a scene our hamster wheels are spinning rapidly.
Problems - People	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[RE: cause of communication issues] [S3] Too many people on there sometimes.
Problems - People	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S2] Say I am talking and he is talking at the same time, no one can hear us, because we repeat over each other and not really proper

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								communication techniques.
Problems - People	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	No, we have a lot of brush fires and people starting their -- they don't do it on purpose. A lot of farmers burn the field off when they grow the hay or the grass back -- well, they'll leave it unattended.
Problems - People	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Some days you will get -- excuse me, you get two and then sometimes when the moon is full, you will get -- I mean, I will be going down the road five times a night, siren, lights and everything, just because either cardiac arrest or somebody's had a stroke or there is a fire on [Street] or I mean, we have had people just go crazy and set their mattress on fire in the driveway and we are called to go put the mattress out and the cops are called and then -- I mean.
Problems - People	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	I have one and I can get a hold of Dispatch in -- I have a personal, but we are about to switch over to digital. We are trying to get a jump on digital before the county does because we have (what I call them) Scanner Queens [laughs] that get on there and they listen to everything that is going on and then get Facebook and just blow everything out and it is like, you don't even know what is going on, like the school thing the other day at the high school, they blew that all out proportion.
Problems - People	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	...Most of the time, there is a guy there that usually gets a truck and he is gone and I am behind him. If he will call me and go -- where you at? I'm like -- right behind you dude, let's go. But sometimes, you get people that want to fight you. I had a guy who wanted to fight me one time.
Problems - People	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Maybe if it's a bank robbery, and there's other agencies in the neighborhood, it can be overwhelming because once you start introducing different agencies other than [City] or even specialized units, because the specialized units in [City] operate on different channels, as well. So you'd have a massive miscommunication because you have these different entities talking on their own separate channels. Supposedly, the dispatcher is supposed to be connecting everybody, but rarely does that happen. So it makes for a big breakdown in communication, which causes confusion and adds stress to the

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								situation.
Problems - People	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	I mean sometimes it's just the game of telephone, too. So you have the watch commander tells me this. I hear it that way. Then I call the responding officer. He tells me something different. I talk to his supervisor. It's something different. So for me personally, if I had just a streamlined maybe even just email type response from somebody, which is what those significant notifications are.
Problems - People	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	So in general, I think law enforcement, because of the lack of community support, because of the lack of political-- because of the lack of support as it relates to our administrators and our politicians and elected officials because they are more consumed with the pressure from the public, it is making our job very difficult because the average patrol officer does not feel like the administration has their back, which is why I think, quite candidly, you see violent crime on the rise and you see crime nationwide going through the roof. Officers are not patrolling the way that they used to patrol
Problems - People	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	Exactly. Exactly. Exactly. So sometimes that's a hindrance. But other than that, I mean, I don't want to ever think it gets in the way. (talking about people texting you even if they are face to face)
Problems - People	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	but sometimes our dispatchers, the ones that give us the call, for one reason or another, may omit something maybe by accident or something that where they may not think it's significant as they're reading the call to you. And if you don't read the call on your computer, you'll miss it too, so.
Problems - People	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	But sometimes, more cases than not, you'll notice that they omit something. They may just think it's insignificant, but sometimes, we have found out later that they omitted something but it was an important
Problems - People	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	...They have their own radio channels, and like I said before, that kind of makes it a problem for us because then we can't speak to them especially if they have a call where they're asking for our help because somebody's acting up or whatever. We may have a question because

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								typically, they'll show up with four or five people, so at least one person could get on the air and say, "This is what we have," and then we can determine--
Problems - People	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	I'm a believer at this point now that we're kind of unique here at [City]. We have multiple federal agencies all around us and we have to work in unison with them. But whatever the event, there's only agency takes the lead. So finding that balance is kind of hard because the [City] Police is the primary agency in the city regardless of who else is in here.... So being able to share information between agencies, a lot of that has to do with individuals allowing it to happen.
Problems - People	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Because it's so busy, and people are saying frivolous things over the radio that they don't need to.
Problems - People	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	We try and limit that because when you're on those types of calls, there's a lot of people on them, and there's a lot of people trying to talk on the radio. And some people are very undisciplined when it comes to radio conversation [laughter], so.
Problems - People	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Well, yes. But I say that because, most of the times, the deficiency in communication is on the complainant end, not on the police side. It's not the dispatcher that's not providing you the information. It's the dispatcher doesn't know that information. And either they ask the question and the person calling wouldn't or didn't answer it, so we don't have that.
Problems - People	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	So I know they have protocol to try and get all that information, but sometimes they either can't or the person just refuses to give it. So you're limited on the amount of information you get sometimes.
Problems - People	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	Now with social media, people can start gathering online, and in 2 hours you can have 10,000 people at the White House. So it doesn't give you much time to rally enough officers. As long as the thing is peaceful, that's fine, but you need to make sure you have enough resources there to A, keep the people safe. You're out there, and a lot of times they want to march from one location to the other.



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Problems - People	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	The issue that we find is we have an electronic correspondence form but a lot of our correspondence requires attachments. Such as, if somebody is in a traffic crash, our electronic correspondence form and the traffic crash form, one is a PDF fillable document and one is generated through our Cobalt management, report management system. So it's two different places, so you can't combine them unless you physically combine them or you change them into Adobe Pro, which a lot of people can't do that. And there's very few people that can email those documents who wants you to put them into a PDF.
Problems - People	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	And it's a lot easier sometimes than trying to electronically correct something because people miss it. You're not going to learn with an accept changes, but you will learn if you're looking at red penned document, and we literally use a red pen, so.
Problems - People	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	Because if they're not looking for that, or there may be specific knowledge that we have that they didn't have at the time, or it may be something that it's-- people don't catch it. Like a word that is a real word but it doesn't belong where-- you know how auto correct doesn't catch everything. Like cans instead of can't, you'll miss it. So we want to make sure that people are just very careful about it. Because there is nothing that should come out of this office that should need any correction whatsoever at this level..... Every month, we get their reports. Well, I remember that some new people came in and got permission to take their cars home but I didn't see it on the monthly report, and I remember because those went through our approvals. These three approvals went through our office to be approved. So I'm like, "Okay, these three guys have take-homes, where there's monthly report?" So I send it back. And that was just because I remember that there were those three. And institutional knowledge, we have the overall of the bureau, so we work on coordinating everybody's efforts but we may know that on this date Harbor has this exercise so they can't help with this over here anymore, so.
Problems - People	LE	U	Field	46-55	21-30	Female	LE-U-040	But we didn't have enough information from the dispatcher. They didn't

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			Responder					ask enough questions, and that's something that you'll hear us ask all the time. Respond for a suicide attempt, well, how are they trying to commit suicide? We need to know that because if it's a gun, it's different than if it's pills, things like that. So there's been a couple of times where you wish you had-- and there's always hindsight, that you wished somebody asked the questions that you needed to know, or they didn't give it to you fast enough. Because there can be a delay and that has gotten so much better over the years. And sometimes you just have to wing it just because you don't and you never will have the information you need until months afterwards, so.
Problems - People	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	Because if there's a shooting in the seventh district, it takes a while for it to settle down, enough to be able to get the correct information. By that time, you had 18 reports that are wrong, from [Name], who saw one side on the street and judge it. And it's a matter of being able to release the necessary information quickly enough so that we get the correct-- whether you like it or not, it's the true and accurate facts of the representation, rather than social media, because that's the biggest damage to us.
Problems - People	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	So station life is-- life at the office is you avoid it as much as you can... it gets very frustrating that the boss is always coming in and derailing your train of thought... That gets to a point where you get bothered so much. You just lean back. All right. Let's just talk. You don't even try because if you're going to pay me, and you're okay with doing this, then I'm just fine with it too. But that's why a lot of us will work before and after, before 9:00 when the bosses get there and after 5:00 when they leave.
Problems - People	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: cause of communication issues] SME: Egos. Cowardness. They're afraid to confront each other... I can't stand keyboard commandos. Keyboard tough guys. And it also shows a bit of laziness.
Problems - People	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...People just getting new on the job don't have that ability to talk to people... Some do but others in the majority, they think there's going to be an app that's going to save their life, where they can send an emoji or a meme that's going to get them through a situation. There's not.

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								Sometimes you just got to figure out how to talk to people... they'll bring me something, "Hey, what about this one?" "Did you ask them that?" "Well, no." "Go ask them [laughter]." "I don't know how."...people hide behind technology.
Problems - People	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	body-worn cameras, by far and away, there are more issues with body-worn camera technology than any other of the solutions we deal with. But there are also just user error, lack of understanding...
Problems - People	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: MDCs] Yeah, any time that goes down, you get officers, they have to be on the radio and ask two or three times for the address because they didn't write it down.
Problems - People	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Well, the computer has the ability that I can see every call that's on the screen. I can click on it, and I can technically hit the button to assign me that call, and I would pop up, and it would be assigned to me. But patrol's not allowed to use that. Our animal control officers, they can look at it, and they can hit the button and self-dispatch. So again, I think it's just stuck in the-- the biggest fighters we had about going to self-dispatching, which we tried a dozen years ago, was we had a few old time sergeants who wanted to hear absolutely everything that happened. And they told their people not to engage in the testing, so then it went downhill. And without support from the supervisors, it didn't progress...
Problems - People	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...Some people are really old-school. "I can't do anything else. I write on a piece of paper." ... there's a mentality there that I think is going to prevent a shift in that direction for actually using the tablets like they are designed
Problems - People	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...we have a few people who will not use the computer, use only the radio, which then takes up bandwidth for everybody else, but they won't change, and they're our trainers. So when you have trainers who are teaching people to constantly do that, it's like, yeah I can teach them how to, but you don't need to do it all the time. So it just, there's a lot of things that we can do with technology that our people are preventing.

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								Whether that's dispatching, whether that's running inquiries and stuff like that on computer, because we just get a mindset of, "Well, this is how we've always done it."
Problems - People	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: electronic v. paper forms] ...We have access in our RMS system to do affidavits which then keeps it as part of the permanent record in there. But, again, at the command level, we haven't forced the officers to use that, so some still use Word and type it up. And then we're scanning and attaching, all to six different systems, and I think that's the big challenge...
Problems - People	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: electronic v. paper forms] ...There's a lot of things that-- there's really almost nothing that we have to do on paper anymore, I don't think, but we do. Even our eticketing, it imports directly into the court. They have it the next morning. They still print out paper copies. Our records department, it could import directly into our RMS system, but because they had to click three times to merge the records, they print them out, and they hand type them in. There's job security there [laughter]...
Problems - People	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	And there's only one thing cops hate more than change, staying the same [laughter]. So it's a constant battle, "Why are we changing this?" and "Why aren't we changing this?" You're stuck.
Problems - People	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: information ever missing] Probably. I'm trying to think of a time specifically when that happened, but it's a technology issue because, from my time in [Job title], I know that talking to people in crisis they don't always answer questions the first, second, third, fourth or fifth time you ask.
Problems - People	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	So a lot of times, [Job title] will get kind of upset when dispatches doesn't tell them exactly what a suspect's wearing, or doesn't know if there was a weapon involved, or anything like that. Sometimes that has to do with the radio channel being busy, Sometimes it has to do with the [Job title] just not knowing because the call taker hasn't been able to get a word in edgewise to ask. Sometimes it's just missing information. So I can't think specifically a time that it was necessarily a technology issue

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								other than just being somewhere where you are out of range, or you are three floors down in the garage and there is no coverage there for the radio or cell phones.
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: electronic discovery] ...the person in records was literally printing it out, rescanning it, and attaching them as a PDF. A said, "No, no, no, I meant just print it to PDF and attach-- it's all electronic. You don't have to physically use paper for anything." Then there's a whole discussion on, do you still keep paper files?
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: electronic discovery] ...if they were to call us up, we'd just make a new copy of whatever and take it to them, which we probably already gave them a copy and whether it got lost, got misplaced. So there are a few safeguards built in and a few potentially helpful things as these systems come up. And that's sort of the tracking, the data integrity, all the other stuff that people think that any system should have when you're talking about data and data transfer.
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Just knowing the people within the department and who likes to play with stuff and who doesn't like to play with stuff, and which guys just took it and threw it in their bag [laughter] and said, "I don't have time to figure this out."
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: general technology] ...you're not going to use them because I don't have time to do that. And you're going to go back to what you know, which is the radio that just kind of engages your ear and maybe your thumb and finger for talking.
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...The other day when I picked up a car, I knew I wanted to display my clock and my miles per gallon and where's my temperature thing going to go, and then the display for the audio and the climate stuff, and how can I configure that myself when I back up. Do I want the little lines to turn when I turn the wheel? ... And I didn't realize all of those were in there until I just had a little more time in the car. So if a patrol guy jumps in a car, are we telling them all these things are there? Are they just discovering it for themselves? Should we, as an agency, take

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								responsibility in saying, "Here's the things that should be turned on"? You can't turn off your backup sensors because we don't want you backing into poles. You can turn off the lines turning left and right when you're backing up... More things I don't think anyone was aware of is there when we get these cars.
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...in our training, we told people, yes, we recognize as we introduce more technology, information comes out faster. Don't forget the human factor. As a call taker receives a call and is typing notes and it pops up on your computer, the dispatcher is probably reading as fast as you are. Don't start asking them questions about what you're reading when they may not have done all their reading because maybe they sneezed and they're two seconds behind you. So sometimes everything just comes so fast but you need to slow down and wait just a minute and let the dispatcher do their job and actually come over the radio because not everything may have been in the notes...
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...So if you see something and it's questionable, we had to come up with a time or say how long do you see an event and you think it looks good and juicy, and the dispatcher knows the location's wrong because the caller had wrong information and it's really not in your county. So don't start turning on your lights and siren and running somewhere because that's just where they live but they're calling about their friend who lives somewhere else. So we've cautioned about self-launching...
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...What came in as the structure fire is the reflection of the sun at night. But it gets billed as a structure fire because that's what the caller said. And you see it on your computer, and if the tones go off at the station the guys are ready to run out, so we've got a structure fire and then they never hear the radio come on and do the formal process of dispatching...
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...So from a liability standpoint, I'd say, look, that is your formal dispatch. If you choose to go out on your own, we're not saying you can't. You're all adults here, make decisions, but just be cautious because that event may never turn into what you thought it was and what the dispatcher

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								thought it was. So we are talking about the technology dependencies on how one part can really affect the other part and just understand they're related...
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...The speed of the information flowing is not always great... So it usually manifests itself as an issue, somebody complains about something, we try and go through the problem, realize why, what can we do to mitigate it, what can we do to not mitigate it, whether we just have to say that's just the way it is and there's really nothing we can do to make that easier on either side right now. But at least you understand why it's happening.
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	When I started, we were on VHF single system, the dispatcher would change which tower they were broadcasting from. So you regularly get half the conversation because you can hear the tower but not the person talking who may be on the other side of the county...
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...we stood up an 800 MHz system within our county. So we all had each other's talk groups but everyone was still afraid to change the channel on the radio or talk in somebody else's talk group because they just didn't do that before. So that took a while to convince people that we have new response protocols. And if multiple agencies are responding to a scene, we're going to move off the various dispatch talk groups and go to one response talk group. It took law enforcement a long time, and they're still not really there, that they're going to go off their channel to go to that response channel because their thought is they're always waiting for the bigger and better deal to come along and go do something that is more fun than directing traffic on an accident scene. So they always listen to their talk group...
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...So we try and do that from a resource utilization standpoint, from an information sharing standpoint. If we're all driving up and down the interstate and no one's found the accident, it's nice to know that. The biggest thing we used to joke about is the law enforcement officer does not need to tell the dispatcher that the fire truck is on the scene. The fire trucks knows they're on scene [crosstalk]. This goes both ways. We have lots of tapes of the fire truck telling the dispatcher that the law

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								enforcement is on scene. So that was the training years ago. They know they're on scene. You don't have to tell anybody that. Resource utilization, talk time...
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	We all know who likes to ramble on the radio. As we said, if you have to say break when giving notes about a call, you probably should have typed it to your computer by yourself. That's just a little much for the dispatcher to be hearing and typing and doing everything...
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I go to hit my radio and I get a busy signal. I'm like, "Why am I getting a busy signal? It's a clear day. There's no accidents." Well, there's more people out there now. Or it could've been somebody didn't turn off their radio and they drove through and they're dragging a talk group and tying up my resources. So trying to explain some of those to people, again, we try and mitigate it by putting more repeaters in a site if we have to so we don't get busies...
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...the example we use was years ago, the balloon boy incident on the front range of [State] and the guy was saying his kid was in the balloon, while we had just set up recently, this state-wide radio system. Well, people up here realized they could tune in and listen to what was going on on the front range. Well, the state deactivated those radios. They realized that the entire system was getting tied up by people who were not in the area of operations, listening to what was going on. And they were able to go through and deactivate those radios...
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: building traffic stops on MDTs] ...So that was a process of working through. I'll say it was a little letting go of control from the dispatchers. They disagreed with a lot of this. I think, as a field user, we said, "We don't care. This isn't your decision. We love you guys. We appreciate what you do. The person most responsible for my safety is me. And so if I need to build it on the computer, don't try and give me a policy that says you shall not. It's not going to work. Highly discourage. Make it as strong a language as you want. It's going to happen."
Problems - People	LE	R	Field	46-55	21-30	Male	LE-R-019	... The expectations that are being put on law enforcement. I mean, if you



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			Responder					sit there and listen to radio on probably anywhere, and you hear the calls that gets dispatched out, you would probably sit there and go, "Okay." If you wrote down every call type, and realized, "Well, what is it the police officer's been given all these calls has to know?" Pretty much everything. And I understand when the citizens call in and they don't know where else to go. Maybe we don't have enough 211 services, 611 services, but I listen to some of these calls going, "How are we supposed to know that?" But we're going to answer the phone and they're going to expect something, and we don't want to look like fools.
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...Personally, my handwriting is horrible. The office people would love if I did electronic ticketing. I wouldn't have had tickets dismissed that I'm sure were dismissed because the judge couldn't-- because someone probably couldn't read what I wrote. I accept that. So I can see benefits of that, but do I do it on a little hand held device? Do I do it on a bigger computer? How do we take this concept, and then through technology actually implement it?
Problems - People	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So I would say, as far as the technology goes, it's very difficult to get the judges and everyone else to understand the technology. And understand it's not this CSI-effect thing where you're just doing voodoo and we didn't just magically create this. It's actually based off of technology and diagrams and measurements.
Problems - People	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...our officers are authorized to use these for recording audio, video, pictures, any of that. And then they can bring it to us or email them to us in order to upload them into Lumen. So we've looked into the technology of being able to allow them to plug in their own phones and download it themselves. But there are some issues of, "Well, will they delete or will they upload them properly?" So at this point, it's just easiest to have them either bring in their phone, we plug it in and download it ourselves, excuse me, or if they're technologically-inclined, they can just download them and email them to us. So we discourage it for major crime scenes...
Problems - People	LE	S	Other	26-35	6-10	Male	LE-S-021	So when we're in training, we have a trainer and a trainee in the same

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			Public Safety Personnel					car. Well, if one's using an earpiece and the other one is not, chances are somebody's going to squelch at some point. So I don't know if there's a way around squelching, if there's just not, but earpieces, I think, would be a huge fix to that. But everybody has to accept the fact of, "I'm going to use an earpiece." A lot of people don't use it because they don't want to go deaf and you can easily go deaf...
Problems - People	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: apps] ...we handle a lot of calls where it's hard to communicate. We have certain officers that can speak Spanish and stuff, but nobody that can speak Russian, to my knowledge, anyways. So having Translation, which is just basic communication with different languages, is very helpful...
Problems - People	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	I think, in general if there's ever information that's not provided to us prior to arrival, it falls upon the reporting party or their inability to communicate effectively through dispatch. People are in states of panic or whatever, so it's very hard to communicate. And so dispatch has to do the best that they can and provide us with the most succinct and direct response to what they're being provided. So yeah, a lot of the time we show up, and it could be a suspicious incident or something, and it's actually an active domestic. So you get on scene and it's, "Okay, well, I wasn't provided this information," but it's not necessarily their responsibility to tell us everything that we need to accomplish our end goal...
Problems - People	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	...you have a lot of strong-headed people that are very intelligent people, and it's not that one way is the right way or-- no one way is the right way or another way is the right way, they're both good paths to take. But everybody wants to do it their own way, so sometimes that gets a little conflicting especially when you have a sergeant that'll tell you one thing and another sergeant [inaudible]. It's not like either one's wrong, it's just they don't always tell you the exact same thing, so. There's a little bit of a communication breakdown, I think, in those regards, which it isn't a bad thing necessarily, it's nice to have different perspectives...
Problems - People	LE	S	Other	36-45	6-10	Male	LE-S-027	We have two people in two different locations. It helps us with the plan,

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			Public Safety Personnel					how we're going to approach that. So the more information, the better. But we don't always get that because the victim might not be able to provide that to us--
Problems - People	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	... But then you have to make sure, "Okay. Is this the right person? Is this the right thing?" Because you're there in a frantic, so people can get things wrong as well. But that would be enough to at least start the process.
Problems - People	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	There's a few. There's a few that talk way too much on the radio.
Problems - People	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	And the ability that people will just report everything, so.
Problems - People	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	It goes up and down. What unfortunately happens sometimes, and the reason we have the liaisons that communicates with these folks is there will be a new story about something, about a contact between an officer and someone in the African-American community and it'll turn into a news story and emotions will flare, but then the goal is to have this liaison that they can reach out to and go, "What happened?" And we can try to provide information to the degree that we can. So I think it's pretty successful. It's important that we continue to do that. But again, it turns on what happens if there's a bad news story then we usually have some damage that we might have to repair.
Problems - People	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Yeah. I mean, if people that aren't efficient with their [crosstalk]-- yeah. And so there's somebody talking about something that may not be super important, which I can't override that person and say, "No, get off the radio. I've got to put something out that is." Yeah, only person can use the radio at a time.
Problems - People	LE	U	Supervising Field	46-55	31-40	Male	LE-U-029	Usually, at least from my experience, and again, it's mostly critical incidents, protests, things like that, what causes the largest problem is

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			Responder					when something happens we have-- at a protest, you'll have a big fight will happen. Everybody has to get on the air.
Problems - People	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Yeah. MDT is right here, and I end up getting a lot of cars dented because people are looking at this to look at the call, and they kind of don't realize the traffic has stopped. A lot of updates come up on here. I would love to figure out a way-- I know they can do it in fighter planes.
Problems - People	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	We're losing as many people as we hire. And I think it's-- talking to other agencies, they're saying the same thing. It's just not as many people want to be a police officer as they used to.
Problems - People	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	...And then when they run the license plate, we ask them, "Is there any RMS on it?" which is Report Management System. So is there any prior thing associated with that plate? But our 911 center won't give us that information over the air anymore.
Problems - People	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	So in a police car, we had and used cameras and microphones. And to be honest with you, it wasn't that big a deal. I don't really understand what the problem-- they make a big deal about it here in [City] when people forget or they crash, or whatever.
Problems - People	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	You shouldn't talk on there for frivolous things. So I don't spend a lot of time on the radio, but I find now, a lot of our dispatchers are saying a lot of things that are really [inaudible]--
Problems - People	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	[RE: information overload] Well, as I'm preparing for roll call, that's exactly what I'm looking at is-- I'm looking at information that I think is important to the officers but if I give them too much, they're not going to remember it all, or... The really important stuff is going to get forgotten, and the minor things get remembered. So that's kind of-- one of my pet peeves actually is when-- I'll be honest with you. There's another sergeant on the watch-- we get a lot of things in our emails and those go to every officer, but it's things like-- well, there was an email from somebody at the 911 center saying, "Hey, please ask the officers not to talk between themselves on their MDT, but talk to radio so I know," because apparently, they said, "Well, we saw the suspect." Well, in my

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								mind, that is-- one set of officers, why would I go to the entire department and say, "Hey, quit talking amongst yourselves or don't-- make sure to share that with radio." Plus, you got the email yourself, but that sergeant, she likes to print those things out, and she puts them on the board. But they read it in their email, and now they hear it from me, and they just roll their eyes. So to me, that's information overload. I will go and I will put that-- when I'm in charge of the roll call, I won't even read that. I won't read it, because they already know it. We train them a certain way.
Problems - People	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	It's redundant information, and these are officers that-- what should have happened was at the time was the dispatcher should have called their sergeant or called them and say, "Hey, listen, I know you see the guy, but you didn't share that with me. Don't--" send it to each other, send it to me. But instead, they save it up and they add it to a couple other problems and they send it out for the entire department.
Problems - People	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Exactly. And sometimes I'm not sure what he wants me to understand. I'm not by any means stupid, and neither is he. But there's a piece there also. I'm not quite getting what--
Problems - People	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	See, I've always thought my job was to anticipate my boss' needs and take care of those before he has to ask me for them. But when it comes to what the captain sends me, I'm not sure what he's sending to me.
Problems - People	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	And there was a time, before I came to bikes, where I was in the community police team. I used that a lot, but most officers don't know how to use it.
Problems - People	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Q: On the road, in the [inaudible]. Got it, got it. So what, if any, that causes communication problems, in your mind? SME: Usually the dispatchers.
Problems - People	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	The talking over each other so the radio will bonk. So if I key the mic the same time another officer keys the mic, somebody gets bonked out but you don't always know it....-- if we're going to a really hot call, one of the things the officers will-- the first couple of cars need to get on the radio

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								and say, we're going, but the rest, I don't them to take air up to say they're going. Just go. Because by the time they get on the air, maybe they're already there trying to transmit something, and you're saying, "Yeah. I'll be there from [[Name] and [Name]?]. And those three seconds could have been, "I need help."
Problems - People	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Yeah. That's a minor thing you think, but if you add those together, those little snippets, they take the air away. You don't need to say you're returning.
Problems - People	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Yeah. I think maybe a small number, and it's probably small, is unwillingness to, I think-- "I'm a cop, or whatever. I'm a first responder. I know how to do my work. I don't need any of this stuff. I'm not going to even deal with it. And I'm going to do as much as I can to keep circumventing it as long as I can."
Problems - People	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] So that's difficult to communicate with callers. We have language barriers, but we do utilize a pretty great language service so we can get translators online fairly quickly. Other issues would just be, I think, callers maybe not understanding that. "Hey, I'm going to get interrogated." And either they don't understand sometimes how the call taker is getting information and maybe are upset because they're not hearing the right things or that help's on the way, which we'll tell them eventually. But it's hard sometimes to corral and control the caller, depending on what's going on. Among the communication employees, communication-wise, difficulties--
Problems - People	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] ...So I just want to get back to the communication. They may mention communicating with us may be a challenge, but they have our radio frequency, but quite often they don't know what channel to turn it to. I think that they have our frequency. So if they get in a jam and they're in a dangerous situation, there was originally just an EMS call.
Problems - People	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Hey there's a guy over, have a knife then it kinda goes through their dispatcher, it goes through our dispatcher, and I come flying down there, you know, 'cause I'm thinking there's a cop in blue calling for help. Their

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								politics are different from our politics.
Problems - People	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	We were switching over to 700, and they have a huge hub at Fourth that's going to go underground at [Street] which might help with the radio at [Name] Mall. Because now we're separate, we're on 700 MHz now and their in the process. These radios are all 700, 800 capable. So when they do hit the switch to 700, it's hit the switch and the cop's not going to notice a difference.
Problems - People	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	And that one radio unit would do all the grants, get all the-- at Westfield Mall, we need communications, they do all that stuff. They don't.
Problems - People	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	So he's Asian, the other guy is straight from Ireland, so obviously they're going to go, "What did you say [inaudible]," and we mess with them all the time around here. That's why you see all these pictures of-- so [inaudible] that's me and all the radio mics.
Problems - People	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	We don't talk the same language than CHP. Now, being a radio person I understand their-- our version of a 10-25 in [City] is an officer needs back up. CHP's version is there's a truck that's flipped over and it needs help.
Problems - People	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	But that's what and right now and that's the biggest issue we have and the biggest divide is you can't communicate with anybody anymore.
Problems - People	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	I think law enforcement, is they're not getting out and not talking to you. Every once and a while, you'll get a clip of a cop playing basketball with a kid out in the street or something like that. But they're not doing that. You can't communicate with them unless it's PlayStation 4 or some crazy stuff. There's nothing to relate to. There's no Monday night basketball. I remember you had to be home before the streetlights came on. And if I screwed up, my neighbors had permission to whip my butt. Then I got two of them, from them and then from my parents when I got home
Problems - People	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	And then, some bosses get mad when you're at the station early, but you're there doing paperwork or information.
Problems - People	LE	U	Field	36-45	11-20	Male	LE-U-013	I say yes. But the newer generation, they live on their phones. And I get

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			Responder					mad at the newer officers because they do that. They're on their phone. And I'm like, "You know we're on a traffic stop. We don't know who that guy is. We don't know," and they're on their phone. And I tell them, "Please get off your phone until we finish this traffic stop." But it's the younger generation. They live on their phones.
Problems - People	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: using body cameras] ...sometimes you're figuring out your route and you're doing a lot of other things in your head and you get to the call and you're like, "Oh, I forgot."...
Problems - People	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I think, partially my generation, but definitely, the generation that's coming after me, we're more apt to text than make phone calls. And so I think we're not as good of communicators because of that. We're used to being able to plan out what we're saying before we send it and stuff like that. So that phone calls, sometimes you-- when I first came to the department, we had to start making notifications. I'm like, "Oh my God, I hate talking on the phone this much." It was just, it was something to even get used to, to be on the phone regularly.
Problems - People	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...Everybody tries to get on the radio at the same time. Sometimes the dispatcher just-- they have a hard time controlling the entire situation. The officers have a hard time not cutting each other out...
Problems - People	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...on the radio, a lot of people try and get out at the same time, and then were walking over each other.
Problems - People	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Sometimes we have problems with dispatchers, and they're the ones who are relaying the information. For instance, somebody is chasing somebody outside and we can see it on the cameras. The dispatcher doesn't always acknowledge the people in the room. She'll purposefully not listen to them. Or if ShotSpotter goes off and, "Hey, there's nine rounds here. Now there's seven rounds," you can clearly see people are shooting at each other with the way that it's going off, she'll purposely not answer. Just disregard, "I have other things to do. You need to wait."
Problems - People	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: cause of communication problems] Some people don't want you to give out information, let's say if they had, about an offender because



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								they would like to make that arrest or they think somebody else is going to steal that arrest from them. Sometimes detectives won't give out offender information because they want somebody in a unit that they know to take that arrest. So that's part of it. "I want to hold that information for myself because I want the credit for it. I want the pat on the back."
Problems - People	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	[RE: new technology adoption] A few people, a few people. Majority of the guys think it's garbage. Majority of the guys feel threatened by it, I would say. They feel like, "Oh, what's a computer going to do? We lock people up. We're the real deal." And they don't understand that it's a tool, that it's not meant to replace you. It's a tool. But we are getting conversion. People are starting to pop into their heads as they roam little more and say, "Did you see this in the camera?" And the reason for that is because-- that's kind of why commander brought me in, because he knows I'm proactive. I have a good attitude. I want to do this. So he figured, "Hey, this kid will run with this and try make something out of it." And I have. And we've been able to get top-10 targets taken down fast. There's top-10 targets that drive violence, principal drivers of violence, in the district. And we've been finding them and locking them up. And we've been doing it with technology, plate reader. Kind of figuring out, well, what area the car is being seen in, and putting ourselves in that right area.
Problems - People	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	I use cell phones, but the cell phone [inaudible] platform, it's got limited use. The other thing I'm afraid of is if they replace radio communications with a mobile communication-- you don't want too much communication. You don't want too much radio traffic. You don't want over-communication because that's just going to confuse everything. So right now, the way that we have the radios, it is pretty concise. You have to stand at a point, and you just communicate with [inaudible]. You get it out there, and that's it. So I'm afraid that people may begin to speak too much, if we have a mobile communication.
Problems - People	LE	U	Field	26-35	6-10	Male	LE-U-023	[RE: over-communication] No, I don't find that problem on the radio. The

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			Responder					radio, through the limitations of technology, it actually serves as-- it has its own discipline mechanism built into it [laughter], into its limitations, yeah. So it's good. One person speaking and everyone's listening, and that's the nice thing about it. On the mobile phone, which we've done this when we're doing surveillance and stuff, and we're in multiple cars, and we're following people, it gets crazy. So-and-so's talking, and they feel like the most important thing that needs to be said is what they're saying right now. They're saying it, and now you're saying it, and it's getting confusing.
Problems - People	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: cause of communication problems] Humans primarily. I think our technology works well. I think the failures and communication often are human caused. Some of our partners communicate better than others.
Problems - People	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	... I mean even the phone right I mean the whole election they used advertising to try and manipulate people into how they were thinking or feeling based on what ads they were already looking at, what new sites they were already looking at so using an algorithm to say okay look at this and people could make their site so that it would hit those algorithms so they knew that people had looked at this but also look at this which would help recourse that so technology is kind of scary that way and I guess I don't know I don't know if there is something pie in the sky that I think that would be super awesome great.
Problems - People	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Right from where you're from right and one of the instructors was from Baltimore and he was talking about how you know after 9/11 they bought their 700 megahertz radio system and everybody was on the same radio system but they still can't talk to one another and it's one of those things where even if you get technology the next part is teaching people how to use the technology and so you can have pie in the sky technology dreams but then you got to teach people got to be willing to learn it and be willing to you know they don't.
Problems - People	LE	R	Other Public Safety	36-45	6-10	Male	LE-R-043	Right yeah. There's a lot and it's really getting tough with the technology, with the internet right because you're afraid the internet has taught us that you can't really be honest anymore because people then can use

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			Personnel					the internet to take whatever you said honestly and turn it against you. It's really tough and frustrating and so you don't know any more that's not work that's just life right? You don't know who to trust or what you say to who or where it's going to go and how big it's going to get. Again that cell phone thing right? It's cool I got this cell phone. I got this like thing that follows me around and Uber can find me. Yeah well guess what you know everything you put on it's like you put a thing on Facebook I don't care how tight your privacy rules are someone is going to find something and somebody that you don't like you know is going to potentially share that (00:26:57) information screenshot it you know Snapchat right deletes in 30 seconds. Oh gee screenshot now I have this you know thing you sent to me or this photo you sent to me and now I can blast it all over the internet.
Problems - People	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	... I mean people are going to say things that you didn't inform this person or you didn't do this properly or you know you're doing this too much or that too little or you know this, that and the other thing and it's just like okay you know I may have three different people telling me to do something but and it's all three different things... Don't get me wrong I mean it's hard thinking that anything you say or do that one person might get you fired because that person is technically a boss of yours right and could cause issue but that person might not agree with the other person so you have to play that mediator role so you kind of just do a lot of smiling and nodding and yeah just let people do their thing.
Problems - People	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Yeah and we're human, we make errors, we screw up so end of story. Not end of story but end of comment. How's that?
Problems - People	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Yeah you never know. I think it's just it's pretty simplistic and that's why people get left out right because you forget to add certain people to an email and all of a sudden they get left out.
Problems - People	LE	R	Other	36-45	6-10	Male	LE-R-043	... Once a company decides not to make them anymore and nobody

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			Public Safety Personnel					supports the technology so yeah I don't know. It's the hard thing about the living in the society we live in. (00:43:00) You kind of get stuck with whatever you know people create and people embrace. People embrace Google Glass and it did become a thing.
Problems - People	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	...You know you hear the same thing you hear coming from the vehicle and I mean they hear everything we hear and they see everything we see and so it's and so from a tactical advantage standpoint we lose a lot of that surprise on what we've got going on so and our dispatchers have made the comments that you know when they're on the phone when somebody who is calling 911 to report something they'll hear themselves dispatching us through the phone because people have scanners and you can get a \$29 scanner that picks up all UHF traffic for the entire county and that's TEN, fire, EMS, police anything like that...
Problems - People	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	...The other thing that we do is in a rural agency a lot from my perspective is we disconnect with the caller a lot and the reason is is our dispatch center has one dispatcher generally in the evenings for fire, EMS, police and general calls. So that one person doesn't have the ability so when you have a dispatch center that has five call takers they can stay on the phone for five minutes with somebody it's not a big deal. They can't dispatch particularly on like a crash or something like that. I mean you think about a crash that generates twenty five 911 calls you know we have to get all of those and still get the relevant data so the first caller generally you're getting data sometimes not always the best and so they're having to figure that out...
Problems - People	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	I think that the individual's understanding of technology is probably the largest thing. We still have guys with flip phones. I didn't know you can still buy a flip phone. You can apparently. They're expensive. So we have one guy in particular love him to death he doesn't text, doesn't do text messaging right he also has a flip phone so I think and then you got myself and some younger guys that are like you know we're watching our dopers on [social media].
Problems - People	LE	R	Field	26-35	6-10	Male	LE-R-044	There's a huge disconnect between society and people's perception in

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			Responder					law enforcement and what actually happens.
Problems - People	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	And I've seen the industry change around I want to help people who want me to help them but if you're the guy that's saying screw the police and you call because your neighbors are harassing you I don't want to have to respond to you but I have to. You know what I mean? And so trying to bridge that gap can be really frustrating because we actually have that happen where people post things on [social media] or send a nasty gram to the department, tell us how horrible we are and then their car gets stolen and guess who they call for help.
Problems - People	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] We have to go to every call with non-prejudice, non-biased opinions and try to make a justified in a justified perception of what exactly we're dealing with because people lie to us all the time so it really you have to be able to maintain a clear head with every call you go to.
Problems - People	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] ...If the evidence isn't there and we make a decision that somebody doesn't like they're going to go all over social media and just dog us or absolutely nothing for just going off of what we have. Investigations for the most part are ongoing. It's not just an open and close case.
Problems - People	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] ... there's also on the downside of it where if there's ever a chance where we get into an altercation with someone in the large crowd everybody's going to watch that video, everybody's going to want to see what happened but it's always going to be halfway through.
Problems - People	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] The people that watch those videos they don't see the full story. They don't actually understand well that guy had a knife or he had a gun or whatever he may be intoxicated and tried to fight one of the bouncers and we said hey you need to go and he starts to fight us. They start the video after everything's already begun. They don't start it from the very beginning of what happened.
Problems - People	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Don't get me wrong there are some videos that you can watch out there that is the full thing. Usually it comes from us with the body cams. When it comes from a cell phone video you know I've never met anybody that walks around with their cell phone camera on 24/7 so they're never

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								going to catch the initial contact of what actually happened.
Problems - People	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] I mean for the most part for the vast majority of it that's the case but there are some that there are some bad there are some people that are in the wrong and they'll end up getting their just desserts for what they do.
Problems - People	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] ... whenever it's just basic talking without the GPS getting in the way or something like that our radios work very well but you know there are times where we have certain officers that work with us he knows who I'm talking about specifically but you know when we go on especially on a SWAT call out there.
Problems - People	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] There's a lot of people down here that have listening problems. Not listening to the radio but I mean there are guys that I work with I'll call four, five or six times on the radio and they'll say nothing just because they listen.
Problems - People	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] It's come a long way. There's a lot of things there's a lot of people that don't use their computers they have access to them. There's a lot of people that have the chance to use the technology they just choose not to because they don't want to learn something new.
Problems - People	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] ... There are shifts where people call for help and some people don't want to go help so they send someone else which is bad...
Problems - People	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] .... A lot of people like you said they don't see that whenever we're busting in a door or something like that because we're not just going in there for a reason we're going in there whether it's a drug related call, a domestic related call, child abuse whatever it may be we have a good reason to be there. They may not think it at that time but we're actually helping them because if it's a drug related call who is to say that the next step they take might be it.
Problems - People	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] And when they do talk about that it's also negative.
Problems - People	LE	R	Field	Not	5 or less	Male	LE-R-045	[S2] They don't see when we go out like on a SWAT team when we have

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			Responder	specified				grades and stuff we go out let the kids play on our Harvard vehicle which we call ARV and they don't see that stuff but whenever we kick in their door because they're selling drugs to kids then we're the bad guys. So they don't see both sides of the story.
Problems - People	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	Outside of that it's usually human error not really technology but there are times where sometimes radios when you key up they won't work right then and you have to rekey up and do it again but websites only stay up with something like that.
Problems - People	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] ...We try and keep off the radio as much as possible because in [City] we have a lot of people that we like to call standard land so we have a lot of people that listen to what we say so there's a lot of times we get sent to a party call they'll have a scanner pulled up on their phone.
Problems - People	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] ... We're upstanding officers we don't work outside our badge, we don't abuse our authority or abuse our power in any way. We do our job, we have families. There are officers that do abuse that power. If you put a body cam on them the chances are they're going to be forced to do their job and nothing more which is a good thing. It'll either tell them to smarten up or it's going to get them it's going to take the badge off their chest which should happen.
Problems - People	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Listening always listening to the radio even though it's a complacent problem.
Problems - People	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Used to hearing that number because that's the bar right from now on it's never going to be said anything on that radio other than that number so if you don't listen to your number and you get sent somewhere and another officer goes and you don't show up and he gets hurt that's on him. That's on that other officer so listening it's bad.
Problems - People	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	If you have people doing 80 miles an hour and there's a lot of agricultural people down that road you have a cattle trailer that's 40 feet pull out into a road that's a 4 lane and somebody comes down a hill at 80 miles an hour that's going to be a bad day so people need to slow down through

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								there because there is this issue that you see here. It's not the fact that you can drive straight down the road it's the other stuff that interferes with your path and people don't think about that. They go I never thought about that. You explain it to people they get it so I forgot what the question was now.
Problems - People	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	A lot of that has to do with pay. And I'm picky about people. If you put somebody in a badge and put them near a community as to the wrong person it really hurts your department so I really work short then work wrong and one thing we had is when I came into office here we were paying \$12 an hour for deputies.
Problems - People	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... and I'm over dispatch here I'm on the radio just the basic stuff they never fixed is ridiculous.
Problems - People	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	They had no battery backups so it would take 10 to 15 minutes for radios to come back up. If anything happened during that time it was just tough. No it didn't work and so I actually went and bought battery backups for everything so now when the power goes out or if the generator kicks on you operate through it because you know when you have severe weather and stuff that's not time you need the radio going out so we fixed that issue.
Problems - People	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... because most of what fire association does is try to make the radios better. They're doing that independent of everybody else and I don't like that. I think we need to all come to a solution together so we came through and now we're at a point I'm kind of a pushy person about getting stuff done and now we're at a point where I can't imagine I'll spend the money just tell me what you want that's fine.
Problems - People	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Currently we don't back up. We backup our RMS system, our reporting system. We do not backup our CAD system. So if something were to happen in that room all the CAD data would be lost because we had no backup. That will change once we get the new system in place. I think changing from the 100 megabyte switches to the gigabyte switches is



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								going to make a huge difference just in speed.
Problems - People	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	We're improving. Before they didn't communicate with anybody. They truly didn't. Some of the fire guys they had one guy in particular that was very difficult. He wanted to be in charge and he didn't want to do stuff. He wanted to make me do what he wanted me to do and I'm not that guy. I'm like listen I'm respectful of you be respectful to me. He refused to come out to a call one night because I hadn't called him back yet and he called out here and cussed out my dispatchers and then he got in court and was ugly so I said that's fine so I went through and documented everything. At the fire association meeting I said hey this guy is making you look bad. This is your business you deal with it but I'm not going to call him back.
Problems - People	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Now I think sometimes people's egos get caught up and don't want to ask for help and you should and there's a possibility someone's in the house and if they can get there before I did and help get somebody out or see if there was you know makes a big difference.
Problems - People	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	The human side of it is ego is the biggest thing. I find ego gets in people's way and they don't feel like they should have to answer somebody else and they don't want to humble themselves and work as a team. You got certain people who are the top of their tower and don't want to talk to anybody else because they're at the top of their tower...
Problems - People	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... I think that's what you look at here is you have the guy who wants a new car every year and he wants the big shiny, shiny or you got the person who wants something to be functional and get the job done. You got the guy that's got the 1975 Dodge Ram Power Wagon or you've got the guy that's got the brand new 450 jacked up and never been off road.
Problems - People	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] We try to eliminate dispatch if we can because it's just too delayed. You give them information while they got other things going on they might not put it out right away they might wait a few minutes. It takes way too long to relay information so now we have much better ways to do it instant I mean it's been very successful.

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Problems - People	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] I think the only thing that would cause problems is the unnecessary people being on the communication level. You know what I'm saying? There's certain people that you want putting information out because they know what is the pertinent information. Sometimes you got too many people putting out unnecessary details that don't necessarily involve other people. I don't know.
Problems - People	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] Any kind of communication discipline even on the apps. Some people get out of hand with in turns into chitter chatter.
Problems - People	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] And if you think about it it's just like anything if you have too much of it then you get complacent with it. You're not really paying attention to it you know your phone's going off I'm not looking at it because you know that's [Name] goofing off sending out unnecessary stuff. Doesn't necessarily involve us.
Problems - People	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	...but it's yet another password so yeah you definitely hear people complain about you know I got to keep track of all of these passwords and they use weak passwords because they don't want to forget them or their passwords are on sticky notes like here are my passwords on a sticky note next to the computer but yeah that would be something that bothers people.
Problems - People	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	I would say with this Live Safe thing there has been some people are sending fairly trivial kind of tips and then you got to go check it out and go this isn't really a thing so I don't know if that's hindering us as opposed to maybe making a little more work for us but that's fine that's what we're here for. I don't know I think when the analog system occasionally would go down that was certainly a hindrance.
Problems - People	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	...I think sometimes people are looking for obstacles like oh we don't have this and it's like well you don't you wouldn't use it but we should have it you know we can't run things in the cars well so what you can run things over the radio. Find another way. Oh I can't I have to hand draw my accidents. You don't do that many accidents you can do ti but we should be it's not hard. We're well funded, we don't have the budget

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								issues that some of these smaller municipalities have we should have these things just because that's the standard and I know our chief feels that way and so we move in that direction.
Problems - People	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	... Some officers and it drives me crazy want too much information from dispatch and expect dispatch to have ESP but I have to know like you have to dispatch me the right location, you have to dispatch me the right type of call, code or signal.
Problems - People	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Stress, lack of training ability and then some people can just be difficult. Sometimes we've got officers that give attitude over any of us. It's like why are you getting an attitude? Sometimes we get dispatchers that get an attitude on officers. People are having a bad day but it can really impact our ability to communicate but I think when the situation gets stressful or it's a high you have officers messing up, you can have dispatchers messing up and I think when if people just don't have the intellectual capacity to do the job or are not properly trained you run into problems. They don't know what to ask, they don't know how to ask it, they don't know how to relay that information.
Problems - People	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	I think it can make it better or it can make it worse. I think you run into like you know long time officers making like agreements with dispatchers don't give me this call, don't give that call. Give it to this guy that kind of thing and then that's on a Sergeant I think to stop that but that sort of stuff happens playing favorites those sorts of games or sometimes dispatch will be uncomfortable saying something over the radio so they'll ask you to call dispatch or they'll ask you to come and meet them in dispatch and it's like well that's defeating the purpose of all this.
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	There's certainly, we were brought up recently with legal updates and some, through the years some of them are concerned about using their personal phone for office business because there are some lawyers, defense attorneys who will try to subpoena that information. And then you're worried about your private messages on your phone, family pictures or something. Just stuff they don't need, but I don't know if it

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								was a scare tactic used by these defense attorneys, but it's just something that comes to mind for the deputies.
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	... And to the technology, it works even for bad guys. We've been on calls where the bad guy has that friend on the outside videoing a live feed and he's watching it on Facebook live feed. And we've had SWAT call outs or a shoot in where we're trying to do stuff and you have people videotaping, showing and sort of the bad guy is on the inside watching what's going on on the outside. Technology's great but it's also, it can hinder our security and our operations.
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	I think misunderstandings. Because a dispatcher knows, how can I say it? It's kind of like having been married. My wife may know what she wants to say, may say it not in the way she intended it, and I may interpret it the way I am understanding it. The same thing, a dispatcher may get the information from the complainant who's either not relaying it correctly or relays it overly enthusiastic. The dispatcher gets it, puts it in, so you're reading just words. So unless they... sometimes they'll we have what we call silent dispatch whereas they would just type it in, tell you you're assigned to this case. They send in an assignment to you and you open up the case and you see what you have. They may never even-- dispatch over the radio. So, but on hot calls then we're talking to them because their dispatcher knows over the radio. And you're looking at it. So as far as problems because again you're going back to silent dispatcher, if you're not even understanding the exact verbiage, you may read it without understanding it. So I think miscommunication is our worse communication if that makes sense, because the way they may have intended it may not be the way we're reading it. Simple things reading one sentence could throw an entire case off because that's not the way we read it.
Problems - People	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	...And then because, and then they didn't understand what we were talking about because of our accent, because of our verbiage. For instance, we may dispatch somebody down to the bood [phonetic]. Someone from out of town doesn't know what the bood is. Basically

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								what the bood is is a rockpar [phonetic]. Rockpar is French for rockpar. Well that's where we're telling you to go, go to the rockpar, it's called the bood or the plant, the plant is the point, the point of something. So it's for them that was like what? So even though you could talk plain talk, you still had to--and it hindered it, it's in the verbiage.
Problems - People	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	... When you're trying to start patching all them people together, you've got, I mean you've just got multiple agencies, and then you got your like, people like the [Organization] that's coming and they're handing out radios to them which they don't, they're not radio etiquette, they're not properly trained, they're hollering things out on the radio, so yes, I do think it causes a significant issue. They're not properly trained on how to work the radios. So yes, I do believe that somewhere along the line there needs to be some more training and education involving the radios and the communications.
Problems - People	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Look, don't get me wrong, I agree that some of that work in favor of rescuing people, but it also worked against us too because then we had to focus our efforts on going rescue some of them, because they weren't properly trained, they didn't have proper life vests, they didn't have safety equipment. So some of our efforts that, I under sand they were trying to do what they thought was right, kind of hindered our ability. Look, if a person is trapped on a roof, and they've been there for a day, another four or five hours is not going to hurt them to stay there where we can get there and do it safely and then get them back in one piece. The law enforcement fire department, ambulance, we have the resources and the training to be able to do that. When you send somebody out there that doesn't have that, now you've taken a person off of a rooftop that's getting in a boat that came out of somebody's backyard, it's possibly sinking, it's having mechanical issues with it, they're just not properly trained to do that. Or if a person really is critically injured and you're not medially trained, then you're taking them off of this rooftop, you could injure them further by putting them in this boat and bringing them back there, so I guess it's kind of a double-edged

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								<p>sword. And then I mean, people want to help, they want to help but in a sense sometimes it of hinders you especially first responders it hinders you because you've got to go out there and now rescue them.</p>
Problems - People	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	<p>The technology as far as hearing the radio, that's kind of a--probably, I'd say 80 percent of the time, is pretty good, when you get dispatched, and when you start to lose that is once you get to the scene of the location, and depending on the obstructions and type of building, then you start to lose that communication. Now, on the other end of the dispatch, you've got the human element that it's only as good as the information that the dispatcher gathers and relays to you.</p>
Problems - People	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	<p>That could improve. We've had some issues in the past that not all the surrounding agencies were on the 700 initially, and now that they've gone to it, we kind of have a lag between the time they need our assistance, if something is coming towards our direction, and getting everything patched together to where we can talk directly to their officers, and when their officer that's in pursuit at 100 miles an hour needs us to be at a certain point in our [County], then by the time he calls his dispatcher, which distracts him driving like that, contacts the dispatcher over here, they in turn contact us, and it's kind of--it's kind of like one of those little drills where somebody passes a message among 15 people, and what the message is at the other end may be a little different than what it originated as, so yeah, there's some difficulty there.</p>
Problems - People	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	<p>Correct, and that's where accidents occur, deputies get injured, that's where you get a lot of complaints from the citizens. Again, with animals, deer in the wild, hogs and so forth we have up here, when you're responding to a really hot call where you need to get there quick, you really--you're putting yourself out there even before you get to the call, not to--nonetheless, when you get there, what you get into.</p>
Problems - People	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	<p>Q: Okay. What, if anything, do you think causes communication problems? SME: Hmm. Human error [chuckling].</p>
Problems - People	LE	U	Field	26-35	6-10	Male	LE-U-056	<p>It can be. It's never horrible. My perspective on it, because there are very</p>

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			Responder					specific things you would say on the radio when I was in the Marines, versus in law enforcement, the tasks we're doing are vastly different, and so a lot of times, we need to speak more information out. People do--some officers occasionally do have the tendency to ramble a little bit. That's almost day to day, it's just a custom, remind them, hey, try to keep the messages as short as possible. Before I went to Motors, I got this job, we used to have laptops and a couple cars, and we could send messages via that to each other. Which they do now, I believe, they all--pretty much every officer here has been issued a laptop.
Problems - People	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	... I think the biggest problem that comes from that is if I use that landline in the back room, and I call somebody, and then I have to leave the office, or I'm out of the office and no one is in there, people don't seem to check their messages anymore, I guess that's not a thing, because leaving a voicemail or using voicemail, so they just call the number that they saw, if they saw a couple phone calls from it, and they're calling back to an empty room. We had a big problem with it in the Traffic Office, because people were transferring over there, and there's nobody there. There's nobody there to talk to, there's nobody there to take a message, or nobody is there to know they had called.
Problems - People	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	They're new enough. We--there are still a couple growing pains every now and then. It's mostly an officer just forgetting to turn it on, or they'll turn it on partway through, because they'll remember--they work, they'll talk about--back to, I guess, growing pains, as I've had it running for about half, and I brought the question of--I'm just waiting on a record, this person is in another car [inaudible], do I need an hour and a half of a video, do I turn it off, do I turn it back on when they come up to me?
Problems - People	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	Well, they always call me on it when I'm trying to eat lunch, really just seems as soon as I sit down, try to get something to eat, they call me on it, but as far as get in the way, no. Several times, technology has failed, like the cameras, certain times one of the reasons I like--I stressed to them, keep the traffic on Dispatch 1 and 2, but sometimes you'll be out with a car and a situation is changing for an officer, they're trying to key

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								up on the radio, but they can't key up on the radio because someone else is using it, so they've got no means to override that, an emergency. Now, they've got a--they'll have a little button on the radios, if it was a dangerous enough situation, they could reach down and press that and at least Communications will know, it would be between them.
Problems - People	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	...If Comms doesn't ask the right questions, or [inaudible] follow through with a good [inaudible], that's not going to get to the officer. The streets out here, a lot of the parking lots have changed names at least twice since I've worked here. The Communications Officers, whereas they used to be--whereas they used to be uniformed officers... It's bad enough that off--the complainant is the victim of a violent crime, aren't necessarily capable of giving us exactly information as they can, and since things--there are very few cross streets, it's a very foot traffic heavy area, they were going to--they generally just tell you the last building they remember, or the building that they actually know that they're closest to, rather than a more specific location, and communications officers don't have anything else to go on, because a lot of times, a complainant or the victim can't give any more information, so just the officer has to just drive around in circles, get out and walk around, and never be able to find it.
Problems - People	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	... The person who called isn't the one making the complaint, or will have [inaudible] work around here who have a captain's number, or chief's number, or the major's number, or just an officer's number, who think, here's a crime, and sometimes, that's an active crime, or it was an active crime when they should have called us, and they'll just tell somebody about it that they know, like, send an email to somebody who works in administration here, or call their friend of theirs so they know, who's a patrol officer, who then gets around, and I think that's just the nature of where our work is sometimes, where it can be difficult enough moving that information through two different people or one different person to get back to the officer, ask him if there are extra people, that's happening after the fact. No one knows, no one remembers.



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Problems - People	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	<p>Training, certainly. The--training is the only thing that could solve the human errors. There's nothing that can suddenly prevent them from putting too much information on the net or keying up too much. I used to work with a guy who didn't like to let go, and he would say something, and he would get his thoughts together, and he would say something again, and he wouldn't let go of the button, whereas you have ten other people who rely on being able to use that same channel to do things, so there's no override, and there doesn't always need to be an override, but there's nothing--if somebody is talking, and I can't--it doesn't automatically go to the same dispatcher. There's usually maybe just one dispatcher in there. Everybody has laptops now, but out here in the rain, [inaudible] keep asking for a suspect description, all I can think of is like, you literally all have laptops on your things, look it up. They shouldn't have--they should have put it in there. I don't know if they're always doing that, but if there's a call, and I think it has to do with the integration over using these systems, they're not necessarily going to use the same programs through everything we need them to do, and they're--and then they're trying to transfer that, which got me impatient, into CAD [phonetic] that comes up on the screen, not every officer--I'm convinced that [inaudible] open the laptop, and they just want to ask it over the net. So now it is, just looking at it, the technology is there, but because we have such low call volume, you could get away with things like just asking for the description again, or giving more information than you need to give over the net, so stricter on the reins, because the more you put out, the more you're using your radio, and you don't want to use your radio that much at all. You don't hear it--you do hear it, I'm not going to say [inaudible] other agency talks, so there's always going to be this one person who talks too much, especially to my opinion on it, and isn't looking that stuff up, and there's the person who's not giving enough information, he's leaving everyone else just confused, but I find it--I find this all compacted in enough places where an officer should be able to access everything he needs to access, and he's just failing in that regard, I can't think of any additional piece of equipment, putting some</p>

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								kind of crazy heads-up display in my eyeball from contacts, like I'm watching--playing Bladerunner or something, that they could really make it more efficient, when they have a laptop in their vehicle that--if Communication is putting information into the notes, they should be able to click on that call and see those notes and have what they have. They have a radio that they can communicate with each other, tell us what they need, but then, you know, somebody else might be on the radio, talking about something else entirely different.
Problems - People	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	[RE: cause of communication issues] Not listening. It's not listening you it's getting called up and -- it's getting called up and where you want to be not understanding where you are at. I mean really. You -- I think that is the biggest problem in communication, not listening.
Problems - People	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	You know? And that's the biggest part of communications -- people would not listen. You know, they make up their mind before anybody ever opens their mouth.
Problems - People	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	... there is not a day that, I shouldn't say a day, but there is not a week that goes by that I don't have to change some sort of password to something, and you know, that is truly - that can be a real potential issue. Now, we have to balance that with, you know, why it is that we have to make these changes, but it can very, very detrimental; you know, I spend a lot of time - administrative time, simply changing or resetting passwords that people have forgotten or, you know, misplaced or whatever it may be, so certainly that is an issue for law enforcement, not just us; I mean, I am talking law enforcement in general.
Problems - People	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	... If your dispatcher is not paying attention to an armed robbery or something that happens in Elm Park, potentially your officers could not even know that it is heading their way or it's happening or suspect vehicle, and for the most part we try to - the two of us working the desk tries to monitor all that stuff and let the officers know that there is something going on in the surrounding city but if they are not specifically scanning, the communication between the downriver departments is minimal.

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Problems - People	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Well, for the most part, they are good. You got, you know, you have got your problems; you know, you have got 24 Alpha-type personalities in a station with you see each other more than you probably see your family, so do they get on each others' nerves and pick at each other and complain? Oh yeah. So, but for the most part, they are very forgiving and they move on.
Problems - People	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	... We are not busy enough. If you want to go out and do - get out and walk around and talk to people, you are got plenty of free time to do that stuff. Honestly, I don't think - oh, I know for a fact it's not done much because I think the whole perception with the whole police thing people are just -officers, they get blinders and they don't wanna deal with people unless they have to a lot of times; I really, really do see that; they just - you could go up on a just a normal meet and greet just to talk to people and it always, you knowing, the interest turns negative or they want to complain about something, you know, citizens have a habit of really complaining about every single thing that goes on in this city, whether it my neighbor is cutting their grass and it's on my sidewalk to they want to complain about the mayor. So, a lot of times, the officers, they have the opportunity to go out and talk to people but they don't want to because they don't want to hear it.
Problems - People	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	It's a change of - it's a generational thing. To me, it is a - they spend too much time worrying about Facebook. They spend too much time talking and texting back and forth to their friends. I don't like that and it's a pet peeve of mine because I don't pay you to come in here and play on Facebook all day because you have to be updated with your social media all the time, but it's a never-ending battle because these kids, they have to be talking to somebody all the time. It's like, I don't understand it but it's me, but that technology part I think is actually a negative impact on the work place overall.
Problems - People	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Nothing real crazy in particular. I would like to see the overall image of police be run up so that I can - you know, these guys are so strongly affected, they are being baited on traffic stops and trying to get them to

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								smart off or something like that and the morale is so low that it is affecting not only the officers but it is affecting the community because they dont want to work. So I think if anything, we get the impression of us back up.
Problems - People	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	The problem with a small department is you see these people more than family and you know, guys get on each others' nerves and have disagreements and it is a small station, a small department, so you are always, no matter where you go there is one of the same people.
Problems - People	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	...We are roughly 10,700 people at this time. I would say about 60% of the town is home owners, owning their own homes. Those are your generally more supportive, more involved residents, people who take care of their stuff really well. We have had issues with renters. We have a large rental population here because a lot of people became more affluent, or retired or whatever, moved out to a bigger house or more land, and here things are close together and I think [inaudible] sounds very nice but, you know, if you go around the east side of town, the houses are very tiny, they are [unintelligible] because we needed houses for factory workers and you know, they don't age all that well necessarily and people dont take care of them, you know, if you are renting a house, you are not going to landscape it or put a lot of money into it because it's not yours.
Problems - People	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	... Most of our residents are - I would say 90% of the residents across the demographics are supportive but there are a lot of people who don't like us, either, you know. We get the 10% who just don't like cops, that is just how it is, and certain groups keep to themselves more than others. I know it is like white people and black people call for just about everything. Arabs don't open call us, they don't want to be involved unless somebody outside the Arab community needs, you know, if they are involved in an altercation with a white person or black person or Hispanic person, they call right away. If it's just Arab people entangled in some mess, we get there, they don't want to make a report, they want no part of it, they settle themselves, they handle everything internally, they

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								don't want reports, they dont want names, they don't want embarrassment. Hispanic people don't speak English, are not here legally, so a lot of times they don't call us. A lot of people call for absolutely nothing.
Problems - People	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	But then you know, certain areas are certainly less friendly, like [unintelligible] is a large apartment on [Street]. We have a lot of trouble there. It's just a very problematic place so we go there and, you know, lots of times a very uneasy feeling because you get people peeking out the blinds glaring at you, you get people throw stuff at your cars, screaming and calling you every name in the book and you're not even there to deal with them, they just happen to see us, so it's a little different there.
Problems - People	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Not really, I mean; if you are here for a while, you kind of learn what to say and what not to waste time with. But once we get a new guy and they just talk too much, you know. They will key up the mic and hold the thing so they are on the air but they don't know what the hell to say or [unintelligible] to think and yeah, ahhh, you know, it's not like [unintelligible] nobody else can talk because you are on the, you know, so we are pretty good about working that stuff out.
Problems - Policies-Procedures	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	So I get it that there's a bigger picture, but on occasion, technology gets in the way of that because I think we think, "Oh, it's just a mandate. Just push the memo through the electronic system. Guys will check the box, and we're covered."
Problems - Policies-Procedures	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	You're fine. And it's because the technology is so bad that it's not realistic. And for what it's worth, it's not-- when we see that on the agenda, we're like, "Okay. That's a check box." And that gets in the way to where you're like, "That's a waste of my day," because we don't have too many days that we can really either go train or do something that's very station-specific--
Problems - Policies-Procedures	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yeah so we are required as employees here to work eight hours overtime a month which is not a lot especially considering we work you

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								know 12 hour shifts so you can just pick up one day and not even a full day and you thought you'd be satisfying your overtime but a lot of people work overtime because the pay in this job is not as great so that's where a lot of people make their money and then also a lot of people also work to help out other shifts because our staffing is so poor. So a lot of time even though it sometimes has a lot to do with money it is also to help out other shifts so that they can get breaks and stuff because if you don't have the appropriate staffing you're not going to get an hour break. You know you're not even going to get a half hour break and also the people that need to get trained are not going to get trained because we do all basically one on one training here.
Problems - Policies- Procedures	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yes. So to my understanding keep in mind I've only been here since January but to my understanding it is a chronic issue. Independent research would suggest that it is a nationwide issue. It is especially felt here. We just sometimes we barely have enough people to cover our minimum and in fact we've had several studies that have been conducted by various contractors with the county that have suggested that our numbers should be around 15 given our population and our call volume and we most of the time will have eight... And our minimum staffing is ten and mostly we'll have eight.
Problems - Policies- Procedures	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So even just one person is a massive difference. So and a lot of things contribute to the lack of personnel. Partially it's retention, partially it's recruitment and then also it's just you know when you have people that work like overtime all the time sometimes they get really over taxed so got to take a break and stuff so yeah so and again the only reason why we're at our minimum above our minimum today is because half of the people that are on our shift today are working overtime.
Problems - Policies- Procedures	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	[RE: length of training] Because there's again a lot of factors contribute to that. One is you know do we have the staffing available to get someone trained because like I said we do one on one training for the most part for these positions which is great because you get really good training but on the other hand it can't be a challenge because you are

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								basically taking two people off of the floor to kind of go and do this training you know and that can detract from your numbers so it reduces the amount of people that can answer calls and then that can be bad you know because we're just not answering the calls.
Problems - Policies- Procedures	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS- U-006	It can take 20 minutes to trace a phone because we're going through the cell company. The cell company has to then ping the phone it just takes forever you know we don't have that ability so even if you're having a life threatening emergency we got to wait 20 minutes for them to fill out their paperwork in order for us to get help to you. People don't know that.
Problems - Policies- Procedures	COMMS	U	Manager	26-35	6-10	Female	COMMS- U-007	Now we have issues with their being no regulations at the moment. There are supposedly some coming on applications.
Problems - Policies- Procedures	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS- R-009	[RE: NG 911] We have heard about it. I don't really know much about it no but we've heard about it yeah. I don't know what it'll mean for us or if it'll get out here or work out here.
Problems - Policies- Procedures	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS- R-009	I don't think so. I think that's about it. It's a good job but we do have trouble getting people. It's not like it's a lot of money or a glamorous job but it's a good job that helps your community and I hope we can get more people here to do this work because we do need help, we do need help.
Problems - Policies- Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS- S-001	[RE: WebEOC] [S3] So the manufacturer of the software offers single sign-on capability. It's cost prohibitive so we... Yeah, it is a bummer. But they know they kind of got you. So we did not opt in for that. So everybody gets their own set of credentials and then we just time them out for security reasons if they don't log in or whatever. We also go through a process of making sure that their managers get to review their list of active users or whatever. So that encourages new users, right? And it also gets rid of the people who have moved on.
Problems - Policies- Procedures	COMMS	S	Other Public Safety	36-45	11-20	Male	COMMS- S-001	[S2] RGIS is so expensive that... So they pretty much have the corner on the market and there's lots of people who are trying to compete but they're just so far advanced from their technology stack that... Pretty

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			Personnel					much they got it.
Problems - Policies- Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS- S-001	[RE: Free CalTopo SW] [S3] Yeah. Contrast that with a single-seat license for RJSRGIS. If I want it on my work station, it's like \$9,000.... and that's not even the server license, right? That's just the work station to connect to the server... It's probably a six-figure implementation for just a basic implementation.
Problems - Policies- Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS- S-001	[S3] I know that there are times when people who aren't technically savvy get sold something technical, and then they get stuck trying to implement it. Those are really difficult situations. They typically cost a lot of money [laughter]. And so those are the challenges. Implementations like WebEOC, if they aren't done correctly, can be a significant hurdle to communication. All the problems you were trying to solve you just make worse if you don't do it right. It's my understanding on average an agency does two to three implementations of WebEOC... They don't get it right the first time and it becomes a real challenge. And so they have to start over and do it again, so those are my examples.
Problems - Policies- Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS- S-001	[S3] Yeah, so I mean, what happens is [laughter] the average person will say, "Okay. Well, here's our process," right, "and I'm going to take this process and I want to put it into WebEOC and my process is 30 steps long," right? "And so I'm going to go and I'm going to build a process in WebEOC that mimics that same thing," right? And so now you have a 30-step process in an application it's like, "Ugh, I could have condensed that to three," right? And if I'd really thought it through-- it's very hard to translate real world. Here are the 30 things I do and condense it in from a code perspective and a UI perspective even more so a UX perspective, into something that is succinct...
Problems - Policies- Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS- S-001	[S3] ...What people don't understand is that simplicity... is your friend. And it often masks the complexity behind the scenes. So if you're successful, it looks simple but behind the scenes it's really taking a fairly complex process and making it appear simple. And I think what happens to these agencies is they go through and they say, "Okay. We're going to tackle this process," and they run through it and then that's a



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								challenge on its own. And then you do it 15 times for different processes and it's just easier for me to write it on a piece of paper.
Problems - Policies- Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS- S-001	[S3] Right. Yeah. And there's limitations because you have to be able to see the drone while you're operating it... The next level up drone you don't have to, but they're expensive... And you land them and fly them from an airport and that kind of thing.
Problems - Policies- Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS- S-001	[S3] Yeah. We're crossing media technologies to push stuff around and that causes some issues.... In the mobile space, in the bring-your-own device is really going to be a critical thing. People don't want to have to carry a work phone, a private phone, a NCIC capable secure device, you know what I mean? You just start adding them on and on and on.... You're running out of pocket space. It's a waste of hardware... So, it starts adding on. So if we can reduce that number...and logins as well. That's the big one...
Problems - Policies- Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS- S-001	[S3] ... And then you know for us in the county, one thing that we could do better on is our governance and risk management compliance while adopting new technology. I know most of the organizations in the county kind of have a little technology committee or whatever but I don't think those committees share information. And I would like to have standardized-- a standards committee for technology across the board. So that, for example, we're trying to make this work right now with the FirstNet equipment manufacturers. It's like, "Yes, I am law and emergency management and my counterpart is fire." But 90% requirements overlap, you know?
Problems - Policies- Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS- S-001	[RE: cause of communication issues] [S3] More than anything, it's less technology and more culture. We have a lot of communications capability, and technology I think really is just culture. Who am I allowed to talk to? Is it outside of my organization? In the law enforcement world there's a rank structure, not always an open door policy--
Problems - Policies- Procedures	COMMS	S	Other Public	36-45	11-20	Male	COMMS- S-001	[S3] Yeah, you've got to follow chain-of-command. Some things have to be formal, some things can be informal, but you just need to inherently

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			Safety Personnel					know that. And so I think culture really is our biggest inhibitor to having better communications. One of the things that on the incident side right, out there, cost of technology is a significant inhibitor to-- not everybody can have a radio. Right? Even though they really need it for their job. To spend \$7,000, 8,000 on a portable radio is just, it's wrong.
Problems - Policies- Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] It's wrong, [laughter] just to be honest. To spend \$70 million dollars on the infrastructure is just mind-boggling to think about it. But there are other technologies emerging. Software applications that you put on your phone, integrate with those. What's inhibiting from that happening is, we really wanted to have a completely independent radio communications infrastructure from the internet. We don't want to open that Pandora's box from a security perspective. And so in order to facilitate that you stuff you actually have to have networks converge. That would make it more cost advantageous. And then people don't like to carry big bulky radios anymore. They'd rather have it on their phone. Now you spend a bunch of money to give all these people radios and now they're just going to use their phone. So it's cultural but it's also cost. And grant funding has been the primary stream for all that. Most if it didn't come out of budget. Once this starts to need to come out of budget because grant funding isn't available or needs to be for other things, then that becomes kind of a challenge. A tug-of-war over what gets priority.
Problems - Policies- Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] So exactly, right? So people end up carrying two phones everywhere they go. And not everybody's issued laptops or computers either. They might have a shared one or whatever. So if they could do all of their jobs from one device that would just make everything easier, more seamless.
Problems - Policies- Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S2] I think the more we can do the better. I mean, we have a lot of processes that are all paper-based. If I have to fill out an overtime card, they're still printing them out on pieces of paper. It just doesn't make any sense, right? I should be able to put in my pay. I should be able to submit my time off request. I should be able-- and all those kinds of things should be accessible from a connected device. Call-offs, call-outs, my on-duty status, my off-duty status; all those kinds of things really should

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								be as simple as pushing a button. And today it's all done phone calls, face-to-face, all those kinds of things. So yeah, I've got a whole list of things that we are going to try and tackle.
Problems - Policies- Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS- S-001	[S3] ...what I'm specifically speaking about is, there might be a large fire and we never know about it, right? Emergency management wouldn't be notified. That's a breakdown in communication. Why aren't you being notified? "Well, we've never done it before." I mean, it's those kinds of things that I'm talking about from a communications perspective is, everybody understanding everybody's job. Also, the escalation when things go bigger, right? I think that's where there was significant lack of communication. We have a large earthquake, it's not as simple as, "Okay, well I'm just going to add 500 more firefighters and 200 more police officers." No. It needs to be a lot more coordinated, a lot more organized. And done by function and geography and all these kinds of things. And I think here in this office they knew that, but nobody ever knew how it would actually play out, right? And nobody really had the ability to have the conversation about it.
Problems - Policies- Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS- S-001	[RE: FirstNet] [S3] And then when you're looking at-- when you start to look at the design, and you say, okay, well you know it's an independent system, but your core radio network is shared with the consumer. How's that going to work, right? It's going to be a challenge. So I think you'll see around here where you potentially have FirstNet as your primary device, then you'll have a backup cellular device with another provider, and you're right back to where you were before. It doesn't really make any sense...
Problems - Policies- Procedures	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS- R-012	We typically call them. We don't have challenges communicate with them, but sometimes we do with other agencies 'cause they have different policies on how they work. Like I can call one agency and ask about a warrant check. They'll give it to me. But if I call another agency, they'll say send me a teletype, which is also ran through NCIC. So like you have to get off the phone and then type up, which takes, it takes a minute to type it up, 'cause you've got to make sure it looks professional.

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								You've got to make sure, hand it off correctly. That way they know who sent it, where it came from, and who is it addressed back to.
Problems - Policies- Procedures	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: [inaudible]it's like I have said a minute ago in you know, everything that we have a public safety takes so long to get there and, you know what I mean, it's got to go through regulations, then it's got to go through funding and by the time you finally get it, it's that old.
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So you have one in your headset which is your primary channel, but then there's 12 more channels that come over your speaker at the same time. Well our fire dispatcher dispatches four different fire departments. So if each one of them has a major event going on, they can't do it. So our supervisor steps in, takes -- so when they have a fire they're supposed to stay on that fire and let everything, all the rest of the work load is supposed to go to the other people and that 99% of the time works, but we can have other major events like a hurricane or a tornado that's come through. It's just chaos.
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So I also have the third party compliance software called First Watch. We worked with them and we built a lot of triggers, we also built triggers for the health department. So there's things they watch during the year, such as heat emergencies during the summer, cold emergencies. Right now it's narcotic overdoses we're looking at, anytime those things come up, and they'll trigger in First Watch and they'll be able to go in and get that data out of our CAD immediately and by going through that third party there's no HIPPA data exchanging, all that stuff's clean, and I also pull my daily reports, hourly reports, compliance reports, because we have a county contract. We have to be at all emergencies in 10 minutes or less, 90% of the time. If we don't, we pay fines. We have another thing set up to where we have first response for ALS engines in the county. So if an ALS engine gets there in 10 minutes it bumps the ambulance time up to 17 minutes, so we still got Ucare in 10 minutes, and if we don't make that in 17 minutes it's a fine of \$250 and in a minute it's \$500 and then in three minutes, it's \$1000 and it goes up, to be allowed to do that; so there are economic reasons for us to be efficient. Unfortunately, the

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								reasons that was in place is because a lot of places contract ambulances and nobody paid attention to that and at one time the county paid ambulance services, so we get no money from the county, we're held under that contract. I get my overtime, every time we are in with the county; I tell them they gotta pay my Mafia money. I say this is the only business I've ever worked in where I pay you to be here and they're like stop saying that, like its extortion.
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS- R-020	The reason for that is politics. So the people that ran rural metro helped create some of the bankruptcy issues. They all quit, walked out the door one day to go start a new ambulance service and part of that they knew what was going on, so they entered into this contract that we're in now, some things to make it difficult for us to remain here, but we're smarter than they are; we're doing financially well and they're suffering so, but it's politics, so they got in and they agreed, 'we will do this for free, we will pay those fines if we can't do it', so it's a mutual agreement from our side of the company, those people don't work here anymore, so that's how you end up in a thing like that, but if you look at a lot of -- we've gone full circle so, we used to get at one point if I can remember \$90,000 or \$100,000 a year to pay for the indigent people in [City] who couldn't ambulance, to offset those possibilities. And then negotiated a way and it went down to \$ 30,000 and then it totally went away. So we get no money for anything, for indigent.
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS- R-020	It's not a nationwide thing it's a State thing, and some county thing, but the Sherriff's department is supposed to be responsible for that, but because of the contract we entered into saying we take no money, we can't bill the sheriff's department for that, so it's another one of those contract things. So as everyone knows, that cost gets passed on to the consumers without money. Medicare doesn't pay for full boat. Medicaid doesn't pay anywhere near full boat, so that gets passed on to the other insurance companies, it gets passed on to you, the consumer; you know the drill.
Problems - Policies-	COMMS	R	Comms	46-55	31-40	Male	COMMS-	EMS is not. So we're working on some legislation changes. So in the

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Procedures			Personnel				R-020	ambulance service requirements for the State of [State], there are certain frequencies that we have to carry - VHF, 155, 205, 295, and 304 those are the disaster frequencies. So the State does not migrate it, but all the hospitals are on UHF to talk to them. Now we're going 800, so I've been meeting with the State and other people so we got to change the laws, because all you're doing is creating expense. So for EMS to go to 800 right now is an added expense, because we still have to maintain those older channels because we can't get rid of them because the State requires them. And there's no funding for us because we're a private company that is not getting grants, and I'm like we got to work on this, and not only for us being a private company, but in [County], where there's three ambulances and they're already squeezing every penny out of that county's budget, they can't afford to go buy three \$20,000 radios.
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS- R-020	Stressors. There are some and it ebbs and flows, so most stressors...all stressors are tied to money. Well there's a stressor for the employee, there's stressors for me, there's a stressor for the system. It's usually because we don't have the money to fix something real quick that we need to fix. Not that it doesn't get fixed or taken care of, but if it's more than \$10,000 it's a capital request. If you don't get capital approved the year before, you don't get it, so then you have to declare an emergency and you have to go before the board and you have to do all this stuff to get it done. So that takes time. AMR is a lot better with this new company. The radio system as well is unbudgeted, totally unbudgeted and we got to a point I couldn't get a part, I called them and said I can't get parts for this, one other failure and I'm in trouble, we do. They found the money, so they're really keen on keeping technology and stuff up to date too. It's not been as difficult. Right now, it's probably the workload for them; it's a stressor for them.
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS- R-020	The workload's high because the flu is running rampant, so we're short on ambulances for short dispatches. The guy that went out today has probably got the flu. He's like I can come in - absolutely not. We're in a closed locked in building, once the flu gets in here it'll run to that end of

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								the building and then it'll run back and we'll keep it for an extra month that it shouldn't be in here. So no, don't come to work. So, we're on our second round of flu... so it just started, so we went a good three and half weeks to four weeks without, everybody was sort of done and now it is starting back up again.
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS- R-020	The family's [indiscernible] so he's taking care of you, he's frantic, he calls one of your kids, your kid calls us, I don't know, they don't know the answer to the question. So anytime we have anything that's a flag like that, an emergency to the hospital, we look at every one of those calls; two reasons, one is the medic new and should've been an emergency to the hospital, did we code it correctly, so anything that we could learn from any of those calls we do. So we don't have those much anymore, rarely have those types of calls and then we really, we went from the cards to the software on the screen, so it pops up because the cards are hard, you got to know where the card is... But on the computer screen, its set up to when you answer that question, depending on the answer it gets rid of all the others, goes directly to that third card down. Makes it quicker, makes it more efficient. We found out there were some issues when it first got set up, anything that is an extremity fracture is automatically a non-emergency, that's a national standard. I don't agree with that.
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS- R-020	But if you don't know when you call a cell phone, you say road, but you're on trail, it may not trigger, and we may go to the wrong address, may go to the wrong street.
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS- R-020	I will still have three because the VHF, UHF and 800. The goal is for all of us to get to 800... There's just some barriers of political things in the way of getting there.
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS- R-020	[City] is on 800, they're moving to the same new technology, so [City] like great we're going to go 800 too. [County] just went to a brand new 400 trunk UHF trunk. So that whole county just went in the opposite direction of what every other county is going to... We're going to have tri-band portables; we'll have VHF, UHF and 800 on the same radio... they are like

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								\$4000 a portable.
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS- R-020	[RE: frequency patching] We can do it now, but it's very difficult, it's very time consuming, it's not easy, because we're on two completely different radio systems and that's why I want my technology to conform with everyone else's technology to make that easier. So then if we have these political issues that last ten more years before we can get off VHF or any of those things change, it's easy; those three trunks when they are calling, we can out them on a tac channel.
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS- R-020	[RE: cause of communication issues] Lack of preparedness... It's due to the financial - so if we want to prepare we need 200 radios; nobody's going to pay for 200 radios that sit there that we use twice in 10 years before it goes out of date. So that's a lack of preparedness. It's a broad term; there are many reasons for it. We know we need it, we can't figure out how to fund it.
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS- R-020	...and now for the same amount of money you can upgrade to newer stuff. So the problem with us was we weren't in a financial place when everybody else started doing it and now we're playing catch up.
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS- R-020	So when you get multiple agencies together and they've got their way of doing it and you've got your way of doing it and nobody -- you just...I'm doing my thing and not realizing that the ever changing make affects everybody on that system. We had some of that in the beginning with this CAD, but we worked through, we figured it out. We will occasionally we'll have a cowboy that says 'well I talked to [unintelligible] they said it wouldn't affect anybody else, I don't know why they lied, I just changed all my stuff.'
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS- R-020	That part of technology, we've had some issues. There may be a little bit even going on with this new radio system, we have egos. Depending on who is in that position, there's egos, there's politics, so we're able to get through all of that because of the relationships. I'm a big relationships guy. I mean if you have a relationship with somebody that they like you and they somewhat trust you, or do trust you, it's much easier to



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								<p>conduct business than 'oh crap, here comes that guy again.' So I'm really big on that, so I take time to meet with [City]PD leadership outside of here, same with the communications liaison for [City]PD, he and I talk all the time. If an issue come up, I shoot him an email, 'go ahead and check into this', because I'm not first blush and there's personalities in there. It could be a personality conflict. But I look at everything as so we do adjust culture within EMR which is how I've always done business. I don't headshot people or go yell at everybody when we have an issue. So I look at it as a system issue, is it a training issue? Is it a personnel issue? And I look through that. I end up at personnel last so by the time I get to the person I pretty much know the answers before I ask the questions and if it's a personnel issue I'll deal with the person. But a lot of the times you find out that 80% of things gone wrong, you find out it's a communication training issue. We taught it and it didn't stick, we taught it and it didn't hear right, we didn't teach it at all, or we taught it wrong, or we changed some things and missed that one, we didn't update them on the training. So you have to look at all that. You know they get upset sometimes, so if we don't get to that call in 10 minutes, we review that call; and it's either distance because they just couldn't make it in 10 minutes. Crewe Air, they didn't move right away when they got the call; they went the wrong route, or it's a dispatch error. Dispatch error even being that the CAD did or did not pull the correct truck because we have a recommend and it pulls by road miles the closest truck. So they might've pushed the button and the CAD told them the wrong truck, so it's still a dispatch error, but it's not the dispatcher.</p>
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	<p>It is much easier to fix it with less social media repercussions. Now you're going to have some social media that will tell one truth and trying to get attention [indiscernible] I don't address it, I don't touch them. But the mayor does. They've got some stuff on the social media and I've gotten a call from the mayor over the [inaudible] 'hey you need to look in to this' and I go "already looked at it and its not true and here it is" and he'd be like "okay". But they, the politicians pay attention to social media. They do.</p>

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Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS- R-020	I would like to see technology to continue to move forward to true total interoperability between every agency. I've heard that my whole career. For 30 years, we've been talking about interoperability and politics always gets in the way of interoperability. More than money; egos, politics. I'm in charge. There is no "in charge" and there is less of that here than I see in other places but, you know, over the years the police and the fire get about -- [State] code states that if a fire department on the scene of a fire then the highest ranking fire official is in charge of that scene. The police hate that... Especially if it's turned into a criminal thing. So you've got to work together. Yeah as far as the fire operations we are in charge, but we do have to be considerate of your criminal aspect and not destroy [crosstalk]
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS- R-020	...You know we get into level three in our contract, we do not send a truck on a non-emergency call. We have to keep three trucks available for emergencies, that's the way the contract is written. So [City]PD gets a drunk, they want us to come pick up and take to the ER, the only reason they don't want to take it is because they're going to get stuck at the ER; we're having two and three and four hour holds at the ER right now with the ambulances because of the flu and other things. So they want to take one of our 13 ambulances, which ends up being seven of our 13 ambulances are now tied up for two or three hours at the hospital because they don't want to go stand against the wall for two hours. So we have those talks go on. Look there's give them a ticket, call them to court, there's got to be a better way to do this than tying your resources and our resources. Psych is huge, it's a national problem.
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS- R-020	No, I think that technology is coming whether we're ready for it or not, so I think we better figure it out how we're going to play it. I do know that there's mandates which I think the next gen 911's are supposed to already be in place by the mandate and it's not.
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS- R-020	So we have to -- I want to be on the front end to learn more about it and understand how we can make it help us and not do it because we have to and it'll hurt us and I don't know that that's...because everybody's got

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								an agenda. AT&T right now has an agenda about selling up this new system. If the State buys into it, which they did, now they have an agenda to make that work, because it's a politician thing.
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS- R-020	Oh, I knew it would. But we've got to have voices of people that use it that are non-ego voices and that's where we struggle sometimes because politics falls into, "oh I want so and so because he believes like I do" and then somebody else says "no I want to put that in the board because they believe in that and they lined that up and now what should be a true user group is now another political group and I see that happen a lot of times.
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS- R-020	It does. Staffing is all about money. You can either sell it and get the staffing you need. But again, do people do true studies on what staffing should be. I know what I need in there, but there is no magic number that if you take his many calls, you need this many people. We tried to do that, we tried to use that as a number, but we could every one of those calls in four hours... And then what? Right. So that's kind of why we looked and staggered our stuff. We see what's our average for this hour span? And do that, and we need help, and we need coverage. You got to give them breaks you know, two 15-minutes and a 30, you can't, you can't.
Problems - Policies- Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS- R-020	Well it is because EMS has been the -- EMS is the stepchild that everything gets kicked to when nobody else wants to do it. So for instance: you are elderly, you fall down at home and you're not hurt, but you can't get back up and you just need help getting back up, but you're not injured. In the county, the fire department, or the metro fire department will go do that, pick them up. In the city, they won't... So they try and put them off in an ambulance. Like why do you want us to go pick somebody that's not hurt, kill our resources and then you want us to send them a bill? So it gets dumped on us. The police aren't going to do it. The rescue squad wouldn't, and a lot of them quit doing it because they had back injuries, so that is Workman's Comp claim, [indiscernible] and I'm like "come on, we've got to figure this out"

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Problems - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So there's all kinds of things that we need to work on, but when you get to the political its like "we can't afford lawsuits; you've just got to treat it." I mean were endangering people when we are in emergency traffic calls that we should not be running around [indiscernible]
Problems - Policies-Procedures	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	And so we've already been in discussions with them and our chiefs, the executive staff, and already met collaboratively. It's baby steps. The FAA continues to change their laws. Sometimes they're advantageous and makes things a little bit more streamlined, sometimes they're not. And so, it's bureaucracy at it's best, and so we are slowly moving in that direction.
Problems - Policies-Procedures	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	We were providing everybody a pager which would get away from the argument of utilizing, calling on your personal cell phone. But then, as anything else, people were ignoring them or not utilizing them or they were tired of having them, and so the compromise was, "Okay, we'll take your pager back but you will provide a contact number so we can get ahold of you 24/7/365."
Problems - Policies-Procedures	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	At the same time though, it's moving so rapidly that things become outdated. And so by the time they become outdated, now you're having to go in front of the city council and ask for a large capital improvement expenditure because what you just bought five years ago is now slow and antiquated and there's better technology out there. But by the time you get that produced and that purchased, then you're probably already two years in and something else is on the horizon.
Problems - Policies-Procedures	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	That's why we're having an imaging policy drafted. And we wrote it. And it's going through the executive staff, it's going through the pitfalls and through city-legal, and going back and forth, because there's always the argument of the First Amendment right and you're not paying for my cell phone, so this is my data, this is my content. And from our standpoint, it's you are a taxpayer-funded employee, and you are on the clock, and you are being compensated. And you took that picture, regardless of whether it's on your personal cell phone, your spouse's personal, your child's cell phone, or the department's cell phone. That image, audio,

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								whether it be still, video, audio, that image or that product is subject to open records. So it doesn't belong to you. It has to be archived because there are state laws about archiving information related to government. You know, what we do as a governmental agency and a governmental body. So that cannot belong to you. In fact, what makes it worse is if you refuse to relinquish it, then someone's going to write a subpoena for the whole family and say, "Give me your phone."
Problems - Policies-Procedures	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...Operating and communicating with police can be difficult, because there's only a certain group of people that their radio is capable of talking to the police. So I believe I can talk to the police on their radio. We can all hear what they're saying, but we can't talk to them, back and forth... So it can be very difficult.
Problems - Policies-Procedures	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	We need to know the channels, yep, and if you don't really operate in those channels too much, you pretty much don't know them, but we do have charts, and being able to tell us which ones they're on. A lot of the firefighters and EMTs tend to listen to police channels, because we do operate on the same calls, but I say, we very rarely can talk to them by radio.
Problems - Policies-Procedures	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Obviously, I think some technology can cause some problems. Technology advances can be an issue, maybe as not catching as fast as we want. Or maybe we're using a system that's one down from what's already happening because I'm sure you know as well as I do, technology is always moving, and a jurisdiction has to operate under here because they've already spent a lot of money on a particular ends, and it may not communicate with that technology because it's outdated...
Problems - Policies-Procedures	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...But yes, so some of the technology can be more advanced than what we're able to operate within, and that can be definitely a hindrance. And that's certainly something that we were watching unfold with our old system, but now we've come in line. And it may be another 10 or 15 years before we get another system, and what technologies are going to come out that we won't be able to communicate with.

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Problems - Policies- Procedures	EMS	S	Field Responder	26-35	11-20	Male	EMS- S-015	...I am not embarrassed to say of the amount of information that I am required to know and utilize very much outweighs how often I use it...
Problems - Policies- Procedures	EMS	S	Field Responder	26-35	11-20	Male	EMS- S-015	But the police could be there for 15, 20 minutes, and the assault person be another state away. But while they're doing their reporting and talking to one another, they don't realize that we're sitting two to three blocks away, so it may take me to call and ask, "Hey, are the police there? Did it?" "Oh, yeah, yeah. You can come in." To find out that it was safe the whole time. So there is a delay in that. I think we've gotten better with some time, but I also don't know every officer that's in my area. I don't know their first names. I don't have their cell phone numbers. I don't know their radio identifiers. We don't have that relationship to communicate that personally, I guess.
Problems - Policies- Procedures	EMS	U	Field Responder	36-45	11-20	Male	EMS- U-017	The one up front has a hard-wired keyboard attached to it. The one in the back does not. It's one of the things that, again, during the pilot program, we said, "Hey, look. We really need a hard-wired keyboard. It's not easy to type these reports on this [software?] keyboard." The department said, "No. We're not doing that." From what I've heard, and also, I don't have any first-hand knowledge, but from what I've heard, their basic response was, "Hey, look. These people walk around all day texting on their cell phones, they can use an onscreen keyboard." You know, but.
Problems - Policies- Procedures	EMS	U	Field Responder	36-45	11-20	Male	EMS- U-017	...But actually going back to the keyboards, too, it's not just necessarily a matter of having a hardware hard-wired keyboard or in some cases, I mean, a lot of our providers have said, "Hey, look. I'd bring in my own Bluetooth keyboard if I was able to use it." The problem is they've locked the systems down to where we can't get to the Bluetooth to connect a Bluetooth keyboard or anything. So even if we wanted to provide our own equipment, we can't do it.
Problems - Policies- Procedures	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS- R-007	So we hire people seasonally... But it's really, you never know. There's not two or three positions every year. You don't know. There might be one one year, three the following year, no for six months. So it's just hard because other people have other lives too.

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Problems - Policies- Procedures	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS- R-007	... So and then the radios have gotten smaller and lighter throughout the time that I've been doing this. I mean, they used to be like-- you could them as a weapon if you had to [laughter]. And now they're as big as old cell phones. It's happened so slowly that-- I can't really think-- I hated the chirp-chirp thing because I'd like to know what other people are doing, and where they are, and that kind of thing. That was the biggest reason why I hated it. And I also thought it was just-- they only did it for financial reasons. I mean, it was cheap, so that's why they did it.
Problems - Policies- Procedures	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS- R-007	...And then pagers are gone for the most part. I mean, some services use-- the volunteers, use pagers, or very rural places use pagers because they can reach places that phones might not reach, or radios might not reach. But the pagers cost money for services, so [City] got rid of pagers. So now, you can get a pager but I would say 5% of the crews use an actual pager. And they almost all get texts. So they can just get a text instead...
Problems - Policies- Procedures	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS- R-007	Yes. We use laptops for trip reporting... different places have different abilities to make it better for the crews. And some places focus on-- I mean the billing is important because you need the money to keep doing the job. But some places it seems like a little higher priority [laughter] in making it better for billing, or QA, or research, versus the people that are running the 10 calls a day, who have to write the 10 trips reports per day...
Problems - Policies- Procedures	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS- R-007	...it's all about billing. It's because Medicare, specifically, likes to deny. They look for ways to deny billing. So they have all these codes, and all these different patient types, and all these different things that they want everybody to fit into, and it doesn't work that way. People aren't numbers. So there's a lot more drop boxing stuff into stuff in order to make it successfully billable. And less focus on just making it something that I can do that's accurate, legal, but also concise. And I can get it done in 15 minutes instead of 25. It makes a big difference...
Problems - Policies- Procedures	EMS	R	Supervising Field	46-55	11-20	Male	EMS- R-007	...So right now, let's say we have 15 ambulances. We might have a little more or a little less. We might have closer to 20. So we have one

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			Responder					ambulance that has this newer technology, and everybody hates it. And so it's set up differently. The chair you sit in is different. The place where equipment is is different. The idea is to be safe, and I appreciate that. But moving equipment around messes with your mind memory. So you're like, "Wait, where is the--"
Problems - Policies- Procedures	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS- R-007	And now they've started to implement it, and the government's enforcing it. So if you get a grant for an ambulance and they have certain safety features that they want to implement, you have to get the safety features with the grant, whether or not whatever... But now we're getting a couple of new ambulances with a multi-hundred thousand dollar grant that we got. The grant's awesome, the technology is kind of back with the new ambulances in some form. So there's technology that isn't good, or that we don't understand the use for it. It doesn't make our job easier. The goal is safety, but it doesn't really seem to make it safer.
Problems - Policies- Procedures	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS- R-007	... But a normal size ambulance, like we have, that's basically a pickup truck [inaudible] or whatever, nobody wants to make them anymore. So Ford and Chevy are the last two-- Mercedes makes something, but they've gone from diesel. Nobody makes diesel anymore. So now they make gasoline like a V10 engine. So they get five miles to the gallon. But they're powerful enough and they're more reliable than diesel, but there should be some sort of incentive for companies to keep creating ambulances and there's not. They've stopped. There's no money in it...
Problems - Policies- Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS- R-008	What happens when it doesn't work? What happens when we have trouble with it? Who fixes it? Because I can't just call downstairs to IT, okay? I've got a contractor that does our IT because we don't have an IT department. They're budgeted two days a week, maybe
Problems - Policies- Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS- R-008	[RE: in-house tech] I mean, we have to, and there's technologies out there that I'd love to use right now but I refuse to implement because we don't have the-- I don't have the bandwidth, the personal bandwidth, to manage it...
Problems - Policies-	EMS	R	Other	56-65	31-40	Male	EMS-	...If you get grant money for an ambulance, you have to have some kind



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Procedures			Public Safety Personnel				R-008	of driver monitoring system in it. Well, all those things are connected technologies. They all have to be downloaded. They all have to be analyzed. They all have to-- and that's just one technology. That's not the radio system. That's not our patient care reporting system. That's not our scheduling system. It's a whole nother system that somebody has to deal with.
Problems - Policies- Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...So it becomes a-- technology becomes a huge time suck and I mean, I just keep saying over and over the promise of technology is awesome but that actual performance is so much less most of the time... I mean, I waste as much time as my technology saves me every day, I think... I mean, and it's-- there are so many connections. Is it your computer, is it the connection, is it their website? Where's the breakdown? ... It's often impossible to tell. Okay, so I rebooted my computer. What do I do [laughter]? ... It gets to be very frustrating... Especially when you can't, like I said, pick up the phone and say, "Hey, get up here. Something's not working."
Problems - Policies- Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	But very few agencies have GPS location on their vehicles...
Problems - Policies- Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	We do have tech support but we have to bill as well. And in case you haven't turned the TV on in a few years, medical reimbursement is not going up... It's about how to pay everybody less. So it's a struggle.
Problems - Policies- Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...they won't even go see a patient without X-rays, or cat-scan, or something first. They want the X-ray, they want the cat-scan, they want the lab results. They want everything when they walk into the room to see the patient, because it's time. They're allotted so much time to see the patient. They want to have everything in front of them before they do. And so we are spending billions and billions of dollars doing this, instead of just going, looking at the patient...

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Problems - Policies- Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS- R-008	...That's what technology has done to us. I'm not sure that's all good either. A tremendous waste of resources. We don't fix anything anymore. We don't make it to fix anymore. We just make it to replace because that keeps the economy churning, right [laughter]? I mean, but we're getting into big philosophy issues.
Problems - Policies- Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS- R-008	So the cost of doing business keeps going up, and reimbursement keeps going down, and cost of living keeps going up, so.
Problems - Policies- Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS- R-008	... It's a nightmare [to?] staff because how do you staff full-time, qualified people when your call volume in May might be 200 calls in a month, and my call volume in January is 700 calls in a month. So I have to be able to expand and contract responsively, because you can't build [the church?] for Easter Sunday [laughter]. Taxpayer's money, it just doesn't work. It's not sustainable...
Problems - Policies- Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS- R-008	.... I mean, I'm usually a little understaffed in the winter and a little overstaffed in the summer, and I try and smooth out those curves a little bit, but it's-- everyone complains when the ambulance doesn't show up for 10 minutes or something. It's like, "Where were you guys [laughter]?"
Problems - Policies- Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS- R-008	We move assets up and down, depending on time of day, and how the roads are, and things like that. We use as much predictive technology as possible, but it's still a guessing game a lot of times... So if I guess wrong and understaff, and the economy is booming, and everybody wants to go to [City], skiing, I'm in trouble [laughter]. And I'm in just as much trouble if I guess wrong, and the economy tanks, and nobody shows up... But I've got all these people working. So it's a challenge.
Problems - Policies- Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS- R-008	I was at a technology conference that's put on by our vendor of a lot of our software, and it was-- everybody was complaining about this one software program like, "Why hasn't this been updated in years?" And they're like, "We bought this company from a company that bought another company that bought another company. And the guys that

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								wrote this code, there are still people that are using the initial version. If we change something here, we have no idea. We might shut that service down that's still using that old technology." So backwards compatibility is a big deal, too...
Problems - Policies- Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS- R-008	... Because you got districts in this county, like us, who are pretty well funded. You get districts in this county, like [City], they are completely volunteer. Their budget is, I mean-- we give them our used equipment because they need it. They have no money to spend on anything, so how are you going to apply technology evenly across even as small an area as our county and make sure that it benefits everybody?
Problems - Policies- Procedures	EMS	S	Field Responder	26-35	11-20	Male	EMS- S-005	Our department has those MDCs, but it's kind of underutilized for a computer... So many of us on calls, if we have a unique situation, sometimes we will take a picture with our own personal phone and send it to our chief's personal phone so he can look at it, because the department doesn't issue the rigs smart phones. Only a flip phone, and then a separate digital camera. So we can't make it all work. So having an updated tablet or an updated cell phone for the unit would be very helpful.
Problems - Policies- Procedures	EMS	S	Field Responder	26-35	11-20	Male	EMS- S-005	...So how do we portray that to the hospital sooner? EKG monitors. Our monitors don't have WiFi or Bluetooth capability. They purchased them right before I got hired here, so I think they bought them in 2006 or 2007. And if you think back then, WiFi was still kind of limited. We can't send our 12-leads. We can't send our heart monitor pictures to the hospital. If I thought it was important, which I never do, I could lay out their EKG and take a picture of it and send it. But again, we don't have that capability with the department. The ambulance company does, but they don't utilize that either with telemetry and stuff like that. So there's a lot of underutilization. Yet, because those things are so darn expensive, they want to get 10 years out of them. It's kind of like a car, you know? You want to get as much time out of them as you can before it's necessary to progress. So labs, blood draws, stuff like that, we just can't take advantage of that due to that limitation.

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Problems - Policies- Procedures	EMS	S	Field Responder	26-35	11-20	Male	EMS- S-005	<p>...In our agency, and then for our specific department, we have a problem due to staffing issues with dispatch. This is just my opinion on it. I don't have the-- I'm just a firefighter. I don't have that upper-level knowledge. But every EMS call we get goes to our TAC channel called TAC 2. Unless it becomes a complex issue, maybe we have an EMS call because a building collapsed, we will change channels for that. But if we have-- which happens often, if we have eight EMS calls going on, which eight EMS calls is 16 units, we still stay on TAC 2. So we can never get out, even to tell-- if all I want to tell is the ambulance to come from the north, not the south, I can't get that. Because other units are doing the same thing. 16 channels is just too many. And it's my understanding that the limitation is when we switch it to a dedicated private TAC channel, TAC 4 is for fires, or if something major comes up, hazmat call or something, then a dispatcher, some other dispatcher will go and monitor that channel. But now we've strained dispatch and they just don't have enough dispatchers to say, "All right. We don't want any more than six units on a TAC channel." ...And then so, six units on TAC 2, six units on-- all it takes is-- and this happens every day. As you know, it's true out east. We get two accidents on the highway on top of our four EMS calls. A highway call is two units because we try to keep a shadow of safety. I mean, we have almost 15 units on one TAC channel. It's just too much...</p>
Problems - Policies- Procedures	EMS	S	Field Responder	46-55	Not specified	Male	EMS- S-006	<p>...Because, obviously, the system is in place--which is a good thing, and there's policies and procedures in place, but a lot of times, I think when it's retroactive to the effect of if one of use needs help, we need it now. And it looks good on paper to have these policies in place, but I don't care. I just want the help I want and need right now. So I think there's always a time delay in that... So it's not that it's disheartening. It's just frustrating. I think it's frustrating for the end user when you need all that stuff now and it's, I think, hampered a little bit by policy and procedure, which needs to be in place. So it's a Catch 22.</p>
Problems - Policies- Procedures	EMS	S	Field Responder	46-55	Not specified	Male	EMS- S-006	<p>...We have very little to no communication with our police agency. We are able to scan their channel, but I don't think they want us on their channel,</p>

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								and they don't come onto our channel. And that's been identified as a huge problem in some of these large-scale incidents around the country of, for instance, the [City] shooting. There was no communication between the police and the fire on one scene. So I think that needs to get bridged. I think that's done through policy and procedure. I think the technology is there. I just don't think we utilize it efficiently.
Problems - Policies-Procedures	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I think the end-user organizations make decisions that don't bridge that gap well, so I think that there is plenty of channels able to be used that can be a common channel between police and fire, for instance. I just don't think we utilize it to the way that it should be used on incidents that both agencies are responding to...
Problems - Policies-Procedures	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	...And again, like we were talking with communication issues being a contributing factor to a lot of poor outcomes on incidents all around the country, police and fire interface has been a large part of that communication problem. And I think that the technology is there, i.e., mutual-aid channels or radio frequencies. I just don't think the organization leadership in the fire and police side use them. I think the fire side tries to. I think the police are the ones that are more apprehensive to have that interface than the fire agencies are. That's a pity, though.
Problems - Policies-Procedures	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...Although we have access to a sort of an enterprise level messaging system, it's locked down so tight by IT that it's essentially unusable. So nobody uses it.
Problems - Policies-Procedures	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...We asked for something more mobile-friendly, and we got access to the box.com platform which is very nice. But again, they put enough security limitations on the use of it that there's typically a lot of ghost networks built off of free Google accounts that offer a little more flexibility...
Problems - Policies-Procedures	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...Here in [City], they mostly operate under the aegis of the north central region of UASI, the Urban Area Security Initiative, which is the federal program for large metropolitan areas. So they have a communications

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								committee that has kind of become the lead organization for planning all of this stuff... And they've actually come a long way to smoothing that all out. And so now, actually, the front range does all the work, not as tight-knit I would like to see or as ideal. Every time somebody buys a radio system or wants to make changes to a radio system, all that stuff does get taken into account. And we don't always get the answer that we want, but we spend a lot of time hashing it through in an organized and efficient manner before people start doing stuff. So that helps a lot.
Problems - Policies- Procedures	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: federal interoperability channels] ...we have those in our radios. And if we ever need to use those, which the last time we needed to use any of those was when the northern front range was having all those floods about five years ago. We sent ambulances far up north that they couldn't use our Harris system anymore and they had to jump onto those channels. Probably 80% of our guys couldn't find them; they use them so rarely. So we sent a lieutenant out before we shipped the ambulances out of the city, like, "These channels here on your radio, this is what you're going to be using." So the commanders know where they are. Our medics typically don't know where those stuff for ground-air operations and things like that. We have them, but we have to put some special effort into using those if we ever need them...
Problems - Policies- Procedures	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...So although our voice radio is excellent, our data stuff definitely lags a little bit behind. And because of that, I think we're missing an opportunity both to get a lot more information out to the crews more easily because we're busy enough. Our main dispatch channel before-- we just split it into two main dispatch channels. Prior to that split, which occurred about six months ago, was three million transmissions a year on one channel. And so you physically couldn't give them some of the information you wanted to give them. You just didn't have time on that channel. And now we've taken care of that problem but at the expense of splitting everything into two. We have to have a second dispatcher. You can't monitor both channels, so you're only listening to half of the system at any one time...

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Problems - Policies-Procedures	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] ...There are different codes per agency. You could be called a 108, or 1055, or a code 10 cover. That's different. And then some ambulance services have no way to communicate with PD, so they just tell their dispatcher, and that dispatcher calls PD and then PD whatever. So there's not a lot of uniformity across systems throughout the country in a lot of things.
Problems - Policies-Procedures	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Yeah, if I'm already hearing it on the PD side, I'm hearing it at PD-- someone's calling 911. I believe someone fell and they injured themselves. But I can't. But I have to wait until EMS dispatch tells us to go. Which is fine. Something critical like that and I'm hearing it, at least I'm ready. I'm always in a ready position, "Okay, hey, guys there's a fire. There might be a fire coming out. We'll be ready. We're going to go."
Problems - Policies-Procedures	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Oh, tremendously. But that information doesn't even go on my EMS ticket. It doesn't go on my EMS ticket.
Problems - Policies-Procedures	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Yeah. I have it. So when we get to the scene of the address, I have that ticket with me because I don't have nothing else, besides my radio and that ticket. Because we could go to a high-rise, the [Name] on the sky level, and the security there's like, "Hey, what do you guys have?" I pull out my ticket, "This is what we have." "Oh, okay. I'll take you to that person." A lot of times, they don't know we're coming.
Problems - Policies-Procedures	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	They haven't been notified. You have a thousand people in the [Name]: visitors, tourists, people that live there. And there's security. And someone who actually is living in the [Name] called for shortness of breath, and security may not know because they're dealing with the tourists and whatnot. So at least I have that printed ticket here. We're going to go to room [Address], they're complaining of shortness of breath. And that ticket tells us also how many stairs there is. It tells us exit points, entry points.
Problems - Policies-Procedures	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	I don't know if-- in our run reports, a lot of information-- see but then you're breaking HIPAA. So I was going to say, a lot of the times we do get remarks, information that's helpful for us to know. I wish that can be

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								put in our run reports.
Problems - Policies- Procedures	EMS	U	Field Responder	26-35	6-10	Male	EMS- U-013	Well, especially during the summer, we're really busy and there's only two channels for EMS for the entire city. We have a EMS main and a EMS [Neighborhood]... You get people stepping on each other. 20 different rigs trying to talk at the same time. Dispatch trying to dispatch someone. If you have a big event, you've just got people barking on the channels at all times... Oh, it's terrible [laughter]... for [City], they probably need-- downtown could probably use its own, not channel, but its own-- I guess, channel, yeah... Frequency, break it up a little more.
Problems - Policies- Procedures	EMS	R	Field Responder	18-25	5 or less	Male	EMS- R-018	We're using paper here right now. We just went from an iPad back to paper because something happened with the copyright of this company yada, yada above my pay grade so I'm just filling it out on paper.
Problems - Policies- Procedures	EMS	R	Field Responder	18-25	5 or less	Male	EMS- R-018	...so your 1022 here maybe somebody else's you know it's cancel here so somebody tells you 1022 well if you get in the wrong mindset and go to [name] and get told a 1022 that maybe speed up. So now we're flying to a call that we've been cancelled on so you know it's that is a big deal. Everybody needs to be speaking in plain talk.
Problems - Policies- Procedures	EMS	R	Field Responder	18-25	5 or less	Male	EMS- R-018	Not until the county builds a plan and lots of money for it. I mean there's nothing you can do other than make it work which is a lot of what emergency services does that nobody understands.
Problems - Policies- Procedures	EMS	R	Field Responder	36-45	5 or less	Female	EMS- R-019	Yes especially when we had we had like an iPad system to do our reports and they were absolutely horrible. You know and the bad part is is that our county tried to get us a good system and unfortunately we can't afford what some of the other counties can afford so it is a price thing and it ended up being more of a headache than anything.
Problems - Policies- Procedures	EMS	R	Field Responder	36-45	5 or less	Female	EMS- R-019	[RE: technology requiring internet connection] Yes ma'am. I think that when they're bringing in technology I think they and maybe they look at this but it seems like they don't to me because I'm on the outside. I'm just the person that uses it. I don't know the ends and outs but it seems as though when you're in a rural setting that those things should be considered when they're choosing yes. There may be a cheaper way to



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								go and it maybe budget friendly to our county but when we're one of the more rural counties and we have all of these areas that we can't even get radio reception, we can't get cell phone reception then you need to recognize that some of these things are not going to work for us.
Problems - Policies- Procedures	EMS	R	Field Responder	36-45	5 or less	Female	EMS- R-019	... it's difficult to learn new programs. But if it will help keep all of our information tracked because that's information the information that's put in the PCR's is where we also get our grant money so when it comes to needing money to get new supplies or trauma things for our trucks they look at all of these numbers that are entered as far as our patients go and if you can't keep track of them well because we don't have a system then it makes it more difficult for us to get money for the things that we need to be progressive and become a better service and better serve the community.
Problems - Policies- Procedures	EMS	R	Field Responder	36-45	5 or less	Female	EMS- R-019	You know it's funny you don't because I spent a year in [Job title] school and then I spent 15 months in [Job title] school and the only thing I really learned about a radio through those 2 ½ years was things that I don't remember now like is it what frequency and things like that. They really don't teach you correct communication, what needs to be said, what doesn't need to be said, how these things really work, like a class on you gain experience by getting on the truck...
Problems - Policies- Procedures	EMS	R	Field Responder	36-45	5 or less	Female	EMS- R-019	...I think of most people when you first go in to EMS, fire whatever it is that's probably one of the biggest fears as silly as it sounds is talking on the radio because we have no experience and we have no idea. It's silly the new people they'll just push the button and start talking but there's that little delay so you push the button you've got to wait for a few second delay and then start talking. It's just little things that could make communication much easier so I think it's something that we should talk about more.
Problems - Policies- Procedures	EMS	R	Field Responder	36-45	5 or less	Female	EMS- R-019	[RE: radio use training] I mean I definitely think it's needed even ten codes there's some counties that are trying to do away with those and just speak plain English but again it's not something that you're really taught or go over. I'm sure they concentrate in school about you know

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								patient care and how to take care of the patient but this is your lifeline whether it's a portable or if it's one in our truck so I think it's pretty important to know that and some people you don't even know what channel to switch to. I think it should be taught in school as well as when you come to a new service that they should do some classes with it as well.
Problems - Policies- Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Yes. Right. But it's locked down. I can't use it as Google, I can't do other administrative functions because our CTM group, it's a--
Problems - Policies- Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So if I said, "Hey, I want Google on that." Before I had this, I said, "I need Google." I need Google because when I show up I'm going to Google Ethyl Methyl Terrible, Death." And they're like, "Yeah, we can't give you a browser because that opens us up to--"
Problems - Policies- Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	The new radios themselves, I feel like the price of them is kind of high [laughter]. But I'm a little nervous about-- well, it's new equipment.
Problems - Policies- Procedures	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	There's more rules regarding how much you should say, how much you should not say. We strive to keep our communications short and to the point. And there's lots of different tactical benchmarks and things that you're expected to say depending on the call that you go to. So that's something that's changed in the last few years, that becoming more structured and rigid and paying more attention to what you're saying on the radio.
Problems - Policies- Procedures	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	I could do it face-to-face but then only the person I told it to knows. And something like that is some big significant deviation from our policies needs to be on a radio so everyone can know, especially the chief and dispatch.
Problems - Policies- Procedures	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	So, cost would probably be on the top of that list. You put public safety on something and then it cost more. And as we like to say about Motorola, "You might find better but you'll never pay more."
Problems - Policies- Procedures	FF	R	Supervising Field	46-55	21-30	Male	FF-R-008	Unless of course, I bought a dual band. So now I'm in a situation where I've got to pay an extra \$1,000 for a radio in the off chance that the world

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			Responder					came to an end and I was going to go to [City]. So, that doesn't make-- who would spend that money for that? But if somebody could set that as a standard, that public safety radios, and it's not an option, then I think in a generation we drive towards that capability
Problems - Policies- Procedures	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...So newer construction in the county frequently ends up with at least partial in-building coverage solutions. Bi-directional amplifiers are typically what's employed. Many buildings, once you get a few stories above ground, everything works pretty well. It's the lower stories and then when you go below grade where we have a lot of problems. So where new buildings are going up in [City], [City], [City], they have this code requirement that says you have to meet this. So we generally don't have a huge problem with the new buildings in terms of coverage in the new building. The problem we have is that the new building impact coverage on the buildings surrounding it
Problems - Policies- Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	I've really only had a few issues with a couple of them, so it's-- I don't really even know how to describe it. You have two different people with two different competing interests, working in the same place where I'm supposed to oversee what they do, but I don't have any authority over that.
Problems - Policies- Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	...So we have our MOUs with them, and I don't know what the MOU is. So that puts me at a disadvantage to say, "Hey, you need to do this, or you should do this."
Problems - Policies- Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	But even when you tell a lot of our guys, they're like, "Yeah, I don't have time for that." And then, to me, that's where it gets back to the MOU. I was under the impression we had an MOU that all these old vehicles, the radio shop was responsible for going through, changing all the old chargers out, and putting new chargers in. Well, nobody on our department is holding them accountable, if that's the case, because there's still old chargers in old vehicles. And it's like, we had this MOU, supposedly, that says, "You were going to go do this work. You never did this work." Now we have vehicles that are rolling around, and you don't have that ability to swap out. So, again, on our fire truck, we'd be on a

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								call.
Problems - Policies-Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	...Now is the time to get in there and get all that, and identify what type of construction each type of building is. Yet there's no leadership here on the policy side from our agency to say, "This is what we need to do."
Problems - Policies-Procedures	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...So I know that the federal departments have their own radios and that can be problematic. I know we ran a fire on the Walter Reed Base six months ago and they were operating on their own radio system, but we were responding to them and we don't have their radios. So when we got on scene, they actually handed us their own types of radios that we had to use. Even though, when they respond to us, they already have their own [County] radios, so... Not vice versa. So that was definitely a challenge, and they have one for our whole unit. So our officer got one, but the rest of us didn't have a radio that would work, so that was definitely something we were all like, "Woah. I did not know they still did that stuff. That's kind of weird." ...
Problems - Policies-Procedures	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	SME: He just says, "Radio Silence." Or, "Emergency communications only." Or, "Priority traffic only." Something like that. Q: How long's the silence supposed to be [laughter]? SME: As long as people adhere to it [laughter].
Problems - Policies-Procedures	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...a difference of opinion that a lot of people are debating right now is that do you prioritize the call that's happening right now or the next one? If our rescue squad is on the air, and so it gives us a one minute advantage, they might send us on a BLS, Basic Life Support, very simple sick person call as a first responder, because we'll be there a minute and a half before the ambulance, and we get there and we don't really add any value. But while we're on the scene of this BLS call that we shouldn't have been on in the first place, they might put out a house fire right there. And now we can't respond to that. So we might be able to render aid to a sick person who has a headache. But now, they have to send a rescue squad from [City] that's going to take 15 minutes to get here to that house fire that we would've been one minute away from. So they do prioritize the next call or this call instead of the next call. And that's

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								definitely up for debate. And I think that's a kink that they'd probably work out. But the technology is there.
Problems - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...they're trying to create a standard. But to do that all across the United States is almost [tough?] because you got to look at data back in the history of years past. And you might have done yours in Excel, and he did his in DOS, and I just did mine on paper. So there's really no set system, just like [Name] said that we had Fire Zone, we have different software programs, but none of them communicate with each other. So it's just a lot of data entry. Then all of a sudden, we'll start doing it. And then all of a sudden, the computers don't run on certain programs. So then you got to get rid of that program, and then you end up with a new program. So it's constantly changing.
Problems - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...another item of contention right now, especially in our fire department, is gear. So right now, all of our bunker gear is made by Honeywell. And so Honeywell has a program that tracks model number, serial number, all of those things. And so all of our bunker gear is inventoried in a particular program that our fire department bought. But then, all of the repairs, warranties, and stuff like that are tracked in another piece of software that's accessible online through Honeywell. And we use a third-party vendor to do our repairs. So when they do the repairs, they have to certify the repairs, and they enter them into Honeywell so that they can track them. But when we do in-house cleanings or things like that, we don't have access to that system. So then we track it through our inventory software, Wasp. And then, at the end of the day, there's accreditation. So accreditation says that you have to have programs to track your inventory to certify repairs. But it's two pieces of software that don't talk that have, each, about half of the information that you need to compile together to make one.
Problems - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: lifeline ropes] SME S3: ...we have an inventory software that we can track when we bought it, and we can track when we throw it away. But the only way to track all the stuff in the middle is a piece of paper. SME S2: So once that form fills out, you have no idea every time it was used

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								before. SME S3: And then there becomes the problem of you have to archive it. So do you archive it in a book? Do you archive it as a digital copy? Where do you keep it? ...And then when the accreditation shows up, or when OSHA shows up because there's a problem - somebody fell off a rope or something - now you have to dig all this stuff out.
Problems - Policies- Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...in terms of certifications. So based on what my certifications are, may be different than Seth's certifications. So when do those expire? How many CE hours do you have to [inaudible] that certification? And then you have injuries. You can throw injuries on top of that. So here's this individual. Here's all the injuries to date. Here's what happened. Here's the surgeries. There's so many different aspects of it that's not tracked. A lot of it's paper-tracked, like [Name] said, but it's never really data input...
Problems - Policies- Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Gmail's an interesting thing, because at a firehouse you can move, and you can go to different places. And so when everything lived in Gmail, it lived in the cloud, which was really nice because you could go to the firehouse, and you've got access anywhere. Outlook and Microsoft products are a 50/50 split between the cloud and a desktop. And so if you're not on the particular desktop that it worked really, really great at, they have a really terrible user interface for their web version of anything. And so we made the transition for, I think, the wrong reasons, but it's been a hard lesson here in the fire department.
Problems - Policies- Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	And then there's just the compatibility issue... And so, finally, they just said, "Okay, we're going to buy Excel for everybody." But then you could buy one for every desktop and then still continue a cloud-based service, which is now buying two programs. Or they just buy Microsoft 365, which gives you the web version, but then also gives you five free licenses, or desktop, or whatever. Then, that creates a whole nother problem for our IT department because... you have to support them, and you have to load it on the computer. And then access and all of that, so.
Problems - Policies- Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...But you get one thing, and you're starting to lose something else. And the other thing that we lost was just the distance and how well the other

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								radio used to work. And so they're doing things now to fix it. In the city, there's a new push to do an amplifier into large buildings. And so it's just a based repeater that they actually would have to install in new construction. But that doesn't fix old construction.
Problems - Policies- Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: Bluetooth mic system] ...because of some of the older administration and the fact that they don't like having to find these work-arounds - and they didn't understand that when it was sold to us, it was promised to work this way, and it didn't - we'll probably never buy one until somebody comes out with a better mousetrap.
Problems - Policies- Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: Bluetooth mic system] Yeah. And so we've only ordered one truck like that. It is something that I think is a neat concept, but if they could tailor it more towards the fire service or just be more upfront that-- probably have to do this.
Problems - Policies- Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. And then that's one of the other technologies that's kind of neat is our Tier II reporting used to all be paper. And it used to actually sit in a box underneath the captain's desk, and that's where it lived. And now, the Tier II reporting is in PEAC. So things are getting there. Things are getting a lot better in forms of communication, access to the technologies, access to the data. But it's moving slower than the world, I think. It's the politics and the--how fast government works to make the change...
Problems - Policies- Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	I'd say, I was just on a call a couple of days ago. It was an officer-involved shooting. And we basically have a set system of, basically, command structure, right? And there was no command structure in that. So nobody's knowing what is going on because you have multiple jurisdictions. You got [City], where it happened at. You have [County] sheriff that was serving a warrant. So he was serving a warrant and he got shot. So obviously, he's calling us, calling [County]. So everybody's coming in. So is there really-- they should have a command post and the command post will delegate, "Okay, you're going to be my safety officer." And it just goes down chain of command. Well, it was just free for all. And that was one thing I was going to talk about with the radio that's

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								gotten better is, in the past, anybody could get on the radio...
Problems - Policies- Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...it just so happens that the [State] metro area has the largest integration into this one particular program. So where we're at, out at the hospitals-- what'd they say? Six of the eight? Six of the eight hospitals that we commonly transport to are going to this new RMS program... And we're in that RMS program. So it just happens that it's working out now... That wasn't planned... That's a happy coincidence...
Problems - Policies- Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...So there's still a lot of steps that need to be taken to make the thing work. But I think it's just-- there hasn't been the big push to get EMS, and hospitals, and everybody working together... Well, and the thing is, is one's government. One's the hospital. The hospitals are a business, I guess. They're out to make money. And so they want people into their system. And so now they're building these outlying EMS places...
Problems - Policies- Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	We have stand-alone ERs everywhere. And so the idea is, they want to funnel in-- they want to funnel in somebody to their system. So if they build a stand-alone ER in suburban areas, they can take care of a certain amount of things. But then, if it's really bad, it already puts them into the system and they kick them over to the hospital. And so now we've kind of become the transport between these stand-alone ER's and the big ER. Or if somebody goes to the stand-alone ER, but they're really, really, really sick, they won't even take them. We just go pick them up and then take them over to the hospital.
Problems - Policies- Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...But in terms of when we get with multi-agencies, that's when it's kind of a measuring contest. We should all work together, but it doesn't always work that way. Like I said, we are on a north area team that we do a trench rescue on. And we've had a couple calls. [Yeah?], it gone smoothly. It got the job done, and outcome probably came out the same. But it's just too many people. Everybody wants to be a chief. Too many chiefs, not enough Indians [laughter]. So [inaudible] [that is?], but how do you fix that? We train on it. But I just think, again, you have your certain guys that you work with, and all of a sudden you're off on vacation, and I'm not working with you. So were not on the same page.



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								And I'm working with some guy from A shift, and he does it totally different than the guy I used to work with.
Problems - Policies- Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...Now that we're moving into the new Annie Alley system and the level three 911, it's really cool because we used to just get an address. But that was really neat because everybody had a landline. Now everybody has a cell phone. And that's created another level of communication and problems, because you have your different level PSAPs. And so most cell phones usually go to the PSAP one instead of PSAP two or three. And so, like here, the PSAP one is the county. And then, they will transfer you to the PSAP two, which, in [City], is PD. And then, if you need EMS, you go to the PSAP three, which is EMS and fire. So now you've been transferred three times. If you hit a tower that they know specifically is in the city, you probably will go straight to the PSAP two, which is the City of [City] Police Department. Then they say, "Police or fire?" And then, you get transferred to fire.
Problems - Policies- Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We try to do a silent dispatch here. And, again, it was more admin and technology than just-- admin didn't agree with it and the technology wasn't quite there. That was about five years ago. We haven't brought the idea back up. I think, personally, it's a great idea if you could prove it to happen-- prove it to work 99% effective.
Problems - Policies- Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So you can get in the truck, push the responding button, get the call on the MDT, know all the information. Because to have that back and forth that's already on the screen that's right in front of you, but to just hear it from a person-- I don't understand why, if the technology could work.
Problems - Policies- Procedures	FF	S	Manager	46-55	21-30	Male	FF-S-023	It's a lot. For instance, so I've got logistics. So we're doing a lot of data with that, as well. How often our stations are ordering stuff. Where it's going? What's getting wasted? We're trying to lean that up a little bit, where we have a just-in-time delivery for all the expendable supplies, which is all medical supplies which is an industry joke. None of that stuff should expire, but it all expires very quick, so.
Problems - Policies-	FF	S	Manager	46-55	21-30	Male	FF-S-023	...Exploring things like how do we, maybe, partner with a hospital to get

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Procedures								the stuff that they're going to use in a heartbeat, and just do a swap with them so that it doesn't expire, because that's just a waste of money.
Problems - Policies- Procedures	FF	S	Manager	46-55	21-30	Male	FF-S-023	Q: Absolutely. Now, you know that you might have to create your own sort of data link. Is that something that you guys are looking into doing in-house? Like is your IT support, is that something that they can do or--? SME: They can do. Q: Do they have the time for it? SME: So that's probably the biggest key, is do they have the capacity to get it done, the work capacity? Because we still have to keep the trucks maintained and all of these systems... So yes and no. Not really. If I had more staff, it would be quicker. Unfortunately, now it's becoming a higher priority, so I might have to kick the can on some other stuff, and try to bring this together.
Problems - Policies- Procedures	FF	S	Manager	46-55	21-30	Male	FF-S-023	Right. And then there's, PD has their own little gig, which is they want to encrypt all of their transmissions, which is fine, but that adds one more layer of complexity. Do they give us permission? Can we read it? Can we hear it? Can we get their security keys? So all of these different systems we have to actually get physical permission to use each system. There's agreements that we have to iron out, and most of those are done, but we have to do that, but you have to review that periodically and look at those agreements. Make sure that they are all still good.
Problems - Policies- Procedures	FF	S	Manager	46-55	21-30	Male	FF-S-023	...We had a structure fire where there was two buildings involved... In this particular case, one of the dispatchers on PD got bad information and thought that one of the buildings might have been occupied. We change our operations if we think there's people at risk. We'll very, very, very, very aggressive if we think people are at risk. As it turns out that wasn't the case, nobody was in either building. The PD didn't give that information to fire, but they aired it to a couple of their officers. One of our dispatchers happened to hear that and gave that information out. What they didn't hear was the officer said, "No, I have these occupants here."
Problems - Policies- Procedures	FF	S	Manager	46-55	21-30	Male	FF-S-023	...During that when his radio melted through, one of their two radios did an emergency broadcast and set off alarms. Well, [City]PD at the time just silenced those alarms and didn't tell anybody...

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Problems - Policies- Procedures	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...I think as our technology opportunities change, if we get to a point where our CADs are talking to each other, we could look at some-- we have some areas where dual responses, coordinated responses would work out really well for us. But it takes some time for us to have the comm center, notify a comm center, and then they process it. A call gets shipped out, and there seems to be some delay. Whether it's a training issue or a technology issue, not super sure yet because we haven't pushed that far into saying, "Yes, we're going to run dual responses together." But I think there's some opportunities in the future as money gets tighter, and that you just can't build fire houses wherever you want anymore. You have to figure out how can we work together to cover areas on the fringes of your protection area. So I think there's some opportunities in the future. It's just, okay, how do we work through that?
Problems - Policies- Procedures	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...Organizationally, to this point, we haven't chosen to turn it on, because we've tried to control how many responses our rigs get by setting a response area that will control how busy they are. The new fire chief-- we just got a new fire chief, and he's interested in turning the AVL on for everybody. We know that it will cause some of the apparatus to spike. Their call load is going to spike because they will be the closest. So really, I think we didn't turn it on to try to balance our call load by setting response areas versus having the AVL turned on.
Problems - Policies- Procedures	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: dispatch] ...We used to have free standing fire dispatchers years ago, and they were really good at free-think. I mean they'd be like, "Have you thought about this? What about this? Do you want this resource? Should I be calling this?" That's just not the way our comm center works right now. They're super busy. They crank out a ton of calls and try to process a lot of information for us. And with priority dispatch, I think it's really increased that. I mean, the demand on them is tremendous, I think. Just trying to keep a full workforce for them, I think, is a battle, let alone teaching them how to be advanced in free thinking for the fire department. I just don't think they have that opportunity right now.
Problems - Policies-	FF	S	Supervising	46-55	21-30	Male	FF-S-017	...TAC four is almost always fire... If there are two simultaneous fires

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Procedures			Field Responder					going on, house fires, then they'll open four and five. The biggest issue is the comm center has to have certified or trained people to function on those channels. And a lot of times, we can't get extra channels open. They just don't have the staffing to-- either the people trained or the people period to open extra channels for us, and that's where it becomes difficult. And you can hear-- they'll open it, but you can hear a dispatcher working multiple channels and trying to handle the call volume that's going on...
Problems - Policies- Procedures	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: working in arson] ...we struggled back then trying to move to some kind of automated-- we really wanted a tablet back then, when I was in there, where you could do your sketches, and you could take your pictures, and you could do your notes. And we really struggled back then trying to find something that could meet our needs and could be supported by not only the organization money-wise, but by the IT department who already has a ton of stuff going on. And then here we are going, "I want this, it's special." And they're going, "Right. You're not special. We need to meet the whole need of the whole city." ...
Problems - Policies- Procedures	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: communicating with LE] ...we have access to all their channels. And within the last year, they've added our channels onto their supervisors radio. So they can come up on our channels now to-- up until a year ago, they didn't have that access. They didn't want it. All of the sudden, something happened where they couldn't get a hold of us and they realized they really wanted it and they've got to add it on to their radios.
Problems - Policies- Procedures	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...I would love, at some point, whether the technology exists or not, the bigger issue will be funding and working with IT... I would love to see that. I would love to have that where everything was just on one thing. The officer could carry it around. He could use it. A caller comes in, you could go to the rig and just put it in the dock. But we're all fighting for the same dollars. And IT is doing the best they can to try to keep up with everybody's needs right now.
Problems - Policies- Procedures	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	SME S2: And it was a process to do the change. And then, once we got it-- again, it may just be me, personally-- but, how I use it. SME S3: I think

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								it's frustrating because, I think, you have this huge Google platform and we never had any issues from it. SME S2: And then everybody learned it. And everybody was fine with it. SME S3: So then, sort of, changing to change.
Problems - Policies- Procedures	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: change] I mean most of it's just been the difficulty of learning a new system. Like he said with our pre-plans. Everybody got used to one thing and then we switched it. And then that didn't really work, so we switched it again.
Problems - Policies- Procedures	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	...sometimes there's been information that's been lost in translation from people on the scene to the officer, to their dispatch, to our dispatch, to us, confusion about if somebody's inside or not which really changes what we do tactically. So we're doing something, thinking there's potential rescue when there's not. So you're really putting guys in quite a bit more risk...
Problems - Policies- Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Financial and staffing are the two biggest-- volunteerism across the country, we know, is plummeting. The expectancy or the expectations of firefighters continues to astronomically grow, and so it's becoming more and more difficult to have volunteers who have time, commitment, and ability to do what's expected. And then with all those expectations comes enormous cost and trying to keep up with everything.
Problems - Policies- Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We also live in a resort community, and we have a lot of transient population. And so as a volunteer comes in here, and the society expects them to have the same certs as a paid individual, even though they're volunteers. And we live in a high-cost area, so they have two or three jobs in order to maintain a minimum standard of living. On top of that, they're now required by the public to have the same certs as a paid guy, which takes time away from their job... the life expectancy of a volunteer to maintain that internal and external standard is really, really difficult.
Problems - Policies- Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Everything's different. We have certs that expire at two years. We have certs that expire at three years. We have certs that "never" expire as long

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								as you train on them every year. So everything's different. Everything is at a different cost. Everything is at a different educational facility. Some things you can get renewed through the college. Some things you have to do it through the Green Machine or the Forest Service. There are some things that you have to get renewed at a local level or by a specific certifier, like ice rescue. It can only be done through two different certifiers in the nation. So that's a struggle as a volunteer. That's tough.
Problems - Policies-Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...So our average for volunteer retention reaches right about the time [inaudible] get to Fire 1, EMT, Fire 2, CDL, all these certs. So now they can get plucked and away they go. So yeah, it's a very high turnover. And that comes with costs. I mean, several studies out there, and we kind of did our own assessment, and it's right around that \$17,500 for a volunteer, to get a volunteer. And then they go. So it's really expensive.
Problems - Policies-Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We have never been fully staffed [laughter]. That doesn't exist.
Problems - Policies-Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...We use our radios for incidents, but we don't use our radios for just communication. Some of that is-- well, we get charged. The way our radio system is up here, we get charged for every push-to-talk. So it costs us money... the more we talk on the radio, the more it costs us. And with our financial situation, we don't. So we find that we don't use our radios as much because of that.
Problems - Policies-Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...they learn how the systems work, how the radio works, how we communicate, procedures, best practices, all the stuff. And then we test them on it. We don't just give them the information and go away. Okay. Now, they test out a bit. And like anything, it's like a license to learn. Once you learn it, you're not expected to be an expert. But now you're not afraid of it, and you're going to use it. And one of my pet peeves is that for law enforcement, all these other people, we train all these people. Law enforcement has to train twice a year. They have to prove they know how to use their gun. But they never once get trained or have to prove that they know how to use a radio, which in reality, what's going to save them the most, the radio.

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Problems - Policies- Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	it has to be affordable, and that's the challenge. Of course, they're loosely related. I mean, there are companies out there that sell all this stuff, but it's never achievable for us. We'll never be able to spend \$10,000 on a radio. We have a hard enough time spending-- right now, I mean, our radios are costing almost 4 grand for radio. And that's why we have older radios because we can't afford the new stuff. So, I mean, we're barely-- having a hard enough time buying cell phones. So it's one of the challenges, I would say...
Problems - Policies- Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: in-house tech support] We just don't have money for that. So we don't have IT.
Problems - Policies- Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...Or just even new technology. We hate when the fire service is so stuck in tradition. We try to be a little bit more aggressive. I mean, you could go to different conferences around, and they're like, "Oh no. You just got to do a solid stream," and they don't embrace technology. We use CAFS. We use straight stream. We use [solid force?]. We use everything as a tool for the toolbox. And then, through education, you learn when to use that tool versus one thing fits all. But it'd be better if-- there's got to be a different way of fighting fires. I mean, yeah, there's home sprinklers and they do stuff, but I don't know...
Problems - Policies- Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...If there's some of this stuff, why are we putting people in harm's way to put out a house that's probably getting knocked down anyway? I mean, you have all these houses down here. We've had a rash of fires lately, and we're actually getting comments from the insurance company. They actually wish we'd burn it down because it's cheaper for them to replace it than it is to mitigate it. We lost the third floor off of a house. You'd think we'd rebuild. Well, all of the stuff that they're having to do to mitigate what was left in the hall is more expensive than if it had just burned to the ground and replaced.
Problems - Policies- Procedures	FF	U	Manager	46-55	11-20	Male	FF-U-021	...This one is personal, this one's department. So I tend to forward my department to my personal. Probably not the smartest in the world, legally wise. But to me, it's just easier... I don't like carrying two phones...

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Problems - Policies-Procedures	FF	U	Manager	46-55	11-20	Male	FF-U-021	...I've got an iPad that I can link in from home. So I can just log on to my computer from home see if I need to look at any files or folders on my computer things of that nature. So it's good and bad, it's good because it's convenient, but it's bad that you never get away from work.
Problems - Policies-Procedures	FF	U	Manager	46-55	11-20	Male	FF-U-021	...We can always use a little more help with budget or just like anybody else, the staffing... We feel like we're definitely at the bottom of the totem pole when it comes to safety agencies, when it comes to money. But it's difficult, I'm sure when you're making those decisions at the top because we're not bringing any revenue in. A little here and there but for the most part, we're just a cost, a pretty significant cost.
Problems - Policies-Procedures	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: TICs] ...there is a lot of technology that's up and coming where they're built in rather than a camera you're physically having to hold where they have it built into the mask now... that's kind of out of my realm, it's out of my division but it's something that we're paying attention to. I know we've met with [Name] and a few other manufacturers, they're very costly, but the benefits of them would be huge because right now only there's one assigned per unit... And generally it's on a truck, engines don't have them. And we have them in chiefs' cars but it's one of those things where it's better to have and not need in my opinion than to not have and need it. And they are costly but the benefits of having it integrated into your mask rather than having a hand that's taken away from you that can be utilized for other things... So to me that's a technology that's up and coming that I would love to see us be part of...
Problems - Policies-Procedures	FF	U	Manager	46-55	11-20	Male	FF-U-021	...There's also a lot of stuff on-- my passion's auto-extrication and there's a lot of stuff out there that are in the form of applications but there's nothing that we're utilizing right now. So to give you an example, the way technology is changing with car stuff either being hybrid or fully electric, there's a lot of dos and don'ts and it's good to know where those components are shutting off the vehicles, the high voltage versus medium voltage versus low voltage. There's schematics that are available in these apps where you can pull up any type of car and



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								automatically know where the high voltage is running, where you can cut it, where you shouldn't, where fuel lines are, things of that nature. So does the car have one battery? Does it have two? ... A lot of things that are important, and airbags. So that's technology that's there. But again, it's on an app and that's costly, but that's something I would like to see us go to eventually where you should be able to pull up on a scene and either on your computer in the rig or an iPad automatically puts in the first ten of the VIN number, it'll pop up that car. And you'll know right there that you have in your hand where it's safe to cut, where it's safe to stabilize, how many batteries there are, if it's electric, if it's partial hybrid, if it's even hydrogen. There are a lot of different vehicles that are out there. That'd be beneficial for us.
Problems - Policies-Procedures	FF	U	Manager	46-55	11-20	Male	FF-U-021	...just like everything else, we're running 40% more calls with the same amount of people and we have 40% more inspections. So you kind of hit a place to where you only have so many hours in a 24-hour shift...
Problems - Policies-Procedures	FF	U	Manager	46-55	11-20	Male	FF-U-021	...We're definitely always behind technology-wise...
Problems - Policies-Procedures	FF	U	Manager	46-55	11-20	Male	FF-U-021	They're generally improving but, just like anything, we only have so much money and... we've got to prioritize and technology is not cheap so... it's always changing. So what are we going to get the most bang for our buck?
Problems - Policies-Procedures	FF	U	Manager	46-55	11-20	Male	FF-U-021	The biggest thing that I feel we're getting better but we're still not there is intrinsically safe radios. I mean just like any type of- I don't care what field you're in, communication is the key to either success or failure and you're only as good as your communication components and your knowledge of communication. So we're always lacking, in my opinion, when it comes to radio communication. There's always problems, there's always problems getting on the right channel or being able to communicate with a different entity or different agency.
Problems - Policies-Procedures	FF	U	Manager	46-55	11-20	Male	FF-U-021	You see that in, unfortunately, but you've got mass shootings and there's always a problem with cops being able to talk to firefighters. There are

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								paramedics. There are [City] being able to talk to [City] Metro, or this or that. And I don't know what the answer is, but I mean, there's hundreds of millions of dollars of grants that have been thrown towards it and we get better but I don't know if-- I don't know what the answer is to that streamless communication. Practice. But I mean, there's always technology that's going to give you problems.
Problems - Policies- Procedures	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	We do. If dispatchers and if everybody sticks to protocol, it's not so difficult for us to get on the same radio channel, but it doesn't always happen. So EMS and fire are pretty much on the same channel. Law is on their own set of channels. Dispatchers will tell them to move over to our channel if it's a big, long, drawn-out call. Otherwise, if not, then we got to tell dispatch to tell law enforcement. Law enforcement has to give-- tell dispatch the answer. Then they have to tell us.
Problems - Policies- Procedures	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...The other thing about station alerting is right now someone answers the phone, they start taking information, who, what, where, why, what's going on, and then they hit a button, whatever their procedure is, and then it goes to the other consoles. Then the person who's dispatching sees the call, they read the notes, okay. They start building the calling CAD, and then they have to go to this other screen and they have to choose which radio channels need to be awoken, if you will. Then they use a button, they make the noise, and then they send out the dispatch... So we want them to get this done in under a minute, and there's no way... There's a lot going on...
Problems - Policies- Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...If we're weak in any one part, maybe, in some of the training. At technology level, every responder in the region has the ability to talk to every responder in the region, but sometimes, people aren't using it a lot. They may not remember or they may not know where do I turn in my radio or whatnot. It's a perishable skill. Use it or lose it...
Problems - Policies- Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...Satellite communications tend to be very expensive. So they don't get used a lot. And when things don't get used a lot, then they can kind of get a little buggy...

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Problems - Policies- Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...So for a typical high-rise, for example, we may have what a typical floor plan looks like. Where the emergency shutoffs are. Where the elevator controls are. Where the gas is. For all of those types of things... So those may get input initially and then they may never get touched again...
Problems - Policies- Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: pre-plans] Right. So schools is another big one and probably more important to the police because of the school shootings and stuff that have happened in our country. They're very interested in where the hallways, what ways do doors open, all of that type of information. You can get a grant to fix it the first time or to put it in there the first time, but as soon as you hit done, then the clock starts ticking before it's so outdated that it's worthless as far as, "Yeah. Switch this. Switch this. Switch this," and whatnot, so.
Problems - Policies- Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Some of the other challenges with data is, again, I already mentioned its latency. How old is the data? Is it still current? Those are probably some of the first items that kind of come to mind.
Problems - Policies- Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	the pre-incident, the pre-fire-type stuff, that's very tough to kind of keep up and keep maintained. Unfortunately, because it goes into the [inaudible] system for dispatch, if that information gets kind of sloppy, you may think you're going to a 7-Eleven or a BP gas station, and it may have changed hands. You may drive right past the Shell gas station because you're looking at old data that says, "Oh, this is a BP gas station." In which case, you're like [inaudible].
Problems - Policies- Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: NG 9-1-1] ...So in this area, the 911 services are administered at a county level. And so we have, I want to say 12 to 14 PSAPs in this county. And so trying to coordinate those and getting everybody going at the same time has been kind of a challenge...
Problems - Policies- Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: NG 9-1-1] ...The downside from everybody we've talked to and everybody that's doing the Data911 is it's so much more labor intensive because just processing that information. And we strive to finish- or not finish, but on a 911 call to be able to dispatch an appropriate resource within a minute. If you're having to look through text messages and

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								JPEG photos and all of that, there's no way. I mean, your averages are going to go way up just because of the time and the responding and figuring out what's what.
Problems - Policies- Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: radio etiquette] It has gotten worse over time.
Problems - Policies- Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So public safety is horrible, collectively speaking, at ongoing communications training. Most police and fire folks will get initial training in whatever academies they're going to. But then anything ongoing, so often it's just taken for granted that, "Oh, here's your radio, and you turn this knob to turn it on, and you turn this knob for wherever they tell you to go." The real rub about that or the irony is that other than the station uniform itself, I can't think of anymore equipment in the fire service that gets used more than the radio.
Problems - Policies- Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: radio communications training] ...So we require annual training on our apparatus to drive them, and move around, and whatnot. We require annual training on everything that's on there: the hoses, the ladders, all of that. We require all manner of specialty training, as far as, "Oh, Ebola hits the coast, and here's what you do. Here's how you prepare and everything like that." The one device that-- I mean there are stations around the country that may not go anywhere during a given day just from slow call volume or something like that, but even they will be listening to the radio and making decisions whether, "Am I listening to the right stuff? Do I need to change the channel?" or something like that.
Problems - Policies- Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	We could do a lot better on training. Training is probably one of the single biggest costs that public safety has, just because the citizens pay us to be able to respond. And so they'll put companies out of service for mandatory training and whatnot, to all drive to central points to get a message, or whatever, or to drive to a central point to do some kind of manipulative stuff. If there's a lot more of that that could be done, either in an online environment, or some kind of interactive environment through technology, that would save lots of time and money on that regard...

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Problems - Policies- Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	From a technology aspect, one of the challenges that I've seen is that a lot of efforts, DARPA, and some of the other federal efforts and stuff, are really focused on kind of the short-term stuff, as far as how can I get some OTS, off-the-shelf-type stuff, maybe slightly modified and into public safety. There don't seem to be a whole lot of people, if anybody, that are doing the long-term stuff, certainly for public safety. Maybe more for Internet of Things, for the bigger general population... There doesn't seem to be any public-safety longer-term stuff that, yeah, this is going to take probably five, seven years to get it, but there's a big-need-type stuff. So that might be a big gap, or a shortfall that I've seen.
Problems - Policies- Procedures	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	...So 911 call-takers take information, and they have to triage that and basically push the right buttons to get the right resources out. And it's tough to sometimes coordinate that because they're getting an influx of information, and we're trying to come up with the decision-making process.
Problems - Policies- Procedures	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	That technology is out there but for a third-party company to build it on their own, there's a ton of motivation because the end-user group is not gigantic. So it's not something that you can, "Why do I want to build a system for the fire service when I can go build Instagram and try to make billions of dollars, right?" So there's that element that's at play. And we're just trying to see some of that change as the barrier to creating that software declines but a little bit but yeah.
Problems - Policies- Procedures	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	...I don't believe we're going to get it from the third-party system out there that's building it. It needs to come probably from some sort of like-- and there's not an economic motivation to just build something like that. Maybe somebody could build something that's big enough for everybody adopt it, and then you'd have it, but it seems like the more appropriate way is some sort of nationalized standard or government funding or something like that.
Problems - Policies- Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	[RE: cell phone use] I wouldn't say in all honesty that I feel-- I kind of know the [inaudible]. I mean, obviously it's the convenience. You can carry it, pull it out. But the way the city manages it, it's always locked, so

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								you always have to unlock it to use it. So there's a level of inconvenience in kind of the restrictions that you're put under in using it, except those are fairly minor. But then it's nice to have access because I can store phone numbers for different agencies, rather than having something written down or having to go through dispatch. For example, if we go to a white powder run and there's some threat associated with it based upon the location and/or the letter, and I want to make notifications to-- two of our standard are the bomb squad and our local FBI coordinator, WMD coordinator. I've got their phone number directly in my phone. It makes it really easy. So probably easier than not.
Problems - Policies- Procedures	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] Well, you do have to worry about what you have, as far as taking pictures, knowing that that can become-- it is public record when you're taking pictures on a call. So that's obviously a big issue. So that's why it's beneficial when we have the work phones. So when I do go on calls, when I am going to a fire, I make sure to take all my pictures on the work phone. Because anything could be requested.
Problems - Policies- Procedures	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] There's definitely some rules about personal use of cellphones, both personal use of personal phones while at work and then personal use of department cell phones. It is allowed. But there's no expectation of privacy or exemption. And then once again, if you're conducting business with a personal cell phone, it is subject to disclosure as well, so.
Problems - Policies- Procedures	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S4] And we, as a fire agency, we said, "Sorry, no. You're not going to tell us what we're going to get to or not. You leave it wide open, and if you see a problem, one of our people doing something inappropriate, you'll let us know, and we'll deal with it. But we're going to use these tools and not have you guys restrict us down where it becomes unusable for us." And I imagine there's a lot of-- I see it in other departments. In this department, our IT people work for me. Where in a lot of cities, there are department directors, and they have the same say as the fire and police chief. And here, they are a support function of our main mission. So they can give us advice, but we'll still make the decisions.

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Problems - Policies- Procedures	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] And if we're going to teach a bunch of people here to use drones, it's going to be a lot of overtime to get them up to that pilot level for a commercial pilot.
Problems - Policies- Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	My pet peeve is that there's no specific class on radio ethic, and so you want to be short concise and some people just love to hear their voice and if they're always talking. And in an emergency situation, it should be just what's needed to be said... Because you imagine, if it's a fifth alarm, there are so many people. And people are just stepping on each other when they're talking... And not everyone needs to be talking at the same time.
Problems - Policies- Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	I would say that our radios are up to date, and that our MDT terminals are not. You can do better with an iPad that you could spend 600 bucks on the Apple Store today than the information and the user interface in it's intuitive level, currently, that we have on the rigs. They're trying to make it better. They keep improving, and that's fine. But we're also governed by lowest bidder and other restrictions that prevent you from just getting what you want. You may have to get- well, this vendor has this, this and this. They're an approved vendor. And that's what you get.
Problems - Policies- Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	A lot of technological solutions exist in the current fire service if you can pay for them. And I say this as you don't have to pay for them. So a lot of times, a lot of the technology needs - before I get to the pie in the sky - of most American fire service members is just the state-of-the-art stuff that whatever company is already making. Just it costs 10 grand a member, and they're not going to buy it, right? They have things like thermal imaging cameras that can check heat. Well, they make them now where it can be embedded within your SCBA mask, so you don't have to carry a camera. It's like Terminator vision, right? So those kinds of things actually do exist. They're just incredibly cost prohibitive...
Problems - Policies- Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	...So a lot of the technological solutions aren't that it's a pie in the sky like, "Oh, I wish they invented this," it's more, how do we get it to an economy of scale that a fire helmet costs \$200? How do we get a thermal imaging camera that anyone can use, and that is state of the

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								industry, state of the art, full color, let's you know temperatures when hot, and find victims? How do you get that to be also like \$200? So that way a city can go, "Yep, every single member is going to have one on their mask." And that way every single resident is protected by that fire department, right? You walk in and they can scan a room and go, "[inaudible]. There's a warm body right over there." That technology does exist. It's just that it's cost prohibitive. Same with things like iPads on all the rigs. It's an expensive thing, and people like to steal them. And so there's a replacement cost and a maintenance cost for things like that. But if you had those on all the rigs you could do a lot more. For example, when you do the hydrant checks, you could just have the iPad with you, and you don't have to do it on paper.
Problems - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	[RE: hydrant checks] they go to the computer. Print out the paper. Take the paper to the location. Write on the paper. Come back here and transcribe it, right? There's a lot of duplication of effort that just comes from the expense of technology. Not necessarily the existence of it.
Problems - Policies-Procedures	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	[S2]Oh, the cops always get the-- they buy toys all the time. They're always way out ahead of us. When it comes to communications though, we share a lot of stuff. And then our communications is also going to be affected by heat, and smoke, and visibility, so you throw that into the mix. You know that there's some military or higher technology available that's out there that would help us. I don't know what that would look like, but I think it probably exists.
Problems - Policies-Procedures	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	[RE: police officers] [S2]Their budgets have always been much higher than us.
Problems - Policies-Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	And I still have to answer my phone, be available 24/7, because I'm a senior command staff person in the fire department.
Problems - Policies-Procedures	FF	U	Supervising Field	46-55	21-30	Male	FF-U-016	That picture instantly goes to the Fire Prevention Bureau and if so, that is a violation, we need to come out and follow up on that. And then that



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			Responder					picture is instantly added to the dispatch of that address. Technology is capable of this. We are not capable of it.
Problems - Policies- Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	It's very difficult for a large organization to change and embrace technology, and go to new things. People want to give up on it, and can't wait to prove that it failed, versus giving it a chance. And we're not able to give it a full chance because we don't have the hardware, we don't have the training, we don't have the money to invest in that infrastructure and the application tools.... To create that infrastructure. It's kind of a saying in the government as well as the fire department, probably more so in the fire department is, "Yesterday's technology, tomorrow."
Problems - Policies- Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	There's great business intelligence solutions out there but we don't have the budget, we don't have the thinking, we don't have the proactive thinking to want to be proactive and change, and be on the forefront of technology. Very frustrating being in the heart of technology in [State] and we are very slow to change. And we're not able to take advantage of all these great tech companies here.
Problems - Policies- Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	It's one of the things I'm trying to develop a program for our department right now. It's much more expensive than anybody thinks. It's not 1,000 bucks in our business. It's much more.
Problems - Policies- Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	These are great things that technology can do, but how do you change an existing system such as a emergency radio communications and go, "Oh, we're going to switch to this new system and invest all this money." And the Wave Relay technology probably isn't there commercially yet. They probably can't deploy it on a commercial level but it's amazing what Wave Relay can do.
Problems - Policies- Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	It is because people think that technology is easy and I run into a lot of these developers that are very smart..... So you want to do this technology, someone's got to monitor it. If you want to have a drone that does a windshield survey of every district in the city, that's great, but the engine company is gone. They're helping people in the collapsed building. Who's going to run the drone? Who's going to look at the video

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								that the drone is producing? Who's going to assess that video and rank it and know what to do and who to give it to and prioritize what you see on it?
Problems - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...And something that they're also looking at is, which they should have done years ago, are more of a GPS-type direction of travel, which is huge. City's big. And if you are moving around from one area to another, say, I was a relieving officer, so I would go this firehouse and to that firehouse and then that district. So there was a lot of areas where I wasn't real familiar with, so even going from point A to point B, I couldn't tell you. So it would be nice to have that immediate, boom, hit a button. It shows you the travel route, just like the GPS that we use to go anywhere else, should pop up immediately and give you the quickest route and the more-- so those kinds of things are coming, hopefully.
Problems - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	...I don't know why it never was completed, but there was like a high rise survey. So some buildings we'd get how many stories, standpipes, what stairwells, have smoke towers, stuff like that. It could definitely be used more efficiently.
Problems - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	It's probably two-fold. First, a lot of it is operator error. Like I said, radio discipline - being able to use your equipment and also being able to make the correct communications at the appropriate times. And I'm sure there's also a technological aspect where you have to make sure it works. If anything, there's a tendency that things may break, need to be replaced. As a whole, our department, we don't embrace change very well. So we have a lot of people that-- I mean, I don't think it's as much now, but I know that whenever I get a radio, in the beginning, some people are like, "I'm never going to use it." Just like the computers, "I'm never using that." 150 years tradition unimpeded by progress. We're just getting to the part where we don't file forms with carbon paper anymore.
Problems - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Well, I mean, you could probable use-- the mobile data terminals are really just laptops bolted into the rig. So they're used at very little of their capacity. I mean, we could do that. I'm sure there's a way to do it, but many of the reports that we do are more back at the station after action

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								reports. There's not a lot that you do in the middle. You know what I mean? I don't think they'd make us-- for the fire side? No. But for the medical side, definitely.
Problems - Policies- Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...I think what we have suffices. But it only builds up from it. Things will be different next year. Instead of fire fighting 101 next year, you might have bumped to the 500 series level. It's always outpacing us. But I think by today, I think what we have now is plenty enough. Again, at least in my opinion. We may have more who says, "Oh, we need more technology." I'm happy with what I've got, believe me [laughter]. Yeah. You got any more, I'm going to be overwhelmed with all this stuff...
Problems - Policies- Procedures	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	[RE: radios] We just went to digital, and it's getting better. I mean, when you first went digital all the voices were very metallic. Now I can recognize voices on the radio, so it's much more natural now. Add an extra alarm where the-- the problem with everybody in my opinion-- the problem with everybody having a radio is, there's people who are on the radio that don't need to be. Whether it's need more radio discipline-- and I mean, there's just-- it's just the nature of beast...
Problems - Policies- Procedures	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	[RE: radio comms in high rises] because there's so many people doing so many different things. There's so many people on the radio, and the radio channels are getting overwhelmed. And then the bosses show up, and we're in the middle of doing something, and they're showing up, and they're taking over, and they're giving other commands now. And they have the command channel, but sometimes you're not transferring over. Then they have to monitor both. So you're trying to get a person on one channel, and they're talking on another channel. But I don't know if there's an answer to that.
Problems - Policies- Procedures	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	Now everybody in the company's got a radio... there are some people-- well, some people when they get nervous they talk, and they don't shut up. They think what they're saying is important, and most of the time it isn't. I mean, in the past you've had a company showing up on the radio on a rubbish run, and giving a two-minute dissertation about the rubbish. And there might be a guy trying to-- there might be a fire down the street

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								and them trying to talk, and they got cut out if they need help. I mean, you pull a mayday at a fire and nobody hears it because everybody's on the radio.
Problems - Policies- Procedures	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	[RE: radio comms] Frustrated,.I don't know if overwhelmed, but frustrated just because you can't get through. I mean, for me that's the biggest thing about technology is with everybody having a radio, everybody wants to talk and everybody thinks what they're doing is most important. And I don't know how you prioritize that, you know? And they all might be important, but.
Problems - Policies- Procedures	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	My biggest problem with communication is too many people have radios. I mean, not enough radio discipline, I would say. I mean, we've got our firehouse, he just loves to talk. And I have to tell him, "[name], shut up." Very inexperienced, and he thinks he's the only one who sees stuff. And if he sees something, everybody else sees it. So I just think that-- and overwhelming the channels with-- if you do a fire in a high-rise, it's overwhelming right away because you have eight companies showing up. So that's eight times five. That's 40 radios, and they're all on 1 channel.
Problems - Policies- Procedures	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	... At a big incident, just trying to get through sometimes is frustrating, and I don't know what the answer to that is because if you're trying to talk to the commander and one of my guys is trying to call me on the other channel, we use hazmat channels sometimes. So sometimes, I'll tell-- I'll pair up two people. I'll put one on hazmat and one on fireground. And if we want to talk to each other, we'll go to hazmat. So I have that option because we're the hazmat channel-- and they don't use it at fires. So that's how I get around it... And I mean, they're coming up with search and rescue channels. They're coming up with other channels. But it's just overwhelming when everybody-- you have 2 companies leading out, and there's 40 guys upstairs, and it's just-- and again, I don't know what the answer is.
Problems - Policies- Procedures	FF	U	Other Public	46-55	21-30	Male	FF-U-029	...when I came on 28 years ago, only a warrant officer on every piece of apparatus had a radio. And he only had a fire ground frequency which

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			Safety Personnel					would only be good for me to you on the fire ground but not transmit to our firearm officer, I think. So in the case of something that went horrible, we could only talk to each other, or actually, that one officer could talk to another officer. And his four firefighters that were with him couldn't talk to anybody-- no radios, we had one radio. And so, that was a big issue because the lack of availability of the radio...
Problems - Policies- Procedures	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	So [laughter] I know I'm talking to you, but you've got communication, so you have a sender and a receiver, right? And in order for it to be officially termed a communicative process, there has to be feedback, right? Without feedback, how do you know if the message was actually perceived on the other end by whoever transmitted it in a proper way, or was that information disseminated properly from one place to another. So the problem that we have is-- and this could probably be made better through training, but we train so much on other things, we run out of time to train. The way that people talk on the radio. They cut each other out. Sometimes, when we went from analog to digital, analog obviously was not as powerful, for lack of better terms, but it was more instant, at least on the fire ground. Whereas, digital you have to key the mic, almost pause a second, or else the front end of your transmission will be cut off. We have a lot of that going on...
Problems - Policies- Procedures	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	we have a big problem when we're responding seeing the actual address of places, believe it or not. We're pretty good at getting close because our blocks generally, at least in the residential areas, they generally run from 0 to 60. In other words, if this was the [Address] block of south whatever, doesn't matter what the name of the street is. Generally, we know that there's a hydrant on this corner, there's a hydrant on this corner, and right around [Address] there would be another hydrant, so that's how we think. Everything is about where the hydrants are. But we know that our addresses on most of our residential blocks would run from [Address] to [Address], and then there would be cross street, and then it starts again. So we always have a problem a lot especially in the evening of seeing addresses. Some buildings just don't have them on

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								there. And others have them, but they're not even reflective, whereas if we even shined a light on a house or a multiple story building, that the address-- and that could be a problem in response time. Again, it's always about time. So if there's a smoldering fire or a fire that's growing that we can't see from the outside and we're wandering and wandering spending a couple, just a couple extra minutes finding the right building, it becomes an issue.
Problems - Policies- Procedures	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: address placement on buildings] --it's a real common problem... You see them in every different way. They're actually, sometimes they're scripted... And not numerical, is what I'm saying. It's just written word... And then sometimes they don't even exist. In [City], we have a lot of vanity addresses that aren't even real. Yeah, and it became a big issue. I'm surprised it still exists because it became an issue with a very famous high-rise fire in the downtown area where there was a female there that was after hours working, and she was afraid to leave because the fire was in a floor below her. And she kept calling, and calling, and calling. And they had all these audio tapes that they kept playing on the news. And she kept giving them. And they were like, "We can't find you. We're on that floor." And she kept saying the address over, and over, and over again. Well, it was a vanity address for the building. It wasn't a real address. And she wound up dying in the fire. She wound up dying, and it was horrible. So I'm surprised that they still exist because there are some addresses. But even in the neighborhoods, which is 80% of our city is all residential. And man, I can't tell you how many times I have just wandered looking for an address.
Problems - Policies- Procedures	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: address placement on buildings] I'm just saying. I'm just saying it's pretty crucial. It's pretty crucial. And so, I don't know what the answer is in a large city because to mandate in the poorest of areas that's-- but it's definitely, we respond to addresses. That's all we get.
Problems - Policies- Procedures	FF	R	Other Public Safety	26-35	6-10	Male	FF-R-048	[RE: human error interfering with communications] Yes, yes. People not having the radios on you know and say you know say they don't have well I guess there's like say we have a guy on the truck, inside the truck

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			Personnel					driving, we have a firefighter on the back sometimes communication between them you know say our headsets don't work because here at the department at [town name] we don't have a headset for the guy on the back that communicates with the guy in the front and so the guy on the back can't I mean he's not going to hear the radio, he's not going to be able to talk because you know he's in full gear, he's got engine running, he's got a pump running back here, he's not going to hear that so we don't have those headsets...
Problems - Policies- Procedures	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	...you know there's always things like gear. Gear is more important. I was at a training deal extrication class and one of the instructors was the [city name] Fire Department and he's like yeah he goes it's funny listening to you guys talk you know you're going gosh I wish we could get a truck you know, I wish we could get you know jaws, get this he goes we got guys complaining because their gloves are a month old and I looked at him and I said we got gear that's been out of date for ten years. [town name] Fire Department over there that I'm on we got a couple of guys don't even have gear and well until they just got some wild land gear but at a structure fire they can't go to a structure fire. They can show up on a car wreck...
Problems - Policies- Procedures	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	...you know we've got guys here that are you know it's getting to the point where we've got to get some more gear but you're talking just the coat and pants alone are about \$3500 that's not including boots, that's not including helmet, that's not including gloves you know, that's not including you know radios, you need hand tools, flashlights you know I mean there's a lot of hand tools that would be nice to equip every guy to have you know just for breaking glass you know but we have to have everything up to code. We can't just go down the hardware store per se and get a hammer you know to do this and that. Would it probably work? Yeah but inspection wise we got to have everything you know the fire tools that work better you know for our stuff.
Problems - Policies- Procedures	FF	R	Other Public	26-35	6-10	Male	FF-R-048	[RE: volunteer department equipment] It is a huge issue. I mean funding is a huge issue. Up until I think we're coming up on the first year of

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			Safety Personnel					having the sales tax for our county and other than that we were funded by a yearly fundraiser. It was basically the town donating their personal money to protect them basically you know and that was I think the state did allow some funding but I mean it wasn't enough to make a difference. If a truck went down that truck's gone until we can save up the money or get a grant or figure out something to fix that truck. I mean we were living year to year as a department you know and that depended on the size of the department and the size of the town.
Problems - Policies- Procedures	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Okay from the government standpoint that makes our regulations understand we're doing this on our spare time. This is not you know we're not paid, we're not sitting here at our fire department going okay we got to have a call any time you know we're at home, we're at our jobs, we're at our kid's basketball game, t-ball games, we're at our kid's birthday parties, we're at our family Thanksgiving's and when our phone goes off we leave those you know and so and then when we have training you know it's like I've been on three calls already this month you know I've taken enough time off. It's hard to get guys yes, we need the training but you know whenever the state's going you guys don't have enough training...
Problems - Policies- Procedures	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	[RE: state required training] Well first off you get them here and second off you keep them here. I mean even a paid department you know just the regulations to drive these trucks if we were in [city name] they ain't a person on this fire department that would be qualified because the amount of driving, training they require to do that. Now do I make sure my guys are safe before they go? Yes and I have a rule if they don't know how to drive it it's grass it's a house as long as nobody your safety is first. Leave the truck. Wait on somebody else to get here don't drive it. You know that's the thing you know if you don't know don't go in but it's just you know the amount of time it takes.
Problems - Policies- Procedures	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	And it is like when I come home from my main job I sometimes it's not that I don't want to go out and do the work fight the fire you know work an extrication something job related it's the BS in politics that go with it.



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Problems - Policies- Procedures	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Yes, yes there is. Is it trained in the right way? To me no but there is training on it. We were just talking about that not too long ago. We were talking about problems with the MDT and I was asking them has there ever been a fooled laid out class of how to fully work it?
Problems - Policies- Procedures	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	We're focused on task oriented things at that--that have to be done right now. We don't always get the same information that they sheriff's office gets sometimes. And it's simply because one person is taking it and another person is doling it out. Well the person doling it out... and part of that's our own fault. This radio has a response coord--coordination channel so instead of us moving to it which we've discussed and we try to do, we failed at it and it's an administrative issue on our side, on the sheriff's office side, on the EMS side. We should be switching to a response frequency where everybody hears the same thing and then when we get to a scene if we need to do something outside of that we need to just move that part of--we'll still hear it, it scans... But that's a training issue that we will work with the sheriff's office to address but that's our biggest problem.
Problems - Policies- Procedures	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	...our biggest problem is limited number of people. But we have a large area, spread out, without a water system that covers the entire thing. So we have to bring a lot of our water to fires. So that's what we deal with here.
Problems - Policies- Procedures	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	It's--they're--everybody--people will come through the door and volunteer. But when they start figuring out what's involved, there are more... there are more volunteers at the animal shelter than there are at the fire department. And, you know, there's also a bunch of volunteers at the school. Some of them are different groups of people. But, you know, like we tell them, there's nobody that can't go do the first aid stuff. And that's the bulk of our runs. We only burn... we burn less than 20 hours a year in this [County]. So I mean. But when you need firefighters, you need firefighters. So.
Problems - Policies- Procedures	FF	R	Supervising Field	46-55	21-30	Male	FF-R-051	But when I go to another region channel you don't know whether those organizations monitor it. State police usually do. They can get you to

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			Responder					one of the others. But. 911, I'm not doing anybody else any more good than [Name] driving down the road because I can call them on the radio and say this is what I have, this is what I need, and bang, it should be done. Where instead calling 911 and they're going to just go through their normal deal and they may be sending me what stuff I don't need when I can say, hey, this is all I need for this particular thing.
Problems - Policies- Procedures	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[RE: solving comms issues] Money which is you never have enough of. And... money gets you the equipment that you can put the technology on that can take some of the human factor out. If that person is sitting over there typing in dispatch notes and it's showing up on the terminal in front of me, I don't have to wait for them to tell me what they have. And I--and I know departments that have that. They've got dispatch terminals, you know they've got a terminal sitting right here. And let's say that I go out and you know if I'm doing law enforcement stuff and I want to run a license plate or a driver's license, type it into that machine, boom there it is. That technology is available, it's just a matter of do you have the money and the infrastructure to do it and the bandwidth to do it?
Problems - Policies- Procedures	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[RE: big events] And so you've got those levels of things. And they should be communicating amongst themselves and only certain ones, as you move up, should be talking to the next level. That's training. That's frequency. Allocation. That is, you know to make sure you have enough of them. That's the ability to talk to other agencies when you bring them in. Like we do Auto Aid with the two of [City] but we're on the same radio system. We do aid with the city of [City] and [County] and [City] and [City]. I can't just talk to them. It's--you know [City] is not in my radio but [City] comes here and [City] goes there and we go there to do things. I can't talk to them. I have to get on a response channel instead of being able to say--tell my dispatch I'm going to be on [City]'s frequency. And just dialing over to be able to get to their primary 2 or 3 things.
Problems - Policies-	FF	R	Supervising	46-55	21-30	Male	FF-R-051	I can sit in my house with a hard line coming in and get maybe 6 mg

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Procedures			Field Responder					service. I can go to my phone and get 25 mg service. That's stupid. Why are we spending the money on one when we can do the other? I got a price to put... I got a price to put fiber to my house from AT&T. \$64,000. I am a mile from the fiber. There are other things on the road and I'm stuck with 6 mg DSL instead of I was going to buy a 10 mg fiber fed digital service. I don't mind the \$500 a month for my business but how-- you know I can get almost the same thing with an over the phone system, over the wireless cellular system. It's just you've got to build the backbone for it. What's cheaper to do? And you know the government maintains this on a budget.
Problems - Policies- Procedures	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	It's all--everything in the public sector is about money. You have a limited supply of it. People think you don't. But we get 6 mils property tax that's all we have. No sales tax. No user fees. No nothing. We get 6 mils property tax and our tax is based--is dependent on the value of the nuclear plant which reduced 4% every year. So my budget constantly goes down and my expenses go up and my needs go up. So I mean... that's where we're at.
Problems - Policies- Procedures	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] We just had you know a several million-dollar upgrade to our carrying system in our dispatch center but it's limited capability based on calls, or the political arena is not letting anyone support each for some reason. I am not educated enough to speak on any more than that.
Problems - Policies- Procedures	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	There are people that oversee us, [CJIS?] oversees us, and says "you can do this, you can't do that, you can do this, you can't do that." And so with every piece of technology that we get, there's a requirement that goes with it. And so, to make sure that we meet the requirements, sometimes it's easier to just maintain what you have right now if it works effectively.
Problems - Policies- Procedures	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	They're mainly for if for whatever reason you're doing law enforcement stuff out of state or whatever, then I guess you can add some new channels with that. But majority of the officers are never going to do that. So it's like a newer radio with some new technology that, as far as I know of yet, the city has yet to-- they have GPS and then [this and that?],

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								but the city's not paying for it, so we're not using it. So it's like bigger, badder new radios that we're not really using to the full capacity
Problems - Policies- Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	I think it depends on how it's implemented. I mean, if you roll out a new technology that's supposed to be good, and then you roll it out poorly, or it becomes cumbersome because you don't configure something right there, you can make it difficult.
Problems - Policies- Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	Now, with city-owned cell phones, that kind of alleviates that part of it. But then it brings in it's a city-owned property, and then an officer decides to download something they're not supposed to. So that already comes into an idea of control over the device, which is very manageable as well. So there's some issues with having a cell phone, but they can be managed.
Problems - Policies- Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	And that's just a solution that each individual solution or source that we have. We've got one design for body cams, we've got one design for in-car cams, we've got one design for CAD, and then we've got all these other small things. And they're all from different vendors, because of whatever reason. The city was trying to beg, borrow, steal these things from different vendors and they didn't want to pay full price, so none of them integrate well together, which is a huge issue for us.
Problems - Policies- Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	At some point, we have to start putting technology in our go-bags and it sits next to us until we need it. And of course, it's expensive that way too.
Problems - Policies- Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	Our department does not pay for our phones. So the officer themselves take it upon themselves to use that. Obviously, there are some concerns from our officers when we tell them-- I will tell them, "This is how you can do this on your phone. Keep in mind, you're not doing work on your phone, so if something happens, you might get subpoenaed. You're going to lose your personal phone."... So there's no data. You can have my phone. You will find nothing on it related to anything I've done for the Taser body camera. But probably - and I'll give them the benefit of the doubt - the defense wants my phone because they either don't believe it,

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								don't understand it. All they know is that I looked at my phone and I saw the video. So they want to see what's on my phone. And I can explain it until I am blue in the face that this was just a connection to this device. I was really playing it from here; it just streamed it like YouTube. If I watched a YouTube video, you wouldn't want my phone to see it.
Problems - Policies-Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	So there's definitely a top-down. Sometimes we have a vision, sometimes we see something, and then it's our job to make the case. And then, the chain of command will decide whether we have the budget. We also will help with trying to find grants and things, of course. But ultimately, they're going to be the ones making the decisions. All the way up to the chief.
Problems - Policies-Procedures	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	The tricky thing with that is it's kind of like if we get our work email on, we're basically granting our CTM access to all that is on a phone. And then also when I try to remind officers, because not all of them are aware, too, for open records requests, if you put work specific stuff on your phone and they ask for it and you haven't gotten rid of it, you have to provide it. So I always tell officers to be careful about texting things about work or taking pictures with your phone or that kind of stuff. Having things on your actual phone, you've got to be careful of. So that's a concern. And we don't have phones in the department issued to us as patrol officers. So you use your personal phone a lot.
Problems - Policies-Procedures	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	whatever the priority or political climate is for public servants or the department's going to go. So when I started in PTU, there were six or seven of us and now they're down to four. So I think it's wherever-- and I think it's very important to have officers in that role.
Problems - Policies-Procedures	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	But then that would require us to go through one company, which in this department has kind of-- or companies that will play nice with each other. Which is sometimes-- because like our CAD system, for example, they would charge ridiculous amounts of money for us to have an interface with other companies for whatever reason, so. But yeah, everything kind of worked together.

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Problems - Policies- Procedures	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	So when you talk about the system itself being adequate, we are using decent systems, but whether it's as a result of government contracts, whether it's as a result of bad policy, typically, the stuff that we are using isn't as user-friendly and ends up being outdated sooner than later...But even when you tell a lot of our guys, they're like, "Yeah, I don't have time for that." And then, to me, that's where it gets back to the MOU. I was under the impression we had an MOU that all these old vehicles, the radio shop was responsible for going through, changing all the old chargers out, and putting new chargers in. Well, nobody on our department is holding them accountable, if that's the case, because there's still old chargers in old vehicles. And it's like, we had this MOU, supposedly, that says, "You were going to go do this work. You never did this work." Now we have vehicles that are rolling around, and you don't have that ability to swap out. So, again, on our fire truck, we'd be on a call.
Problems - Policies- Procedures	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	...And because of government contracts and because of training and implementation, we constantly stay so far behind the technological curve that I don't know that we'll ever get to that pie in the sky because the T&E, the safety development, the safety committees, all that sort of stuff that has to take place, puts you two years constantly behind the curve. But the technology is there. The fingerprints are a good example of that, where we have fingerprint readers. Again, but the software is not the swiftest of software and by the time someone who's sitting behind a desk makes the decision, you're years and months ahead.
Problems - Policies- Procedures	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	Right. And I don't know why they-- and I don't know the reasoning behind why they've changed it or if that's maybe what whoever developed it thought it would be an easier way to communicate or what. But for us, I could tell you, it makes it harder.
Problems - Policies- Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	We use plain speech, and it's a double-edged sword. I see the necessity for it, but it takes longer to get through transmissions. If you have a code system and your agency knows the code system, you can cut down transmissions significantly.

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Problems - Policies- Procedures	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	So instead of me going directly to the source, I now have to go through somebody else who has to communicate what I'm saying to somebody else. And then that person gets a response from the ECC, and then they communicate it to me what I'm trying to deal with whatever situation I'm dealing with. Same thing within the basement. If I'm in a struggle in the basement, and I don't have-- this person outside could be inside helping me, but they can't because they had to be able to communicate with everybody else coming in, what's going on.
Problems - Policies- Procedures	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...You got utility belt. The last thing you want is a printer. They make it thin so you can slip it into a container on your belt and keep it there. I've seen, and I'm like, "Oh, enough. Just calm down." But you still have to do that...
Problems - Policies- Procedures	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...I'm not saying open the flood gates and start spending like a drunken sailor. But there's got to be a median, comfortable. And the decisions made by the command staff, usually with little or no impact on the people that it's going to affect the most... There's not that open lines of communication. It's decided up on a high, and it's dumped on, and you shall accept and make it work even if it doesn't work.
Problems - Policies- Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	One of the things we have, it's called the Safe2Tell program, which is it's for kids to call anonymously to report incidents involving in schools... we've seen two consecutive years over 70% increase in use... we found their sweet spot. Unfortunately, we don't have a lot of extra personnel to handle those now, but it's amazing the number we do have, but that's just the technology leap.
Problems - Policies- Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	But there's a lot of agencies that will get-- and this is the frustrating part. They'll dispatch an officer to the scene and then he gets there and says, "Oh, no. It's State." And then they call us so they've already waited an amount of time, and they have an officer on scene. And then they ask us for an ETA. So even if it's 15 minutes type of thing, when we get there, the people are upset because they've been waiting there a half hour.
Problems - Policies-	LE	U	Manager	46-55	31-40	Male	LE-U-020	...there are some where, oh, no that's state, call state. But they don't call

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Procedures								us on the initial call if there's a question. They wait till they get there and then they decide, and then they call us. So that's a frustration piece, but working with 63 different counties and multiple local jurisdictions, you're going to find the good and the bad and the others.
Problems - Policies-Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	...We don't have an MDC for each person right now, so they do swap them out sometimes. So there'll be multiple troopers using the same MDC type of thing...
Problems - Policies-Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	...It's always a struggle because everybody has email but nobody reads email. I mean they get email, but they don't read email. You don't have time to have face-to-face meetings with everybody...
Problems - Policies-Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	...if you wanted a truly custom whatever it is, you're going to pay for it. And they're going to write it for you and it's going to become proprietary and then when it breaks you've got to go back to the one source and... Go out of business, or they're going to charge you a whole bunch because they know that nobody else is going to fix it. So that's difficult to providing communication, I think.
Problems - Policies-Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	...clearing flow of traffic as soon as we can with accidents. If people are involved in a fender bender, we get them off the highway so the lookie-loos don't run into each other...But there are some agencies that have no concept of this and they'll lock up a lane in traffic for hours and then we just see multiple things back up, and eventually, if it's in the city, it's going to back up into our area. So that's frustrating, trying to get them all on the same page because they have their own leader they're responsible for...
Problems - Policies-Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	...In law enforcement, it's different because typically your sheriffs are elected, so they're going to do things to keep themselves in a job... You're at the whim of the city council or whatever that they'll hire and fire or do whatever they want if you don't do what the mayor tells you to focus on. So they have their own things that they have to do and I understand that. But just, when you get into, well, you're all law enforcement. Well, yeah, we are, but it's difficult so. It's just kind of a



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								perspective of internal communication and then external communications
Problems - Policies-Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	... And I think moving more towards a - and I know this will never happen, but - a common platform for emergency communications. Well, who's it going to be? Is it Motorola? Is it going to be Harris? Is it going to be-- there are too many companies selling their own thing for it to be a one-type ability. And I know that's not going to happen, but pie in the sky, it'd be great if everybody could use one. But [State] is very local-oriented, so we can't get that done in the state, much less the nation [laughter].
Problems - Policies-Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	...[State] is very difficult. We're having very difficult time. They run their radio system differently, and their legal department has indemnity issues type of things about sharing their resources with others. And so when you start getting into legal problems, I mean, it's, why are you involved?
Problems - Policies-Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	...They don't understand. They don't get down with the boots ground, that this Kansas highway patrolman may need to come into [State] and they need to talk to us.
Problems - Policies-Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	...sometimes, when we get politics involved, it kills processes.
Problems - Policies-Procedures	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...From a technology standpoint, I don't know the-- quite honestly, we were lied to by the company when they said they could do a lot of what they can't do. So that's what the primary issue is. It won't do a lot of what they told us it would do...
Problems - Policies-Procedures	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...and then the ability for that particular product to integrate with other systems, we're finding, even though we were told, "Oh yeah, it's easy." It's not. And they're using it as a way to increase revenue by saying, "Okay. Well, if you wanted to integrate this way, it's going to cost." So, yeah. It's been a really, really disappointing process. And that's one of the things just for in technology in general with, I think, most law enforcement agencies is there are many disparate systems that need to communicate, and that's one of the real challenges is getting our CAD

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								system who's made by one vendor to talk to our RMS, records management system, who's made by another vendor and get all that information to feed to our analytics system, which is a completely another vendor, so those kinds of things are really a challenge. I'm sure you've heard that from other agencies, but that's a challenge for us.
Problems - Policies- Procedures	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	It's another new thing they just did was a got to [Pro QA?] dispatching. I hope you are familiar, but that scripted thing that the call-taker do when they get a call. It affects how the call prints out, or how it displays in the car, and it affects how it's aired, and when it's aired. And so there's been some growing pains with that. But everybody is getting more, and more used to that too. I think they, for the most part, they do pretty well. There's been some problems, some complaints, and one of the solutions that they just went to is to bring dispatch back under the police department umbrella rather than having it as a separate entity that it was before, so that means they can do rest here.
Problems - Policies- Procedures	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...I can tell you from my perspective just our biggest constraint is always budget, budgetary concerns. We mentioned we had 10 fingerprint readers. We'd like to have 400 fingerprint readers. So those kinds of things are-- usually, it's just constraint by budget.
Problems - Policies- Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...when that comes about, it will be the entire team of [County], ongoing CAD system, which is between police and fire, there's like 26 agencies. Which in my mind, is a very big step backwards as to where we are now because our dispatchers now know us. They can hear differences in our voices. They can tell when something isn't right. They have an idea as to how our city is laid out, how it works. And I think we're going to lose that when you go to a comm center...
Problems - Policies- Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...But I think, in reality, we're going to have a dispatcher on the radio today, that may have never worked with [City] at all. And tomorrow they're working for [County] or [City] because while it's one regional comm center, each agency is still going to maintain their own radio systems. So we're on Harris. [City]'s on Harris. I think [County]'s on Motorola. [inaudible] on Motorola. And so, we're not going to combine

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								radio systems, just dispatchers... So that patching is going to be an issue...
Problems - Policies- Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...Now, our animal control people, they can put themselves on dispatch calls. They're going to the same houses and their not armed, so a little confusing as to why they don't have to do it on the radio either, but it's how that works.
Problems - Policies- Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...Our traffic unit, we have ecitations, so I have a handheld Android device to write tickets. I can actually do an accident report on there and exchange the information. But, again, with our systems, I still have to come back here and then cut and paste from that application into our native RMS system. So even though technically, I've got the accident report done in 15 minutes, I still got to come back here and spend another 15 or 20 minutes to transfer it into the system that they want.
Problems - Policies- Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: RMS] I cut and paste because it'll put-- it's [inaudible] technology, it'll puts it in a PDF-- fills out this data accident report. But because systems don't talk as well as our records department would like together. It's click, click [laughter]. But for me, it's faster than our other traffic guys. We're using our phones, and we're taking pictures of license, registration, insurance information, and then we come back, and they're either pulling it up on their phone or using a generated PDF on the phone of that data, and put in the next-- split the screen and then manually typing it in. So that's another thing we use our phones for. Take a lot of pictures for that type of stuff
Problems - Policies- Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...Technically, our printers are not mounted in the car. So I got a little belt clip. If I wanted, I could carry it on my belt... it's not very comfortable. It's cumbersome...
Problems - Policies- Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...sometimes we do, sometimes we don't. Traffic, very seldom do we actually run people because I don't care. I don't want the warrant because if I get the warrant, then I have to have somebody from patrol come over and take them because I don't have a cage in my car. Motorcycles don't have cages. Our job is to go out and impact traffic and

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								run with that. So it's very seldom that we run people unless they don't have an ID...
Problems - Policies-Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...we have a few people who will not use the computer, use only the radio, which then takes up bandwidth for everybody else, but they won't change, and they're our trainers. So when you have trainers who are teaching people to constantly do that, it's like, yeah I can teach them how to, but you don't need to do it all the time. So it just, there's a lot of things that we can do with technology that our people are preventing. Whether that's dispatching, whether that's running inquiries and stuff like that on computer, because we just get a mindset of, "Well, this is how we've always done it."
Problems - Policies-Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: electronic v. paper forms] ...We have access in our RMS system to do affidavits which then keeps it as part of the permanent record in there. But, again, at the command level, we haven't forced the officers to use that, so some still use Word and type it up. And then we're scanning and attaching, all to six different systems, and I think that's the big challenge...
Problems - Policies-Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: electronic v. paper forms] ...There's a lot of things that-- there's really almost nothing that we have to do on paper anymore, I don't think, but we do. Even our eticketing, it imports directly into the court. They have it the next morning. They still print out paper copies. Our records department, it could import directly into our RMS system, but because they had to click three times to merge the records, they print them out, and they hand type them in. There's job security there [laughter]...
Problems - Policies-Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: electronic v. paper forms] ...we still have stacks and stacks. "Paper and printer is expensive." Then stop doing it [laughter]. But we keep doing it, even though we have other places to store all that stuff.
Problems - Policies-Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	And there's only one thing cops hate more than change, staying the same [laughter]. So it's a constant battle, "Why are we changing this?" and "Why aren't we changing this?" You're stuck.
Problems - Policies-	LE	S	Field	36-45	21-30	Male	LE-S-016	[RE: body & in-car cameras] We've made that decision, we're not. Data

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Procedures			Responder					storage is extremely expensive.
Problems - Policies-Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...The thing with technology, we used to dictate all of our reports. We never typed. I mean, we'd fill out the face sheets but then our narratives we would call in-- when I started our records department typed them. They ended up getting so far behind that we ended up laying off our [inaudible] clerks, and we moved to a private company, a dictation company. And we'd call in there, and they would type our reports for us, and we would get them back within a day or two. Or within hours if they're a emergency type thing. And again, that's a quarter million dollars a year...
Problems - Policies-Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...And then, "So okay, well, maybe we can save this money." So we went to Dragon Dictation, doesn't work. I mean, for us. We have a few people around who beat up and train their dragon enough that it works-ish, but the quality of reports weren't there, and then the reports got shorter. So then, most people just stopped using Dragon altogether. They went back to just hand-typing their reports...
Problems - Policies-Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...primarily we're secretaries. We take reports. The emergency responses are limited here, but everything has to be documented, so you do that. So our officers were in here all the time, so now we're going back, and we're now going back to another dictation system. And that's an app, it'll be on our phone that I can record, and it'll send it to them, and they'll type it up for us. So hopefully our reports will get better and faster, as far as that type of stuff goes...
Problems - Policies-Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: drones] Policy's written, we just haven't made the purchase yet. In fact, two of us are going to [City] on Sunday to the training to get our pilot's license. Because we're the government, so you have to go through extra hoops [laughter]. Yeah, I could buy one on my own and fly it over my house today. But because I'm the government, I have to get a license and all kinds of other approval...
Problems - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I started supporting more of the in-car computers as those systems started getting more robust and they could do more things. And so you

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								start to see there's more of a support need but then there's still the work flow tieback. So as you talked about, sometimes new stuff gets introduced and the sales guys or the tech guys may say this but it doesn't transfer the work flow...
Problems - Policies- Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...We've had a big challenge lately with the increase in surveillance systems that private businesses have and which formats or what types of files do we want to bring in to our evidential storage system, and which files and formats we're saying, "We can't really say these are secure." I can't testify that the video's authentic because I didn't take it anyway. So do we treat it the same as a witness statement? Because whoever owns the system is going to have to come testify. So what's our procedure for making copies of that to get to discovery?...
Problems - Policies- Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...the frontier and the work always has to keep going as new things are always popping up, such as you've got a box of thumb drives that we're issuing to everyone because we realize people started using their own private thumb drives. When they go to the gas station, the guys say, "Well, I've got this video I can give you." Well, how do you transfer that stuff?
Problems - Policies- Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Certainly, there's a public expectation now that, "Well, where's the video? Where's the pictures?" That's so ubiquitous in this world that they expect to see it. And then it's going to get to the point of if your agency doesn't have that, you're now not up with standards. And certainly, there's an expense and a cost to all that... And the data storage, cloud-based, and then how do you get that file to the defense for discovery purposes. Sometimes we don't get to have the final say. Most often, we don't get to have the final say. It's going to come back and the attorneys and the courts that are going to make us change our practices, whether it's in evidence storage...
Problems - Policies- Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...We've gotten state-wide a new electronic discovery process. Just adds that much more time to our records folks to do what they used to do. And, okay, now stop and now go into another system and make sure everything gets transferred over from our system and uploaded. More

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								stuff keeps getting added in. I'd like to look at it holistically and say, as a system, we're saving time and there's efficiencies. You, as an individual person in this position, it may not help you.
Problems - Policies- Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: electronic discovery] ...the person in records was literally printing it out, rescanning it, and attaching them as a PDF. A said, "No, no, no, I meant just print it to PDF and attach-- it's all electronic. You don't have to physically use paper for anything." Then there's a whole discussion on, do you still keep paper files?
Problems - Policies- Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...finally, the department bought smartphones. Of course, it costs a little more. The cost of the device. The cost of the service. That has to get absorbed into the budget. Then I start hearing from people who are upset going "Well, they give me a gun and all this other stuff. We have to do all this training and now I get this handheld computer and I'm just expected to know how all the parts work." Some of it was in jest, some of it was legitimate from people who weren't that tech savvy.
Problems - Policies- Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...The other day when I picked up a car, I knew I wanted to display my clock and my miles per gallon and where's my temperature thing going to go, and then the display for the audio and the climate stuff, and how can I configure that myself when I back up. Do I want the little lines to turn when I turn the wheel? ... And I didn't realize all of those were in there until I just had a little more time in the car. So if a patrol guy jumps in a car, are we telling them all these things are there? Are they just discovering it for themselves? Should we, as an agency, take responsibility in saying, "Here's the things that should be turned on"? You can't turn off your backup sensors because we don't want you backing into poles. You can turn off the lines turning left and right when you're backing up... More things I don't think anyone was aware of is there when we get these cars.
Problems - Policies- Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...It was a challenge when the MHz stuff first came out because, on the VHF world, that air-to-ground communication was pretty clear and they could just dial in whatever frequency they wanted. With the 800 stuff coming out, for a while the standards didn't allow a direct air-to-ground

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								channel. They're worried about, on a repeated system, the helicopters getting up too high, lighting up too many repeaters, and tying up resources...
Problems - Policies- Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...So for a while, we sort of lost communication if the helicopter was up in the air and that created some frustrations as a new technology came out and people realized, you get up in the air, kind of like, "Why are you not supposed to use your cellphone on airplanes," because you'll see so many towers. Not that that's going to bring down the airplane. We would hope that airplanes are made better than that. But there's other reasons and they don't always get explained properly as to why they make these rules that say "No." The helicopters there and flying around regularly...
Problems - Policies- Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...Within our county, we were split. East end of the county was on one radio system, west end was on another radio system. At the sheriff's office, we carried a pack set that had the east end system because, obviously, we drive through their town, and if we needed help, they had to come out of their town to help. Just staffing level being what they were. We still have that today. It's going to be mitigated in one part of our county where they're still on different radio technology than we were. So the cars assigned over there get those radios in the cars...
Problems - Policies- Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...Imagine the other day, then people start to complain, now I can't hear everybody that is on my scan list. And I am trying to explain how a current radio system works where you are affiliated to one tower. And so we don't have that many resources on each of our towers that we can designate certain talk groups to always transmit. So you have to be affiliated in our county to that tower for that talk group channel to transmit. So you might not hear your secondary talk group even though it's on your scan list if nobody else is affiliated to that tower has that on...
Problems - Policies- Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I know a lot of other areas, they have got enough repeaters within their sites, the certain talk groups they designated are always turned on. So if it was on your scan list, you'd always hear it. But that was a big change early on when people were complaining they didn't hear traffic, they'd call each other. So the result of that it goes to a little more talking on



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								your main talk group that everyone is listening to, to tell them to go to their secondary talk group, and that's just the only way to get around it.
Problems - Policies- Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...Now that we're on this shared state system, we don't know how many units the Department of Transportation has that may be using the same tower I have. We're no longer an island, where it's just the people in our little county and our responders. Anybody could be driving through here and tying up those resources...
Problems - Policies- Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: building traffic stops on MDTs] ...So that was a process of working through. I'll say it was a little letting go of control from the dispatchers. They disagreed with a lot of this. I think, as a field user, we said, "We don't care. This isn't your decision. We love you guys. We appreciate what you do. The person most responsible for my safety is me. And so if I need to build it on the computer, don't try and give me a policy that says you shall not. It's not going to work. Highly discourage. Make it as strong a language as you want. It's going to happen."
Problems - Policies- Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Do we expect the frontline guys to pay for that electricity out of their own household budgets? Because you're going to take it home and charge it? Because it's issued out? Do you have big bank chargers at the office and you say, "Okay. You get an extra five minutes each day just to get all you devices set-up and running and going." That's going to decrease the amount of time you're on the street. I think these are all considerations as they keep adding the stuff and I keep trying to tell my administration, "At some point, you will have to add more support staff." You can't keep adding more and more stuff... without adding someone dedicated to understand how it works and supporting the guys when they have questions about it. Or it's going to get thrown in the back of the car and forgotten and just told, "It's another project that didn't work," because the support wasn't there. And then that support level is going to have to maintain because we know there's going to be more stuff coming down that we're not aware of yet. And so someone's got to figure that out.
Problems - Policies-	LE	R	Field	46-55	21-30	Male	LE-R-019	...We've got lots of open positions. I'm having a hard time filling those

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Procedures			Responder					positions. Some of the towns that we contract with would like to have more positions, and the feeling is, "Well, we can't fill the positions we currently have open. So we can't really go and promise you, 'Yes, we're going to do more.'"
Problems - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Going to the airport and the guy at TSA's holding it up now. They see licenses from everywhere that they have to understand and even they're like, "Wow. These are kind of tough to read." So yeah, I don't know who came up with that idea. So that's, yeah, I guess, another frustrating part that sort of technology related on the printing and the style format. Again, they're trying to use more security in their driver licenses. The REAL ID Act necessitated that, so responding to the federal stuff...
Problems - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...If you don't have Bluetooth in your car, going back to technologies, the sheriff doesn't want us driving and talking on a cellphone. Public perception, it looks bad. Okay. Cars can pair up with only so many devices. So if it's a pool car, someone's got to go through and clear out that list and unpair everything so the next guy that uses it could pair his phone to the car.
Problems - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: Bluetooth in cars] And some people are going to get in but who's going to do it for me? If you come in and say, "I don't know how to do it." What are you going to say? You told me I can't hold it up to my ear. I don't know how to pair it to my car. I got a cheap old car and I don't do that in my own life. That's legitimate. As supervisors, you can roll your eyes and complain the guy's a fool, but that's a legitimate concern.
Problems - Policies-Procedures	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Well, technology was great because we had a tracking device that the bank teller had given the suspect. So we're trying to track through that but here's your problem, is you have the Feds that are doing their Safe Street program for the bank robberies, they have the tracking device. We also have a tracking device here or a tracking system here, [County] has one, I don't know if [City] does or not, but all of them are looking at their systems. They're then all calling up to our dispatch, so our dispatchers who are already handling two channels are now handling three different people calling into them to give them information instead of that source

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								coming straight to the officers on patrol. So if they could just air up with us and then give us the information straight, that would be great...
Problems - Policies-Procedures	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: tracking device / suspect] ...And then there's the relay to the dispatch and then our dispatch has to relay to us while they're trying to maintain the channels and then also provide the information that we're giving to them to other people. So then they have to run a third channel, MetroNet, so they're relaying out all of our information to the rest of the metro area...
Problems - Policies-Procedures	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: tracking device / suspect] ...So our channels are encrypted so no one can listen to our channels. But they take it to Metro and now they're telling all the information, so now everybody else is-- if you're scanning the Metro channels you're hearing that we're tracking someone. So if the suspect is listening to that, they now know to get rid of the pack, which they did. Okay? So if we can-- I don't know how it can happen because you have to share encryption across everybody. So I don't know if it's a monopoly then if everybody has to have the same system or same-- plus, then, if the encryption code gets out, then now you have to deal with all of those issues. But if there's a way...
Problems - Policies-Procedures	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...we won't just work in our agency, we work in other agencies. So now when we go over there, we kind of have to buddy up with another agency member... We then come over here and okay, now we need to get somebody to that CSP officer so that we can do the buddy system again unless we can get to a toggle station that's active. But the problem with that toggle station is we don't have enough dispatchers to cover that additional jurisdiction station.
Problems - Policies-Procedures	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: 10 codes] Just 10-4 [laughter]. No, we really don't. We use a specific one for when an officer is in danger, or captive, but otherwise, no, it's plain speak. We use phonetic alphabets but it's a police alphabet versus military alphabet. So that's a little confusing... half of them use military, half use police. Half use 10 codes, half don't use 10 codes... and they all don't use the same 10 codes...

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Problems - Policies- Procedures	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...military has their own set of 10 codes. So it varies from branch to branch, it varies from agency to agency. So, yeah, if we went to a place like [City], I believe they use 10 codes, we would have no idea what they were saying. Even if we did just toggle over to their channel, we wouldn't have any idea what's going on. Whereas ours is plain speak, but maybe it does take a little bit longer to get things out...
Problems - Policies- Procedures	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...So right now, we have, I want to say four main channels that we use. So our first one is the main, "Tell us what we're doing". The second one is we do clearances, so it's like administrative work, so like, "I need you to clear this person," or, "I need you to do this for me, I need you to do that." Third channel, it's for animal control so that they can operate on a channel, not ours... And then the fourth one is car to car, so we can go through and just talk plain speak to each other. But our dispatchers should only monitor one, two, and three of those, but they monitor four, which is fine because then they pick up on what we're talking about. But it's hard because we're shorthanded on dispatch too, so then we're trying to do the communication with that, so
Problems - Policies- Procedures	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: user testing] Yes, do it for a while before you jump in and fully implement it. I think some of the agencies, ours included, they find something and they think it's fantastic, so they buy it for every one of the cars. Sometimes, they say, "Oh, we're just going to start it with a couple of cars," but they don't give a long enough test period.
Problems - Policies- Procedures	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: vehicle internet connection loss] So getting dispatched somewhere, it was basically-- I had a pen-- one of the other officers kind of rigged this system up with rubber bands across-- I think it was on his steering wheel actually, with a notepad so he could just jot stuff down in front of him. I just had mine in my lap, so when they dispatch me to something, I had to take a second and pull over or whatever, write down the address, and kind of a basic description, names, whatever. So it took me a little bit longer, but it wasn't that inconvenient...
Problems - Policies- Procedures	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: vehicle internet connection loss] ...On a Code 3 run or something like that, it'd be kind of-- because you're higher stress, you're driving

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								faster, you have lights and sirens on, so that makes it more intense. I don't have the time to pull over and write that down, so you just have to function at a higher level, I guess, than you're normally used to.
Problems - Policies- Procedures	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	And if we're going to teach a bunch of people here to use drones, it's going to be a lot of overtime to get them up to that pilot level for a commercial pilot.
Problems - Policies- Procedures	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	When they signed up with this new Xerox machine-- because the city is trying to save money, they don't want us to print willy-nilly in color. When I go to print, I'd have to choose. It automatically defaulted to black and white.
Problems - Policies- Procedures	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3]...The vendors have been in this space for decades and so it's more or less patchwork and iteration after iteration rather than a full platform redo. And there's, I think, a really big gap right now in public-safety technology of being sort of vendor-locked with those big giants and not being able to explore some of the newer things that are out there.
Problems - Policies- Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	So when you-- we have policies in place-- and it's still-- they change policies all the time because they rushed the cameras out really fast. So there was a lot of kinks in it. But you turn it on when you make contact with somebody.
Problems - Policies- Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	" So they'll go, "Hey, Sarge, we just arrested this guy, this is a charge. We're going to go to the hospital with him because he has an altered mental status. But he has a warrant for his arrest." "Oh, yeah, no problem," because they need permission to go out there and do that, because now I have two cops going to be at the hospital with a prisoner, who was high on drugs, but he has a warrant for his arrest. For me, to book him at the county jail, those drugs have to be out of his system. So what do I do? I have to sit out there until those drugs come out. That could be up to 24 hours.
Problems - Policies- Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	It can be really chaotic in here because we bring prisoners in here. I mean they're screaming, they're hollering, they're yelling, "Eff the police,

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								you stopped we because I'm black." They're throwing up in here. I mean it sometimes it can get-- especially if we get, let's say we get a big robbery, and it's a crew of four or five. Similar to the [bar?] incident when they had a bunch of people in the [bar?] [inaudible] I grabbed all eight suspects. They have to come in here. They all have to be separated. Sometimes we just don't have the room in here to separate them. Because if I put them together, they're all going to talk, right, so you have to separate them, everybody. "Oh, so you're a juvenile. You have to be separated from the adult."
Problems - Policies- Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] I think our biggest thing is because we hire outside [City], like, hypothetically, [inaudible] recruit from, [come to train officer for the recruit?], I'll get that recruit from [City]. Has never been to [City], never been on the bus, never been on a cable car, seen the box when his mom was making Rice-A-Roni one day, and that's it. And all of a sudden now, he's a cop in [City].
Problems - Policies- Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	So now the advocates are telling us that, "Well, you should be CIT trained, crisis intervention training," which we are. So, basically, I gotta talk cuckoo to this guy who's already cuckoo. But there's no cop that wants to get hurt. So we've already been doing this. It's just that right now, because the videos and what's been going on nationwide about these shootings, we had no reason to shoot them
Problems - Policies- Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	You can walk down the street butt-naked in [City] and nothing would happen to you here. You got to [County], and you'd be arrested. However, if you go butt-naked and you sit down on a bench, and you don't put a piece of paper down to cover your stuff, I'm supposed to cite that person [laughter].
Problems - Policies- Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah, yeah. "Here's a contract in your blood. Here's your blood," just you know. But and then our cars. The biggest thing is our cars. We have cars that have 160,000 miles on them and they're just barely getting through. They keep on putting Band-Aids on them. It's not the department's issue; it's a City Hall issue. You ask for five cars, and they say, "Okay, well, we'll give you two." And then what happens we go through so many chiefs,

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								that when the chief [inaudible] by the time he goes through all the paperwork and a new chief comes in, they have to start the whole thing all over again.
Problems - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	The cop is in the middle of a pursuit, and he's chasing somebody on foot. He's not going to take two seconds, because now he has to try to find that switch to go over. It would be a lot easier if the dispatcher just hits the button and it patches it through to the BART dispatcher, but that takes money, the technology is there, it just costs so much.
Problems - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah, it's underground, but they actually put repeaters down there and so you can communicate down there, and it costs money.
Problems - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	We were never proactive. We're always reactive to different things and that's just the history of the police department. A smaller city is a little bit more proactive, because that's what they demand from their city council and things like that. A big city like this, we're just catching up. We're constantly catching up.
Problems - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] We are. I mean, the background. I have guys that come back from the Army, and they can't get into the police department here because the backgrounds. Because they've seen [their death?], "I've been to 18 shootings. I've shot 18 people." You think they want-- the police department doesn't want that guy here, but the city might hire him because other cities go "Jump!" and they go, "How high do you want me to jump?" They're already set.
Problems - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Dispatchers want to get the runs dispatched. There are the mandates with A priority, B priorities, and then the C priorities in time frames that don't necessarily equate with quality of service, which is a newer concept. It used to be clear the board at all costs and keep moving. And gradually, in this kinder and gentler world where we pretend to live in, the runs aren't as easily dealt with. The majority of the runs now were complex in nature, not that they're different, but they just require more, either documentation, more follow-up. Your standard domestic violence call used to be family fight. And then it was, "Okay, stop it. Go away." But

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								as time has come on, there are certain things now you must do. That call, which would've been 5 or 10 minutes dealing with, now it can take hour, an hour and a half depending on notifications and whatnot.
Problems - Policies- Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yes. They were issued with a stern warning that if anyone were to use them for non-police work, there would be hell to pay. So everyone took the receipt of their phone and threw it in their bag. I'm not going to carry two phones.
Problems - Policies- Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	"--it's a problem. If you are using the phone to film your partner, problem. If you do anything incredibly stupid with the phone and then another incident occurs where I'm going to want your phone and all that stuff is there, don't be surprised when all of a sudden, you're in deep shit over how you used the phone." As I told people when we put the license plate recognition cameras on the cars and they had GPS tagging for the photos, everyone thought I was following their cars or I was tracking their cars. They were cutting my CAT 5 cables for fear that these things would work, and that they would be caught doing something they weren't supposed to be doing, which for the most was going outside of their sector or outside of their district, not outside the city, just crossing a street into another district. Some would say would be a violation of rules and procedure. So they were very reluctant to allow a device in the car that would allow me to track that. The new police radios have this antenna and it says GPS on it [laughter]. Well, so now, people are taking this antenna and going back to their old antenna that wasn't designed for this radio because they think we now know where they are.
Problems - Policies- Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Genius. Most of the big agencies got away for that thing about 10 years ago. Somehow, they saved them all for us. So you have to have a fob. You can get a day off for losing the fob. You can get threatened with a day off. You might get a day off held in a band if you lose the fob. Back to trust.
Problems - Policies- Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah. Yeah. And then be able to access-- and I don't know where this comes back into play, but I would probably go with a bigger phone and change the policy. Use it all you want. I'm paying for it anyway. Use it.



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								Use the shit out of it.
Problems - Policies-Procedures	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	They try to get the best stuff and everything is-- again, when you do the technology upgrade, you have to start and then you have to finish. But you can start, but you still have half of the city that is on the old stuff, because it's what? It's budgetary. It's money. Everything--
Problems - Policies-Procedures	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	Yeah. Everything revolves around finance for-- we have conversations with the vendors. It's always, "What's it going to cost? What's it going to cost us? What are we going to get for this-- the savings or is it going to pay back dividends for our officers out in the field where they have less time spending in the station and more time out in the field?"
Problems - Policies-Procedures	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	I did a test run for six months on my own-- I was the only who had it, me and my buddies, the programmers. It worked. And then, people were like, "Oh, my God. I've never seen this before." And I told them, "I'm beta-testing this." Even our old chief said, "You're not supposed to do that," and I go, "Well, where does it say in our department general orders that I can't get forms digitally." It doesn't say you can't give someone a form digitally. It just says, "You shall give them a form." I had a business meeting with the department. I sold it to the old chief, but with any government agency, there's a lot of red tape. So they got aced. They got canceled. My programmers and me don't talk anymore because there was a guaranteed amount of money from the department. I never got it, and basically got a "No, thank you. We're not interested," from our technology department. So it's kind of a touchy subject for me.
Problems - Policies-Procedures	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Well, just if you look at that number, you have to put that together with, between 2007 and 2011, 2012 - probably that six- or seven-year period of time when there was a huge downturn in the economy - in [State], in particular, nobody was hiring anybody because shutting down fire houses-- yeah. A lot of fire houses that were shut down during that period of time - not in [City], but across the [Location] - have not opened up again because of the economic downturn that happened. Fire departments didn't hire, and so they ran short firefighters and they used overtime to fill the gap. And then all of a sudden, we're hiring a third of

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								our department in the last five years. And so we are probably the norm of what's happening in [State] and probably across this country. So you take those 400 people that have been hired in the last five years, I would venture to say that more than half of them have not been first in at a working fire. So they don't have that experience, right? So the first time they burst in at that working fire, they might do some things that-- and you can try and train them all you can, but--
Problems - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...they go down for maintenance if the car goes down and we get a pull car that PDT doesn't necessarily work in that car because it's different mounts and since it's just a pull vehicle, they're not going to put all the newest latest and greatest things that are going to work in it. It's just a car to use while yours is being repaired.
Problems - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Q: So it sounds like you've got to call your dispatch. Your dispatch has to call state dispatch. State dispatch has to contact their folks?... So it sounds like that's challenging. SME S3: It can be if you need information quickly.
Problems - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...when you're going by the fact of State Troopers calling for assist, that's all that will come through. It won't say, does he need an-- it should be more clear. Sometimes, they'll put out an officer needs assistance, and they'll make it like almost like an emergency, where the guy just needed a transport.
Problems - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	... We recently got a lot of our computers updated, but prior to that, buggy or broken [laughter]. I think the computers are probably the most dated, but they're probably the most expensive to fix as well.
Problems - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	The vigilance system, I mean, the city has it, but there's limited access to it, and they wanted to give it to certain districts, but they haven't done that yet, and that to me would be fantastic to have, like if a private company has a hit, it should automatically somehow get transferred to dispatch, like say, "Hey, there's a stolen car here," not 10 hours later when somebody at headquarters runs it and finds out where it's at and then sends it to us, and then by the time we send a car there, it might not be

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								there.
Problems - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...Last week, we had a robbery pattern where three guys were targeting Hispanic women, and they were using the same stolen vehicle, and we had to choose to get that plate run to find out if there's been a hit on it in the area. And it probably took 45 minutes before we were able to convince them to do it...
Problems - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...I think that's the most cumbersome thing in our job is where technology and where laws and privacy intersect.
Problems - Policies-Procedures	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Q: do they get the same phone every day? Same car every day? SME: No. We used to and that was nice. We no longer do that.
Problems - Policies-Procedures	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...It'd be nice if we would be able to buy our own radios so we wouldn't have to turn them in. There's much smaller ones. So if we didn't have to, or even if we were able to buy one from the department and just keep it as ours, that would be nice. Because sometimes we run out of radios. Like at special events, it's one radio for a group of people.
Problems - Policies-Procedures	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: cell phones] I don't think they've made a whole lot of difference. I mean, they have HunchLab on them so that makes it easier for the officers. If we could get that on the PDT, they wouldn't need one more thing to take out. ShotSpotter is on the PDT. So I think it would depend if you had a PDT in your car or not. Because if you have the cell phone, event numbers, stuff shows up on there.
Problems - Policies-Procedures	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: cause of communication problems] Some people don't want you to give out information, let's say if they had, about an offender because they would like to make that arrest or they think somebody else is going to steal that arrest from them. Sometimes detectives won't give out offender information because they want somebody in a unit that they know to take that arrest. So that's part of it. "I want to hold that information for myself because I want the credit for it. I want the pat on the back."
Problems - Policies-Procedures	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	It's pretty consistent with people who come in with arrests on a regular basis. 7 has a newer station. They have computers. In my office, we

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								would like to get one more computer. That would be nice. We have four people in the office, we have three computers... So sort of sometimes it's just we need more computers... And upgrading them.
Problems - Policies- Procedures	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Well, at the start of the day, you've got your PDT. You're logging into your PDT And then you're logging into your full band system. This is the micro for the co-band. And then you've got your thing here with another username and password. And you got your body camera here. So you've got all this stuff, and I think that's a thing too with police is that, you're carrying all this gear, and it's like every system has its own username, every system has its own password, every system-- well I got to take a number to get this fixed but yet I got to call these people to get this fixed, and I got to call this person to get this fixed. I think that's a problem too.
Problems - Policies- Procedures	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	No. Usually, you get a-- yeah, but it's like there's the one officer that's always having a body camera problem. So I always say it's something wrong with his camera. He needs to get a new one. But who do you call to get this? Usually, you tell the sergeant, and the sergeant's got to figure out, "Well who am I calling to get this?" You got to tell somebody because if you're operating without it then you get caught by an inspector, "Well why don't you have your equipment on?" I think that's the biggest thing. I always bring it to the in-car camera guys, "My camera is broken today." They actually came and fixed it. And that's when I'll talk to them about it and say, "You know, what's up with this system?" And they say, "Well they're junky systems. They're not meant for the harsh punishment." And I say, "Well what about the body cameras?" And he's like, "Well, they're trying to get a vendor--" I don't know what he said, but he's trying to get them both incorporated as far as the-- and that would be beautiful. if I could walk around with one body camera to activate my COBAN System and this, I think that's pretty good. I think the less equipment, for me, the less stuff to lose and the less stuff to fall on, more or less. With the phone, I'll just leave this in the car and I'll never carry it with me.

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Problems - Policies- Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	[RE: case reports] They are paper. They're on a computer. It's a rather archaic system that we have for storing our case reports. It's called CRIS. So we refer to it as the CRIS system. And it's not linked with other systems, so you have to-- if you want to get a copy of a case report, you have to log into another system to print it out. But we would at this system. No, we're not allowed. I know how to download it as a PDF, and I could easily throw it on my laptop and review it there, but we're not allowed to do that. So we just print out a paper copy, and then we just sit down and go through them, make our notes on them, and then just go meet people, and then just keep building our notes on the back of those reports.
Problems - Policies- Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	[RE: personal cell phone use] No issues, other than it gets banged up [laughter]. Yeah, it gets banged up. Other than that, I mean, the latest update when I was trying to-- I had my department email routed to my phone, and there was some kind of a disclaimer. And it said basically, "We're going to be able to access your phone." They figure, "If we're going to use the Internet, we're going to be able to access your entire contacts of your phone if we want." Which it was like, "Oh, man, that kind of sucks." My partner went off of it after that. He was like, "Man, I'm going to have to not get my email on my phone anymore." So now, he took, literally, 10 steps back because of that. Yeah.
Problems - Policies- Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	[RE: CAD] Well, we really didn't have one because we barely had cars that worked, and we barely had PDTs that worked. I would say, 70% of the time, we didn't have a PDT... Because we were trying to fight to get phones, to get [inaudible] on the phones because we heard that there's a free service. There's some organization that offers them for free, but your department has to authorize it. You can run plates and names through your phone, which I can't now. They gave me one of those now... Which is awesome, phenomenal. Because many times, we worked in a covert capacity. Many times, I was undercover in a regular Toyota Camry driving around being a police, and I need to run this guy's plate because I see some car pull up to a suspect we're watching and exchange

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								something. And I need to run that plate, and can't do it.
Problems - Policies- Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	...I mean, I'd be wearing Indian clothes, walking up and down [Street], looking for people. And I'd have a radio-- what I would do is, I would hook up to my Bluetooth. And we had found a Bluetooth adapter that works with the department radios, so I'd hide the radio in my pocket. And then, I'd just have a Bluetooth on, like anybody else. And I'm just walking around looking like anybody... So we did whatever we had to do, and that was just our own-- we were spending our own money and doing our own thing.
Problems - Policies- Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	Social media? I mean, yeah, that's a wealth of information, but the way of accessing it and the-- there's red tape around that. So how you can access it, what you can access, how you were privileged to get that information, and all that is up for discussion. So we were pretty much told that you kind of had to be careful how you do that. You can't befriend anybody. It's got to be publicly available, stuff like that.
Problems - Policies- Procedures	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Well I think I personally don't use it but our patrol guys have mobile data terminals in their vehicles. [Name] might be able to speak more to how they function or work because I don't really know to be honest but I think yeah in our county we've had some issues with inoperability which I don't know if you're going to touch on but it's something that you know we have our law enforcement partners here in the [County] are on board with our getting a grant when a national grant when we switched over from UHF to 700 and some of our fire departments chose not to make that switch and so I think when I hear from a radio communication standpoint a lot is the inoperability issue...
Problems - Policies- Procedures	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	And I think that's a fairly timely topic too just because I know the state legislature is currently reaching out to law enforcement agencies through the [state] Sheriff's Association and the Chief of Police Association on what should be a standard retention policy and what's reasonable and I think right now it's my impression that the state is asking for more and a lot of agencies are struggling with being able to comply with what they're asking...

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Problems - Policies-Procedures	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] That's where we lose our applicants. It's not anything that they can really say they just drag their feet you know which don't get me wrong now that I work here I can understand sometimes because our detective division does our background checks so sometimes they get wrapped up in a case that sometimes they can't get to that background check as quick as they would like to but there's some people that just drag their feet they don't want to do it which is the sad part about it.
Problems - Policies-Procedures	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] We get a lot of applicants but we have to through that whole screening process we lose a lot as well because for the most part I mean our department we don't want to hire any of these bad cops you're going to see on the news in two or three years. We don't want to see them fighting with their subjects just because they talk bad about them and stuff like that acting like the ones that we're out there trying to prevail.
Problems - Policies-Procedures	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... I'm over dispatch here I'm on the radio just the basic stuff they never fixed is ridiculous. They didn't have battery backups in the radios so if the power went out if they went to the we have a generator here we have a natural gas power generator and so it run a wing but whenever it would cchange over once a month to check the thing the radios would go out because everything's computer based.
Problems - Policies-Procedures	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	...We actually have a public safety committee that talks about stuff and we've had 2 meetings this year and we've talked about radios. That's all they talked about and part of the problem here at [County] is the fire association is not under the county. Did you know that?
Problems - Policies-Procedures	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	...We currently have a microwave link which is unreliable. It's not a licensed microwave link. It's one from [name]. Our tower is down by EMS now so if the wind gets to blowing and it shifts a little bit the microwave kind of gets a little fuzzy. I don't find a microwave link to be the most reliable source.
Problems - Policies-Procedures	LE	R	Supervising Field	36-45	21-30	Male	LE-R-048	Currently we don't back up. We backup our RMS system, our reporting system. We do not backup our CAD system. So if something were to

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			Responder					happen in that room all the CAD data would be lost because we had no backup. That will change once we get the new system in place. I think changing from the 100 megabyte switches to the gigabyte switches is going to make a huge difference just in speed.
Problems - Policies-Procedures	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	When I worked at [County] they had that they didn't know they could track people's speed and stuff and the issue is when you start tracking that you incur a liability with that where if you don't monitor it and then somebody has an accident and you know it was issued then you know you can be held liable for it whereas if you never had the data to start with you're not incurring that liability.
Problems - Policies-Procedures	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	What I found with that is a lot of time the police start policing the police a lot more than they should. They start second guessing going well you're doing 75 here you really only should have done 70 or you're doing 85 here you know and people respond to a call you know and it depends on the reasonableness of the (00:38:57) supervisor and their administration of that. What they had up there is they had a guy in traffic you know they wrote this guy up, they went back three months, pulled all his data and said well we have this many things we're going to suspend you three days. Whereas a previous supervisor had told them if you have a serious injury accident get there, do what you got to do to get there, drive safe get there you know in the law there's no due regard. It doesn't say you can't do 15 over or 20 over it says due regard which is very you know very vague you know and so people started putting in their input and their opinions on stuff and it wasn't what the legal standard was it was their standard and actually had a lot of people leave from up there because they started getting you know micromanaged on their speeds and stuff and you got to constantly think about it.
Problems - Policies-Procedures	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... you're limited on the technology you have and you also don't want to expose your personal and private life in a court system as far as your technology goes you know so I'm trying to do something nice and let somebody use my phone to call their mom and now you're subpoenaing my records on my personal cell and my email to my wife and text and



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								stuff. You tell me how this is fair.
Problems - Policies-Procedures	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	We have the same bad guys that plaque our campus year after year after year breakdown in the court system that allows them to come back in such a short timeframe job security I guess for our officers for myself but where we could begin to automate and increase the speed with which we identify these individuals.
Problems - Policies-Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Their portables reach whatever the ISD connect point out there. Before that up until very recently the officers carried a cell phone and everyone out there knew the number and they'd call the cell phone and say we need this and we need that and that's how they operated and out there they really were not happy when that cell phone went away and that was only a transition we've gone through in the last year or two but here in [City] we've always been on a dispatched radio system where people call in and there's no we're not slaves to the cell phone.
Problems - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	The only challenge we have is, you have different thought processes, visions, the way things should be carried out.
Problems - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	It can be. But there are some troopers that do monitor our radio so they'll relay that information to their chain of command. The only problem is, again, laying for the state police, they work out of [County] of [State] which is right next-door to us, and they cover our region. But their dispatcher is actually in [City], [State]. So they don't know what--they know what's going on, but they don't know what's going on. Because like we'll--they'll call out something there, these guys have no clue what the layout of [County] is, or how it's affecting us. So that can be, for them that's a major hurdle.
Problems - Policies-Procedures	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Well, as a patrol officer it's really not too bad, but when you get into the administration portion of it, you start to realize that fighting the criminals is only is the easy portion of your job. When you get into administration, fighting the politics and the bureaucracy that goes along with the administrative work is hard. I mean it's, sometimes you've got to pick the battles you want to fight, and other times you've got to let things go that

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								really bother you when, I mean it's--sometimes I mean you're just speaking on deaf ears and you try to do the right things for the right reasons but I mean all in all over the span of my career it's been a good career. I mean I don't... I don't really have nothing I regret. I mean not too many people have been able to say they'll be able to retire at 47 years old and collect their full salary.
Problems - Policies- Procedures	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	[RE: problems with radio etiquette] I do believe it is. I do believe especially across jurisdictional lines. National incident management says that we all should be doing the plain talk version. Some agencies still are doing the 10 code so if I'm trying to communicate with somebody from a different agency; they're not necessarily inclined to what was going on here. Take for instance Katrina; we had a lot of sheriff's departments and police departments that came down especially from Tennessee man. Tennessee was sent in the sheriff's office and people come and work. They were working checkpoints, we gave them radios when they got here, but once again, their codes and our codes were different, so they really wasn't exactly sure. So you almost had to just tell them like me and you are talking face to face, key, look, we have a disturbance at this specific location, or they would just follow us there. So yes, I do believe that especially across American, we need to become more standardized in radio etiquette especially when a major incidence goes down that we can communicate between police and fire and ambulance and all be on the same page. And I think national incident management has done some of that for us but we still have a long way to go.
Problems - Policies- Procedures	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	So, you know, and then we were hiring people to take care of that that can really hold you hostage because they talk in a language that is foreign to me and I don't want to have programmers and people working -- we are law enforcement, so let those folks take care of that. Let us do -- I don't need to be hiring those people working in Sheriff's Office. I need that to be a service that we hire.
Problems - Policies-	LE	R	Supervising	46-55	21-30	Male	LE-R-058	No. No, we have done more with less than at any other time in history.

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Procedures			Field Responder					[Inaudible] you know, the toughest economic down time in modern day history. We have done more with less. We've had things shoved upon us though we have had now in position since 1998 law enforcement. We've double bunked two pods out of the [inaudible] facility without hiring a soul. So --
Problems - Policies- Procedures	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	But now, we are very, very stretched, very stretched. Closing [town], we take all of the mentally ill that are up for evaluation to [inaudible] in [City] now, did that on our own.
Problems - Policies- Procedures	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yeah, incredible. And we do it all with, you know, we used our reserve unit, that are people that volunteer for our agency to work for free and to do the mental transports. We lost 21 reserves this year. I think a lot of it was -- some of it was attrition, some of it was, you know, I've done this long enough, I want to do something else and but I think some of it, you know, this isn't what I signed up for. You know, I am not Uber for, you know, the mentally ill, you know, and they are spending their volunteer time doing that instead of doing other things they could be doing. So, I think that was a big part of losing some of our reserves, but just can't continue to -- we were just talking in here already. We have not had any -- although our budget has increased but it is we picked up juvenile or because we picked up, you know, animal control or other things have been handed to us to do and it comes with that budget increase but as far as us getting law enforcement positions because we have more people, we need more policeman on the street, we haven't. We just went from five shifts to four shifts so we could put more officers on the street. These guys are working 12 hours a day now and we got to stop that.
Problems - Policies- Procedures	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	[RE: purchasing mobile fingerprint readers] I mean, their comment was -- nobody was ready to carry his ID you know and that was a bizarre comment as a law-abiding citizen, I am like I always have ID with me. You know, so -- yeah, yeah.
Problems - Policies- Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Oh, for sure. You know, like if I have to pass on something to the fire department, I generally call back to Dispatch. Dispatch then will call the

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								county dispatch. County dispatch will then relay it on the Fire frequency over to the Fire department, so there is a huge delay.
Problems - Policies- Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	So, for instance, this interview room, since we interview witnesses, suspects, arrestees, it would be nice to have a video camera here... Nobody is going to pay for it.
Problems - Policies- Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	You got different people in different frequencies and that becomes an issue, especially - I shouldn't say especially but the way the county works is they have got one dispatcher on Fire frequency and one dispatcher on Police or, you know, two and two, whatever, but it's separated, so we find a lot of times doing both; [unintelligible] Fire gets information that isn't sent to the police and vice versa.
Problems - Policies- Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	You know, because the big push is to stay off - we really only have the main frequencies in all - I shouldn't say all, like we have our own frequency, [City] police have their own and the sheriff's department those are pretty much the three. But every fire department has the main, so everybody tries to stay off the main because you don't want to tie it up, so they go to their second channel, and not everybody has those. Fire does, to a degree. At least the frequencies are variable, available for them if they want to put them in their radios, but nobody else has them... Access and you know, the ability to transmit and receive, you know.
Problems - Policies- Procedures	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	They are either on a different frequency or they just dont want to - I dont know what the issue is, I dont know if [City] doesn't wanna cooperate with giving out their frequencies or allowing other agencies to program them because I haven't seen anybody yet that has had [City] frequencies programmed, so I dont know if it is a thing with [City], they dont wanna allow it, but I think it would make sense to - what I think would make the most sense is to have like one system that you can access everybody, or one system where everybody at least has like a monitored frequency for all agencies where I could get on there and call [City] if they would be monitoring that frequency.
Problems -	FF	S	Other	36-45	11-20	Male	PS-S-001	But this technology, with my old technology, of which-- I'll show you.

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Technology			Public Safety Personnel					Because I used to have the ability-- when I was up on the roof working as a supervisor with my guys, I used to have the ability to just press my button and talk just like we are, and it would be crystal clear on the radio. Right? So the minute we went to a digital platform with this algorithm standard-- and I'm not an engineer... That's the other part of the family, okay? But MSA told us flat out. They go, "Yeah, your stuff isn't TDMA compliant. We'll work on a retrofit." So it's been like three or four years. I mean, there is no retrofit coming. There probably is, but it's so slow and slow-- I mean, they have a new product that works. It's like another generation forward. And so we're really stuck with a piece of technology, of which, this doesn't work anymore with that when it's on my face. Which stinks, right?
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	And I think at the local level, we have such a problem, right, with budgets, right, because we don't have a pot of gold. We have a very structured financial [inaudible]. I can't replace this every five years. This thing's got to last 15-plus years. Right? Otherwise, I'd break the bank. And so when that new technology comes on board, typically, we are really kind of the last piece in line to actually adopt it.
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	We can complicate everything to a point, but it doesn't make any sense to put more bells and whistles. I just want functionality.... They track it more of an approximation in their head, with their watch. And so I'm sure a lot of programming went into features like that, but it's almost like we don't need that.
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	The cab of a fire engine is loud... With all the stuff going on it's very difficult to hear and manage multiple radio channels. I have a unit where I got 600 channels available to me, right? Everything on that fleet map, I can rotate to. But the problem is I only have two ears....-- those are so problematic, of which, that technology-- that's kind of the add-on to the unit, like Motorola makes the head, and the microphones, and all that. But all that add-on stuff, they don't want any part of, right, because it requires servicing [laughter] because it's the end user and it's not a mil-spec unit. So those are tough, right, because they break all the time, the

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								earpieces leak. I mean, they're absolutely terrible. And it's because they get worn on every single call.
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	"Yeah, we were listening on the phone, and we couldn't hear anything those guys were saying, and we knew they were inside the fire. Did you guys hear that?" And I'm like, "No, we couldn't." They're like, "That's shocking! Don't you guys have some sort of in-mask?" And I'm like, "Well, we used to." And so when the public brings that to our attention, you know it's an issue, right?
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	our manufacturer is still kind of somewhat behind on providing a solution. I'm being told, recently, that they developed 50% of the solution. Because there's an earpiece, and a microphone, and then there's a talkbox. They fixed the talkbox, which would be the lapel mic, but then the earpiece plugs in
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	[RE: technology getting in the way] I think when you have either a system lockup or-- right now, we use-- I think we use a Dell laptop. It's really rugged. I mean, it's touchscreen. It's great. I've had very few problems with it, but we use a modem/router with a Verizon card, I believe. And so that modem, on occasion, because of either firmware issues or some sort of power issue, or let's say a cable gets bumped or something like that, will go down. And when we lose that, we lose CAD because CAD is no longer analog. It's all digital through that connection, and then we also lose the ability to see maps and things like that. And so having an iPad or having your own phone tends to be kind of a backup to those systems, of which, some of my response times are right across the street. And so I don't have a lot of time to deal with a product failure.
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	And I can honestly say I don't know if that's good or bad. I think it's more on the bad side because we're losing a focus of this job is all skill-based, is all perishable skill. And the more time I'm behind a computer is the less I'm good at something that's hands-on.
Problems - Technology	FF	S	Other Public	36-45	11-20	Male	PS-S-001	[RE: lack of hands-on training] It's across the board. All of our guys-- I mean, we utilize our online trainings and stuff. And we would have to sit

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			Safety Personnel					in a classroom with a proctor doing the same thing. So it's more efficient, but it's more of a checkbox, like, "Okay, yeah. You went to the DMV. You submitted your paperwork. Check," versus-- yeah, we do some of the best training I've ever seen at this station and out back. And you would have just-- a few days ago, you would have been, I think, impressed with-- you walk out back, and you go, "Whoa."
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	[RE: lack of hands-on training] I mean, there's four or five cars are on their sides. We're doing auto extrication. I mean, the next day we're doing truck operations. So I get it that there's a bigger picture, but on occasion, technology gets in the way of that because I think we think, "Oh, it's just a mandate. Just push the memo through the electronic system. Guys will check the box, and we're covered."
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	[RE: training] ...some of the mandates are techno-based. So the county, through a grant through [City] Regional Public Safety Consortium, which is kind of our POST academy for the region, they have this mobile trailer. And I'm sure it cost a bunch of money, right? You got all of these mobile simulators in your car. And I kid you not, like 75% of people, when they go in there, they get car sick... Because it's not the real thing. But you put them in a race track? ... You're fine. And it's because the technology is so bad that it's not realistic. And for what it's worth, it's not-- when we see that on the agenda, we're like, "Okay. That's a check box." And that gets in the way to where you're like, "That's a waste of my day," because we don't have too many days that we can really either go train or do something that's very station-specific--
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	We had training the other day that our training officer, [[Name]?], set up on a building that was going to come down. We trained on July 4th. No, I'm sorry. On July 2nd and 3rd. Hey. And got us this old building they were going to bulldoze the next day. Some of the best training we've had all year long. But the minute you take that same group and you put them into that simulator, they're going. It's just a joke. And it's a joke because they already know how to drive well, and they do it almost every day...
Problems -	FF	S	Other	36-45	11-20	Male	PS-S-001	[RE: simulated training environment] I mean, it's terrible. That's one

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Technology			Public Safety Personnel					example, though, of technology, I think, where somebody meant really well, and they had a good idea, but they never really said, "Okay, is this realistic? Is it applicable?" And it's my take on that... But, again, that's what you're looking for, man, if we're building these things or building a technology that's going to be used for years-- and, I mean, we're stuck with that thing. It's not changing.
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	But with a \$100 smoke machine and a tower that I can lock down, and train with zero visibility, and then use a thermal imager in their hands, I can do the same thing. And so I couldn't afford VR, even if you discounted it to a point where you weren't making any money. And it's frustrating, right? Because everybody goes, "Oh, this is so awesome." [Jet fighter?] [inaudible]-- yeah, but the helmet on the Raptor is like 3 million bucks. And [laughter] that's why it works really well. The version you'd give me would be like the \$1,800 one, which there'd be no way I could, one, afford it, or number two, it wouldn't be robust enough that it'd be actually good. We train a lot with wax paper, and you're like, "What's that?" I go, "You put a firefighter with wax paper in their mask, you don't need a smoke machine, even, and then your instructors can see them do their work. And so sometimes that simple, that KIS, keep it simple method--
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	like heads-up displays and things like that, even. I think on some of the past devices and on some of the SCBAs, the ideas of the three lights coming on, where full, three-quarter... Somebody missed the ball so much, and we talk about it in training a lot, because our turn-back bell is set for a quarter, but our turn-back bell should be really at 50 because we're operating into a box that we're going in and we're assuming that I can get out in the same path.
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	But that bell, that warning system, is great, but it goes off at the wrong time because, really, I want it to go off when I've reached that no-return point versus I shouldn't have to be running out of the building for my life if for some reason something happened. And nor do we want our crews exposed in [inaudible]. I mentioned the other lab with modern day fuels



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								like [inaudible] fuels, the difference between the tools, we're seeing flashover when we get there these days. And so [crosstalk] are hotter. They're more dangerous.
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	[RE: public perception of drone use] Hey, it's an invasion of my-- there's a lot of concerns with that type of program, and I completely understand that. But for that fire, that gave it an overhead perspective. It was a large building fire, huge, of which, the operational section chief could look down, and he's like, "Good, we've got everything in place." But for us to get a helicopter up and do the same shot, it's not only thousands of dollars more per hour, we just don't have those resources. I mean, they're busy. They're doing other things. My buddy's a helicopter pilot for CHP, and they get to fly just a few hours a day because of the cost these days. It's just expensive. So, yeah, drone technology is pretty amazing.
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	[RE: responder biometrics] I think, again, cost, right? I mean, what's it going to do to turnout prices? Is it going to be [inaudible] SCBA? Does it need a Wi-Fi connection? All those things represent, to me, something that might go wrong.... So I pull out a folder, and I go to my rig. I get my clothes on, and I'm right at about the minute mark. Right? So for me to go, "Okay. I've got to put my armband on or I got to put--" it'd be hard, right?
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	...I've been on several legitimate CO-- cracked heater block, it's leaking natural gas. You got CO and you got natural gas in the air. And, fortunately, nobody died. So these alarms are actually really good. The problem is, 1 out of 1,000 are legitimate. 999 calls are fake because either they're not reading the-- oh, yeah, this unit is end-of-life or you need to replace the battery this way. So we go out on tons of CO alarms all the time. And we'll check. We'll grab two meters to be redundant. We'll go out and go, "Yep, there's no meter, [inaudible] zero, zero. You have a bad battery. You have bad unit; you need to fix it. Call your landlord, get them to fix it, whoever." 1 out of 1,000, it's legitimate. I mean, okay, we'll pinpoint this thing. And, typically, it's like some sort of open flame, or like a sooty flame, or something like that.

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Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	So what we're looking at right now is because we're running so many of these currently because we're a couple of years after they implemented that law, and we're starting to see unit failures to the point where we're getting two or three of these false alarms a day. And for a department of our size, that doesn't sound like a big deal, but it's just three more calls that we're running all the time...
Problems - Technology	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	[RE: LMR] ...As you got towards the 2000s, you started to see some of the failures of the systems because they weren't maintained properly or they started to not spend money on them. And then you had this window in the early 2000s where broadband was becoming big and people were saying, "Well, you know what? You don't need these super costly Motorola systems to buy something that you can communicate with." So you had people that were trying to use bridge-gap solutions, or that's when you have the KENWOOD's or the Yaesu's or the other companies that come out-- Vertex Standard, that come out with these radios that are a lot cheaper and they say, "Oh, they work great." Well, you drop one of them and then it stops working. Well, why did it stop working? I was reading some articles on this and, oh, well, the speaker on the radio, the case was hardened, but the speaker wasn't, so when it fell, the speaker broke. So, well, okay. I can throw that anywhere I want and it works.
Problems - Technology	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	then you have the Motorolas of the world showing you how technology can work on my iPhone that can help me communicate over the radio. People think it's neat stuff. Well, then you get, again, the concern. Well, I don't have time to take this out of my pocket, open it up, unlock it, whatever, and communicate. I still need a radio. Well, what if the radio could go directly through-- what if the radio was a broadband radio? Now Motorola has the dual purpose. They have the broadband through a portable. I think the biggest thing we still see with broadband is the, I guess-- whatever. And since we haven't seen FirstNet in full swing-- but from a broadband perspective or Verizon, or AT&T, or any of them, you run into those traffic issues...
Problems -	LE	S	Not	Not	Not	Male	PS-S-002	We've been very slow to adopt a lot of that and part of that is [State]. So

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Technology			specified	specified	specified			you go to Arizona and you run a driver's license, you get back the thumb print and you get back a photo of the person. [State], there is no connection to the photo database which is held by [State]-Photo in the Department of Justice versus Department of Motor Vehicles. They make us do it separately. So you would have to log into a completely different system. They treat it completely different. You have to have a case number in order to get in and get the photo. I mean, in my mind, I should be able to take my phone, do a QR scan of a driver's license and see the driver's license return right there.
Problems - Technology	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	So then I don't know. I don't know who's in charge now, but it doesn't sound like-- I mean, DMV's in a world of hurt in [State]. They've been trying to upgrade their systems for years. And they've had all sorts of issues. So their technology is so far behind the times.
Problems - Technology	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	[RE: communication substitution for radios] I think we would in a heartbeat. I mean, if there was something that was smaller or easier to work with. I mean, I know they've got Bluetooth microphones and things like that now. Well, I've heard it's gotten better. But the first generation Bluetooth stuff was terrible.
Problems - Technology	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Our motor officers have Bluetooth and their mics were disconnecting all the time. The new stuff that they put in after a firmware update is improved significantly.
Problems - Technology	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	[RE: bluetooth mics/radios] It's still not 100%. But they use it. But they have the backup of being able to just grab the radio.
Problems - Technology	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Yeah. I mean, obviously cords getting in the way.
Problems - Technology	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	When we've talked to Motorola about the use of theirs and why they make them that big, it's because they said, "The smaller we make them, the more complaints we get." You get guys that if their hands are too big, it covers the whole thing. They can't hit the button right on. It just feels flimsy. These have gone down in size. I mean, I remember my first one was probably like that.

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Problems - Technology	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	[RE: microphones] I feel like we've seen-- yeah. So these are a lot lighter. Weight-wise, yeah. I mean, if it could shrink down, but then you got to get into the function because you've got to be able to rotate, so it's-- and that's why, talking to Motorola, that's one of the difficult parts, is they say, "Well, they want it smaller because we carry so much stuff on our belt." But then they get it smaller, and then the guys were like, "Well, we can't get to the knob." Right. So it's a catch-22.
Problems - Technology	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	So one of my friends works for another agency. And they did a standard Dell Latitude laptops, and they just broke... They didn't hold up to the vibration in the car. They didn't hold up to the sun beating. So we've stuck with ruggedized, but I think this is going to be our last round of laptops.
Problems - Technology	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] It's our single biggest challenge is communications. [talking about the challenges from 23:11: the different radios and the technology of the fire versus the BOM and the forest service and aviation and law and those new changes with 700 megahertz versus VHF versus everybody's different pieces and the challenges there and it's because we've progressed to a new system that everybody can afford or wants to move to that so it creates challenges that hamper communication.]
Problems - Technology	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	... there's also some of the sheriff's office over here and then in addition to that we also have ECC here as well and it's convenient but also in terms of public safety critical infrastructure this is not perhaps the wisest setup because everything is one place and then I don't know if she spoke to you as well but across the street actually literally right across the parking lot is our backup center.
Problems - Technology	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	[RE: backup center across from the ECC] So that is not a great idea. Yeah it's really nice because like I said we have all these offices that are right here and also the main county offices which are at [address] are just across the street as well.
Problems - Technology	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So if anybody from here ever needs to have a meeting over there with someone from the county or if the police department needs to go have a

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								meeting with the county or whatnot the county offices are right there, the county board offices are there, that's all very convenient, the fire department offices are over there but you kind of have this there is an issue of geodiversity in the sense that all of our critical infrastructure is in one spot.
Problems - Technology	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	[RE: public safety offices in neighboring buildings] Which is not good and there's a perfect example I don't remember the year before my time but a couple of years ago there was a suspicious vehicle that they thought may have contained a bomb and that was parked right on the street between the backup center and the main center and if that had gone off [City] would not have a public safety answering point, it would not have a PSAP. So that is great and that's something that's been expressed to the county but one of the frustrations I feel like that we have here is we do feel like they don't the county does not prioritize public safety as much as you know maybe we should and so when we've expressed that we need a geodiverse separate building for public safety specifically for the PSAP they're like you know interested. They don't want to pay for it because it is expensive to set up and they just don't really see the value because they don't think the way that we have to think.
Problems - Technology	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right. So we say we need two [separate public safety buildings] that makes sense to them but then we say we need something geodiverse and they're like why? Because they don't think that way so that can be frustrating sometimes.
Problems - Technology	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yeah we do do geo-training and we do make an effort to become familiar with the county but it's 26 square miles you know so it's very and especially when you're not out there everyday. We're here right so it can be challenging to know you know and I definitely overtime become familiar with our hotspots where we get most of our calls.
Problems - Technology	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	... One of the things that I know that a lot of centers struggle with and some invest more effort than others is common place names. The problem with an environment like [City] is we have a lot of development that goes on here especially in the last couple of decades and again I

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								wasn't here but this is to my understanding is that area and you can see it too just being here for I've been here since January you know just being here since January you can see there's even some places that have totally changed just in my time here. It's really great. It's a very vibrant community, there's a lot of change going on here, there's a lot of change going on in the [City] area in general. [State] is a constant state of construction right so you know it's there's a lot of changes that are going on and with that there's a lot of influx and up flux of businesses right? So businesses, apartments all that sort of stuff.
Problems - Technology	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Exactly. We have to have those built in [talking about WiFi]. It has to be it's something that we're looking into adding into our building code where when new builders build things in they need to have the radio redundancy built in. Our issue right now is we don't have anybody to go and check to make sure that they're maintaining that.
Problems - Technology	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	I do. I work afternoons and so that's by choice and I've been here long enough I can you know I kind of get the shift that I want. We do have trouble getting dispatchers and keeping dispatchers so sometimes you know we might have to cover an evening shift or we might have to cover a weekend shift or you know somebody might ask you to take a shift for them but generally yes we're doing the same shifts all the time and that usually means we're communicating with the same deputies out there because they also they rotate maybe a little bit more than we do but not a lot and so we know each other. Again this is small enough to that there aren't that many of us so we do know each other and we come in and we can talk and I know who I'm talking to over on the radio.
Problems - Technology	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Yeah we're not like [City] for example you know which is bigger town. They've got a bigger population and there's definitely more diversity up there. We don't really have much. I think in general folks are pretty basic here mostly farmers or people who are living on farms working someplace else. We've lost people in really the last five to ten years especially populations in these towns have really gone down and that's really been a problem certainly for dispatch for example we have trouble

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								getting people to work, to find dispatchers and so that is just we don't have folks who want to live here anymore and that is a problem.
Problems - Technology	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[RE: county-based communication effort] [S3] Well, I think they had to buy into the idea because, status quo. Like, "We're fine." ... Well, I think they thought they were fine [laughter]. And what they didn't realize is, there's just a lot you didn't know.
Problems - Technology	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	I would say some manning right now. Being short-shifted right now is causing, it causes a little problem with us, because sometimes you can't find, as I said, we can't find anybody to work that shift, and it's short, and we're already short
Problems - Technology	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	That's an animal of a different color. It's real hard because volunteerism across the country is going down, not just in rural areas, in majority of rural areas or volunteer fire departments...But long story short, there is the inevitability we're going to end up having to go to a paid or four different departments. It's not how, but when. It's just so, daytime hours is just so bad for us as far as fire coverage, so it's coming.
Problems - Technology	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Correct. [City] is real heavy on petrochemical, but there are a lot of people that live here but work out of the [County]. So we are still fortunate that some of the companies or individuals work for, they do let them leave for emergency situations
Problems - Technology	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Q: So what if anything do you think causes communication problems in your work? SME: [Laughing] Lack of communication [Laughing]. That's absolutely funny to say but that's it.
Problems - Technology	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Yeah. I find the lack of communication is the worst problem. Our section of communications is its own section, patrol is its own section. So I find a lack of communication between them.
Problems - Technology	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Which I just spoke to someone about that this morning. Sometimes it becomes a hindrance because we don't know where each other's... supposed to be pointed to but we're supposed be together sometimes.

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Problems - Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: And moving on a little bit to what I think we are going to get into -- the storage and connecting NextGen and connecting FirstNet, that data -- I see a lot of diagrams and always first to raise my hand and point out because which we see a diagram with two arrows like this, then it is NextGen and FirstNet but there is a little box here in the middle called 911 that gets left out of those diagrams a lot of the times. So, you know, the person in the field is calling 911 and talking directly to the police officer, then that diagram is wrong because all this data that comes in NextGen, pictures, text, everything it's got to go through us to get back out. So, that's a little thing that -- about [Crosstalk]
Problems - Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: The problem is when you have a cold and your pre-recorded announcement answers.
Problems - Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: I think as far as location-wise, we are not as far along location-wise as many apps are.
Problems - Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: Like what [Name] said, I can go to the app store now and get stuff that's better than what public safety has got and I think that's the biggest thing, how to speed that up but we move it to speed [inaudible] and everybody knows what that means.
Problems - Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]...Okay, first of all we bought a phone switch that is next get ready. So, okay -- we are ready for NextGen. Oh, well -- you're going to have to upgrade your phone switch to really be ready to go in there because things have changed in the past year or so, things have changed. So, you have to do an upgrade your phone system to make it compatible to go on NextGen. Oh, okay. Okay, so, you know, the funding and all the stuff. And so okay, we are going to upgrade the phone switch, which we did. But then, our wall boards that tells us how many calls are waiting, that's what wall boards are, like foot work, way back, they quit working. Well, we found out that the computers that are driving the wall boards are not powerful enough to drive the wall boards with the upgrade.
Problems - Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: It really doesn't matter who they are. They couldn't make it work. So, now I've got to go and tell my board that I've been telling them for a year



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								and a half now, we are going on NextGen. Okay. So, it didn't work. So, let's regroup and everybody go back and look and see what the deal was and let's schedule the next time. Okay. It's scheduled now. Everything is ready to do. Everybody has got their stuff together. Me and [Name] are back on the phone. Guess how long we were on phone this time.
Problems - Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: So, now what's the deal? Well, we need to do this. We need to do this. We need to make sure everybody is here. And we scheduled it the third time, almost, but we had to cancel it and schedule it later because AT&T was having to upgrade their stuff...
Problems - Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: Which now means that [Everyone laughs] -- that we couldn't make it work, and then we couldn't make it work and now we've changed it so it may not work this time because it is different. So, now we have it scheduled --
Problems - Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: So, it sounds like let me pat you on the back while I am stabbing you in the leg.
Problems - Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S1]: Yeah, yeah. Well, and I do know that, I think it's Verizon that has also said they have come up and are going to offer super rates and better options for the public safety community too so the battle hadn't ended here.
Problems - Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: Oh you see all the commercials -- it's really small if you know to [inaudible]they said, who would've have thought that you could do this which is FirstNet up to one side and down the other and it says Verizon did. So, I love AT&T to death. As soon as they settle the lawsuit, I will be right onboard with them and we will be the best buddies in world but it is just really hard to have a close relationship with we can't get on the [inaudible][0:47:27] or paying out big bucks for attorneys that are involved in the law unit. Okay, that's it.
Problems - Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: I put it here. If the -- if the lawsuit is over the fact that I don't think you did what you were supposed to do years and years ago, would you have paid me what you were supposed to me. That's what the lawsuit is all about, but now you've got to contract with FirstNet and

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								you've promised me what, the world.
Problems - Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: Yeah. And so, that really does tie us for emergencies. My fear, and I don't know whether it can be fixed. I've got 62-year-old women and men both in their -- how are they going to handle a text call from a 14-year-old girl with TBT and just all the abbreviations and all that. Yeah, I think it is going to create a lot of in a bad way -- actually I think it is going to put a toll and take a toll and run off a lot of people because they can't.
Problems - Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: This might be a good place to throw in, and you can ask may be other agencies because we are in a really -- I don't want to say bad -- but we are trying to get the officers and the fire fighters to understand that a dispatcher can only do so many channels.
Problems - Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: So, you've got 10 new radio channels but you've got one dispatcher. Are you expecting that one person to handle 10 channels? So, what is the limit? I mean, what is the cut-off in that -- right? Because there is no specific -- I can handle seven conversations at once but if you give me above seven, it gets iffy. But, some people can. And a lot cant. What is the -- and there is no defined number, you should be responsible for your primary channel and two side channels or three side channels.
Problems - Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S1] ...That part has been done for months like August; we finished our part. Now the users on the other hand, they've had to deal with encryption, they've had to deal with this, they had to deal with multikey and they have been going through all this and we are sitting here, my grouse is I am sitting here paying maintenance on the new system and the old system and they've got the channels split because they can only have 10 on each until they transition. So, that's where we are trying to get to is to get them dialled in. Now, as far as it's going to be [inaudible], you know, I mean, they are going to have plenty of capacity because, you know, there are going to be [inaudible] that's not going to be a problem but they have never been encrypted before and, you know; it's going to be all new them, new sound and everything, that's what we are waiting on right now.

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Problems - Technology	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Not completely, no [talking about 911 going down]. We had a gas leak so we had to leave the building one time. [Indiscernible] really quick. No, and those are things [Name] and I talk about weekly.
Problems - Technology	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	We just bought those Broselow tape for years for babies. We still have one, but you have to replace them every so often and they're expensive. So Broselow tapes, you lay a kid out, and it not however long they are, and then it'll say they weight this and this is the color of the kid and here are the drug dosages for that weight, so it's a really quick thing for the [indiscernible]. So there's a new program called the PD-SLEEVE, because in a Broselow tape if something changes, and I just bought 10 of them, I got to buy 10 more because it's a prank call.
Problems - Technology	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So when you get multiple agencies together and they've got their way of doing it and you've got your way of doing it and nobody -- you just...I'm doing my thing and not realizing that the ever changing make affects everybody on that system. We had some of that in the beginning with this CAD, but we worked through, we figured it out. We will occasionally we'll have a cowboy that says 'well I talked to [unintelligible] they said it wouldn't affect anybody else, I don't know why they lied, I just changed all my stuff.'
Problems - Technology	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	That part of technology, we've had some issues. There may be a little bit even going on with this new radio system, we have egos. Depending on who is in that position, there's egos, there's politics, so we're able to get through all of that because of the relationships. I'm a big relationships guy. I mean if you have a relationship with somebody that they like you and they somewhat trust you, or do trust you, it's much easier to conduct business than 'oh crap, here comes that guy again.' So I'm really big on that, so I take time to meet with [City]PD leadership outside of here, same with the communications liaison for [City]PD, he and I talk all the time. If an issue come up, I shoot him an email, 'go ahead and check into this', because I'm not first blush and there's personalities in there. It could be a personality conflict. But I look at everything as so we do adjust culture within EMR which is how I've always done business. I

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								<p>don't headshot people or go yell at everybody when we have an issue. So I look at it as a system issue, is it a training issue? Is it a personnel issue? And I look through that. I end up at personnel last so by the time I get to the person I pretty much know the answers before I ask the questions and if it's a personnel issue I'll deal with the person. But a lot of the times you find out that 80% of things gone wrong, you find out it's a communication training issue. We taught it and it didn't stick, we taught it and it didn't hear right, we didn't teach it at all, or we taught it wrong, or we changed some things and missed that one, we didn't update them on the training. So you have to look at all that. You know they get upset sometimes, so if we don't get to that call in 10 minutes, we review that call; and it's either distance because they just couldn't make it in 10 minutes. Crewe Air, they didn't move right away when they got the call; they went the wrong route, or it's a dispatch error. Dispatch error even being that the CAD did or did not pull the correct truck because we have a recommend and it pulls by road miles the closest truck. So they might've pushed the button and the CAD told them the wrong truck, so it's still a dispatch error, but it's not the dispatcher.</p>
Problems - Technology	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	<p>Right. They don't go to the meetings, they don't go to the monthly stuff, they don't go, they don't -- not doing it, so they don't know because they have three jobs. [County] the [indiscernible] director.</p>
Problems - Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	<p>So we're still going to use pagers but it's going to be a more multimode system where we can do text messaging, email, voice, alpha paging, but all from one system. Where right now, we don't really have that capability. We can send pages, or we can send emails, or we can make phone calls, but we can't-- well, for what we're doing day-to-day with the city, we can't do that. We have some emergency management software that we can do to send messages out, but it's a little clunky. To get messy, you have to have some code reds. You have to have these launch codes they call them. It's kind of a pain. It's not good for quick-- what we're doing in dispatch and when we're trying to get ahold of somebody to give them information, ask them to take a shift.</p>

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Problems - Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	Probably the biggest evil that we see in 911 are uninitialized cell phones. So the cell phones that don't have service anymore, but the FCC requires that they be able to call 911, which it makes sense for people that can't afford it, to have that ability. I know they hand them out at shelters and places, which is great. But when they fall into the wrong hands, they are really difficult for us because we don't have any way to track them. We get false 911 calls
Problems - Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	That's been a big problem for us. Another, it's not an evil, but it's a shortfall, is the location, the phase 2 wireless locations. Works pretty well now, but it's still not 100% and it's definitely not what we get from [inaudible]. We see more and more people are dumping landline phones, just using wireless devices. So if somebody's calling from their house, and for whatever reason can't speak, because whatever's happening or because they're-- illness, or whatever's happening, a kid, but they call from a landline phone, we get pretty reliable location information. It's not 100%, but it's like 99.5%. It's really, really reliable. From a phase 2, from a cellphone, if I were to call 911 right now, especially in here, under concrete and everything, you're probably going to get the tower location to start, which is somewhere within three or four miles of this place, potentially. And if you get coordinates, it's not going to say we're at-- whatever the address is here. It's going to get us in the vicinity. If they're calling from the apartment complex across the street, it's junk. If you're trying to-- we can't find you if you're--
Problems - Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	Trying to find people when they're inside a building, this doesn't work. Not only are you not going to get the address but you have no idea what room, or what apartment, or what suite they're in. And you don't know how high up they are.
Problems - Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	At the same time though, it's moving so rapidly that things become outdated. And so by the time they become outdated, now you're having to go in front of the city council and ask for a large capital improvement expenditure because what you just bought five years ago is now slow and antiquated and there's better technology out there. But by the time

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								you get that produced and that purchased, then you're probably already two years in and something else is on the horizon. So, it's trying to keep up.
Problems - Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...we're having an imaging policy drafted. And we wrote it. And it's going through the executive staff, it's going through the pitfalls and through city-legal, and going back and forth, because there's always the argument of the First Amendment right and you're not paying for my cell phone, so this is my data, this is my content. And from our standpoint, it's you are a taxpayer-funded employee, and you are on the clock, and you are being compensated. And you took that picture, regardless of whether it's on your personal cell phone, your spouse's personal, your child's cell phone, or the department's cell phone. That image, audio, whether it be still, video, audio, that image or that product is subject to open records. So it doesn't belong to you. It has to be archived because there are state laws about archiving information related to government. You know, what we do as a governmental agency and a governmental body. So that cannot belong to you. In fact, what makes it worse is if you refuse to relinquish it, then someone's going to write a subpoena for the whole family and say, "Give me your phone."
Problems - Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	So, interoperability is a big deal. Being able to travel outside the range of your radio system is a big deal. Especially now digital radio systems. It's not like the old days of, you can go as far as the antennae will reach. Once you're outside of the foot [inaudible] radio system, you're stuck.... from the emergency management side as a responder it could take off and blast off five ambulances to Dallas, because there's something going on up there. Once they get north of Temple, we don't have any radio contact. We're relying on cell phones which, pending on what the event is in [City], may or may not work.
Problems - Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	But if I drive to [City], once I don't have towers anymore, then it would just fail over to LTE and now this is basically a big push to talk but still let me maintain that contact back. And then in the same way, figure out some way to make it all interoperable. So when I get to [City], that we

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								have the ability that I can talk to [City] on this as well through that or on this or whatever the device is that we can interoperate, and be truly interoperable, and have about the same level of technology.
Problems - Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	And I contact their PI people and say, "Hey, we had this patient, here's his name and DOB." And they go, "Yeah, he's in the ICU. He's stable, blah blah blah, or he's in the morgue." But once that patient moves beyond that and they go to a cardiac rehab, or they go to another hospital where I don't have a relationship, we have really almost no way to get that information.
Problems - Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	[RE: patient tracking] We have some of that. The stuff that we control and the stuff that's local to us, but it's not automated. So I can call [City] and ask how this patient did or what their outcome is, and we do that with STEMIs and strokes and cardiac arrest, but it's not seamless. And if they have a question, it's just a clunky process.
Problems - Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	[RE: patient care record] It's very siloed. You'd think within the hospital networks, it wouldn't be. The hospitals that are all in the same chain, but it's siloed with them sometimes where they're using different patient tracking. And so, that interoperabilities, standardization, and being able to-- everybody, at least some of the information, that critical information, is available regardless of what system you're in, regardless of where you're at, and we can get to it, keep it secure, but get to it to take care of people.
Problems - Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	But still, there's gaps out there. So as we get into those gaps and I get away from where those systems are, I lose that. [City] is our best example because we don't have any interoperability with [City]. We have the national channels and all that, but I can't drive to [City] and talk to [City] Fire Department on my radio in a reliable way. All the cell phones would totally change the game for us from 911 and what's going on in the field.
Problems - Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	Ease of use and usability is a big deal and we're doing the same things over and over and over again, so we want those to be as efficient as they

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								can be. Sometimes the software needs to be tweaked, sometimes I hit this button and it's supposed to do X, and when it doesn't that creates more work for me and I've got to do-- and it's gets frustrating. Reliability and usability, radios work when they need to work, it's a lifeline. If I need help, I need to be able to get a hold of somebody and get me help. Big deal for technology. That's another one. Tracking individuals, we have some capability to do that. Well, the radio system has some capability to do that. We have not started to use that functionality, but being able to not just know where an ambulance is on the map, but being able to see where those medics are as they're [crosstalk] [inaudible] for safety, and even for response. If we've got responses going out where we have people on foot out walking around at a venue or walking down [Street], to be able to say, "Hey, there's a guy with a gun at the next corner." The PD has a gunpoint stop or, "Hey, there's a guy at cardiac arrest. We need-- I know you're walking," [crosstalk].
Problems - Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	We go sitting and have lunch somewhere, and there's cardiac arrest happening next door. And we may hear it if the radio's on. But like right now, none of our radios are on. So there could be a [inaudible] on the trail up there.
Problems - Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	[RE: EMS vs. Fire medics] here, our medics always want more, they want more. And it's hard because technology is only moving so fast in the clinical world, especially in the pre-hospital environment, so that's a challenge. And so what you all will find, or maybe find, or may be challenging for you when you come to your endpoint, is you may come out and say, "Oh wow, people like [City] [County] EMS want this? But [City] Fire Rescue wants nothing to do with any of that because that's just another thing that they're going to have to learn." And I'm picking on the fire department, but we do see it. We do see it. That is a common belief and common thing that people have seen. So that's the challenges. Whatever you come out with, it's not going to be one size fits all.
Problems -	EMS	R	Field	26-35	5 or less	Male	EMS-	So we were having an issue with our microphones. They weren't as clear,



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Technology			Responder				R-002	so he actually got us better mics for our radios, and they were way clearer. And we also, for a while, we actually went to this Scott mask that had that clip-in mic that you could-- hands-free. We didn't like them because the Bluetooth was messed up, so we went away from them.
Problems - Technology	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	Trying to think. I think for a while we showed our MDCs because when they were updating them, I think sometimes they were having bugs. So we would drop our wireless connection and it was super frustrating because you're trying to go to a call and you're responding to a call and your laptop crashes. And you're like, "Whoa!"
Problems - Technology	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	[RE: personal cell phones ] One time our MDC building, I ran into a call that way because that was the only option I had. It was far away, not my-- so my first due territory I know like the back of my hand. You start getting out a little further and I know roads, but you get into the tiny, itty bitty roads and I actually-- one day we were driving and it failed on the screen, the computer did, and I just typed it in.
Problems - Technology	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	So it's actually attached to the buckle on there, and when I have my thing tight, I can't look at it right, so I have to keep one side a little loose. I thought that having both your hands-free was super beneficial because you know two hands are better than one [laughter].
Problems - Technology	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	So I try to minimize-- point my phone out so I don't want them to think I'm uninterested. So usually, what I'll do is if it's something dire, I'll set it down and I'm talking to somebody and I'm like, "Okay. That's it." And so I'd rather type it than talk it just because I don't want them to think that I'm... So it's pretty big because I want that person to feel like we are there for them.
Problems - Technology	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	...There are a couple of dead zones that we know about that our radios will not work in
Problems - Technology	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	[RE: hospital statuses website] ...it's a public website, so they have linked it on our computers, but sometimes it takes a while to load. And it changes. So it's better to have it ready to go on your phone so that if you're standing inside you could update and say, "Oh, actually they're

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								open now," or, "Oh, they're closed." ... But if we're in a large building, we may switch to a talk around, just direct mode, so that we don't have to go through a repeater, because there are buildings that are dead and the Metro-- the [City] Metro is very deep so we have to use a relay. So we use those workarounds if we encounter dead space.
Problems - Technology	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	[RE: refurbished radios] So we have, essentially, brand-new ones. And they get dirty over time. We run 10,000 calls a year out of this station so stuff gets dirty, but that's more cosmetic.
Problems - Technology	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	I think on the fire side, I know that it's a bigger concern. The time from the 911 call to the time the call is dispatched, in a house fire, seconds count. So if it takes 90 seconds to query the number of questions about, "Oh, how many stories is the house?" It could mean we get delayed.
Problems - Technology	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	[RE: pre-alert, before call been put into CAD, an alert will be sent out to everyone] And then there's a pause while the CAD catches up. And then all of the tones go off... think a lot of the issue is just shortening the time it takes from the time a resident calls 911 to the time the call's dispatched. Both fire and the ambulance.
Problems - Technology	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	At the beginning, it was trying to route people through parks on trails. Which made it seem like they could get there faster than they really could. So they're fixing those problems.
Problems - Technology	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	I would say, location can never be specific enough. A lot of times, in this area, we have large buildings and so someone will say, "[Address]," but that building has three sides.
Problems - Technology	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	I think, first off, user experience. If somebody's unfamiliar with the radio system or how to communicate, it can delay it. Those dead zones that I mentioned earlier, the Metro, some cement apartment buildings that have large wings. If we're in the core of the building, we can't communicate out. They can't communicate to us.
Problems - Technology	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	I don't think so. I think we talked about all-- the big issues with our communications are the dead zones and kind of holes in our communications thing.

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Problems - Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	We have mutual aid agreements. We all have very similar SOPs, whether it's fire and EMS, but once again, talking to some of these jurisdictions can be difficult. It's gotten much better. Years ago we could not talk to each other. Had different radio frequencies. We also used to have separate radios. So if you worked in a border station, like down in [City] or [City], you had separate portables to be able to grab when you want to call into their area, but now we're able to utilize our radios, and go to their channels.
Problems - Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Yes. It gets to be a little bit more confusing when you go mutual aid. But we have taken a lot of steps in [County] to be able to communicate with other jurisdictions now. But we typically have to be within range of that particular jurisdiction as well. Like I wouldn't be able to talk to [County] if I'm all the way out in [County]. And I wouldn't be able to talk to Frederick County if I'm all the way down in [City] because... It has to do with the reception, yes.
Problems - Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Yeah. It all goes kind of [cyclic?] where things get dated. It doesn't take long for technology to get dated. But as they're doing that they're always thinking of new stuff to be able to provide. In fact, we just went to a brand new computer-aided dispatch program and fire alerting system at the firehouse. And that was an extensive project that was done that took many, many-- probably well over a decade to develop.
Problems - Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Has gotten in the way? Absolutely. Absolutely technology has gotten in the way on certain incidents and some of our operations... Obviously, when a lot of these mobile data computers have come about the coverage was not that great. The computers would turn off just going down the road. A lot of the communication from those computers to a cell tower would be horrific...
Problems - Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...So it's kind of trial and error as we get something. It's better than what we had, but there's a lot of hindrances as well to it because the technology had not caught up to what we were operating under. And, but yeah, I know, I remember the days of mobile data computers going in and we could be going on the road. I'm looking at a dispatch on a

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								computer, and all of a sudden, the computer just completely shuts off on me. Or I'm trying to respond on a call and the computer communications is too slow...
Problems - Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Obviously, I think some technology can cause some problems. Technology advances can be an issue, maybe as not catching as fast as we want. Or maybe we're using a system that's one down from what's already happening because I'm sure you know as well as I do, technology is always moving, and a jurisdiction has to operate under here because they've already spent a lot of money on a particular ends, and it may not communicate with that technology because it's outdated...
Problems - Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...But yes, so some of the technology can be more advanced than what we're able to operate within, and that can be definitely a hindrance. And that's certainly something that we were watching unfold with our old system, but now we've come in line. And it may be another 10 or 15 years before we get another system, and what technologies are going to come out that we won't be able to communicate with.
Problems - Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Definitely one of my wish lists would be we operate with a portable radio and everybody does - firefighters, paramedics, EMTs. It would be nice to have some form of remote. Like what you see how we utilize a cord that can get damaged in fires, if someone just shuts it in a door, or whatever, it would be nice to have some form of Bluetooth capable radio system. It would be nice to have something if we're wearing our SCBA mask to be able to click a button and be able to talk on a radio versus having to fumble around with a portable radio. That's certainly something that I've always envisioned to be a really nice thing to have. Be able to listen to the radio while wearing an SCBA. A lot of times we're operating in a fire or whatever--
Problems - Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Tethered like this, and it depends on where you have it. You might have it in your coat pocket. You might have it on a radio strap. These things tend to be, depending on how everybody holds them, may get dropped on the ground, may break, and so that was always like a wish list item

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								for me. It would be nice if we had something piped into our ears, be able to touch a button instead of having to fumble around with a radio. So that's kind of like a pie in the sky type ordeal [laughter].
Problems - Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...When we back away, we would allow the police to do what they do, and then we would operate under a face-to-face [inaudible]... Rather than radio because we really can't operate that way. But what happens is, let's say, sometimes our communication center will tell us, "Hey, scene is not secure, based upon what we're hearing. Wait." Then we will stage at a certain location away from the incident, so that the police can come. Well, then the police has to call their dispatcher. Their dispatcher has to talk to our dispatcher, and then our dispatcher tells us that we can go in.
Problems - Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Means of radio communication of we can talk from one person down to the other. There are slight hiccups every once in a while if you're in certain basements or buildings or large box stores, so if you go into a grocery store to the back towards the deli or far corner of a store, that you may lose means of communication. But we work around that with different policies or adapting. Or on the river, we may not have complete radio communication but we still have cellular communication should we need to make a phone call. So hopefully that answers, so I think communication is good. Depending what you need to accomplish, you go to the best means to communicate.
Problems - Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...So if we have to respond mutual aid to an outside county or, for us, it could be another state is, how are we going to talk to them? Mostly, that would be done by radio communications. We have the ability to do radio plugs or communicate to a free channel, but that's above us in the sense of that's communications or dispatchers to assign us to a mutually acceptable channel that interface. Since we went to the 800 megahertz system, where it's a lot easier to do that. Easier for us, but if not every agency that we respond with has 800 megahertz, that could be a challenge...
Problems - Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Or another example would be is if I want to listen to a neighboring county that's not too far away from us, if I want to listen to an incident

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								from my station on a portable radio, the frequency isn't strong enough to be able to hear that response and the distance would probably be less than 10, 15 minutes away. It's not very far, but if we were, I guess, maybe on the eastern shore or more of a visible line of sight, less mountains, less terrain, it may be easier.
Problems - Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So it's not, it's just frustrating and then we-- I just don't listen to the call, what's going on. And it's just being, I guess, situational awareness. I'll even use the word just nosy. To just hear what firefighters are doing and the types of calls. We all try to see what other agencies are doing during their calls, from a tactical standpoint to evaluating it. Self-critique. If I was in their shoes, what would I do? So you try to listen what's going on to hear the calls, and sometimes you can't. And if they switch to another channel that we don't have in our radio bank, then you're done.
Problems - Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	[RE: AVL] I would say I don't know enough about it to truly make-- I mean, every day I learn something new about it. It's definitely like any form of technology, the more you use it, the more you understand it, the more you can utilize it. As it is right now, it's a computer screen with a map on it that can do hundreds of different things. It takes the user to have to apply themselves to be able to use it.
Problems - Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	[RE: technology getting in the way] I'm sure there has. In the way, in the sense of just where it fails or it takes a dump, in the sense of using the computer to follow directions to get to a location, and you hit a bump and the computer shuts down. So then you go back to a mapping system, which is just a hard... Paper, hard copies. So we always have redundancy in everything that we do.
Problems - Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Technology getting in the way of if I utilize my phone and one of the applications, FireApp, to use that to get directions to a call, if the address isn't an updated address, or the mapping software, Google, or apps, or whatever browser you're using doesn't know it, it defaults to a generalized location. So I'll be honest when I say that, embarrassed as I may be, that I didn't realize it and that the app was smarter than me and took me way out of the way... Rerouted me to another location, and that I

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								need to be smarter than the software to know that was in a complete different station's area, and that there was no reason for me to be there. So it failed me. It made me look bad, and I've learned from that.
Problems - Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	... Sometimes radio, if it's a major incident, a major emergency, only one person can talk at a time. So if you're trying to get urgent messages out, technology will not allow you to do that because only one person can talk, and you can only talk for limited periods of time.
Problems - Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	What causes communications? People not doing it. So people not communicating or vague in the delivery of their message. So I will say firegram because that's common terminology for us, but as a medic, ALS provider, on the firegram in the sense of going to someone's house - the incident location, firegram, however you wish to - is somebody may say, "Come around back," but not say, "Utilize the left side because that's where the sidewalk is." So they're very vague in their means of communicating. Again, we don't want to talk a lot on the radio because what we say on the radio, somewhat the whole county is listening and doesn't need to know that the gate's locked on the right, use the one on the left. So we just don't do a very good job of delivering basic messages.
Problems - Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...I mean, I think we have a really good-- for [State], as far as the medic aspect of it, for me to be able to talk to any hospital at any time and deliver an EKG system. Some of the technologies in a sense of troubleshooting or shortfalls on, I think it's on our end, per se, if I'm trying to transmit an EKG that it could be a cloud in the sky that interrupts that, and I can't deliver that EKG to the hospital. So I wish it always worked every time I needed to send it-- but I don't know what that issue is as to if it's operator error on my part or-- bad signal...
Problems - Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...I know we have issues with WiFi every once in a while. If I'm on the WiFi of the computer and then I drive to the hospital and now I'm inside the hospital writing my report and I'm on the hospital's WiFi and I go to leave, there is a space in between where I'm on neither network until I get away from the hospital. And I've had reports just get lost. They end

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								up in a cloud, so to speak, somewhere but it's that interface of trying to get stuff to connect...
Problems - Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...We do have a talk around channel, which is like a chitchat channel that I can-- I'm going to be lazy and say that it's really hard to get to and you really have to double-check. It's not a quick fix and then I can deliver a message that I don't want the whole county to hear. So you have to switch to--Oscar. Yeah. O, Oscar. So it's all the way towards the end of the alphabet. If I'm always on Alpha or Bravo to go all the way to Oscar, confirm that I'm on seven's talk group. It would just be easier if a push button or something that would just give me that talk around just to be able to deliver that message a lot quicker...
Problems - Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Maybe more hospitals or more-- so I use the example of communicating, maybe if they're able to do radio phone patches like they do with voice control or the language line, but being able to switch to whatever channel and that channel will give me someone that can translate via my radio because I depend on my own cellular device-- to deal with it. And I depend on that all the time because I can't depend on-- the radio has limitations. Doesn't do everything I need it to do.
Problems - Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...But if you could take a smartphone and put it on a radio, it would be ideal. So I could have five to six dependable apps that I use on my radio, I can utilize it as a phone if I needed to or wanted to, as well as to a radio communication and delivering messages. So the radio does not make noise if there's a tornado coming. My own phone does [laughter]. I'm not required to have a cell phone. I'm not required to have it activated, but I do so because the two together-- make me successful.
Problems - Technology	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	We usually interact with them frequently and well, usually if we need to talk to other first responders, police officers, or whatever, usually it's face-to-face on the scene. We don't have radio communications with them. Our radio systems aren't connected to theirs. So if we need to relay information to them before they get there or something like that, then we have to do it through our communications. Our CAD systems are connected, though. So the CAD tablet in the front of the unit will



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								have remarks for the call. And any remarks that [City]PD's dispatcher puts in there, we can see this because they're documented on the same call. So we can see any remarks that their dispatcher puts in, but we can't hear directly what they're saying on the radio... Most times, it's not really needed so I wouldn't say that that's a real big issue.
Problems - Technology	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	I mean, yeah. A lot of it has to do primarily with the patient care reporting software. A lot of it's just software configuration issue stuff. A lot of times, the information I'm looking to put in there, it's not available to put in or it can't be put in the way....
Problems - Technology	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...And a lot of the issues that I brought up-- I was actually one of the 5 to 10 years they were using when they were pilot testing the new tablets with the new version of the software. A lot of the issues that I reported, that I told them, "Hey, look. You need to add this in there or we need to do something about this." A lot of this they couldn't do because of the way the software is tied to NEMESIS, which is the national EMS reporting thing, and they said that NEMESIS didn't allow certain things in there to be put in the way we would like....
Problems - Technology	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...But a lot of that, I think, it still seems to be just general configuration issues that could be changed, but just hasn't been done very well. And how much of that configuration can be done by the department themselves and how much requires the software vendor to go and change the programming, I'm not sure either, but.
Problems - Technology	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Well, I guess, the one thing I can think off the top of my head is oftentimes, asthmatics, we are giving nebulized albuterol to. The [stuff?] that I realized albuterol is in there, but of course, any kind of breathing problem, the software requires you to document that you gave oxygen, but nebulizer is not in the oxygen administration allowance. So you can't say that gave an [inaudible] nebulizer. I always end up working around it by just putting blow-by or something else that's on the list, and then in the comments, I put the nebulizer and I just put no in my narrative. Hey, unable to document proper route. See comments. Yeah. So I can work around it but it's frustrating.

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Problems - Technology	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...The way that the current system's working, I'm not sure how far it goes back. But basically, because it maintains that large currently-used data set, that active data set of like three years. If we've transported somebody anytime in the last three years, it'll pull up at least. Now, with the new systems - we just transferred over the new system at the beginning of this year - I don't think they moved all that data over from the old system. So sometimes there's patients that I think-- that I'm pretty sure should have been in there that aren't. Sometimes they surprise me and say, "Oh yeah, I was transported, but it was a year and a half or two years ago. It was a while ago," and I'll try and it'll pull them up anyway. So either they were transported more recently than they thought, or maybe they did transfer some of that information over, I'm not sure. But right now, it's a little bit more of hit and miss...
Problems - Technology	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...I'm pretty on top of a lot of technology stuff anyway, but obviously better wireless coverage. I mean, our tablets do operate off of mobile networks when we're out of the firehouse. We connect to the department's Wi-Fi in the firehouse, but outside the firehouse, they are utilizing Verizon, or Sprint, or T-Mobile. And right now, I believe it's Verizon. But no matter what data provider you're using, especially if you're in the city, there's always dead spots. And we haven't had it-- it hasn't been an issue where we're out of a coverage area for long enough that it really makes a huge difference. But again, yeah, just better data coverage maybe, especially as technology advances...
Problems - Technology	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	The one up front has a hard-wired keyboard attached to it. The one in the back does not. It's one of the things that, again, during the pilot program, we said, "Hey, look. We really need a hard-wired keyboard. It's not easy to type these reports on this [software?] keyboard." The department said, "No. We're not doing that." From what I've heard, and also, I don't have any first-hand knowledge, but from what I've heard, their basic response was, "Hey, look. These people walk around all day texting on their cell phones, they can use an onscreen keyboard." You know, but.

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Problems - Technology	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Yeah. And that and some of us aren't that adept at using text messenger either [laughter]. So for me personally, I could probably do my report, at least the narrative portion of my report, probably in half the time with a hard-wired keyboard.
Problems - Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	... They dispatch out the call. The crew acknowledges the call. They start on the call. And this tends to have a little bit of a lag behind it, and then you'll see drop in it. It just drops in on your screen, and it goes away. It doesn't disappear until you specifically erase it. But it's my understanding that-- two things I don't like about it is you can't click on it and map to it. Oh, yeah you can. Okay. I was wrong about that. You can't look at the details of the call. So a lot of times, the details are more important than what they're calling it. They might say shortness of breath and it might be-- the details are if it's a 28, female who just got into a fight with her boyfriend, that's a different call than an 87, female who has COPD. Those are two different kind of calls ...
Problems - Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: Active 911] And then we use the Map, just the Google Maps. I use Google Maps and the Apple maps. And there are addresses that do not exist in there, in both.
Problems - Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	... So and then the radios have gotten smaller and lighter throughout the time that I've been doing this. I mean, they used to be like-- you could them as a weapon if you had to [laughter]. And now they're as big as old cell phones. It's happened so slowly that-- I can't really think-- I hated the chirp-chirp thing because I'd like to know what other people are doing, and where they are, and that kind of thing. That was the biggest reason why I hated it. And I also thought it was just-- they only did it for financial reasons. I mean, it was cheap, so that's why they did it.
Problems - Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	And then, in the urban systems I've worked in, you could talk to the police on the radio. You can talk to the fire department on the radio, and you have a radio in your ambulance, and each person has a radio. So you're constantly listening to different channels, where here, you're mostly listening to your own channel. You can talk to the police on this. Although, they're not as used to it, so when we come up, they're like,

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								"Whoa." And we're not as used to it. So it takes a little longer to find it. These radios have improved, technology-wise, since I've started here as far as they've gone from I believe it was analog, although, I'm not sure, but they've gone to digital. And during the transitional phase, it was kind of bad. It sounded really digital, like you'd hear a weird thing, or it didn't work as well in [City]. It didn't work as well in places with more canyons, with higher mountains, with more obstacles, physical obstacles. But they've added enough I guess repeaters and antennas, stuff like that. So it works a lot better than it used to work. And same in [City]. It used to be fine, and then they kind of went for this transition, and there were lots of problems. It wouldn't work in elevators, wouldn't work in garages, wouldn't work in concrete buildings that you're in, parking garages. Wouldn't work in certain parts of the city. You could park 10 feet away and it would work, but right here, it was like, it wouldn't work. But that's gotten better also
Problems - Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	... I mean, some services use-- the volunteers, use pagers, or very rural places use pagers because they can reach places that phones might not reach, or radios might not reach. But the pagers cost money for services, so [City] got rid of pagers. So now, you can get a pager but I would say 5% of the crews use an actual pager...
Problems - Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Yes. We use laptops for trip reporting. So every patient, we have a trip report that we have to write about them. And then it goes to a server, and it goes to billing, and it goes to the hospitals. So they can have a report of what happened before they ever got there. And different places have different abilities to make it better for the crews. And some places focus on-- I mean the billing is important because you need the money to keep doing the job. But some places it seems like a little higher priority [laughter] in making it better for billing, or QA, or research, versus the people that are running the 10 calls a day, who have to write the 10 trips reports per day. So [City]'s used to be-- I used to like it better than this place. But now [City]'s getting a new one and it's very similar to this. But it's all about billing. It's because Medicare, specifically, likes to deny.

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								They look for ways to deny billing. So they have all these codes, and all these different patient types, and all these different things that they want everybody to fit into, and it doesn't work that way. People aren't numbers. So there's a lot more drop boxing stuff into stuff in order to make it successfully billable. And less focus on just making it something that I can do that's accurate, legal, but also concise. And I can get it done in 15 minutes instead of 25. It makes a big difference. So yeah. And some of them, they can drop-- the dispatch can drop the patient information into their call
Problems - Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: laptops/toughbooks for trip reporting] Yeah. It's been in [City]-- here, it's working pretty well. There's some little blips but it keeps getting better...
Problems - Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	... So the safety hinders you from doing your job. So right now, let's say we have 15 ambulances. We might have a little more or a little less. We might have closer to 20. So we have one ambulance that has this newer technology, and everybody hates it. And so it's set up differently. The chair you sit in is different. The place where equipment is is different. The idea is to be safe, and I appreciate that. But moving equipment around messes with your mind memory. So you're like, "Wait, where is the--"
Problems - Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...we used to have a technology here that would, you had fog and you would beep it in when you would drive, and it would keep track of your driving, your speed, around the curve thing. I'm sure it had some kind of driver scope inside the ambulance to tell you if you're taking the turn, all that stuff. Everybody hated it and the day it got uploaded every month. And they didn't really use it punitively. But it made noise. So it clicked when you come around a turn. And if you take the turn too fast at all, it would alarm. It was so annoying. And even if you were hitting this at a normal speed, it was telling you you were taking it too fast. Let alone when you were actually going fast, then it would just alarm the whole time. So everybody hated it. We kind of mutinied. And when we merged, we got rid of it...

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Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	What happens when it doesn't work? What happens when we have trouble with it? Who fixes it? Because I can't just call downstairs to IT, okay? I've got a contractor that does our IT because we don't have an IT department. They're budgeted two days a week, maybe
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...there's tons of proprietary stuff out that's not Microsoft Office [laughter]. And each one has to be learned, and you have to learn all of the little intricacies of them. And lots of times, that's not a big user base because we're not that big an industry, and so it's very sort of-- what do I want to say? It's very specific. You have to learn very specific things to run a certain vendor's safe software platform.
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...My experience in most software companies, if it's a big install, they'll come out and they might spend a half a day or a day with you and they're like, "Here you go, good luck [laughter] it's all yours. And then as you use it, you go, "Okay, so how does this work, how does that work?" And this is not my full-time job, I've got things to do [laughter]."
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...So it becomes a-- technology becomes a huge time suck and I mean, I just keep saying over and over the promise of technology is awesome but that actual performance is so much less most of the time... I mean, I waste as much time as my technology saves me every day, I think... I mean, and it's-- there are so many connections. Is it your computer, is it the connection, is it their website? Where's the breakdown? ... It's often impossible to tell. Okay, so I rebooted my computer. What do I do [laughter]? ... It gets to be very frustrating... Especially when you can't, like I said, pick up the phone and say, "Hey, get up here. Something's not working."
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: electronic reporting] ...You have to deploy it on portable equipment, which is out of your control a lot of times. It's out on an ambulance somewhere. If somebody's having a problem, a technology problem in the ambulance, they're paramedics, they don't go to IT school, they go to paramedic school, okay?...
Problems -	EMS	R	Other	56-65	31-40	Male	EMS-	[RE: electronic reporting] ...it's a hit or miss slow process because there's

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Technology			Public Safety Personnel				R-008	no one person who is the expert on that cause we got so many different technologies working at once. So it's a big source of frustration for the staff cause they can't go back to bed at 4:00 in the morning unless the report's complete because the computer won't let them close that report until all the information's entered. And if there's a software glitch or it can't connect to the server or something-- they can't close their report and they're just... They just want to toss that thing right out the window.
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...everything has to be HIPAA compliant since we're in healthcare, and so there's all kinds of security functions that have to be installed on the computer [inaudible], but also make it more difficult to use because there all these firewall issues...
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I find often, technology drives us in directions that we aren't necessarily ready to go yet as a small organization.
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...You learn how to use something, you get used to using it, that's obsolete, next generation, or that company just went out of business. I just got an email today saying that our scheduling program, which is very complex and I schedule 65 employees, they're discontinuing it... Now I have to go research all kinds of new schedule programs, what's going to work best for us, how it connects with payroll, how is-- you see what I mean? ... So one little change suddenly creates enormous amount of work... Everybody else in the agency has to now get used to doing this right. So it has payroll implications, over time implications, it's just-- in EMS, they say there's three things you don't fool with, the three Ss: schedule, salary and spouse [laughter]. You don't mess with those three things.
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...A lot of river activity in this county. [River] runs right through the county in one of the [inaudible] parts of the county, of course. So if somebody dumps their raft and is drowning or something, we have to go an hour drive up to the river and figure out how to fix that situation. So lots of long response. Lot of expenditure of resources for one patient, for

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								[smaller?] patients, for those kinds of things. And no, really, communication, so we built a lot of things that are sort of automatic like our medical protocols.
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: backup SAT phone] ...of course, that's been an issue. Since some meteor shower or something knocked out part of the satellites like five years ago.
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	But very few agencies have GPS location on their vehicles, so what happens is the dispatch computer, they can draw a geofence around an area. And so we have five stations pretty much spaced evenly down the interstate because that's where the volume of most of our business is... There's pretty much five little municipalities in town. And so when there's a call for [City] they just air the call and they say, "Attention, [City] ambulance. Here's your call. Here's your location. Here's what's going on." We can get that information on a mobile data terminal, as long as we have cell service [laughter]. And so that's all great...
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: ambulances with GPS tracking] ...We don't have the technology installed, currently, to do that. And it would solve problems and it would create some, too, because it creates increased workload on dispatchers, who aren't that familiar with how our system works. I mean, they don't work for us. They don't know all our policies and how people move around and how long it takes to do this, that, or the other thing.
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...The electric load in these ambulances is just nuts. I mean, they are just maxed out right now on power capability because we have a refrigerator in there to keep refrigerated drugs. We have a warmer in there to keep IV fluids warm. We have a cardiac monitor which plugs in because it's battery operated. We have a suction unit that is battery operated. We have this, that, and the other thing that's all battery operated. It's all plugged in. When an ambulance is not running, it's on a shoreline plug. And if you forget to plug your ambulance in for an hour, it's dead. I mean, it's just the electric load, which is a technology issue as well.



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Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	There's always issues [laughter]. There's always issues. That's my big pick on technology. It is sold as the solution to everything, but what happens when your cell phone doesn't work? I mean, everybody's like, "Cell phone doesn't work, oh, my God," or, "I can't get my application to load," or whatever it is. I mean, there's just times when it either doesn't work, or it's slow, or something's down, or whatever. And you start this long develop process like, "Oh, okay is it me, is it the ISP, is the vendor, is it the-- where is it?" You call around, "Hey, are you having a problem with this? Hey, can you try this on your computer?" Think of the time that takes to do that... And you don't even know what's wrong yet, and sometimes you never do find out [laughter] [crosstalk] gets better...
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I mean, we just signed on to a new billing add-on to our technology and basically, it's just an aggregator. It takes information from multiple different places, that their billers have to open, one screen for this and another screen for that, go to a different program for that. It brings all of that into two screens. So that you don't have to keep changing screens, looking back and forth, going to different websites, to get this bill ready to be sent out.
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I'm not really sure they've gotten all that much better, from paper to what we are now. I mean, I understand why we're forced into using technology. I mean, it's volume, basically. We just couldn't do what we do any more on paper, it just takes too much time, and it's, shuffling the papers around. But, like I say, the time wasted on technology is enormous. I don't think anybody admits what it really costs.
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: cost of technology] It's very difficult to measure. Vendors aren't going to measure it for you because it reflects poorly on them [laughter]. And every time you have a technology problem, it's this, it's them, it's them, it's them. My thing's working fine. I don't know, ask them. It's very difficult to pin down.
Problems - Technology	EMS	R	Other Public Safety	56-65	31-40	Male	EMS-R-008	...That's what technology has done to us. I'm not sure that's all good either. A tremendous waste of resources. We don't fix anything anymore. We don't make it to fix anymore. We just make it to replace because that

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			Personnel					keeps the economy churning, right [laughter]? I mean, but we're getting into big philosophy issues.
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...Like I say, the promise of technology is always overshadowed by its faults or its unintended consequences or whatever. I mean, I think the whole AI thing, these things are going to kill us off in the long term. I'm serious. They're going to get so smart and then pretty much we're going to have hell. They're going to lock you out of your house. They're going to [laughter] make your plane crash, whatever. It's spooky.
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I don't have any of that stuff because I don't want somebody hacking my house and turning my heat down in the winter or opening my garage door so they can rob me or any of that stuff. It's just too unreliable...
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I don't care if you're government, industry, whatever. If it can be hacked, it will. It's just a matter of time. So I use online banking because it's so convenient, but I understand the risk. I mean, how many times have you replaced your credit cards because somebody hacked it? I mean, who hasn't? What's the cost of that? ...
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...I mean, certainly, you access programs that say, "Okay, you have to change your password. It's the end of the month" or something. It's like, "Great. How am I going to remember this one?" Write it on my hand or use something stupid that everybody can figure out. I mean, I use a password manager, and we encourage our employees to, and we help them learn how they work, and stuff like that. They're not foolproof either. And it's just like, if you make it hard enough, people won't use it. And I'm dealing with mostly college-educated people who are smart enough to be paramedics. But even they reach their level of frustration. I mean, they're millennials. They'll go so far and [laughter] it's, "Screw it. I'm not using this."
Problems - Technology	EMS	R	Other Public Safety	56-65	31-40	Male	EMS-R-008	I want technology that works... There's so much awesome technology out there if you read the ads, but when you try and apply it, it's like, [inaudible].

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			Personnel					
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Even what we have now, so our little Toughbooks, they have two jobs. You write your patient report, okay, that has to connect to our internal server to download that information so the billing people can get it. And then it's their mobile data terminal as well. So it has to connect to dispatch over the cell network and get that information. It just has such a hard time some days [laughter].
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: MDTs] It's just like, "This shouldn't be this hard! How can it be?" It's like, "Oh, well, the cell is fighting with the network connection." Reports go missing and the staff gets yelled at, and they're like, "Where is this report?" ... I wrote it. It wouldn't download. It was 3:00 in the morning. I got frustrated. I just shut it down. Or they will type all kinds of information in their report and they'll hit download and it'll just, poof... Yeah, not often. But how many times does it take to do that before you park that laptop underneath the rear wheels of an ambulance and say, "I don't know what happened to it." I mean, technology can create terrorists, and by that, I mean internal terrorists. If you frustrate people enough, they'll find a way not to use your system.
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	people just don't understand all the fall out that a new technology involves. It's, like I say, a lot of unintended consequences. You deploy this thing, and somewhere down the road, somebody didn't think of, "Gee, why is that happening? Oh, it's because we didn't change this."
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I was at a technology conference that's put on by our vendor of a lot of our software, and it was-- everybody was complaining about this one software program like, "Why hasn't this been updated in years?" And they're like, "We bought this company from a company that bought another company that bought another company. And the guys that wrote this code, there are still people that are using the initial version. If we change something here, we have no idea. We might shut that service down that's still using that old technology." So backwards compatibility is a big deal, too...

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Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	... Because you got districts in this county, like us, who are pretty well funded. You get districts in this county, like [City], they are completely volunteer. Their budget is, I mean-- we give them our used equipment because they need it. They have no money to spend on anything, so how are you going to apply technology evenly across even as small an area as our county and make sure that it benefits everybody?
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	As you know, technology is very expensive. You don't just buy it and you're good. You've got to maintain it... You've got to upgrade it.
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...we deal with some very challenging and physical conditions. A lot of our computer sites are above 10,000, 11,000, 12,000 feet. You can't get to some of them unless it's summer. If one them breaks down, well, just have to wait until the weather clears [laughter]. I mean, we have ice loading on some of our tower sites such that it shuts them down... we wait until it warms up and it falls off. But in an emergency, sometimes we have to hire a helicopter. Sometimes we go up in a snow cab or the technician does. I mean, that's dangerous, expensive work. And the radio system is kind of like your iPhone. You shut it down and people are like, "Whoa. What happened [laughter]?"
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I mean, but there are just areas-- there's one area in particular in this county that is-- we've never had good radio coverage, never had any radio coverage. We never had any phone coverage. It's an absolute mess in the winter time. There's a little section of [inaudible], a couple miles long, there's nothing. It's a total blackout. There's no power up there. There's no radio up there. The [repeaters?] don't hit it because it's in a canyon. I mean, that's a big safety deal for us...
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...But if you're working on the interstate, most people expect to be [laughter] able to use their cell phone at least. There are just dead areas of this county. And a lot of counties, frankly... There's lot of parts of the country there's no cell service. And it's because there's no people [laughter] to pay for it. I mean, AT&T doesn't put a cell site where there

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								isn't anybody to pay for it. It's the interstate corridors and even then there's places where, like I say, you don't have power, or you don't have fiber, or you don't have a microwave link, or something, you're not going to have anything. And the geography just makes that impossible some places.
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	we got high volume, big accidents a lot of time, and poor communications. That's a big problem for us.
Problems - Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	The problem is the technology versus the actual performance. I mean, that's my big pick... I understand advertising people have a job too. But you better get out there and use it before you try and sell it to some people. Because you can kill people if it doesn't work right.
Problems - Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...how much time does it take to get the ladder down because we have a hydraulic lift for our ladder rack. It actually takes 10 seconds for it to get down to where we can take it off. So if you got a family that's yelling at you, "Hurry up! Hurry up!" and you're just holding the button, waiting, it's kind of nerve-racking...
Problems - Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: call for help through dispatch] Yeah. And it's tough for them from what I know is because they're in a cubicle. So you might be the police dispatcher and I'm the fire dispatcher. You can just stand up and tell them, "Hey, we got an emergency. Send everybody to Engine One's call." But then they got to remember to push the button and talk it through, too, so it gets recorded and stuff like that.
Problems - Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...Some people have been given a earpiece. So they can hear everything right in their ear. Nothing will come out of this. But those people are easily distracted then. Every time they hear a noise, they're like-- they got to train themselves to--
Problems - Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Our department has those MDCs, but it's kind of underutilized for a computer. I mean, all we do is get this generalized information that we probably could have sent in the '80s. We just didn't have the ability to

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								make it small. Nowadays, it should be like an iPad. Something simpler that's easier to touch, and you could almost pick it up and take it with you so you could continue relaying information. So many of us on calls, if we have a unique situation, sometimes we will take a picture with our own personal phone and send it to our chief's personal phone so he can look at it, because the department doesn't issue the rigs smart phones. Only a flip phone, and then a separate digital camera. So we can't make it all work. So having an updated tablet or an updated cell phone for the unit would be very helpful.
Problems - Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...It's changed a lot. I mean, it went from that to then having computers get dispatch information and with the GPS technologies, able to automatically be on scene within 500 feet of something, which has its own problems of its own. To now, I feel like our department kind of underutilizes technology for that. Yeah. It could be so much sharper. I mean, I get text messages from my ex-wife more than I would like [laughter]. I can't get information from dispatch straight to me that says, "Hey, this is a dangerous--" without having to make it out loud and everybody hears it [laughter].
Problems - Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...from the EMS side, we do so many things where we talk and we experience, based on what we see. Whether your face is drooping or if I'm talking to you and you're not quite making sense. You are making sense, but I'm picking up on something that isn't quite right. So how do we portray that to the hospital sooner? EKG monitors. Our monitors don't have WiFi or Bluetooth capability. They purchased them right before I got hired here, so I think they bought them in 2006 or 2007. And if you think back then, WiFi was still kind of limited. We can't send our 12-leads. We can't send our heart monitor pictures to the hospital. If I thought it was important, which I never do, I could lay out their EKG and take a picture of it and send it. But again, we don't have that capability with the department... So labs, blood draws, stuff like that, we just can't take advantage of that due to that limitation.
Problems -	EMS	S	Field	26-35	11-20	Male	EMS-	So for us, we don't have dead spots, which is generally pretty good... We

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Technology			Responder				S-005	had one. I think they fixed it. For the most part, we can get information out. Unless we're inside of a concrete building which everybody has that problem. We can't fix that yet. But we have pretty good radio communication outside...
Problems - Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...In our agency, and then for our specific department, we have a problem due to staffing issues with dispatch. This is just my opinion on it. I don't have the-- I'm just a firefighter. I don't have that upper-level knowledge. But every EMS call we get goes to our TAC channel called TAC 2. Unless it becomes a complex issue, maybe we have an EMS call because a building collapsed, we will change channels for that. But if we have-- which happens often, if we have eight EMS calls going on, which eight EMS calls is 16 units, we still stay on TAC 2. So we can never get out, even to tell-- if all I want to tell is the ambulance to come from the north, not the south, I can't get that. Because other units are doing the same thing. 16 channels is just too many. And it's my understanding that the limitation is when we switch it to a dedicated private TAC channel, TAC 4 is for fires, or if something major comes up, hazmat call or something, then a dispatcher, some other dispatcher will go and monitor that channel. But now we've strained dispatch and they just don't have enough dispatchers to say, "All right. We don't want any more than six units on a TAC channel." ...And then so, six units on TAC 2, six units on-- all it takes is-- and this happens every day. As you know, it's true out east. We get two accidents on the highway on top of our four EMS calls. A highway call is two units because we try to keep a shadow of safety. I mean, we have almost 15 units on one TAC channel. It's just too much...
Problems - Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I think about what it is that the radio system's always has their challenges in different reception areas and different parts of the county or response district. I think, always, at fires it's an issue. And I think with communication specifically, when you have-- let's take a first alarm assignment of firefighters inside of a residence, you could have 16 or 20 folks inside of a residence with radios on, which need to be on for their safety as the incident evolves. When you get all the feedback and the

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								<p>scelching and all the background, the ambient noise, anyways, and communications is always an issue of fires, specifically.</p>
Problems - Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	<p>I've been on structure fires where either it's stabilized or you're asking for specific resources, and you can't transmit out the radio. So either it's a connection issue or somebody's walking all over you. And so, any needs that you need in the short term are not being met because you can't talk to your supervisor. Which 90% of the time, it'll be consequence-free. But we don't live in best-case scenario worlds. So I think we want 100% and I think we won't accept anything less than 100%. So it makes a lot of people's jobs difficult to try and improve the system...</p>
Problems - Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	<p>I've been standing at the door just ready to go in with a nozzle and my officer was waiting for open air before he could communicate...</p>
Problems - Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	<p>...one of our paramedics was involved in an altercation in the back where the patient was fighting and biting him, and he was trying to get out on his radio. And I don't know if it was lost in the system somewhere or whatever the case was, but it wasn't until another crew in their firehouse was listening to the radio and pretty much stopped the systemic response...</p>
Problems - Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	<p>...I think those emergency transmission buttons on the radios need to be more effectively monitored or used and or protected so the incidental bumps don't happen...</p>
Problems - Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	<p>Theoretically, that orange button... if you hold that, it holds an open microphone to the radio. And every dispatcher console has an alert that shows up on their screen. Again, I don't know if that was in place, if that worked if it was pushed-- I don't know... And so, I think we default to the incidental bump versus a real-life emergency, because 9 times out of 10, it is accidental. But that one time we need it, we need it to be real.</p>
Problems - Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	<p>You always have your cell phone, usually as a back up in case you need-- and we have an old flip phone that may--</p>
Problems - Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	<p>So we have a lot of software with connectivity between the patient care records we have on our laptops to our monitors, which are the 12-leads</p>



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								and defibrillators and all that. So I think a lot of times there could be ways to improve the connectivity between that because it's so integrated. And you can't finish reports if the connectivity is not there, and you can't upload your monitor to your computer. So WiFi is plan A, and then there's also USBs that we can use if the WiFi's not working. But it just seems like that's a hang up in our system often and increasing the time of the reporting. And getting back into service until the report's done. So once again, technology issues there. But aside from that, that's about it.
Problems - Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: speaker system in ambulance] Because the back of the ambulance is loud, so the driver up front will just hear all the static and background noise from the road, driving down the road. But I mean, you can manually turn it on and use it, but it's easier to just yell back there. And if you need to talk to your partner, it's effective communication [laughter] front to back.
Problems - Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I think technology's supposed to help make things better, and sometimes I think it complicates things more, makes it more difficult.
Problems - Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	How about downloading our EKGs? A lot of times, they'll want that included in the report, and it just won't connect. So sometimes they'll use a little zip drive. If there were just a hard wire where we could connect it. Again, old school, just run wire from here to here, but it won't do that. So I mean the simpler the better.
Problems - Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	...we are so enthralled with technology, and we use it so much to become more efficient that when plan A isn't working, we are so deficient in our job responsibilities because everything was tied into plan A. So if plan A is down, we get so backed up with reporting or trying to get back in service or whatever, which is frustrating to the end user. And obviously, the bosses do a good job of trying to understand that, but their company line is still just figure it out and move on. But when plan A fails and plan B is so negligent in trying to bridge that gap, I think it's tough and frustrating. I think that's where people get frustrated the most.

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Problems - Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I think everything is so attached to technology that if an internet server is down or the connectivity is not there or whatever, and we can't complete trips and get back in service and get information from the hospital that they need, we just start getting backed up quickly. And our system is, I mean, not overly busy. But it's busy enough that it has an impact crew after crew after crew. So that's my opinion.
Problems - Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	SME S3: The only thing I can really think of is our confined space that we use, so it's a hard line that's connected with our air hose, our air line. And it's hard to believe that that technology hasn't gotten any better. It's these old connections that they've used forever. You hear people say, "Spit on it and that will make the connection." But it's all this horrible stuff. But again, just like any other call, confined space, definitely the communications is the weak link there. So that wireless that you're talking about, yeah, that would be great. However, a lot of times we're underground or something like that. And so it makes it almost impossible. So that's why we have to have the hard line connection. And you're dragging all this behind you... Your air hose and your communication line. Your life supports. SME S2: 300 feet of cable.
Problems - Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	wireless EKG cables. That's obnoxious. I can't believe that's not wireless yet. That's all I got.
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...Although we have access to a sort of an enterprise level messaging system, it's locked down so tight by IT that it's essentially unusable. So nobody uses it.
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...We asked for something more mobile-friendly, and we got access to the box.com platform which is very nice. But again, they put enough security limitations on the use of it that there's typically a lot of ghost networks built off of free Google accounts that offer a little more flexibility...
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	Well, the messaging is essentially-- you can only use it from desktop to desktop. And you have to remember to sign in individually. It doesn't pop

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								up with your profile, for example. So nobody ever remembers to sign in, so it doesn't get used...
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...Box, the one that really irks people is they made it so that you can't download anything to a local mobile device. So you have to be in continuous contact with the internet in order for it to function. And, of course, when you need stuff like that the most, when you're trying to move maps and stuff around, is the big incident at the football game and the cell sites are hopelessly oversaturated and you lose connectivity, and all of a sudden you can't rely on it anymore because you couldn't preload that information onto your device. That's the really big one that gets us there.
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...A denial tone, also colloquially known as a bonk, it sounds like mah. And it's the computer telling you, "I don't have a channel to give you right now. You need to wait." We never get them. If you talk to the guys up in [County], they will generate them at a rate of 150 a month because they just have a much less robust backend system...
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...So our radio system, if we are in [City], is excellent. It's very reliable. It has very few dead spots. When we do get a dead spot-- for example, we had, oh, down at [Street] and [Street] downtown - this was probably 12 or 15 years ago - Verizon put up a cell site and we just lost the whole intersection to interference from the cell phones. And you couldn't talk within about a half-block radius of that. But it got reported. Our [City]'s radio engineers went and talked to Verizon's engineers. And it took them about six months to get everything sorted out so that both people could use the site. But it got fixed. We had a temporary hole...
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...So a lot of our holes are like that. Either you're really deep inside some building where no system's every going to reach or it's something like that where you're getting interference or something...
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...So for us, our problems are more in the area of coordination both with our own people and interoperability. We do do more interoperability stuff than, I think, probably any other agency because we sit at the center of

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								the metro area. And so we border on everybody, and everybody borders on us. And then we also have all the privates in town, the private email services that we work with, because they do event coverage as well. And so we have-- typically, if we're going to have a big event, it's not infrequent for it to overlap with multiple outside agencies. And so we need to coordinate using the various interoperability channels, make sure everybody has communication systems that are either compatible with [City]'s or with the state's, interoperability radio system, make sure that if we're going to use the state's-- the green channels is what they're known as, that we're not going to overload that system, and making sure that everybody who's going to show up with an ambulance has some way to talk to everybody else and that they know what channel to do that on.
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: system interoperability] ...It was not good initially. So, like many things in EMS, a lot of this work came after big system failures. Probably the first of them was the Pope did a World Youth Day here back in the early '90s and they had a volunteer medical system that essentially collapsed. They had the not such a great idea to have all the kids do a day of fasting and then walk from Downtown [City], the 20 miles, to where the Pope was going to address them. And It was in August, so it was a very hot day, and the obvious mass dehydration occurred and it overwhelmed them. And so we sort of cobbled together a system that nobody had talked to anybody else...
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: federal interoperability channels] ...we have those in our radios. And if we ever need to use those, which the last time we needed to use any of those was when the northern front range was having all those floods about five years ago. We sent ambulances far up north that they couldn't use our Harris system anymore and they had to jump onto those channels. Probably 80% of our guys couldn't find them; they use them so rarely. So we sent a lieutenant out before we shipped the ambulances out of the city, like, "These channels here on your radio, this is what you're going to be using." So the commanders know where they are. Our

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								medics typically don't know where those stuff for ground-air operations and things like that. We have them, but we have to put some special effort into using those if we ever need them...
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...Uniquely, in this system, our ambulances don't have MDTs, mobile data terminals. They sort of have a back-door mobile data terminal in that the laptop that they use to type their reports on has a wireless link that also uses the-- we automatically download the dispatch information to them to be plugged into the call. They can look up the call notes on that, but they have to open that computer, call up the right call, and do some things. It's not just like riding around like in most modern units. They don't have an MDT that can see CAD...
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...at the end of the call, when they call out at the hospital where we refer to it locally as Code 24, it gives them their times and their mileage. So it will say you were dispatched at this time, you arrived at this time, you're transported at this time, and you got to the hospital at this time. And it pulls all that from the CAD system. So they're giving us that information, the call. We're on scene, and we'll mark them on scene. We're transporting nine to St. Joseph's Hospital with one patient. We'll put that all in and then we dumped it all back down to them. And that is primarily it's supposed to automatically go into the trip report, but sometimes that system hiccups. So if it does, they can then manually type in the times and [the figures?] that they need.
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	They can get them on the laptops most of the time. Because, again, the system it's not primarily intended to be a mobile CAD system, so it can be slow. There's a gateway between the CAD system and that system that sometimes fail, so you can't really count on that to be there. Excuse me. But 99% of the time, if they want to, they can go in and look at the CAD notes.
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	The only real issue we have with cell phones is, again, certain events, New Year's Eve. Really giant crowds can overwhelm the system, and so occasionally we'll have connection problems there...

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Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...There have been occasional hiccups. We had one, oh, six months ago for about two days. Verizon was just delaying the pages for about two hours and we're not sure why. Problem resolved itself after about a day and a half. But in general, that kind of thing has been pretty rare so we haven't had enormous issues there. But occasionally, yeah.
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...The back channels and the car-to-car channels, that is something that you're going to mostly see officers using on a big event where they want to have a conversation that isn't- and it's not even that they're trying to keep it secret. It's just that the primary event channels is something that just gets clogged. There's so much stuff that everybody needs to hear that if you have something that's only important to a couple of people, it's good to get it off of that channel, if you can...
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	So we've looked at a few things, never seriously. But there's some, especially private email services, a lot of them are using the commercial push-to-talk type broadband devices. We have looked into those. We see enough cell phone failure, especially at the large events. We don't trust them yet to be reliable enough. We think that especially when we really, really need them is when they're going to do down. So we've looked at a few things like that. We've kind of explored some- I don't know if they're really new technology, but there's some of the - I don't know what you call them - the internet-mediated sort of- ReadyOp is one. There's a couple of others. These are essentially programs that allow you to tie phone traffic, radio traffic, pager traffic, SMS traffic, all into these kind of central hubs. We actually have that capability. As a hospital, we don't use it super heavily, again, because the systems we have right now are robust enough that we don't have to, and it's an added layer of complexity that we don't really use. I mean, we can if we're going to do, say, an all-call- if they're going to do a hospital-wide emergency notification, the hospital actually uses that to send a message. "The blizzard's coming. Leave early for work today." But the paramedic division has enough other stuff between the pagers and the other systems that we typically don't bother to use that stuff because we have

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								all of our user groups set up and on there. So yeah, we're not opposed to it.
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...we've been looking at trying to exploit that a little better, maybe doing some medical telemetry stuff with that, uploading EKG tracings and that sort of thing. We haven't really done a lot with that yet. And again, I mean, there's all this cool stuff that people are like, "You could send the doc pictures of the patient, and upload the EKG, and do this, and do this." But we're a purely urban system. We're very high-paced. Our guys run about a call an hour. That's a lot by ambulance service standards. And our transport times are so short that they don't mess around with that. I mean, by the time you've mucked around with getting a connection, getting somebody on the other end to see it, transmitting the information, having them do something with it, and then talk to us, we've been in their waiting room for five minutes with the real, live patient. Like, "Here, just take a look at him now." So we tend not to mess around with a lot of that kind of stuff just because our average transport time is 9 or 10 minutes. It's very short... You have to move quick to get the basics done in there. We're not looking to do a lot of extra stuff in terms of communications in that time period.
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...So I would definitely like to be able to have more robust data communications in terms of getting the details of the call. We've had horrible problems when we tried to put MDTs in every ambulance that was not robust. It was not reliable...
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...We have an AVL system, an automatic vehicle locator system, which works via data radio and it's constantly you have to tweak the configurations because it's Tuesday and, for some reason, the computer doesn't want to track car 51 on Tuesday...
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...So although our voice radio is excellent, our data stuff definitely lags a little bit behind. And because of that, I think we're missing an opportunity both to get a lot more information out to the crews more easily because we're busy enough. Our main dispatch channel before-- we just split it into two main dispatch channels. Prior to that split, which

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								occurred about six months ago, was three million transmissions a year on one channel. And so you physically couldn't give them some of the information you wanted to give them. You just didn't have time on that channel. And now we've taken care of that problem but at the expense of splitting everything into two. We have to have a second dispatcher. You can't monitor both channels, so you're only listening to half of the system at any one time...
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...The stuff where you're getting the caution notes. Right now, if you're not a commander, the maps, we have no really good way of getting the maps to non-officer crews. And so you'll hear a dispatcher trying to describe how to get to the back corner of some elaborate-- we have this gigantic apartment complexes with several thousand units within them, and they all have one address [laughter].
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...And just a general reliability upgrade on the data side would be probably-- so that we can really trust that stuff and start to lean on it. Because right now, no matter what we implement on that side, it has to be the nice-to-know stuff, the, "Yeah, this is great, but we can't rely on it."
Problems - Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	Yeah. I mean, the big thing is every thing we use, I mean, we don't have time to mess with it, or tweak it, or play with it. It has to work the first time, every time, or people will just stop using it. They will just refuse to use it and go back to the old way of talking on the radio.
Problems - Technology	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] ...Historically, the city has had a single channel for kind of mutual aid, and it was traditionally just called grain, and it was just a frequency that all of the varying agencies used, and it was at times difficult to transmit back and forth. There was a lot of relaying between dispatch between different agencies.
Problems - Technology	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] ...So whereas I can't specifically talk to [City] Fire, say, if we had a big incident on the border in the case of the [City] shooting a number of years ago, when there was a lot of different agencies talking on various channels, I don't have their channels, and they don't have ours, but we do have several citywide mutual aid channels



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Problems - Technology	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] ...Moving to technologies can be very stressful if you're set in your ways and you have old channels and old radios. They may not even work very well, but you're used to them.
Problems - Technology	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] ...I love the fact that my keyboard is attached to my computer because it's a laptop. I worked on a tablet system before where the keyboard was separate. That was a nightmare. We broke keyboards like you wouldn't believe. Most of the times, the connection wouldn't work, and we had to manually tap, tap, tap, each letter on a tablet.
Problems - Technology	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] But anything that's a movable piece, a paramedic can break. So that attachment point is, I believe, challenge accepted by paramedics. We will find a way to break it and break it often.
Problems - Technology	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] ...And some of the things that we field-tested a few years ago with the two channels were a near disaster.
Problems - Technology	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] ... It's been fairly definitively proven to reduce the number of at work back injuries. They also weigh three times as much as the other ones. You can argue that that weight is for-- the pros outweigh the cons. Our Toughbooks are old. Some of our equipment is a little bit clunky, but some of our stretchers are the big ones.
Problems - Technology	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] ...We get comfortable in something and then we don't want that to change. So when they started rolling out the power stretchers in my service, I hated it. I was like "Ra-ra-ra-ra, this is terrible. This is heavy.
Problems - Technology	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] ...There are Glidescopes that you can see, visualize your intubation on a screen in front of you. Okay, it's really clunky. The battery is not working. What are you going to do? You learned how to manually intubate somebody with a blade and a light bulb. It works. There are fancier ways to do it, but, why?
Problems - Technology	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3]...It's at least consistent in the quality of CPR that it gives you. It's also very expensive, and they're rather clunky for extricating down stairways and that type of thing.
Problems -	EMS	U	Field	26-35	Not	Not	EMS-	[S2] ...If I'm trying to go on scene, this happens all the time where the

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Technology			Responder		specified	specified	U-004	patient can see me pull up and the fire department can see me pull up, or maybe there's a bystander trying to flag me in because it's their emergency, and so they're the ones freaking out. And I sit there in my ambulance, and I try and key up and the radio's okay. So then, I try and key up again and the bystander's freaking out and waving me in. And I'm just waving to them like, "Hi. Yeah, I'll be there in a minute." ... And then I try and key up, and this time, it goes through, so now I can put myself on the scene.
Problems - Technology	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] ..So dispatch is not necessarily going to be reading all the call notes for the 15 calls that he has people responding to right now. So, if something interesting pops up, he doesn't know, so it doesn't get relayed to me.... Our computers right now will pull up the last page to the CAD, and it's no longer updated in real time. So I can get some general call notes of what happened in eight inches, but if there's a continuing progression to the call before I get there, I have no idea.
Problems - Technology	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] ...Sometimes I wish a little bit more information came across on a pager because sometimes the Toughbook, it doesn't stay connected to the Wi-Fi and that type of thing. And sometimes, it depends on the dispatch, on just what's happening in dispatch within the call sometimes. Sometimes the police call taker is getting different information than our call taker is, and so sometimes if you monitor a different channel, you can get new information that way. It's nobody's fault per se. It's just people answer questions differently.
Problems - Technology	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] ...The house radios are very bulky, and they're very heavy, and they're just much, much stronger range, much higher output. T
Problems - Technology	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Q: ...when you would have to communicate with other first responders, with fire or law, how easy or difficult was that... if you were out on a run...? SME: That was very difficult. We didn't have communications with them on the radio. We communicated with our fire alarm office and the fire alarm office would communicate with them, somehow [laughter]. And not necessarily they would communicate with them but they would

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								communicate with the operator on the other side of the police dispatcher.
Problems - Technology	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Q: ...it's easy enough to maneuver amongst the channels? SME: Yes. At least for us. I could tell you that paramedics are better at the radios because they constantly have to use it on every run. We used to be able to communicate with the hospital through our mobiles, and we have to give reports over a clinical radio to the hospitals. So we were in tuned to using the radio then than a regular fireman because back then, not all of the firemen had their own radio. Only the officers did.
Problems - Technology	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	So now we do provide phones for them, however, they're flip phones, and they're locked down. So they can only call the hospital, they can only call the office, which is the fire alarm office, so they don't have the opportunity to send a text or make phone calls. And the same thing with their mobile reporting unit, the computer where they do their patient care reports. It's locked down for security reasons so they're not able to go on the Internet, they are not able to go search Google or whatever, do some research on it; it's locked down, so.
Problems - Technology	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	In a mobile recording unit back way back when we started documenting patient care, people thought that, there were certain individuals at a higher level who thought that, "Hey, if we give them a drop-down list of things that they can select, all they have to do is select, select, select, select, and that'll tell us-- it will be easier for us to grab data so that we can do some Q on it." So they don't have to write a report anymore, and I didn't agree with that. I think that we always have to paint the picture is what we call it. What you saw. What you found. Give me some facts. What you did. What you didn't see. And so I think technology may get in the way of-- that we take that human aspect out of it and you're just tapping drop-down lists or typing yes or no, and you're not actually giving good and accurate information to the other side, to the reader. So I think that that's one way technology can get in the way.
Problems - Technology	EMS	U	Supervising Field	46-55	21-30	Male	EMS-U-010	The AEDs, they're bulky. They're heavy.

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			Responder					
Problems - Technology	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	The life pack monitors... You have to know how to use them. Every monitor is different. Sometimes that does get in the way where our paramedics are there for 24 hours and they go home for 3 hours. Obviously, we don't have it, the medicine in their head all the time so they go home and it takes them a while to remember, "Oh yeah, this is how you do it on this monitor." So technology is constantly getting upgraded so by the time you come back, it may be something new and the information on how to use that piece of technology may not have gotten to you.
Problems - Technology	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	The shift has gone from, like I said, something personal even when you're writing something. You're writing a letter and whatnot, it was personal. Now it's not personal anymore, now it's just a message and a screen. With what is it, Twitter's 150, 200 characters and that's it? So yeah, it's taking that personality out. So I think that's for the worst.
Problems - Technology	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	I guess technology is constantly getting upgraded. As a matter of fact, we're in the process of upgrading our mobile computers, our patient care computers to newer versions, so they have to relearn it. Even if you've known the system for a while, even though we've kept the same company, it's still a new program. You're going to have to relearn the whole thing. So that may frustrate some people.
Problems - Technology	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	As far as radio communications, it's better now than the past. We're able to listen to a lot more channels, police channels... But it doesn't always happen. They forget. Or either [question ID?], don't know how to use the radio, or it's on our side. And then how to set your radio, like I said, some people come in and they want to know everything about the radio. Other people, they're just like, "Give me what I have to know so that I can do my job. I don't want to know anything else [laughter]."
Problems - Technology	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	The one thing that seems to have been lacking on our ambulance for years is a built-in GPS. So we don't have the ability to open CAD computer and sort of GPS ourselves if we're confused of where we're

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								going. They did buy everybody like the old, individual ones that kind of set up on the dashboard with the small screen. But I'd say if there's one thing lacking from our CAD that I've seen other systems have integrated is, everybody goes around now with their iPhone or whatever they have and UGPS and it tells you where to turn or where to go. But for [City], we still don't have that component in our ambulances. You're still relying on street-smarts and if you have your own second device to find your way around.
Problems - Technology	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	...they did put the Garmin that you can use if you need to. But if you use the Garmin, by the time that you boot it up and to use it, I think it's so much easier if you got any one area where you're confused about with maybe railroad tracks or angle streets and stuffs like that. If you throw it in your phone, it's so fast, to help you get there. But our CAD right now does not have that integrated.
Problems - Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: medical run info transferred to Toughbook] Q: And all that will autofill into the form for you? SME: Yes, it does. Sometimes. It doesn't always happen if there's-- if something's wrong with the system, if the system's down, the alarm office will tell us, "We had a system failure or system's down," then it has to be done by hand. So that's when I would do it manually on the Toughbook.
Problems - Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Q: So why a cell phone if you've got a radio? SME: Just in case my battery dies. But of course, that's something that I need to be aware of if my battery dies. We do have extra batteries that we keep in the ambulance.
Problems - Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Well, let's get back to my handheld radio. Under the subway station, there's no communication except for one channel and it's CTA metro channel. But I'm not 100% sure if the alarm office has a channel to listen to us. But when I do get a call for the subway, I do let them know, "Main OEMC, I will be switching to new metro CTA." So at least they know that I'm--Just recently in the last couple of months, we've been told that if we do get a subway call we have to get a firetruck or an engine truck, a

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								company with us, for line of communication. So it will be the ambulance, and then it will be the company of the firetruck in the subway station because we have one fireman up at the engine, and then we'll have a channel called fire, and we'll be able to communicate through a fire line. It's a short-distance channel. We're able to communicate. So kind of like telephone, we'll have one channel to the fire station and to the fire channel, and then back to the firemen that's up on top who can communicate to the alarm office, kind of like that...
Problems - Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Q: Are there any issues with the radios in the high-rises? SME: I've come [encounter?] with that too, where I switch it over to my hospital base station. If I have a trauma call up in the 30th floor and I can't communicate with my hospital, I've got to call on my cell phone landline. I don't know if it's really a landline if it's a cell phone, but they call it a landline cell phone and I call it my cell phone.
Problems - Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	And then I have my portable Toughbook laptop where I keep all my information for a medical run. We can't communicate through that. There's no communication through that. That'd be great in case something happens. I could send an email out to maybe the alarm office or to my field chief who takes care of the district, through my Toughbook. That's a good idea.
Problems - Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Q: how would you describe the technology that you're currently using? SME: Definitely, it could be better. I don't want to say it's poor. I think it's okay. It's okay. I really don't have too much issues with it. The only issues I do have with it is the subway. If I'm at a high-rise, I can't really--no, there's a few times where the alarm office can't hear me if actually--in like the John Hancock or-- maybe because there's other things that are going on in that building. There's a lot of technology going on... In the hospital, that's another one. They can't hear us in the hospital. Sometimes, I've got to come out into the bay so they can hear us. So if I'm in the hospital in the ER, and I'm transporting patient care and, "Ambulance 42, we need you. Can you--?" Yeah. I won't be able to hear them... I think because in the hospital, there's so much stuff going on,

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								technology-wise, in the airs.
Problems - Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	I Google maps and then the regular yellow page maps, I use. But the thing is, in downtown, it bounces. That's the word they use, it bounces off. We do have a GPS in the ambulance. We don't use it because it bounces off too. We've tried it. We'll put in an address from my firehouse, [Address] to-- get me to the [Name]. And it doesn't... Yeah. It bounces off walls or recalculating. So-- maybe the model's old. I think we got those GPSs, I want to say, probably about six years ago.
Problems - Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Yes. Yeah. I can tell you now I'm very more pro-- I know this radio really good now. Not 100%, I want to say I probably have-- I know this radio like 85%.
Problems - Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: looking up call taker information via MDT] ...I mean it's a learning thing. I learned that in the field. I learned that in the field. It's all just asking questions, like "How do you do this? How do you do that?" So, and then it tells me everything. The person's complaining of this, and this, and this, and that. Or the offender's still on the scene. It has much more information on there. And I already know that, already going into the scene... But that information doesn't even go on my EMS ticket. It doesn't go on my EMS ticket.
Problems - Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Okay. Well, one big thing is when you have multiple companies trying to talk at the same time to the dispatcher because there is only two EMS. You got EMS [City] South, and EMS North or Main. And it's split down the middle. So I believe the jurisdiction or map-wise, it's [Street], 2200 south. Anything south of that is called [City] EMS. And anything north of that is called Main, North. So you have two dispatchers for EMS. So you could have a big incidence up north where there's six ambulances and they're all trying to talk at the same time. And dispatch will say, "Okay. Hold on, guys." He'll triage via, he'll "Let me see what's going on first, okay? Ambulance 10, go ahead with your message. Okay. Now ambulance 15, go ahead with your message." So he has to triage that over them all.
Problems -	EMS	U	Field	36-45	6-10	Male	EMS-	Yes. And when it's summertime, it's so busy. Dispatch is trying to send

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Technology			Responder				U-012	ambulances and send them here, send them there, and we're telling them, "Okay, we're on the scene. We're leaving the scene." We have all these ambulances just telling dispatch. So with me, when we're leaving the hospital on our MDT on the ambulance, I'll hit returning to base on the MDT. And I'll look to see if it registered. So there's two icons. When I hit the button, it'll say, "Okay. Ambulance [Name]'s returning." I'm going to look at the other icon to see if dispatch acknowledged that. If they acknowledged that, then it will say return. If they don't acknowledge that, it won't say return. And I'll look. And I'll look to see. And I'll hit return on the button again. Return. It'll say return on my company, and if I see if it's not acknowledging by OEMC, then I think the system may be down.
Problems - Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	... It's a safety thing too, because they're monitoring us. They want to make sure that we're safe. That we're on the scene. And also too, they want to make sure that we've made it to our patient. So they want us to say over the radio. Tell us we're on the scene. But there's only one channel. There's only one EMS channel.
Problems - Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	...What would I think that would help us out there? I think at this point, I think that little things like our waves - I don't know the terminology - could be stronger. If I could be in the subway and just know that I could communicate with them if that wave is stronger. I know that I'm in a high-rise and I, "Main, can you hear me?" "I can hear you crystal clear." compared to other places where, "I can't hear you. Can you get a better location?" And it happens. It happens in the subway or a high-rise. I want to know deep down that, you know what, if there's something like some type of technology ways that they could come up with where it's a stronger signal that I know that at any point they're there for me...
Problems - Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: sending blood pressure information to doctor at hospital just like EKG] ... Like the first line vital signs. Because we do the blood pressures automatically and it does come on the monitor. It definitely comes on the monitor. How come that pressure can't be, "Hey doctor, my--" I tell them through the telemetry but what happens if I can't call? And there's many times where we'll go to Saint Joseph's Hospital, and that's another



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								telemetry channel that's really bad. If I'm bringing them a cardiac arrest, that we probably brought back, and I can't tell them that, I'll send it through my modem. Like, "I didn't know you guys were calling but I know now because I got the EKG here. Now I know you guys are coming to us." But on that EKG it'd be great to have the blood pressures on there.
Problems - Technology	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	Well, especially during the summer, we're really busy and there's only two channels for EMS for the entire city. We have a EMS main and a EMS [Neighborhood]... You get people stepping on each other. 20 different rigs trying to talk at the same time. Dispatch trying to dispatch someone. If you have a big event, you've just got people barking on the channels at all times... Oh, it's terrible [laughter]... for [City], they probably need-- downtown could probably use its own, not channel, but its own-- I guess, channel, yeah... Frequency, break it up a little more.
Problems - Technology	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	For us, down in the subway, in a building. I mean, a lot of these in the high-rises, we can't communicate, can't get out. If we're down in a sublevel of a high-rise, like we're with an employee or something like that, down. They're usually, like in a hotel, they're down. And we can't communicate out... Reception issues.
Problems - Technology	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	[RE: cell phone use in poor radio reception areas] We can call [dispatch] or something like that. Usually, now, we tend to-- a lot of of the downtown rigs will ask for fire companies when we're going to-- even if it's a simple call, like in the [transit authority]. Just so the fire company-- because no one's in the ambulance where we can communicate. But if a truck's out there, we can usually reach the truck or the engine. And then they can communicate. So we have, at least, an outside source. So if something did turn ugly, we can get more help there, if needed.
Problems - Technology	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	[RE: comms with LE and FF] It's okay, I think. What I don't like is there's so many channels. When you're in a situation where you're really-- you're pressed and you're under the gun, and you're trying to look down on these little knobs and change channels and hit your radio-- or if it doesn't work you've got to run back to the ambulance and try and communicate. That's not safe. Now, mind you, we don't really have issues like that. It

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								could be much better though.
Problems - Technology	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	[RE: too much technology or information] I think that people might say that as far as like the heart monitor, [LifePad?] 15, it's a lot. That device does an awful lot. Just the recording alone and what you do and send those runs over Bluetooth and do all kinds of stuff with that. I think that the addition of having such intense technology is intimidating to those who were maybe skating by or the thought that now they might be of the mind-set where like, "Oh my God, well I could get caught for what if I didn't do that or--?" And it makes them fearful. So now that technology is causing anxiety because they're wondering, "Oh, am I going to get in trouble? I didn't send that run. They're going to know." We download the runs from a distance. We can do that like anytime we want.
Problems - Technology	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	The LifePad 15, it's a newer model for us. It's a better monitor. So I like it. I like the fact that it can do all that stuff, but I know that people who are maybe 10 years older than me, they don't like it. They don't like the change in technology. I was younger, so I can go with that. Now, the older they are, firemen included, they do not like technology... They do resist it. Yes. Are you kidding? I can't get these old firemen-- I'm saying old firemen, and they may be 55, to answer city email. "Now, you know I don't log on that city email stuff." "It's just an email, it's not like it's--" I don't know. Yeah.
Problems - Technology	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	You could easily have a radio glitch, something happen, especially if you're at a fire at a high-rise and whatever band you're on, if it's not the one that bounces back and forth, and you don't know what-- you're on the wrong one and you can't hear communications from someone who is only 10 feet away from you, that's bad...
Problems - Technology	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	...you can go on YouTube and listen to fires in [City]. I don't know if you ever have, but the [Address] fire, that was a good one. That was very good communication. There's some out there where you're like, "Oh my God. They're not even listening. Dispatch isn't even listening to what they're saying." And that's because they're being walked on by everybody else. Too many people are talking at the same time... That can

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								absolutely be an issue. That and your buildings, your cell signal-- your radio signals I should say... I would say maybe not real common, but it happens. Yeah.
Problems - Technology	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	Subway channels are the worst. And you have to be on subway channel or else you won't be able to hear anything. High-rise, terrible. I mean, yeah, if we had one device that could get us from subway to high-rise to whatever, that would be ideal. Because remember, when you're going into a subway and you have an incident, not only are you worried that you're not going to be able to communicate. That's my biggest concern. If I can mitigate what's happening down there, how am I supposed to get help? I got to run all the way back up there just to get a signal? I don't like that at all. I think that the one thing that we lack is probably-- that's probably the worst, it's the subway incidence.
Problems - Technology	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	...Communication on the radios is a little sparse. I mean you know really I mean this radio we carry it but it doesn't work once you get out of [name] really so you have to be on the truck radio. You still may not get to anybody. When you get to the hospital you have to tell them you're at the hospital but our only hospitals our in another county so when you get there they don't reach so you have to know exactly where in the road to call dispatch and tell them you're at the hospital or they won't ever know. You got to call them on the cell phone so I mean you know it's just rural EMS and you just deal with it.
Problems - Technology	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Excuse me our handheld radios do not. They don't work. We can reach from here to the dispatch center but it's only a couple miles that way.
Problems - Technology	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	A lot of the time you'll have to call but still you'll run into places out here where cell phones if you don't have any service either. For example, the place we just went had no cell phone service so you know being able to know where you're going it was an unmarked dirt road off of another dirt road and if you didn't grow up here you know been here for 30 years or you didn't have GPS you wouldn't have found that so cell phones are important but you run out of reception. I mean as soon as we got down the dirt road reception went off.

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Problems - Technology	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Oh sure yeah. I mean you use data you know that you're paying for but and we have GPS's but the GPS's are spotty. We can use the GPS though it's just easier for me to type it in my cell phone so I often times will do that. I mean if it means us getting to the call I'd much rather do that than ride around for 25 minutes trying to find the call.
Problems - Technology	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	[RE: communications out of the truck] So for the most part here you hear dispatch calling to see if you're okay. So you send somebody back to the truck to tell them you're okay. You can hear on your portable you know it's garbled but you can hear you just can't respond. So you'll tell them you know yeah we're okay then come back. The problem with that is you know service where you just have you and your partner now you're down one in the house there trying to work on somebody so often times if it's a real bad situation we just won't answer. I mean you know we just won't answer until we can get back to the truck because we're more interested in the patient's wellbeing than we are letting dispatch if they send us somebody else great we got somebody else you know. So that's typically what it's like.
Problems - Technology	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	... We just went from an iPad back to paper because something happened with the copyright of this company yada, yada above my pay grade so I'm just filling it out on paper. My other both of my other companies I work for use computers.
Problems - Technology	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	[RE: whether computer is easier than paper] It depends on what software you got on there. Some software's are real difficult to use. They're not at all user friendly. Some of them are very user friendly and but it's all you know a private enterprise deal where whoever's the cheapest price and whoever's direct their license the most that's what they do.
Problems - Technology	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	[RE: status of current technology] Probably pretty primitive in comparison to other places. For 2017 we shouldn't be having problems with the radios like we are. You know we shouldn't I understand that cell phone signal runs out but when I look at the [name] on the TV it's completely covering [name] so I'm having a hard time understanding

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								<p>why I don't get service out here you know so service with your phone, service with you know just have repeaters. If you can't communicate think about the firefighters in [name] that were taken hostage in 2010 I believe. If they didn't have radios that worked I mean how would anybody have ever known? Out here you get taken hostage something happens to you and you can't get out what are you going to do? You going to crawl till you get service somewhere? I mean so it's the communication technology is pretty primitive and nobody seems to want to pay the money to fix it because it's not a big deal to the commissioners. You know they can't just spend the money on it so I fear it'll take somebody getting hurt or a lawsuit of some kind because the crew couldn't get somebody out ended up passing away or having long term effects from a stroke or something like that, the crew was trying to get on the radio, couldn't get out, the family sues.</p>
Problems - Technology	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	<p>[RE: technology getting in the way] Sure I mean paper reports are the easiest you can get. I mean they were quick. I had paper reports down to a you know a 10 minute deal and it could be a complete report you know now I got to write my paper report but I can't write my narrative yet so I write my paper report with all my demographics then I go on to the computer and write my narrative then I have to go to a separate computer app to pull up my times to write on my report and then after that I got to take a copy of it and put it with whatever drugs I use, submit that, then I've got to put my we used to have to put that into a computer system then after that. So I mean which one do you want us to do so they went to the computer. That was good because it was all in one place. Everybody sign on it and just submit it and it's done. Now we're back to writing on the paper, typing the narrative, looking up the times and putting them on the sheet then you have to put them on the big sheet that goes in the computer. So yeah it gets in the way. I just wish somebody would decide whether we're going to go paper or computer. Computer does take longer because you have to wait for the thing to load, you got to wait for it to fax but it does a lot I can do a lot more fairly easily than before where somebody else would have to look at my</p>

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								report, fax it, put it in for billing and now I can with a push of a couple of buttons I can do all that so it saves that person other job basically.
Problems - Technology	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	[RE: situations when the in-car computer doesn't work] I mean your computer shuts down so you're so used to hitting route okay now I know how to get there you know well if you hit route in [County] we get in we hit responding we do everything off our Toughbook. You press responding, route, figure out where you're going, figure out what you're going for, read about it, go. Here you don't have any of that so everything is radio best but if that tablet in [County] goes down your radio traffic goes through the roof and you know it's hard then to figure out where you're going, what cross street you're going to, where it's at because you're so used to using it. So that's a detriment I guess.
Problems - Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	[RE: communication when dispatched to a call] ...And then of course we let them know that we've heard them and either clarify information if we couldn't understand them, if the radio was staticy whatever and then we respond and then once we get on scene we radio back in, give them our mileage, let them know that we're there and they usually check on us every 5 to 10 minutes something like that which in this area we're very rural so there's large parts of the county where we don't get any radio reception so once we get to where we're going our communication with dispatch sometimes is null and void.
Problems - Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	It's very rural and [county name] I think is I want to say the third largest county in the State of [state name] and I don't know exactly the details of the radio system here but you know if we're close by they work pretty good but there are far stretches to the ends of the county where we have absolutely no reception whatsoever and then you know dispatch will try to call us on our cell phones but most of these places you don't have cell phone reception either so sometimes you're just kind of stuck out there and when they can't get in touch with us if they have a deputy that's available they'll send a deputy in route to come out and check on us and make sure we're okay which most of the time we're fine it's just that we can't hear them.

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Problems - Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	[RE losing radio communication] It does pose an issue. As far as I know no one has been hurt because of lack of communication but there are definitely calls where you need to be in touch with dispatch. That's your really that's our lifeline. If we get on scene and we have a lot of psych calls so if we get on the scene and there's a psych patient that is planning on hurting themselves, hurting us we're the first people a lot of times that have contact with them and if we can't if they don't know for instance they don't know it's a psych patient, if they do they try to send out the Sheriff's office but if they don't we get on scene and we realize oh, this is pretty bad and we need help if we can't communicate with them they have no way of knowing...
Problems - Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	[RE loss of radio communication with dispatch] ...And then in that 10 minute timeframe or whatever it is that they go by has to pass before they and they don't communicate with us before they say okay we need to have a deputy check on them and reality ten minutes could be way too late so for us to not have communication is really bad not for just our safety for our patient's safety. If we get on a scene and there's a cardiac arrest or something like that and we need backup if we need an extra set of hands someone my partner and I both need to be in the back of that truck with the patient we're going to need someone else to drive and we tend to back each other up when we have calls like that but if it doesn't dispatch out that way and you don't know until you get on scene and then you can't get out to your dispatcher you're kind of on your own.
Problems - Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	We do. There are times when the radio is just really static so dispatch tries to keep a list of who is on the truck each particular day and has our cell phone numbers and sometimes they'll request that we call in because there's information they want to provide over the radio that they don't want the general public to hear especially in a rural area like this everybody listens to the scanner so they know what's going on before we do sometimes and there may be especially a lot of our elderly patients they may keep a key hidden somewhere for us to get access to

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								the house. Those aren't things that they can say over the radio so we'll try to call them on our cell phone if we have service to do that.
Problems - Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	[RE: communication with FF and LE] If we have a fire for instance and we get dispatched to that fire unless I switch over to either their channel or I put it in scan mode I don't hear their traffic, they don't hear my traffic but you can't keep it on scan all the time because then you also hear SO's so every time they pull over a car we hear that information and if you have a patient you definitely don't want that going on. We can speak to if I need to speak to SO directly I can either go through dispatch or my MS channel or I can switch over to SO's channel and try to get in touch with them that way. I can do the same thing with fire.
Problems - Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	[RE: switching radio to FF or LE channels] I mean it's easy to do as far as you know you're basically just turning the knob and with this particular radio which they're all really old but it'll show you who you're talking to like this is [county name] and when you switch it it'll say fire or SO. It just depends again where you're at in the county because regardless of what channel you're on you may not hear. SO seems to pick up a little bit better than us.
Problems - Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	[RE: state of technology] We're pretty far behind compared to other counties in the state and elsewhere I'm sure. We're one of the few I think that even do paper reports. We did have a system they finally got one last year and it was horrible, didn't work out so they've done away with that so we're waiting now to see if the county picks up something different.
Problems - Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	[RE: technology getting in the way] Yes especially when we had we had like an iPad system to do our reports and they were absolutely horrible. You know and the bad part is is that our county tried to get us a good system and unfortunately we can't afford what some of the other counties can afford so it is a price thing and it ended up being more of a headache than anything...
Problems -	EMS	R	Field	36-45	5 or less	Female	EMS-	[RE: trial of iPad reporting system] ...It took 2 to 3 times as long to do



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Technology			Responder				R-019	your report which when you have a day where you only have 2 calls it's not that big of a deal because you have plenty of down time to get that report done but when you're running back to back calls and you're on a second call and you haven't even gotten to finish your first report it's very frustrating and they shut down a lot especially when these things depend on internet and we are so you get out here somewhere and then the information the things that you need won't load so then you just kind of got to wait until you head toward [City] and pick something up and go from there.
Problems - Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	[RE: technology requiring internet connection] Yes ma'am. I think that when they're bringing in technology I think they and maybe they look at this but it seems like they don't to me because I'm on the outside. I'm just the person that uses it. I don't know the ends and outs but it seems as though when you're in a rural setting that those things should be considered when they're choosing yes. There may be a cheaper way to go and it maybe budget friendly to our county but when we're one of the more rural counties and we have all of these areas that we can't even get radio reception, we can't get cell phone reception then you need to recognize that some of these things are not going to work for us.
Problems - Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Yeah there are people that definitely don't want [technology] as far as our paperwork goes. You know especially some of the medics and EMT's that have been here and been in the service for 15 years they like the old way, they don't want to learn new technology because to them it's kind of cumbersome and a little bit harder for them to pick up and learn so they would much rather do what we're doing now...
Problems - Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	...I think of most people when you first go in to EMS, fire whatever it is that's probably one of the biggest fears as silly as it sounds is talking on the radio because we have no experience and we have no idea. It's silly the new people they'll just push the button and start talking but there's that little delay so you push the button you've got to wait for a few second delay and then start talking. It's just little things that could make communication much easier so I think it's something that we should talk

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								about more.
Problems - Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	I think once you've got it you got it unless that technology changes you know these are pretty old in comparison to other radios but if we were to upgrade then you know the bones I guess push the button to communicate and turn the knob to turn channels very basic but I think that any time a new technology is introduced whether it's a radio, computer what have you then there should definitely be some training provided to make sure that everybody is proficient not just that they can turn it on and they can talk on it but to be proficient at it.
Problems - Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	As far as technology and communication I don't think so. It would be much easier if we had better technology that's for sure. I love my job and but that's one of the more frustrating parts of it is to be somewhere need help or need to communicate and not be able to and I love working in a small community like this very rural. You get to see a lot of those people you get to know them by first name and a lot of the folks are related and stuff like that but it's also difficult because they all listen and then so if Aunt [Name] down the street has had a cardiac arrest they hear the address on the radio and then you've gotten people at the scene that you're trying to take care of your patient then you've got family members and they actually had one this morning and they had all of this family that was rushing them. They were only on the scene for 7 minutes which is extremely good and so that's frustrating.
Problems - Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	[RE: public frequency scanners] They do all the time especially older people. You know they sit there and sip tea and they listen and hear things going on and they're not the ones that you usually have to worry about showing up. It's the you know the middle aged or the younger people but especially if there's an accident. Everybody it's like a train wreck everybody wants to see what's going on and you know if they realized some of the things that you do see and the fact that those things can't be erased they wouldn't want to but it's sometimes hard for us to do our job when you've got so many people that show up...
Problems -	EMS	R	Field	36-45	5 or less	Female	EMS-	[RE: public frequency scanners] Like I said the family is one of the big

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Technology			Responder				R-019	things because this is a family member. They're upset, they're angry at the situation. They may not be angry at me but I'm the person they're going to take it out on because regardless of how fast I move or how efficiently I'm doing their job all they can see is that their family member is hurt and no matter what I do it's not going to be fast enough or good enough at that moment so those are the ones when psych patients and things like that those are the ones that it's scary not to have a working radio because if I need help I know I'm not going to get it because they don't know...
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So I have a cell phone, that's an iPhone, that's super helpful because I can get emails any time. I have a personal cell phone. I'd say that public safety is probably on the back end of technology, because we didn't have these-- I had my personal cell phone way before the department gave me one, probably years.
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Although, remember what I said earlier, we're all on the same channel, so if somebody says, "I need help," or somebody says, "I need another line," everybody hears that, and we will also start to move in that direction. They're not just waiting for me to say it. So that's super helpful that we're all one. Now the downside of being on the same channel is, picture you have five kids at home and everybody has the same phone number and line, and when you're on it, guess what the others can't do? They can't talk.
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	And also, technology-wise, dispatch, we have a certain number of dispatchers. You can always overwhelm any system. There is no such thing as a bulletproof system. And so we have a certain staffing level. And when we have a fire, we also put a dispatcher on it, meaning they're listening to that channel with the people inside. And they are dedicated to listening to what's going on.
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	The bad part is that most emergent things happen in that first 10 minutes and you may not have that help quite yet to hear. So [Name] does rear its head. So technology with radios, technology with calling on the phone, taking pictures, using thermal imaging cameras. Computers

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								help us in staffing and doing reports and just, the more administrative stuff. Right now I find, kind of, a roadblock on the network part of it. So we're linked into a network, but as soon as I leave my desk, now I've lost my ability to operate administratively as a battalion chief.
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So if I said, "Hey, I want Google on that." Before I had this, I said, "I need Google." I need Google because when I show up I'm going to Google Ethyl Methyl Terrible, Death." And they're like, "Yeah, we can't give you a browser because that opens us up to--"
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Yes, location detection. So seeing where they are at, I know that our new air packs have the ability but the software isn't there yet. So to send out how much air they have, that's a really big deal because as people get close to low on air, it doesn't tell me where they are in the building, but it tells me how much work time they have left. And actually older software allowed us to have that, but something glitched about with [Name].
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	I know where it's at? if I could-- and we have printers in the back of our car to help us, although I will tell you it's anything that's meant for a sterile environment. Computers are ready, printers are glitchy, mine probably works maybe 40% of the time, I'm saying. So I don't really-- I can still--
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Like the greenbelt, if you go down obstructions or below grade, then that can be an issue. In high rises, repeaters, they go to direct which isn't monitored, but it's a powerful radio-to-radio.
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Well, if you're down right here, and I come into this room and let's say you're two stories up, or whatever, we have certain techniques and strategies to try to find you by listening, going in that direction. It was a training issue, we gave them the Pak-Tracker to just see how it would work. They went in and tried to find and ran-- because it still points to you even if there's a wall in between us. And they got caught up in, I know the direction, but if they hadn't used it at all, they would've used just basically a rope, done a right-hand search pattern, and they would've kept going. They wouldn't have just been so focused on it.

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Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	[RE: monitoring capabilities, relying on the measurements] Because it was raided from somebody in prison and how are they going to get a hold of weapons-grade anthrax. This says it's not a protein and so we run down that road. So we can have a false sense of security with technology, so you really have to take that into account.
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	And I'll say this, the more integrated it is into our protective equipment that it's not so ancillary or exterior that it bogs us down, the more-- because I really am asking somebody to be a triathlete. And all these extra clothes and anything that's cumbersome, wires or anything, is going to be a hazard. And so the more streamlined we can make it, lie faster, longer battery life, all those things, protection--
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	I've got more buttons I've got to deal with now that don't--
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	That's a great thing because as I mentioned when we started this, our entire discipline depends on talking on these things. Whether I'm inside, outside, in the wilderness, in a big tall building, my success to bringing that instant under control depends on me being able to communicate down on the radio. So now that everybody has them, that's a great thing but the flip side of that is now everybody has a radio and everybody can talk, so--
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	So, we have to struggle with-- you couldn't interview a firefighter in this city or probably any city that would not tell you that radio communication's a problem on fire ground, or in an emergency incident, because when I see something important and I want to talk about it now all anybody has to do is get on here and talk.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	And in our organization whoever's got control of this wins and gets to talk. There's some on that channel, and so that has been problematic in some of our-- people that should be talking and saying things can't get out on the radio because someone else is talking. And so, I know some departments handle that through certain people. People are on different channels, or something, people have the ability to talk to certain people.

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								In our organization, there's no difference--
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	We try to train our people on what we want them to say. I think one the biggest, one of the bigger problems we have in terms of our radio is that the more people that show up on the scene, now that everybody has a radio, the more that talk and can garble that message, right? And so now suddenly you have lots of different viewpoints and what I'm responding to and what I'm-- if I'm not there, if I'm not looking at it as opposed to a training component where I'm saying, "These are the high points I want you to hit when you talk on the radio."
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Q: I see. Yeah. Because everybody can hear the conversation, right? SME: Right. And if I'm talking, it prevents you from talking.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	"Watch out for the wall." So it's two totally different messages on the same incident scene, and whoever has control of the radio wins. That becomes problematic. Now there are ways around that with this orange button, but--
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Sure. There's been times where, in a way-- I've been on incident scenes where the technology has failed. And radio systems or channels have failed, and completely prevented our ability to communicate with each other. Other than line of-- right? I mean right now I can communicate with guys in the next room, just by not moving, by pushing this button. If that fails, how do I communicate with the guys? And I can communicate with you, because you're right here, but I can't communicate with them. And so it's a communication failure, and it's technology failure, that complicates-- when we rely so heavily in our job for this to work. When it fails - which is rare - how do I communicate?
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Sometimes there's too much technology. In a sense of-- right now, I've got computers in my fire truck that have lots of really good information that, sometimes we think, there's a lot to look at there. And if I don't have time to look at it, based on how far I am from the emergency scene, they can be overwhelming. And it can complicate things. So, again, simple can sometimes be better. But having the ability to use technology--

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								sometimes we don't have time to use all the technology that we gave at our disposal.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	[RE: SME's daughter can find phone easily] She goes to a computer and she types in Find My Phone and it pings the GPS signal off of her phone, and she goes, and she finds it underneath the couch or it's on the bus at school or what have you. And so that's kind of where I think I'd see us going is our-- if everybody in the globe has the technology to find their phone, why can't they find me based on my radio?
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	Q: Tell me about your communications equipment. How would you describe the communication equipment you commonly use? SME: I would say on a 1 to 10 scale, it's an 8 on a regular fire ground. Inside high-rise buildings, inside buildings with lots of metal it's a zero.
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	Q: How would you describe the communication equipment you commonly use? SME: If I go into a basement of a high-rise, I have zero-- I might as well pull my cell phone out and call-- and call [crosstalk]--
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	Q: So cell phone works inside a high-rise? SME: Some of them. Depends on which one but you can go from different buildings, some buildings have repeaters and they have different things. But at this day and age, the technology's way too good for us to still-- to walk into the hospital over there and all you hear is, "Boo," and it's that out of range signal and you don't-- yeah, and that's the brand new hospital at [City] at [Street] and [Street], it's--
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	I don't know why. I was blown away when I walked in because it just opened, so we did a tour and I walk-- when we walked in the emergency with a patient. Today we walk in, our radios balk and they give you out of range signal.
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	They might be working on that but it's our worst, it's a call that we need the radios. We have crews that operate all over the building. If there's a building on the eighth floor we're going to have four crews operating, just say, on the eighth floor, we're going to have another three crews working on the floors above and another three or four crews working the

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								floors below, and then we're going to have a crew outside set up the FDCs, we're going to have a crew in the lobby working the elevator, we're going to have a crew at the fire pump. And they all need to communicate to the command post and it's usually a nightmare.
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	[RE: radios] This microphone has a drain in it right there. You see that hole right there? That's a drain, which sounds good... But they went ahead and covered, like I can't change the channel on this without taking the plastic cover off, so... I can pull this off and see it. You can see it on top also but it's not user-friendly. This is what we're used to and the clip was on the back, the clip was right here... And it's two pieces. It's two pieces, right, so this gets lost in the cab, but the covering... not being able to see this and changing channels is, I mean, I think after that many years it was a shame that this was the solution.
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	[RE: radio] So, I can't change the zone... without taking the cover off. But I can change the channel... And that's not good because when I go to traffic injury, I'm here. But say I leave that traffic injury and I got assigned to fire, then I have to change... I have to change this.
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	We used to be able to change the channels on the top of the radio too-- we can't do that anymore. Now, that's probably a good thing. They did that because of firefighter safety because you don't change the channel but, so... Yeah. I mean, it can get hung up on stuff. That definitely can happen, but I've known anything else.
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	You know what I mean? The cord, I think one of the problems is it's very long, which helps you in some-- again, they can wrap around, but it can get hung up on stuff like wiring--
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	One of the things I would have wished they would have helped out was the radio feedback. So if my captain is talking on the radio and I don't turn my radio almost off, all you hear on the other end is garbled radio feedback. You know what I'm talking about, feedback in the radio?
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	Feedback is a huge issue for us. And what it leads me to do is I turn my radio down and then I forget to turn it back up.



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Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	Yeah. I can buy a Garmin or whatever. I mean, my cell phone's not waterproof but it should be.
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	So if you rely on-- and if you rely on, if there's a storm and the computer's down and the mapping's down, now you really don't know where you're going. Like I said though, I don't know the whole city but I have a general knowledge of the city. But the rescue runs a big portion of the city but my first-due area that's--
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	We've had a few times, now, where there's been some issues with a few of the radios, and batteries, and stuff like that. And some of those issues are not known until after the radio's been used for a little while. So like we've had a few radios now, you turn them on, they just turn themselves off.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	So it just seems like we have people that think they have [inaudible] service. When their MBC is down like, "Oh, we don't have to do anymore. Our computer's broken, we're out of service." And so I see that as the negative side of-- I feel like we've kind of have almost had an over-reliance on technology.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	Well, we talked about the failure of just the systems. Sometimes it's just the learning curves. The only people and weather, obviously it can knock systems offline. And just maintenance. That's probably our big one. Sometimes we have to take systems down to do maintenance, which is an opportunity for us because then it forces people to go without that technology.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	Or when it breaks and it that-- because we do have-- people lose their, we call AVL, automatic vehicle locator, that sometimes it loses the signal because the modem or whatever in the truck broke. People will complain because they're not being tracked or they were not anywhere near that call because the last place the computer saw them was here, so--
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	Now I could see that being, okay when that one breaks then you lose everything, but I know that you could get a radio that you could do your

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								status, your-- if I'm an available station or if I'm responding to a call, you could hit the button on the radio and stuff like that and more of a device it would-- our MBCs are mounted in the trucks or locked in the trucks, but we're looking at going towards tablets, so once you leave the fire truck you could take that with you.
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	Yeah. And I'll tell you, a lot of times we'll use our cell phones on-scene to call each other. Sometimes there's things, a lot of where we work downtown, we get in some of these buildings, these huge buildings that are made out of concrete. We go one floor underground and radio communication is done for. You can't talk. So we'll try and go to our direct channel, which is kind of a walkie-talkie mode, that works sometimes. But sometimes, it's kind of funny, with all the technology that we do have. We had a call a couple weeks ago, where we were getting somebody unstuck from an elevator. So we had people down in the machine room and we had people on the fourth floor. Radios don't work. Direct is kind of garbled so we just were calling on our cell phones, talking to each other. That works for us but no one outside of that and dispatch didn't know what's going on. And we have a lot of that downtown where we have radio disconnect when we get inside these big buildings.
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	No, the only thing is-- I know our high-rises are supposed to have built-in communication systems with inside repeaters and things like that but there are dozens of buildings in downtown [City] where we go in and we walk eight feet inside and we can't talk. We get the little beeps that your radio's out of range. In one building, it's a brand new hotel. It's a JW Marriott. Beautiful hotel. Hundreds of dollars a night to stay there. And the fire control room is in the first level of the sub-basement. You go down there. You can't talk. So you're at the fire control room. You can't talk to anybody outside. You can't talk to anybody above you.
Problems - Technology	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	...but there's an emergency ID thing where it changes channels and, basically, it's for if a firefighter goes down in a fire or there's a mayday situation. There's an activation button which they made a lot larger, so

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								it's more user-friendly when you have gloves. The only problem is these radios, with their actual holster, are a little bit bigger. Without the holster, it's fine. But the design of the holster is to protect the keypad. So when we try to stick it in our coat pocket it's a little tight, but it fits. And the other thing that I think we've all kind of agreed on is the antennas aren't very flexible anymore, at least not on these radios.
Problems - Technology	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	Accidental. Yeah. That's the term I was looking for. Accidental activations. But I'd rather have it easier to get to when you need to get to it than trying to fight around with little small buttons. Excuse me.
Problems - Technology	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	We have TICs, thermal imaging cameras. This actually kind of goes back to the radio thing. On the ladder, the TICs are actually a lot larger than they are on the engines, which, we're already carrying a lot of equipment. Usually, it's just clipped onto our air packs, but I think in that situation, smaller is better. I think the ones that we do have on the ladder, though the batteries do last a lot longer, I think they only last for maybe about 45 minutes to an hour if they're strictly on. So maybe a little bit more battery life on those would be nice. But at the same time, a smaller more compact thing. But if you're going into a fire, you're going to use that camera pretty quick and usually, fires are out in a pretty fast manner if you're actually going inside and using a TIC.
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	Our data terminals on it are really [inaudible]. Our MDCs just kind of slow to operate and kind of-- you got to kind of dig for information. It's not just you whip out your iPhone and you have a map and you can move it around, do what you want to. It's just a lot of-- the technology on that is kind of a big hiccup. But yeah. I guess we're probably on the cutting edge of technology on that step. I mean, it's just not there for the fire service or the emergency services in general.
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	It's expected that you should know your area and know how to get there. We'd have just that function on our MDCs that we can route to a call. Maybe that is the biggest problem we have with technology, it's just horribly out of sync and, you get turn right now, you know. Five miles after your-- or, just continue ahead, and, it's just kind of odd directions.

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								But, yeah. There's that kind of stuff, too.
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	Just the big thing is-- so it's kind of-- sorry. There's a case covering all the buttons that you need to have taken out of the case to manipulate the hard buttons on the front. Yeah, yeah.
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	So when we went downstairs, we're on just a regular channel, repeated channel; didn't get out, just because we were down in a parking garage. So we ended up having to run the incident on the direct channel.
Problems - Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	So that's a department cell phone, but one of the things that our guys do is they get Active911 pushed to their personal cell phones. And we use that as just kind of a redundancy issue of tones didn't drop, maybe there was something wrong with the radio at the station and it still alerts on people's phones. So they're like, "Well, maybe I need to go check and see if there's something going on." So that's the only way in which we would use that. Other than, obviously, we get a lot of news media and they have a single point of contact. And we could go to a major incident and your phone will start to blow up from the news.
Problems - Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	They're stationary. That hampers us, because there's times that you would like to pull it out and use it. We have had three or four [Event] in a 24-month period, and so you're not working out of the back of a vehicle. You might be in a building. This is also true for, say, a wildfire. Any Type 1 event. And so we don't really think of that because 90% of what we do is out of the back of a vehicle. Now, the cops on the other hand are much smarter than us because their MDCs actually can come out. That's something [that's being?] played with. And there's a difference in the views of security, in regards to the firewalls, and whether or not somebody's going to steal this, and all these kind of things. When you have the IT Nazis, it's easier to just say no and lock it down, as opposed to make it useful for other purposes. We've got a \$10,000 computer system in each of these apparatus, and all I can do is push a button, I'm on scene or I'm not. But if I wanted to get Google, and say, "Okay. Well, what is this material that's in a hazmat event?" Well, now I've got to use my phone. That doesn't make sense.

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Problems - Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	And then the other piece of that is actually scaling things to actually something that you're going to use. We buy a system, and we buy a radio that's going to hold a million channels in it. When am I going to use a million channels? And so I'm paying for capacity that I'm not probably going to use in a life of that piece of equipment.... Right now, most of those systems are passive, so I would have to know, oh well, number one, somebody's actually gone out and done a pre-incident survey, or a tactical survey. What is the information? Is it uniformed? Does it have pictures on all four sides of the building? Does it have a picture of the roof? Does it tell me the building construction? The size of the building, the closest water supply. Yes. No. Maybe. Oh, well. So I can push this and see is there's a pre-fire plan, but it's not really pushed to me to point where it's useful. And so, since you don't use it 99% of the time, when you need it you don't have the tendency to reference it. So, as an example, it would be nice if you knew, if I'm going to an EMS call, what is the information that I would want? Well, if it's an apartment building, the building number, maybe a map--
Problems - Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	So we have GPS in the vehicles. We don't have GPS for the individual. Now, obviously GPS becomes a whole new issue because if you're in a building, then you're not going to get that. But we certainly could, with a mesh network, have the ability based in the vehicles to triangulate based on where somebody is and their radio. So when you're looking for a firefighter, that would be ideal.
Problems - Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	But every once in a while, that becomes an issue because during these events you put more resources in one area all competing for the bandwidth of one tower; whereas before, under UHF or VHF that wasn't such an issue.
Problems - Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	MDCs were dead terminals. All you could do was push on scene. You got call, text, but no mapping, no GPS. We didn't have AVL and sending units based on closest unit, so that's changed. IDs on your radios, that changed.
Problems -	FF	R	Supervising	46-55	21-30	Male	FF-R-008	And there's an automated voice, the speakers open and assigns it to the

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Technology			Field Responder					MDC, and there's no thought process. That becomes an issue with you have multiple calls and it just cascades. Because of experiences of that they've learned that, "Okay. Well, there are incidents where we might want to turn that off." Right? So, that can be overwhelming because now you've got more resources than you need, or maybe not enough resources.
Problems - Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	Now somebody's like, "Well, what? Wait a minute." We've now caught on that this is probably a single event, all right? So sometimes that technology for the 90% or 95% , it requires some human intervention to step in on the 1, 2, or 5 percent.
Problems - Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	That can become problematic. Let's see. Going back to the question. Too much information. Because we do things the way we normally do on a daily basis, again, the same concept, the 99%. You have a flooding incident and you're treating these calls as individual calls, and you're keeping a record of them. It bogs down the system. So now your MDC doesn't work as well, and you've got this just laundry list of incidents. And which one is a priority?
Problems - Technology	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	I don't know what the temperature is on there, like how hot it can get before it malfunctions. Probably something I should know, but we put it in our coat pocket in case we get a fire. That's something I should probably be aware of because we have a thermal imaging camera. We had that melt on us before.
Problems - Technology	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	So you'd get dispatched off a radio which we do over here, but we don't turn ours on because we have speakers and stuff. They didn't have tones at their stations so you had to monitor a radio. Which, I think that was probably not beneficial, I guess because at nighttime you'd have to monitor everybody's calls in the area which you didn't get any sleep.
Problems - Technology	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	So we didn't get a replacement. It melted, but I think it still records. So I think it still works. It's just they're super expensive for those.
Problems - Technology	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	[RE: SCBA HUD tried out] We didn't go to this, but we tried it out. It was a microphone attached, so we wouldn't have to use radios. But we found

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								out that it just didn't work, it pulled your mask down.
Problems - Technology	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	But yeah, and even it doesn't really have to be inside, but we don't have a system right now that is fast enough where if they gave us the address, that house would pop up somewhere. Instead of having to type it in Google Maps, find it, and zoom in.
Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	So communication's often very difficult..... I mean, we can't go across this area-- something the size of [County], 500 square miles. But if it's a town or a small city or something like that, we have enough capability that we can set up some repeaters on high buildings and get reasonable coverage over a reasonable area. But if it's an incident that's spread out over a large geographic area, like when I responded to Hurricane Katrina, I went to New Orleans but we had resources spread all along the Gulf Coast because that impact that-- such a large front in the Gulf Coast. So we had resources over in Alabama that we were trying to coordinate some stuff with. And it was still challenging, even with the satellite phones and all that other stuff, just to be able to get a hold of everybody and make sure we were all sorted out and knowing what everybody was doing.
Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	No. Sometimes it happens that we can program radios to whatever the local resources are but that's kind of unusual because you got so many variations and bands that they can be operating on. And then within the bands, you got variations into whether they're analog, or digital, or trunked, and analog trunked or digital trunked, and all these different permutations of radio infrastructures that they could be operating on.
Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...So early on, when public safety started using radio, they would throw up an antenna on a roof somewhere. Maybe if they were lucky they had a tower that they put it on, and that was the coverage you got. And then they would start complaining and say, "Well, I don't have coverage over here." So they would throw in some coverage solution over there... It was very ad hoc solution. And we still had a lot of coverage problems with that....And as the lower parts of the county have urbanized, we're having more and more coverage problems.

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Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	It's the lower stories and then when you go below grade where we have a lot of problems.... The problem we have is that the new building impact coverage on the buildings surrounding it,
Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	[RE: coverage interference]--exist prior to any requirement for internal coverage. So we have a older legacy building that we've never had problems with, they put up a new high rise next to it, oh, all of sudden we've got a problem there. So that's become more and more of a problem, that even though the new buildings we generally have good coverage because of the code requirement, we're overall seeing a degradation in our coverage level in those urbanizing areas of the county because of the interaction of the buildings with the existing coverage, the new buildings with the existing coverage.
Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	So there was still coverage problems that we would occasionally hit.... A single VRS often doesn't provide enough coverage
Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	Because as you start to go through the building, it provides good coverage on one side of the building but it can't penetrate all the way to the other side of the building.
Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	[RE: radio repeaters] We would get channel contention because if I was standing in the middle, both repeaters would hear me and then both repeaters would try to repeat me. And then we would get a feedback problem. Right? It would actually cause a degradation in the signal as opposed to an enhancement of the signal.
Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	And that's really great as long as the battalion chief's there but it doesn't help a lot if you're on a call that the battalion chief's never going to show up on because if you're just running an EMS call in [City], and the battalion chief doesn't want every EMS call in [City] because if the battalion chief did, he would do nothing but run EMS calls in [City]. So if you're those providers and you go into some random high rise in [City] where the coverage doesn't work, then you're just out of communication.
Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	[RE: Battalion chief's VRS] So it works. It's not a perfect solution.



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Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	somebody basically has to walk back out to find coverage, use a cellphone, or pick up a landline phone to communicate what they need, if they need help or whatever. So that's the most challenging circumstance, is when you got those two person crews, everybody goes into the incident, and then they find themselves out of coverage.
Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	Well, out in this area, really we don't have that many problems. But every now and then you walk into just some random house, the radio decides it's not going to work.... it's not going to work anymore. I know the battalion chief's there but the battalion chief's not thinking that he needs to turn on the VRS because we're just at some random house and the radios almost always work out in [City].
Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	[RE: what causes communication prob.] .. we have just confusion that gets introduced. I mean, that's just a miscommunication or misunderstanding. And people end up off on the wrong resource. Or they do something like I was talking about where you bump something on your radio and your radio goes someplace that you don't expect it to be.... But if people don't get that, you end up with a communications mismatch because they're off talking somewhere else.
Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	They have missed the fact that their radio is on the wrong resource. Occasionally, they get told to go to the wrong resource, and they go where they're told to go, but it turns out that's not the right place to be. That occasionally happens when there's a breakdown in communication between communication centers.
Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	But that means users have to change modes on the radio, which we don't normally do. Because 99% of the time [crosstalk] we're using 7 Charlie or 7 Golf. And most people don't get too confused over that, but occasionally, that introduces confusion. So occasionally, there's problems there.
Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...But because our new computer-aided dispatch was not available yet, we couldn't move into the new communications center where the new radio system was. So we had a radio system sitting here all ready to use

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								for about 18 months or 2 years but couldn't use it because the CAD wasn't ready.
Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	Read their mind and know that they're trying to talk to this group of people and that the radio automatically somehow, magically is talking to that group of people.... so one of the challenges that we have in the fire rescue world is that, it's getting better, but's it been a problem with stovepipe solutions to our needs in terms of our protective envelope and our communications needs... Sometimes those different needs antagonize one another... Now, the bad thing is, if I find myself in that situation where I am trapped, one of the things I want to do is to be able to communicate. I mean, I've got the alarm sounding but I want to be able to communicate. Well, when you go to communicate, that alarm that's sounding is often a problem because as I'm trying to talk on the radio, I've got this very loud alarm that's also in my environment and antagonizing my ability to communicate.
Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	if you've gone through a floor or the building's come down on top of you or all the other crazy stuff that can happen, you might not be able to reach that to mute it.
Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...Well, you got 10 of us in a smoky room and somebody's bell starts sounding. You didn't know whose it was. And normally, the guy it was, was so focused on whatever he was doing or she was doing that they didn't think to reach back and see if it was them. So everybody's hearing this bell.... And the speaker diaphragms on our SCBA that we're trying to use to communicate on our radio are right next to the regulator. So if the vibralert is sounding, that's a barrier to communications.
Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	[RE: vibralert sounding as a barrier to communicate] If the vibralert and the PASS device are sounding, it's really bad.
Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	It used to be it was completely unintelligible. The vocoder in particular on the digital radios was terrible at isolating these background sounds, particularly when there is such a foreground sound, if my vibralert's right next to my microphone that I'm talking on.... Listening to the radio, it

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								sounds like you and I sitting here talking. And without that, even with no background noise, I would still sometimes be hard to understand just talking through the face piece, using the voice emitter on it. It still distorted my voice some. But now, with this voice amplifier with the Bluetooth, it's like you and I are sitting here talking... So even though I can talk out clearly, and if you're my incident commander, you can hear me clearly, when you go to talk back to me, I'm still listening to this microphone that's on my chest here.
Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	-I got the face piece. I'm distracted by everything. It's oftentimes difficult to hear me. Now, there are solutions out there that require a bunch of wires and stuff. Wires are bad. Wires are bad because when I got out on a building fire, I've got a lot of stuff to be doing: getting my gear on, figuring out where we're going, figuring out what we're going to do when we get there. If I've got to be plugging in a whole bunch of wires, it's probably not going to happen.... And even if it doesn't entangle me, for me just to damage it inadvertently because I get it snagged and then I pull away and I cut the wire or pull it out of the port it's plugged into to or pull the whatever it's connected to off of wherever it's supposed to be. Just all sorts of things.
Problems - Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...Battery life is always an issue... Now, the challenge with that stuff is providing it in a way that is useful but it doesn't saturate the user. Because if you provide too much stuff, the user gets too distracted and they forget what they're supposed to doing and it actually becomes detrimental instead of helpful.
Problems - Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	[RE: print out lineups instead of using cell phone] Only because of the screen.
Problems - Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	It's not real time. This is not communicate with our scheduling, with our schedule format. This is hand--
Problems -	FF	S	Supervising	46-55	21-30	Male	FF-S-041	Yeah. And I hate to say this, but it depends on whether you're blocked by

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Technology			Field Responder					high rises, if it's a valley or hills—(talking about the radio)
Problems - Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	Or a basement. Sometimes, that doesn't work. (talking about the radio)
Problems - Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	Drive one hand, pick up the mic. Yup. I have to look down, switch over the channel. Yeah. I have to see where I'm going and make sure I'm going the right way. Yeah. There are a lot of things that take me away from let's say driving.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	We don't even have the email on it. Because I tried to install it and it won't do it and there's really no point because we have it at the desk.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	..Hey, we need this not to lock because our emails." We have to basically keep logging in and checking the email because there is no way for us to know that there's an email that's come through.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Because even if you turn your speaker up all the way, the default Microsoft Outlook notification ping isn't loud enough that you're going to hear it over--over the radios
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	I can't wear a headset. I use portable radios and the speaker. In fact, I don't think any of the four of us wear headsets. I literally can't but-- so yeah, you're never going to hear it over that. You wouldn't even hear it on--
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	That's a huge negative. That affects it. Computer crashes, just the standard computer crashes. The CAD crashing. CADs actually crash quite a bit and they can't replicate it. Why? Some of it's caused by operator error on the dispatcher's part. In terms of on the fire apparatus, the tablets, they're not reliable.... We were going to the tablet shop almost every day because the way that the bracket and the way it was mounted in there, the tablet would shake so much that essentially it'd just shake the thing to death and it would just crash. In the docking port, it would not get a charge because anytime you were moving, it wouldn't be able to keep the connection so it would just die all the time. That's

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								across the board. I'd say people call all the time down there at least a couple of units a day about issues that they have to go to the radio shop because their tablets aren't docking, they're not staying charged, the location services are dying on them, they're not tracking accurately and the [inaudible] units they'll drift. Or you'll look and then next seeing that they're out at Andrews Air Force Base but they're not.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	[RE: AVL tracking drift, inaccurate, showing the unit at [Airport] So they shouldn't be showing-- yeah. They shouldn't be showing out there. So it's not reliable enough yet, location services specifically. Because of the drain on the battery, it's got to balance between the two.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	...I don't 100% know. I know that the way it pings or refreshes, and that's why the CAD is crashed a bunch of times on there's multi-alarm incidents because it wants to refresh the information. I want to say they said something like 20 or 30 times a second.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	..it's just too much-- you can't pull it quick enough. You can't process it quick enough. And then even the way ours is set up, we're Intergraph. I want to say that they even have it so it's even-- the units they're already dispatched, it's even trying to refresh their location. So it's just trying to get too much data all at once. So it's just not-- yeah, it just freezes up the system and freezes up their, I guess, their dispatch station or their computer.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Yeah. Well, the way it's set is if they hit a button, well guess what just stays in queue until it reboots itself and unfreezes. So now it's not a third alarm. Now it's just dispatched a fourth alarm and nobody knew or nobody knows because it just comes up and just sends it out.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	That's literally what happened on a tablet. They'd say, "Oh, no, no. You didn't--" We would unplug the docking station, the cord that would go into the docking station, and plug it directly into the tablet because it wouldn't charge on a docking station. And our tablet shop would say, "Oh, no, put it back in there." And they'd say, "That's your problem, is it needs to be through the docking station. Oh, no, we fixed it." And you

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								would get maybe four, five blocks out of the tablet support center and it would crash again and die or turn on and– yeah, no, at that point, we just– you get to the point with some of these IT people or some of the support staff that they– a lot of them, I mean, they don't actually know what they're going to do, they know what they're trained to do. And they're trained to install a docking station. They're trained to follow these steps for troubleshooting. Well, if they can't fix it with that then they'll just keep telling you, "Well, no you're doing it wrong. You need to do it this way", "No, it's fixed." No, it's not. So we just get to the point where us, as a department, or even us as firemen, we just stop asking. And we'll just let it stay broken and we'll never actually get it fixed because–
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	I actually like the older better. I mean, we have more channels, we had more talk group. It's more talk groups, more channels, which is nice. You have the ability to separate stuff out whereas we used to only have, I think, 10 channels in [County] when I started. And they still operate kind of strange with their radios but you didn't have the ability to talk [inaudible] off stuff. You didn't have the ability to put administrative stuff on extra channels. You had a lot of people stepping on each other and a lot of operations going on in the same channel whereas now you can really break it down. So that, I guess, is good. But we also have a lot of problems with the radios now than we did with those old, basically two-way radios. They didn't break. They were fairly reliable. They weren't computers. I mean, computers have problems.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	...And they didn't pay any attention to the interoperability with these other jurisdictions because a lot of jurisdictions don't have the ability to have the encryption keys.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	I mean, you had some reception issues but in terms of problems, emergency activations are a huge problem on fire grounds because you've so many people moving around with the radios positioned in different spots... And then you're trying to, in a smoky building where you can't see anything, there's zero visibility, one, figure out if you're the one who did it, with everything else going one, and then you're trying to reset

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								it with a gloved finger in a lot of cases. So it's just that's a huge thing.... God forbid you hit the emergency button and you have the ruthless presumption or whatever the hell it's called. Then you literally have priority on the channel and there's no way anybody would ever be able to talk over you. That's a huge issue.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	And we've actually had that issue on a fire and it was a fire where we burnt some guys up pretty bad too where one of them's cord burnt through and he had priority on the channel and nobody could talk, nobody could talk over him until the key out time timed out.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	[RE: radio mics] In [County] they recalled them. When they first got the radios they took back all the mics until Motorola could come out with the new ones...
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	..Well, not only do they not follow the script so they can't get accredited, but also even within the way they put their information in, the first thing they can do is they can put in the chief complaint. And that's what the caller tells them. So a lot of times we'll have on fires it'll just say structure fire is the chief complaint. No one calls 911, and when they say, "Police, Fire, and Ambulance. What's your emergency?" goes, "Structure fire." No one says that. Yeah. They say, "No, my kitchen is on fire. There's smoke--
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	...So you get misinformation on that. So now ProQA, they've got one chance to put a comment in. They've gone through ProQA. After a certain question, it triggers it where it sends it to the dispatchers even though they're not done with ProQA and they've put no follow-up comments.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Now the dispatchers have to send it as quickly as possible, so by the time they free it and everything else, the information still hasn't come into what it actually is. I don't want to say nine times out of 10, but probably 75% of the time, if they don't put that first comment in accurately, the incident is dispatched incorrectly. Because then they'll put the follow-up information, it'll be like, "Sparks from an electrical

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								outlet." Well, we just sent it as a house fire instead of an electrical short because we didn't get that information. So yes, the majority of the incidents that we go on because of our Office of Unified Communication, we're not getting complete information because the call takers either-- a lot of them are poorly trained. They don't put the proper information in. And the whole ProQA model, I think, is inefficient. I don't think it truly-- for fire calls. It's great for EMS calls but for fire calls, I don't think it's right. I don't think it works.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	One technology problem though, speaking of that with the information. So let's say there actually is a fire across the street right here. How many people are out on the street with cell phones [laughter]? So you're probably going to get 50 calls for it.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	So every time a different call taker gets that call, or if it's all at once, they're going to all start it as a new ProQA and send the call, and it's going to automatically send over with potentially the address, different addresses, all of that. Eventually, the same call takers will start taking the same call for that and they just won't put it in....So you have your initial one on the tablet, and you as an officer are going down the road looking at this bumpy ass tablet and you're trying to scroll down to read the comments, and then the dispatchers are taking those runs and they're combining them. So guess what that does. That throws the comments from the new incident at the bottom, so that means as soon as a new comment comes in, it scrolls your tablet all the way down to the bottom. So now you can't see the comments you were trying to read because now you're getting these other
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	--you're getting all these 10 incidents. They're getting thrown on us. Now you're trying to read the comments in that one while they combine another one into it [laughter], so it scrolls that down to the bottom. So technology-wise [laughter], yeah, the way that a lot of these CADs and the way they interact with tablets, their setup is they're not for actually relaying the information or reading the information. It just runs it like a running log, like you're looking at a phone bill, basically, whereas they



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								should be set up more where it's more filtered information. It shouldn't just have all the generic information displaying. And that's across the board. That's [County], that's here, that's everywhere that it just-- the way the CAD vendors do it, it just dumps whatever information is in the CAD remarks all into one rather than actually having it more of a filtered stuff. I don't care what the contact log information is. It should be in the background. I just want the actual remarks.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	So I don't know if that makes sense to you, but it's very difficult when they're throwing all this extra data into a incident and it essentially, now it's defaulting it down to the bottom again as if it's a new message transmitted.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	--spending on Intergraph or spending on these different companies for these contracts, and it's just too cumbersome and it's too-- the changes and the needs in development aren't there. And then because of how much data, you can't-- eventually, I guess, I hear with a new CAD we're supposed to get, you can color the comments. You can open them up more. But right now, it treats it basically like a log where there's no way to open up comments or make it so that--
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	I mean, it's great that everybody-- a safety thing that everybody has radios now, but now that's a problem because of the feedback and the emergency buttons going off. And too many people think because they have a radio they have to talk on it [laughter].
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	[RE: training software] ...It seems like it has problems. It might be a IT thing on our side. I'm not quite sure where the problems are.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	My level of permission, I can only see like half the department. I can't see the other half. So I have to find another guy who's got permission to see them and then get him to assign them a program. Yeah.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	Yeah. So, again, I don't think its the program's problem. I think it's our problem with proper IT management
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	Now with the newer batteries, they're smaller, they don't last us as long, so they're lasting like 8 hours...Well, now the batteries are two years old,

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								so that 10-hour battery is really like a 4-hour battery, 6-hour battery maybe. And they're like, "These batteries are horrible." They don't last at all. So they're changing them three times during the day... Well, that's because the battery can only charge up to like a quarter of what it was before.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	[RE: extended-life batteries that will last almost 24hours] But you're talking about a battery that you just added potentially another two inches to the bottom of it. So I'm already carrying this radio that's like this. Now do I want to add it-- we're going back in technology where we're carrying around bricks because we're adding... I mean, we haven't even gotten to, I think, well, I know, our full potential on our portable radios. Motorola's pushing out different things now where the radios can receive picture messages and things like that, and we're not using any of that technology yet. We're not there in a firmware aspect or any of that. So when you start pushing data like like that, what's that going to do to the life of the batteries?
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	So we went from these XTSs, which were long, skinny, stand-up batteries, to Apexes, which are short, stubby ones. Completely different charging [contacts?], everything.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	So we've got all these vehicles that have these XTS chargers in them, and we get brand new Apex radios, and not a single one of them is capable of charging one of those batteries.....And they're like, "Yeah, you need this new charger. They're supposed to go and replace all the chargers." Okay. So, drive up to the radio shop and say, "Hey, I got the old charger. I need a new charger." And they're like, "Oh, man. We're going to have to rewire it, and do all this stuff." And, fortunately, I knew better. I was like, "Listen, do you have a new charger?" And they're like, "Yeah, we got a new charger." So okay. So I went out - it's a pigtail - Unplug the pigtail, pull the little screws out.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	...But when you get the charger, you either put a whole radio in the charger, or you put a battery. But because there's no radio to support-- the battery's L shaped. Because there's no radio to support it, there's a

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								special clip that sits over it, right? So you have to use the clip to hold it and put it in position. Well, when they buy the new firetrucks, the radio shop never made sure that that clip makes it to the firehouse. So now the guys think, "Well, I stick the battery in there, and it fits. And it lights up and it starts charging." The don't know that they need a clip to hold it in place. So they go bumping down the road, battery's-- yeah.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	Now, when you have that longer-duration incident, you might not be able to make it back to the firehouse. So now we're searching for batteries to swap out. Now, the department has other means, but did we deploy them? I mean, we have a radio cache, which is a whole other thing that we have available to us.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	[RE: 250 spare portable radios to interoperability devices] Any battalion chief could do it. But it's a matter of how long is it going to take to get there. When the fire department managed it, we could call fire department personnel in. And they're emergency responders, so they can jump in a vehicle with lights and do whatever they want, so to speak. Now it's been taken over by communications, so it's under their purview. They're not really responders. They don't get a lot of the environmental concerns. And they have just more of an office-work mentality in handling things, where we're more about tactical and operational efficiency. So I don't have much faith that it's going to be rapidly deployable. Whatever. At a minimum, we have every battalion chief carrying five portables around with him. So that's--
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	...You go in as far as you can go from there. And then, potentially, you could run out of site of that. So it tends to cover out and up pretty good, but not so much down. So with a lot of car fires, parking garage, things like that, you hit the P2, P3 level and--
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	I know exactly who's keying up. If they push the emergency button, I know exactly-- we get all those features still. Whereas, if we're doing line-of-sight relay or talk around, you have none of that.
Problems -	FF	U	Field	26-35	11-20	Male	FF-U-043	..The problem is you have to manage your alias database. So you have a

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Technology			Responder					database of aliases, and let's say this radio right here was broken. So I had to take that radio, reassign it to this alias. So now I have to change that alias in the system. And if I'm not doing that--
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	[RE: IT won't allow stream audio over WiFi] "Yeah, it's great, but I can't use the WiFi in the district." If you're going to come up with this, again, potentially mission-critical thing that I can't use WiFi that might work when the cell phone's down, you just blew the technology out of the water, so.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	We had a ton of issues getting stability with the BPNs and everything. And then tablets wanted to connect to other-- and it's better now. But what ended up happening is we ended up-- our patient care reports, because those things tend to come out of the vehicle, they ended up having to give them cell cards. And the tablet, which is your MDT, pretty much stays in the unit. So they let that ride on the router. A lot of that is, there's installation issues. Where they choose to install them, how they choose to protect the installation from physical damage. Everything from we'd put our coats over the seats. We'd throw a go bag over the top of seat. Well, between the driver and the layout guy, they put a router. And there's no protection. And you got these little [Gumby?] antennas, and all your--
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	[RE: router in the rig] We're throwing stuff over the seat, and it's hitting it, and it's ripping wires, and doing stuff like that. So it's physical aspects like that, as well as just the whole IT side of, how is it going to connect? If you didn't plug the firetruck in, and the shore guard shut the power down, then it would boot the router off.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	And then the router would take about 15 to 20 seconds to reboot. So you caught a run. You were lucky enough while you were sitting in the firehouse that it was connected to the guy next to you, so you were able to at least say you're responding. But then, once you went out the front door, you lost the router, so there was a down time. So if there were critical notes coming in 15, 20 seconds behind, until maybe it reboots and then connects, and yeah. So we had a lot of issues with that kind of

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								stuff...
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	...Even just things like-- again, it could be the programs, but the MDTs have the ability to take pictures. So let's say I go on a hazmat, and I want to take a picture of said white substance so I could pass it back out to the hazmat unit. I mean, in theory, the way the infograph program works, I should be able to take a picture and send it in a message. It would never send the-- it would never send the picture. I could send messages, but I could never send the picture.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	I should be able to go to metro maps and pull the maps up right then and there. I think that's more of a IT people on our side of things because it would require them managing every image for the desktop on each tablet, times however many thousand tablets.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	..So we have partners with DDOT that have cameras everywhere, right? I can't access probably a quarter of them because [it goes through?] tunnel. It's not piped in. It's just here, and there's no means of getting it piped in. And then, again, the bandwidth on the servers. Yeah, I might be able to see this video, but it's very broken up because, you know.
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	So the tablet is the biggest complaint. It's clunky. It's slow. I mean, if I can pull up my iPhone and get a map of the scene quicker than I can on there, then what's the point? I don't know why it's so slow....And then there's a separate icon and Internet site that has our hydrant apps and GIS. And then I have to go to a third website to get the federal railroad map of the railroad system. And then I have a separate app for metro
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	I was using the federal railroad one, and the map changed from street view to satellite view, which made it harder for me to get perspective on exactly where I was, and I couldn't figure out how to get it back. On my phone, on this one, it's very easy, but for some reason on our tablet, websites always look a little different. And so I couldn't figure out how to do it.
Problems - Technology	FF	U	Supervising Field	46-55	21-30	Male	FF-U-044	Yeah, I've used that actually app twice last [tour?]. So we use it a lot and it's a great resource, but I need it to work every time.

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			Responder					
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	It's like when you bring up a PDF, there's never enough memory to-- there's always a pause. I can't just scroll scroll scroll scroll. It's like, "Loading, loading, loading."
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	So once I bought it, I probably had the tac sheet loaded up in the first day, my first tac sheet. And then I was playing with it. I was on Drawboard, and that didn't really work. You can go back to Drawboard. Is it on here? Drawboard wasn't intuitive enough for me. I could get it-- one of these icons was the tac sheet, I think. I don't know. I could never get it to work.
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	One day I just clicked on the hydrant app and none of the hydrants were on there. That's the whole reason you're here is for hydrants and [laughter]--
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	So we're on a subway issue and sometimes radios don't work underground. And Chief [Name], calling me on my personal phone, Facetimed. He's like, "Hey look, we're going down here. Come on, come with me." He's like, playing. He thought it was so funny. He was like, "Here, watch the incident." He pointed it towards with this thing sparking. So I'm upstairs in my buggy, Facetime. I can see what's going on in the tunnel.
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Because sometimes it's extremely hard to hear. (talking about the radio)
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	And actually you missed it. There was a fire when I first got here. I could not understand what that guy was saying. And I'm sitting here in a quiet room because he's got his gear on and everything was so muffled.
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Yeah. So also there's our staffing office. So there is a technology improvement, which, I think, has just crippled the fire department...It's ridiculous. So we have one guy who's supposed to staff the entire fire department. And we use Kronos TeleStaff. I just don't think it's up to the job.

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Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	[RE: TeleStaff, supposed being automated program] And yet we, our interpretation of it, is we want to make it fair because the computer wouldn't make it fair, which doesn't make much sense to me [laughter]. You give it the parameters and program it, and it's going to do what you tell it to do.
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	I just want this stuff to work. [inaudible] the computer in the fire-- in the car. I can't access my Office 365 mail... I log in as me, with my credentials, but then I can't bring up-- I'm like, "Really? Isn't that the whole point of this?"
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	So I have to use my phone to try to read the email with my glasses. I can't read my phone without glasses anymore. I'm really mad about that.
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	It is a tiny phone. So my aide, [Name]-- so we went to Office 365. On his computer he's got Office-- I'm sorry, Outlook '13, which, come to find out, the fire department doesn't even have the license to, so it doesn't work. I have Outlook 2010, which works and is still supported. It's like, "Can you guys get your crap together?" Give me the tools; have them work. And it's--
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Centricity [electronic medical records program] would talk every night to PeopleSoft. And there were always issues there because people would show up on our list and some are dead. Most were retired. Not most. Retired and dead people were still showing up.
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	So each apparatus phone could only hold 200 numbers. You cannot add numbers, which is problematic for us because we communicate on a daily basis with the FBI and Secret Service and other law enforcement agencies. And yet the 200 numbers is filled up with lots of useless numbers of different firehouses that we're never going to need to call. So I think the person who implemented that program never talked to the end user of what they actually wanted, or expected, or could use.
Problems - Technology	FF	U	Other Public	26-35	11-20	Male	FF-U-045	[RE: department issued phone] By smartphone, it's horrible because it's not iPhone and I happen to be an iPhone person. But it's a Windows

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			Safety Personnel					Phone so it does anything. You can browse the net, get email...
Problems - Technology	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	[RE: AMR, 3rd party transport service for non-emergency EMS transports] That's a little bit challenging because they don't have the same radio system we have so the communication-- you would have to go through-- I would have to call the office for you to find-- or dispatch center, OUC, and have them relay the message to AMR. So you're adding a third person--
Problems - Technology	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	So it's definitely a challenge. I know that I did quite a bit of work during the inauguration and it's almost impossible to talk to a federal resource whether it's a hazmat resource or a police entity, anything like that.
Problems - Technology	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	So we have that, but as far as actually being able to pick up a portable radio and talk to an officer, it doesn't happen.
Problems - Technology	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	Yeah. I think quite a bit, actually. I think to have any sort of personal interaction, technology is always in the way whether it's work or not. We're bombarded by emails. 90% of them aren't relevant, right? So to sit here and talk to have a personal interaction, I'm always constantly doing this. So I think, for me, that's getting in the way. Now, that may be relevant. It may need to get in the way but it's still getting in the way. As far as the radio system, we had quite a few issues in the Metro system for a while. Most of it us had changed after we had an incident on [Street] where--
Problems - Technology	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	...But it turned out to be a false alarm, so to speak. But when we went down into the station, our radios had no reception at all. It was so bad that I actually had to get on my phone and call the Battalion Chief, the incident commander on his personal phone.
Problems - Technology	FF	U	Other Public	26-35	11-20	Male	FF-U-045	-- I guess the best example I could give is, however many years ago when we had the earthquake here, everybody's talking on the radio,



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			Safety Personnel					nobody can call anybody on their cell phones. So you're going to get to a point where everything is just jam logged.
Problems - Technology	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...Also, our computers aren't synched to [City]... so we can't just push on-scene and DC won't get that message. We have to tell them on the radio...
Problems - Technology	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...So I know that the federal departments have their own radios and that can be problematic. I know we ran a fire on the Walter Reed Base six months ago and they were operating on their own radio system, but we were responding to them and we don't have their radios. So when we got on scene, they actually handed us their own types of radios that we had to use. Even though, when they respond to us, they already have their own [County] radios, so... Not vice versa. So that was definitely a challenge, and they have one for our whole unit. So our officer got one, but the rest of us didn't have a radio that would work, so that was definitely something we were all like, "Woah. I did not know they still did that stuff. That's kind of weird." ...
Problems - Technology	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Yeah. So we were responding to a fire this morning, and the driver didn't know the exact location how to get there, and we have maps and everything up front, and the MDCs have pretty good map, but our officer on the squad didn't know how to use the computer's map system. So he was looking through the map book.
Problems - Technology	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Has got in the way? I'd say, one time when it does get in the way is when people are communicating on the radio too much. When you're running a fire, and I can't think of a specific example, but I definitely know this happens all the time. If you're responding on a fire, instead of clicking the button on the computer, which you're supposed to do, sometimes the computers will go down. And people will say, "Engine Seven whatever, responding." And then they'll just say that the radio. And so then you've got five engines, two trucks, a rescue squad, and an ambulance, and potentially four chiefs, all saying that on the radio. Meanwhile, one of the engines is on scene and they're looking at a house on fire with somebody hanging out the window.

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Problems - Technology	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: CAD]...a difference of opinion that a lot of people are debating right now is that do you prioritize the call that's happening right now or the next one? If our rescue squad is on the air, and so it gives us a one minute advantage, they might send us on a BLS, Basic Life Support, very simple sick person call as a first responder, because we'll be there a minute and a half before the ambulance, and we get there and we don't really add any value. But while we're on the scene of this BLS call that we shouldn't have been on in the first place, they might put out a house fire right there. And now we can't respond to that. So we might be able to render aid to a sick person who has a headache. But now, they have to send a rescue squad from [City] that's going to take 15 minutes to get here to that house fire that we would've been one minute away from. So they do prioritize the next call or this call instead of the next call. And that's definitely up for debate. And I think that's a kink that they'd probably work out. But the technology is there.
Problems - Technology	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...if people don't talk loudly enough. That happens from time to time. So where it's like words like, "Paramedic Engine 707, low volume." You can tell that they're saying something because you hear a mumble and you can see on the radio that they're trying to communicate. But you just don't know what they're saying. And I think that has to do with a person talking into the mike more than the technology, but it might also have to do with the technology too. I'm not exactly sure.
Problems - Technology	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...The other problem is if somebody is driving an ambulance, and they sit on their mike, and so it's open. And so it's transmitting while they're driving or something, and they don't realize it, then everybody in the county hears that. And I don't know if there's a way that they can shut off that radio so that everything else can go [crosstalk] right, right. Or if it should do that because maybe there's a situation where they're in danger, and so they need it like that. But that happened like a week ago where, for a minute straight, someone was just sitting on their radio. And it was transmitting.
Problems -	FF	S	Field	18-25	5 or less	Male	FF-S-039	...When somebody's talking, you can't talk over them... So if they're on

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Technology			Responder					Alpha, then someone could go on Bravo and hope that they're listening. Or you could send them a message on their computer, something like that. But you couldn't communicate to anybody on that same channel until they release the talk button.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: Digital inspection system] ...There isn't anything that-- when you make that notation in the database, once you start it over on the next day, it kicks it out because it doesn't retain that data set...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...one of the big changes in the last 10 years that we've seen, is a lot of stuff went on paper, or a lot of stuff went into unusable databases. And now, we're finding that there's programs out there that we can extract some of that information. But we're also finding that there's 50 different vendors, and nobody... wants to work nice with each other. And so you have to then hire-- you have to hire a programmer to make the patch from program A to program B so that you can get it to spit out some information that would be usable.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	It's a huge issue because there isn't one vendor that does everything. And from the fire service, it starts in administration. So with scheduling, right now we have one vendor for scheduling. We have another vendor for payroll. And so there has to be a patch built between scheduling and payroll, because the scheduling software doesn't talk to the payroll software...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...Then we have our fire marshal's office, which is downstairs. And they have a particular piece of software that they do all of their inspections, pre-plans. And they also do the fire systems. So the fire control systems, all of that. That's a piece of software that doesn't talk with our CAD system...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...so our CAD system is what sends us out on calls and dispatches us. But all the pre-plan, and fire flow, and all that live on another piece of software. So when we show up to the call, we have the data that says that this has a sprinkler system, that this has this much flow rate, and all of that information. The square footage of the building, building

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								construction. But that lives on a piece of software that doesn't work with the software that's in our truck.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	It's very clunky. So we do the pre-plan drawing in PowerPoint. We then do the data entry into the fire marshal software. Then the fire marshal software spits out a PDF of the information that we have. We take the pre-plan document and cut and paste the PDF into it from the fire marshal software. We then export that into a PDF. And then the PDF of the combined two documents get sent to TriLink, and that gets put into the CAD as a viewable PDF. But not queryable data, because the queryable data lives inside of the fire marshall software. So you can't just say, "Show me where the Knox-Box is."
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...there's 50 vendors. And there isn't one vendor that's done everything very well. And even at that, the vendors, the 50, or 100, or whatever, they've really focused on one area. And they try to do the other two or three things, but they never do them well. And so we've created work-around after work-around to try to get everything to work, but it doesn't work well. It creates a ton of work on our side to be able to make all of this work.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...they're trying to create a standard. But to do that all across the United States is almost [tough?] because you got to look at data back in the history of years past. And you might have done yours in Excel, and he did his in DOS, and I just did mine on paper. So there's really no set system, just like [Name] said that we had Fire Zone, we have different software programs, but none of them communicate with each other. So it's just a lot of data entry. Then all of a sudden, we'll start doing it. And then all of a sudden, the computers don't run on certain programs. So then you got to get rid of that program, and then you end up with a new program. So it's constantly changing.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...another item of contention right now, especially in our fire department, is gear. So right now, all of our bunker gear is made by Honeywell. And so Honeywell has a program that tracks model number, serial number, all of those things. And so all of our bunker gear is inventoried in a

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								particular program that our fire department bought. But then, all of the repairs, warranties, and stuff like that are tracked in another piece of software that's accessible online through Honeywell. And we use a third-party vendor to do our repairs. So when they do the repairs, they have to certify the repairs, and they enter them into Honeywell so that they can track them. But when we do in-house cleanings or things like that, we don't have access to that system. So then we track it through our inventory software, Wasp. And then, at the end of the day, there's accreditation. So accreditation says that you have to have programs to track your inventory to certify repairs. But it's two pieces of software that don't talk that have, each, about half of the information that you need to compile together to make one.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...when you talk about technology in the fire service and our rapid adaptation to it, we've never found anything to bring everything together. So there's inventory of equipment, and tracking the equipment from birth to death. And then the costs of repair, and when is it time to replace? And then inspection, and service tests to show that you've inspected it, and how it's lived...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...there's not just one program that communicates with everything. It'd be tough. I mean, I think it can be done, but there's a lot of aspects.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	The payroll's a big one, believe it or not. Because if I'm off on vacation today, it doesn't track that... And these guys track it, our payroll, but we just changed it, and it was a nightmare. And it's still a nightmare. And we weren't getting paid. And nothing against these guys, but it's just another program that this program wasn't communicating with our scheduling. So it's constantly evolving...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...You change the CAD, and now this program doesn't communicate with that CAD. So then, all of a sudden, you got to change the program, which is what we've been going through...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	SME S2: ...We used to run everything through Gmail. We got rid of Gmail, and now we're on Outlook and totally different... I think it's much worse...

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								SME S3: ...Outlook and Microsoft products are a 50/50 split between the cloud and a desktop. And so if you're not on the particular desktop that it worked really, really great at, they have a really terrible user interface for their web version of anything...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	And then there's just the compatibility issue. So some of our admin is pretty old, and they would do something in Excel and then send it out for the membership to look at or to use. And then that creates a compatibility issue of having to upgrade it or change it. And then, when they would get something back, they would get it back from Google Sheets, not in Excel format. And they didn't understand how to change it back...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...One of our latest IT guys does a lot of building forms and sheets for us now, which is kind of a new technology that's started to come out. And we're using that more as a patch to fill the need to track some of our data in a very simple form because when you build a form, it just dumps it into a spreadsheet. And so it gives us at least something, but it's not a great something because you still have a lot of back-end work with the spread sheets. You have to stop the form every year and start it on a new spreadsheet, or you end up with this giant data set... And then how do you break up the original sheet into useable data? And then it's just a sheet, so it doesn't talk with all the other sheets, so.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We still have, with the radios, we have dead spots. It's a big concern. So [when you?] get inside of a building, you have no communication.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	... Now, we have is a voice amp. So when you have a mask over your face and it's muzzled, now you can actually communicate, and you're a little bit more clear and precise. And we can hear each other. The problem with that is you're going to be getting some feedback on your radio, based on how loud you have your radio up. So there are definitely pros and cons...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We explored a TIC that was integrated into a helmet. It was about \$1 million a piece when we were looking at, and it proved to be a very

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								cumbersome piece of technology. It was 10 years ago, so the screen was really thick. The camera was really heavy. It added another 10 pounds to somebody's head... And if you'd look like an orange sitting on top of a toothpick, that's basically what it was. So it just proved that it just wasn't a good technology.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We've gone into a UHF, which started some of our communication problems because we used to have a longer range. And it was actually a longer-- it was a lower lower frequency which got out of buildings better. But when they've gone to a completely digital system now, it's clear, but it's also a shorter length that it can transmit. And it's also susceptible to more interference.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: change from VHF to UHF] when they first did the system, we had a lot of interference because of cellular, because we're moving closer to cellular bandwidth. We had a lot of bleed-over from a cell tower. And they brought out a company that did monitoring around the entire city for about a year and try to find all the cellular bleed-over. And it was actually a digital system that was between two points. And I don't know the exact information. [Name] may be able to tell you. But it basically sounded like it was sending a Morse code between two points. And depending on the weather and other things like that that affect radio signals, we would get the beeping of the Morse code, the dee-dee-dee-dee-dee-dee through our system. Or it would either just be this low-tone static through our system that was just bleeding over because the bandwidth has become so used. Or not the bandwidth, but the radio waves had become so used that it's just saturated...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...But you get one thing, and you're starting to lose something else. And the other thing that we lost was just the distance and how well the other radio used to work. And so they're doing things now to fix it. In the city, there's a new push to do an amplifier into large buildings. And so it's just a based repeater that they actually would have to install in new construction. But that doesn't fix old construction.
Problems -	FF	S	Not	Not	Not	Male	FF-S-022	I think that radio's, in my opinion, probably one of our biggest

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Technology			specified	specified	specified			weaknesses and my biggest fear. Absolutely. Because you'll find three guys in a room, and every guy, he'll say the same speech. Every one of them you can hear or not hear, just based on where they put the radio and how they put the radio.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	The mic in the fire service has become kind of a big issue. We're pretty early adapters at [City]. We tried a Bluetooth system. And the problem with a Bluetooth system is it has to pair every time you turn it on. And it doesn't always pair. And then you're trying to smash the button to make it pair. And so we got rid of it [laughter]...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	... We also tried to do a Bluetooth system in the cab of the truck. So as the engineer, my position, we tried to buy one so the engineer could jump out and still have his headset on. And he could listen to the radio and then be able to operate the truck, not be exposed to the noise of the truck and all of that. And same thing. So you'd have to pair it, and then the battery died. We ended up with a David Clark that's MIL-SPEC that works really, really well for the military. Because they get in in the morning, the HUMvee, or whatever it is, put in a new battery, pair it up, and they can go about their day. But it wasn't built for the fire service. So it's not built for the truck that gets backed in, gets turned off. Then, you get a call, start the truck up, it still needs to be paired or connected.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: Bluetooth mic system] ...we found a work-around there. We took the module that communicates to the headset. And instead of wiring it into the ignition switch, we took it straight to the battery. So that module now is powered up 24/7. So you'll get in in the morning, put a new battery in the headset, sync it to the Bluetooth module, and then, because it's not tied into the ignition like it's supposed to, it stays connected all day long. And so it was a work-around, but it worked for us.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: mic placement] ...But still, you can get in a unique situation, just like we do in TRT and SET. And you get in that one space, and you can't actually be spread out like that. So now you're communicating like this, where maybe [this?] your choice...



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Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...if I have my radio up too loud and my officer's next to me, we get feedback. So you got to be careful of that. And it may not even be my officer, it may be the next firefighter next to me. So then if your radio is down too low, then [crosstalk].
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...that's why the big push was for the in-mask communication. But then it had the Bluetooth pairing problem, and we abandoned it. And then we went to this radio, which has a microphone on the back that's supposed to do noise canceling, but it works 50/50.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...part of the other thing with the radio is how we wear it and what we do with it. Because I wear it in a radio strap; [Name] puts his either in his pocket or in his front vest. And so the noise-canceling microphone is on the back side of the radio, because it was manufactured to be held like this, hand held. And so you talk into here and it's got the microphone right here in the corner. This is the speaker. And then these two little notches in the back are the noise canceling. But when you put it into a radio strap that-- which a lot of firemen do, or you do something other than just stand there like the picture is [laughter]. And the features that were made with it, they don't work.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	And so a lot of firemen do the strap because their radios aren't rated to 1,300 degrees like our bunker gear. We had a fire six years ago where the cord melted on the radio.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: radio not rated to 1300 degrees] ...And so now, a lot of guys are wearing their radios inside their coat to protect the radio and to protect the cord, and then just having the mic sit on the outside. But again, that stops all of the functionality of the radio. You can't change channels. The noise-canceling is now buried in your coat. And so there's a lot of things, I think, that could be fixed with the radio.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Exposure Tracker. We use Exposure Tracker because the CAD and-- the CAD sends us to calls, but the scheduling is what schedules you. And so there's no real direct tie-in between your name and the call that you ran. And so we use a web-based program, which has an app called Exposure

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								Tracker. And it's just on your own. It's your own responsibility...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: Exposure Tracker] SME: ...It would be nice if everything talked together and you could actually open up the program and say, "Oh, look. You've ran 10 fires this year, and you've ran 50 car accidents." And even if you had to download the data yourself every year. But to run the call, go back to the firehouse, have to type it all in-- Q: ...So why can't you get that data? SME: Yeah. But it's because it's spread across three different platforms.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	we had a whole bank of books, and that's where we did all of our research. So from the ERG, the emergency response guide that comes from DOT, to the CHRIS manual, which comes from the navy, I think... It comes from one of the armed services. And then we had just chemical dictionaries, things like that. Now you can just type it in and everything gets queried for you. And we've actually just got a new program from the county, which is kind of an-- it's an interesting concept. They pay a ton of money to a company and they gather all of this free data and put it into one piece of software. And so you type in ammonia, and it brings up the ERG. It brings up the NIOSH Pocket Guide book. It brings up all of these free pieces of information, but it's all together. It's called PEAC Software... So it's really cool, but it's unfortunate that it's that expensive. So it is kind of cost prohibitive for other places to probably purchase... [RE: before the new program] once you click on Ammonia, it just gives you a bunch of tabs. And you just click on every one of the tabs, and you can get all the information, so. That used to take half an hour to pull up all of these books to find that one particular product.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	It's in one resource that you can go to, [access?] it, depending on the page you want. You'd have your weather on there. You'd have your chemicals. Not only that chemical at that site, but maybe next door has a thousand pounds of ammonia, right? Just because we're fighting this fire; we're safe here, but what happens if it gets next door? And we have some of that in place, but like [Name] said, it's just in too many different areas.

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Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...The communication side, I think we're getting to the point that we can talk to anybody, but we just can't talk to anybody in the environments that we talk. We can talk to anybody sitting in the truck on a nice calm day in the middle of the road. But when you're in a structure fire, it would be really nice to have a great radio system where we can talk just like we're talking...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...The other thing I think that would be really nice is to have talking from me to him...So if you could have a Bluetooth, or a VOX system, or something where I could just talk to Chris, and then we could push the button and you would talk on the radio. That way we could communicate in a lot better environment. And even if you did get separated by a few feet, you could still know that you're there. And you don't have to have that hand on the back of his leg, or hand on the back of his boot type of contact.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	And that opens up that radio, in case there's an emergency because, sometimes, I think there's too much communication to where if you really had an emergency, you can't even talk.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: radio communication] Well, there's too many people talking that are 20 feet apart. And they're talking because they're 20 feet apart because of the noise on the fire ground. Because in a hazmat suit, you're wrapped in a giant Ziploc bag [laughter]. So you're trying to talk to each other, and you're 5, 10 feet apart. Which, the technology also exists to communicate 5, 10 feet apart, but it's not integrated together...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...The stuff that's coming out, with the thermal imaging cameras, it's neat to have it in your mask. I don't know if it's necessary. It might bring a level of safety. But I don't know at that point, do you become sensory overloaded where you're getting information about where you're at, what's going on, when-- focus on the task.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...in the past, when we had the LifePaks, you would turn it off or do a summary, and then all the information was gone. And all you had was the printout of the summary. Now you can actually hit Download, and it

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								downloads anytime that there's a change or event that happens, they're recorded on the monitor, which is really cool...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	... I know all the monitors now have the ability to send the EKG to a hospital. But it's just the receiving hospital has to have the right technology to receive it...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...With the transition to the technology, there's been a lot of-- [I?] do say that-- we've started to depend on it a lot. There's a lot of dependence on it because we got away from the Rip-N-Run. If the MDT doesn't work, or if the cell phone module in the truck dies, everything goes bad because we went to an IP-based alert system in the stations...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We had Comcast. Their line got cut one day. And we had no alert system in the firehouse, so nobody could go to bed. You had to stay up and stay with the radio...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...When the radios go down, so, say, the cell tower that goes into its backup, then we have to move from-- we have a cell-- we have a radio tower in [City], so we're lucky. We have pretty good radio. But then, when it goes to the neighboring radio tower, we have really spotty issues. And so when it goes bad, it sucks bad...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...That's probably the biggest common thing, if the CAD goes down. Then they're running off of their old run cards, which are 3x5 flip cards in a big book. And everything goes really, really bad. And so I don't know how, other than just redundant systems, how you could fix that. But we've become very dependent on it...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We moved to a-- we moved to a closest apparatus dispatch system. So they don't listen to the radio as much, because the CAD's supposed to be working in the background and picking who's going to go. Yeah. Just a lot of that. That's probably the biggest failure is, when it doesn't work, it really doesn't work.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: meters work over radio frequencies] So we can actually take a monitor-- we have to physically take it. But we take a monitor, and you can actually leave it inside of a structure. You can leave it around a

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								facility, and then we can actually monitor that remotely...So it's one of the things-- it's cool, but that's on another piece of software that doesn't talk with anything else...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: NextGen 911] ...there's a lot of ways to get information to a dispatcher to be able to get people en route to a call. Some of the texting and some of that, when you're getting away from the phone call, it's difficult to be able to gather the needed information to get the right truck to the right call, which is one of the biggest problems. It's being able to ask the right questions, being able to get the right answers...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...So the text thing I think is neat, but it doesn't give you that rapid communication where you can get all the information...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...Now that we're moving into the new Annie Alley system and the level three 911, it's really cool because we used to just get an address. But that was really neat because everybody had a landline. Now everybody has a cell phone. And that's created another level of communication and problems, because you have your different level PSAPs. And so most cell phones usually go to the PSAP one instead of PSAP two or three. And so, like here, the PSAP one is the county. And then, they will transfer you to the PSAP two, which, in [City], is PD. And then, if you need EMS, you go to the PSAP three, which is EMS and fire. So now you've been transferred three times. If you hit a tower that they know specifically is in the city, you probably will go straight to the PSAP two, which is the City of [City] Police Department. Then they say, "Police or fire?" And then, you get transferred to fire.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We use a multi-channel dispatch concept, which I'm sure you've heard of a lot. You have your primary dispatch channel, and then you go to another channel to check in. So [Name] is just an automated voice that announces what the call is, the call type, and all of that. And then we dispatch on channel three-- or channel two. I'm sorry. Either one. So we dispatch on channel one. [Name] happens on channel two. And in a typical system, you would change to a TAC channel. We don't do that. We don't do that because our admin is older, and they don't like the

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								switching back and forth between channels, which I think is a big thing for us. It's caused a lot of radio communication on one channel. It muddies everything...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	That would be really cool. If I could say, "Okay. Rescue 54 in these four portables are assigned to that truck," and I know that I'm toning them out to [Street] If I could make that truck and all those radios go to TAC four, and I don't have to worry about them changing their radio channels-- which is why our admin doesn't like it. Because if [Name] remembers to change his radio, but I don't remember to change my radio, and then I need to get ahold of [Name] I can't. And then I have to wait for dispatch to tell me to change my radio, or dispatch needs to become my relay...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...when we do have a fire, we do utilize a TAC channel because there is a lot of traffic that we don't want to interfere with daily traffic. But we will always, inevitably, have at least one or two apparatus, or one or two officers, that are checking in on the wrong channel, or that are getting a size-up or getting something on a wrong channel. And so then, as a dispatcher, you become the, "Hey, change your radio to channel--" and then jump to the other channel real fast, try to give the relay to keep everybody up to date. And then they give the same size-up because they're still trying to get out, and so it uses up a lot of radio traffic...
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We try to do a silent dispatch here. And, again, it was more admin and technology than just-- admin didn't agree with it and the technology wasn't quite there. That was about five years ago. We haven't brought the idea back up. I think, personally, it's a great idea if you could prove it to happen-- prove it to work 99% effective.
Problems - Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	Adequate-- yeah. It's Records Management System. And it's just a regular in-first-type records management system. It's adequate, but there's a lot of stuff missing
Problems - Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: GIS modeling] ...I probably have a one-year model that's pretty accurate, but after that, the error is just huge.

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Problems - Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	...We have a business process improvement manager and our IT are part of that. So IT, of course, we have our servers, our systems administrator and then we have the person that goes out and helps try to keep things going. And that's also the person that I lean on a lot to get some of the data. And don't get me started on the data because it's pretty fragmented...
Problems - Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	...currently we have, just on an incident we have three systems that capture data for us. That's our dispatch system, our CAD, computer-aided dispatch. We have an infer system. Which is just as the in-first reports. And we have a PCR System, a patient contact report system. In our current system, none of them talk...
Problems - Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	...But to analyze that data I have to download those three data sets and have to figure out some commonality between them because they don't have the same common numbering system. So I have to download it from an off-site server, which is our CAD, and two SQL databases...
Problems - Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	So now I still have two separate systems out in the cloud that I have to figure out how I pull that information to a place where I can analyze it. They keep saying, "Well, we've got great analytics," which is true, but it's not going to give me a holistic picture in the long run.
Problems - Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	...So there's all of this data: so I have a finance system, I have a fleet system, I have a facility system. For our community ,risk reduction, they have their own system. It does permits and inspections. So all of their commercial information is in a separate system. Then we've got - well, let's see what else we have - our human resource and our training systems, payroll systems. So all of these systems and none of them actually talk. So we have to figure out a way to... create our own data lake to kind of get to it and actually work through it. So that is a huge undertaking, and it's a big problem.
Problems - Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	So there's a lot of emails...And quite honestly, that's a highly overused medium. We find that most of our emails are for trying to educate or inform through email, don't go out to the masses. It's just junk. In their

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								head, it just goes away...
Problems - Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	I do. Well, so a lot of the interagency cooperation stuff I'll be a part of. As far as the meetings and trying to get it set up. Up until recently, I was on a company so there was a lot of listening to PD, talking with [City]PD, talking with [City] at the time. We couldn't get [City] PD, but trying to get a hold of them. So yes, I mean I've had that experience. I've done that a lot with the system that we currently use. Getting together with other fire agencies as they respond. That kind of thing...
Problems - Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	So when I first started we had UHF and VHF radio. So the 100 and 400 frequency radios. The 100 stuff we still use for aviation and I think wildland is still 100. So it's the VHF stuff. Those radios were pretty much radios. They were crystals. You'd tune it in and you had only a select number of channels you could get to. They were highly reliable and they had good penetration out of buildings. You didn't have to have as much infrastructure. You didn't have to have as many radios on repeaters and all that stuff in the area because they had a little bit more power, UHF is slower wave. One of the reasons wildland hasn't gone to any of the 800 or anything like that is because you don't have repeaters and you don't have-- and that 100 level radio that we have is actually much longer distance. It's still line of sight but it goes a little bit over the horizon I kind of thing...
Problems - Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	...The reliability of those first generation 800s was less than stellar. And because we don't have good penetration on our buildings, and we didn't have the infrastructure, we had a lot of dead spaces. And in our business, dead spaces are not a comfortable place.
Problems - Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	Yes. So, over the last several years, we've gone through a couple generations of these radios. We're now on the most recent generation, and we've added some towers. We've added some computer capacity and some communication between computers and stuff. So it's pretty reliable, but we still have a lot of weird dead spaces. Valleys where [City]'s radio can out broadcast our radios, and all of a sudden we can't talk. However, the interoperability of those radios is remarkable. I can



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								put 15, 20 banks and have a bunch of different talk groups in each bank. In the past, we'd have to pick a couple of fire agencies that we wanted to talk to, and then we would tune that in to our 400s. Right now, I have [City] PD, [City] PD; I can talk to the state PD. I can talk to [City], [City]. Anybody in the area, I can talk to on their channels or we can code to a common channel...
Problems - Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	...Anybody in the area, I can talk to on their channels or we can code to a common channel. So the interoperability of that information, or getting that stuff, theoretically, is awesome. It requires a lot of programming and a lot of coordination, and that fails, occasionally. So there's pretty much the state system. [City] has a system. [City] has a system. A couple of the counties have a different system, and if those don't coordinate how that technology talks - even though in theory it would work really well - when I change the channel, or change my tuner, or whatever, and I try to talk to them, it's not working, because it can't recognize that computer. It can't recognize that thing. So in our state system, since we're all our own individual communities, it takes a lot of coordination, a lot of people talking at a lot of levels. There's a good part of that. That means we're all talking. There's a bad part of that, a lot of errors.
Problems - Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	...They try to work out all of the technical pieces, like how many banks do we have, how many frequencies, or how many talk groups do we have on any bank, and all that stuff. Then we have operations chiefs that meet and talk about what they want to accomplish: they want to be able to have several different EMS groups, they want to have several different fire groups, regionally PD wants their groups, too. They don't always mesh as far as boundaries go...
Problems - Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	...They set up programming, and then we have to go through and touch every radio with a programming. We have to touch each console with programming. So it's a pretty heady and very time-consuming process. So we don't usually do like, if one person wants to change or if one little thing wants to change we don't do much. We wait, get a big change

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								together, and go out.
Problems - Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	Right. And then there's, PD has their own little gig, which is they want to encrypt all of their transmissions, which is fine, but that adds one more layer of complexity. Do they give us permission? Can we read it? Can we hear it? Can we get their security keys? ...
Problems - Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	...Our more senior fire fighter says, "We got to go," ran outside. Well, he's fine at that point. Turns back and his partner wasn't with him. So he goes back in. Tries to call for a mayday, but his radio melted through...
Problems - Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	...it was just a few weeks ago we had a fire fighter hit the emergency activation button and now I need PD at this location and ran back because his partner in the ambulance was getting beat up. Sort of. I mean there was a fight going on. Well, now those emergency terms come to our center and it went up and they didn't hear what they needed because it beeps it goes, "Beep," and then it shuts and during that beep is when he said I need PD at that location.
Problems - Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	Okay. So here's another set of data that would be awesome. I've taken Uber and Lyft recently, and there's an application out there that will tell them where accidents are, and which roads to avoid. If that's out there, shouldn't we get that? Shouldn't we get that information back to the fire trucks and say, "Hey, look, this road's closed, we know this," instead of us having to it get into the system and type it in, because if we don't know, we don't know. But there's so many cars out there reporting so much information to so many people, road conditions are, I think, known now. It's just we can't get that to the responders. If we can get that road information up there I think that would make their responses more-- I don't think it would make it much faster, but it would probably make it safer.
Problems - Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	...So radio information in headsets, in the masks, mic and when they are on air, if there's some kind of an integration of the mask radio. It's hard enough to talk through the mask anyway even though there's these speaker holes and stuff. And we practice, and we try to figure out where

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								the best place is to talk....
Problems - Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	...there's a lot of data we're not collecting. There's a lot of data points that are inaccurate. I think the interface we have with technology for the people that need to be giving me this information is very clunky.
Problems - Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So we'd go to this interoperable talk-group, Red Southeast, a regional channel. And we would use that for all Mutual Aid calls. Sometimes it works, sometimes it doesn't. It really wasn't meant for us to run large-scale operations on, and we were, and sometimes you could have multiple events going on...
Problems - Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...Our radio system, because it was freestanding, didn't really interact with anybody else's and the range on it wasn't very good, once you got outside our four antennas really.
Problems - Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...So you had multiple call-takers taking the same calls and when they generate, they load it into the system and it would show up in our record management system as four calls but only one got resources. The dispatcher filled one out, added resources to it. The other three show up in our fire manager as unfulfilled calls. But I don't remove them, it shows up in the incomplete report list that I send out to the battalion chiefs, and then they're trying to weed through these calls that have no resources assigned to them... We don't see duplicate calls unless it's something where you're just getting multiple callers and they're all loading the system at the same time, the dispatcher grabs one and adds resources to it. I just go in and get rid of them so they don't show up as incomplete reports.
Problems - Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...I think as our technology opportunities change, if we get to a point where our CADs are talking to each other, we could look at some-- we have some areas where dual responses, coordinated responses would work out really well for us. But it takes some time for us to have the comm center, notify a comm center, and then they process it. A call gets shipped out, and there seems to be some delay. Whether it's a training issue or a technology issue, not super sure yet because we haven't

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								pushed that far into saying, "Yes, we're going to run dual responses together." But I think there's some opportunities in the future as money gets tighter, and that you just can't build fire houses wherever you want anymore. You have to figure out how can we work together to cover areas on the fringes of your protection area. So I think there's some opportunities in the future. It's just, okay, how do we work through that?
Problems - Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...Organizationally, to this point, we haven't chosen to turn it on, because we've tried to control how many responses our rigs get by setting a response area that will control how busy they are. The new fire chief-- we just got a new fire chief, and he's interested in turning the AVL on for everybody. We know that it will cause some of the apparatus to spike. Their call load is going to spike because they will be the closest. So really, I think we didn't turn it on to try to balance our call load by setting response areas versus having the AVL turned on.
Problems - Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: dispatch] ...The computer says this and they do it. If the computer says this is the run card, they send it and we have dispatchers who go from telecommunicators, to learning how to be PD dispatchers, to them learning how to be fire dispatchers. But they really do what the computer says to do. And I think the biggest glaring example of that was the day that everything crashed. And our comm center vapor locked and I completely understand why. All of a sudden you're going, "I have no CAD recommendations. I don't know what the run cards are. I don't know who should be going to those areas. I don't necessarily know what resources should go." ...
Problems - Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: dispatch] ...We used to have free standing fire dispatchers years ago, and they were really good at free-think. I mean they'd be like, "Have you thought about this? What about this? Do you want this resource? Should I be calling this?" That's just not the way our comm center works right now. They're super busy. They crank out a ton of calls and try to process a lot of information for us. And with priority dispatch, I think it's really increased that. I mean, the demand on them is tremendous, I think. Just trying to keep a full workforce for them, I think, is a battle, let

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								alone teaching them how to be advanced in free thinking for the fire department. I just don't think they have that opportunity right now.
Problems - Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	It was a power outage at the comm center... Yeah, the UPS didn't kick in.
Problems - Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: comm power outage & system crash] ...we lost our mapping, everything. So just in case we had to route somebody in then we could route them in...
Problems - Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: working in arson] ...the biggest problem was, is even when we found something, unfortunately, it's such a dirty profession, that any decent piece of technology, you couldn't bring into that scene anyways. Because I'm either exposing it to gases or smoke, or I would completely soot it up. So then it was covered with soot, then some engine would come in and spray it down with water, and then you're like, "You know what? Everything just stays out in the car."
Problems - Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	People were touching your stuff and moving your stuff and dropping your stuff, and at some point, you just went, "I'm going to write on a piece of paper with a pen." And that's it. And I went back to pen and paper. And a good pen that could write when it was 20 below and that was it. Because trying to use technology in that-- it made sense, but it just was impossible to do. It was just too hard.
Problems - Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	The old one was just as free, truly free-standing MACOM system that worked well within the city, but was incredibly frustrating when you try to leave the city because other than going to the red channels, you really-- or the statewide Mutual Aid channel, you had nothing else to communicate on. And if you had a complex multi-agency incident, you weren't able to communicate. And, like I was saying, the red channels were not meant to be this large intense operation that system just can't tolerate it...
Problems - Technology	FF	S	Supervising Field	46-55	21-30	Male	FF-S-017	...Cell phones have made life better and life worse because I get text messages 24/7, whether I'm at work or not. And the belief is they know

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			Responder					you're going to see it so they expect that you're going to answer it...
Problems - Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...Hopefully, with our mask, because talking on the digital radios, we've-- when we switched radios, we went all digital. We still had a lot of analog channels. Our organization embraced and loved analog channels because the communication was so clear and we have struggled to make that transition to digital because you get those digitized or scrambled communication. We just weren't used to those and we're finally understanding it. But some of the in-mask communication stuff we're excited about. We hope that that plays out so you're not holding your radio up to your mask and then having it move through an amplifier and through your microphone...
Problems - Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...We're going to new microphones that have five port-- five, I guess, speakers because we're having issues with people. We don't like to wear our radio belts. So we all talk like this. While the microphones are on the front, and we all talk at the top of our radio. And now the new ones have a microphone on the top so they have five microphones. Back, front, top. Hopefully, that'll improve some of our communications too, as we switch to those. Because you're supposed to take them and turn them and talk at them. And we don't because we're all wearing these. We all talk into the top of our-- in analog it, would pick up fine. In digital it does not.
Problems - Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: equipment checks] Our ambulance do it all electronically. But it just seems if you can click a box that was yes or no-- we kind of do the same thing with our pack, our daily SEBA check. We have to log in into a computer and log into this other program and enter in that we checked our SEBA and we log our daily workouts in there, also.
Problems - Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	And as far as talking with our SCBAs, we train where to put the mike where you can hear it the best. I know in the past, we've been trying to get in mask communications that will clip in there. And I don't think that technology has ever surfaced that it has been worth it, so
Problems -	FF	S	Field	26-35	11-20	Male	FF-S-018	SME S2: Some people on the throat, some on the non-voice amp side

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Technology			Responder					and some people on the voice amp side. Yeah. We tried out a Bluetooth thing that would just be in the mask and it never... It didn't work. SME S3: it was the technology wasn't working correctly. SME S2: The pairing and the-- it would lose connection and all that which, yeah.
Problems - Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	SME S3: Each station has its own cell phone. We have very fancy flip phones [laughter]. I'll pull this bad boy out so you can gaze upon it [laughter]. SME S2: You can't do much more than just talk on the station's cell phone. And, I mean, we all have smart phones so if we need-- it's been a lot where we've needed to look something up, and we just use our own phones and stuff like that.
Problems - Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	I mean, I've, personally, been on mutual aid, where we went to a house fire in a neighboring district, and it was pretty easy. Our dispatch just said, "This is where you're responding." And the map came up on our MDT, and they said, "This is the tactical channel you need to be on." So we could listen, obviously, at a delayed response for us. It took us a while to get there. But we could listen to the incident as we got there...
Problems - Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	...We've gone through different programs in every different aspect of it through the years, some good, some bad. But I think they're always trying to find the best one which it's hard because if there was one program that did everything, I think that would be the best. But they all don't talk to each other, so.
Problems - Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Well, we had a Pre Plan software. Different CAD drawing systems that you'd get good at one and you'd have to learn a different one, and it was hard to use. And I don't know if it was bad or just I was bad at it [laughter].
Problems - Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	The only thing is over the last-- since Target Solution's been introduced, there's two separate places where you can do trainings and training reports which is a little cumbersome sometimes because just going back and forth, it would be nice if it was just, "Here's where you do it."
Problems - Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Or if you log in once and you log into one program and you can do your daily-- pass off your reports, you sign up for overtime, it'd be nice. But I

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								don't know if that exists in the world. It'd be nice if some company just came out and said, "Here's everything you possibly need to run your fire department. And it all talks with each other.
Problems - Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: different system logins] I mean, so we have the Office 365 for all the email and calendars and things like that. And then, we have Target Solutions which will be our kind of main training report stuff. And then we have High Plains which is another kind of semi-all-encompassing thing... There's iOS which is station supply ordering and EMS supplies ordering. There's the new maintenance... we're transitioning from our maintenance to this new one. It's called Dude Solutions... There's our payroll system, EWS, that we log in to, to see our, all of, I think, hours, and all that... And then our system to do reports which is, for me, it's easy. Even if we were at a medical call, I have to log into one place... But our ambulance crews have to do two different places for reports. So there's a lot.
Problems - Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	...occasionally I have to log into the MDT if I do... But usually, that's not every day or even every week or even every month sometimes. But sometimes I'll have to restart the computer if there's any issue or it's not connecting to the vehicle location and stuff like that. It's not very often
Problems - Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: MDTs] The only issue I've noticed lately is the map updates. It'll tell you that this is a through street, and it's not. So the way it routes you is wrong because it thinks it's a through street, and in this case, there's a 14 foot concrete wall in the way. That's kind of a problem. But most of that we know.
Problems - Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: change] I mean most of it's just been the difficulty of learning a new system. Like he said with our pre-plans. Everybody got used to one thing and then we switched it. And then that didn't really work, so we switched it again.
Problems - Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: change] And all these, you're putting in the same info like medical reports, all that. It's all the same info, it's just learning how to put it in the database. Nothing's changing on that end. You're not now entering



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								different information. It's all the same. It's just the platform which you're doing it. And yeah. I think it's just learning the new program. That's anything. You get a new phone, you learn that, so.
Problems - Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	...I guess as far as other communication systems is, on the tech rescue team, we have a confined space communication system so it has hard lines that go back to the - if you're sub training, your radios won't work - so it's a hard line and it's finicky... I think just the age and, I mean, the use of the system, just the connection points.
Problems - Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: tech rescue comms system] And sometimes where that throat mike is, I mean, if you move it half an inch, you can't understand what the person is saying.
Problems - Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: SCBA comms] ... I don't know, seems like the technology needs to catch up with-- I mean, people that have those things in their ears all day long for their cell phones. But we can't get it to work for our radios.
Problems - Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	SME S3: There's other software that some of the surrounding departments use as far as staffing, like TeleStaff. That would be really nice because then it's a lot more in one place. And for us, we're doing it in three or four places to-- SME S2: We are. We're telling chiefs, support officers, and then we have an office administrator, that she builds the schedules. And I don't know what the process is on all that. You may want to talk to them. But as far as what I hear with this TeleStaff, I hear it does it all. It calls people. It's automated. It's a computer that does it all, so. SME S3: So if someone calls in sick, they call TeleStaff, and they say, "This is so and so. I'm out for 24 hours." And then TeleStaff starts rebuilding the schedule for them instead of-- for us, it's our time chiefs have to start calling people. Sometimes it goes really quick, but it can be a lengthy process.
Problems - Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	...being able to talk to each other more clearly in a fire. And then being able to talk to command more clearly to where the same transmission doesn't have to go over two or three times because nobody can hear you.

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Problems - Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	If it's garbled and they're yelling-- I mean, it's happened on several fires where dispatch, "Can you hear them?" "Nope." "Can anybody in there relay what's going on?" You've had that happen. And that'd be a nice communication and time saver on scene.
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...Well, unfortunately, as a volunteer, we have WhenToWork. We have emergency reporting. We got their training program they log into. There's a state cert system. So, unfortunately the devil's in the details. As a volunteer, you could actually become inundated with apps and all these different log-ins because there is no one program that solves everything for volunteers. So that's actually a detriment to our program, are the apps and the availability of all these technologies because they don't interface with each other. Some of them only do iPhones. Some of them only do the Android stuff. So even that's a problem.
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: apps for volunteers] If you have a Blackberry, you're totally left out [laughter].
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...I spend a lot of my time as the IT guy just fixing-- helping people log in to seven different apps, or the passwords, their emails, whatever it may be. And I realize is that they're a volunteer, right? This is a volunteer thing we're asking from them. With their job, they have all these. And their second job, they might have all these. So a volunteer might have 15, 20 different apps and some of them are duplicate. We have people who work up at [City] full-time. They use WhenToWork. We use WhenToWork. But certainly, in the app, you can't just change users. You have to totally log in differently...
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: apps for volunteers] They're all duplication of efforts, and not any one of them completes the job. Most of them are just good enough.
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	I mean, gee, I have logged into-- between all the government stuff I have to do, I have 25 different web portals we're supposed to do something on.
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	I have 78, as a [Job title], to log, 78 different log-ins. This one needs characters. This one needs capitals. This one needs numbers. You can't

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								just have one log-in for all this stuff either because they're all different... It's a nightmare... I enjoy the corner fetal position, a lot of tears [laughter]. No.
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We spend so much time just dealing with web portals and updating stuff for everyone's portals. Then you have to learn their portals, and then they do an update on it, and you have no idea. So, yeah, it's just managing the information
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: password management] But then the challenge, of course, with LastPass is if you leave it logged in, then people have access to everything there. So there's that whole risk of security.
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: communications with other first responders] ...so far, it's pretty descent. I mean, there are challenges, of course, talking with the Forest Service, totally different radio system. We have totally different [units?]. And honestly, our radio system is far superior than the Forest Service's, so it's like when you go back a couple of decades in quality. It's sometimes hard to talk to them and hear them. So that's a challenge, talking to these [inaudible] in the states...
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We have the [inaudible] MDTs, but I think we would call it a failed technology. Because it relies on Verizon to communicate, it just doesn't work. We spend more time wasting time trying to keep that thing working than we do doing our job. So we've given up on it. My vehicle, which actually is an old [Job title]'s office vehicle, because they built it in certain ways and it's actually one of their old terminals and all that stuff, it works okay, but I certainly would never rely on it or make it a priority.
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We'd love to have better MDTs but it just doesn't work...
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...There's more mechanism, but then there's that challenge. Right now, you have so much communication, and it's branched out that there's no consistency that now you're almost overcommunicating with people, and there's that app problem. We have so many different things that now you can't- which one are you carrying? I can only carry so much stuff. I

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								can only answer so much stuff. So now there's this distraction.
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...with every new whatever, new fire truck, new gadget, new app, new everything, there's always that double edge of both negative and positive of whatever it is. So even with radios-- I mean, as we've gone through generations of communication, that 50% negative and that 50% positive, they're still there, no matter what it is.
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...we have all this availability of all this technology, but it doesn't communicate with each other, and it transposes information differently...
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...We have our other officer, listens to types of medical calls, Alpha, as in almost medical, all the way down to E, which is an absolute emergency. So A, B, C, D, and E, and he filters that information on whether or not he's going to go help the crew. And the computer itself transposed an E call into an A call, and therefore he didn't go, and the crew was obviously overwhelmed with the E call...
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...It's kind of a huge issue. Why didn't an officer come support the team? There's a lack of trust that develops out of that. There's a lack of trust against the officer, against the dispatch center. And it was nobody's fault, other than the two software's not talking to each other.
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: radio] And it's got to be functional. I mean, it's great that we have mics, but mics don't work. It's got to integrate better with our masks. It's got to be clearer. There's nothing worse than talking through a mic when you're wearing an air mask [laughter].
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: in-mask mic] Nobody wants to hear how good in shape I am. They want to hear what I have to say, right? So if you're working hard in the hot sun, "It was 91 degrees. Everybody was bunkered up. We have water." I mean, I don't know what he said, other than he's got water. That's a struggle, so.
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	it has to be affordable, and that's the challenge. Of course, they're loosely related. I mean, there are companies out there that sell all this stuff, but it's never achievable for us. We'll never be able to spend \$10,000 on a radio. We have a hard enough time spending-- right now, I

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								mean, our radios are costing almost 4 grand for radio. And that's why we have older radios because we can't afford the new stuff. So, I mean, we're barely-- having a hard enough time buying cell phones. So it's one of the challenges, I would say...
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...It's careful what you wish for, right? I would love to have everything-- radio, everything into one thing. That's why we used to love our Nextels. When Nextel existed back in the day, the iDEN format, that was awesome because you had the cell phone. We could use them as radios. And then that technology kind of became unsupported and went away. But we really kind of miss that. But the challenge to us is then everything's in one thing. I lose the one piece of equipment, and now, I've got nothing. Or there's so much information coming into it that I can't sit there. It's just like when you're trying to type a text and things binging you, email here, calling here. It's like, "All I want to do is send a text. Knock it off." ...
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	But I think it comes down to the manufacturers of an SCBA to have an integrated radio with one channel in their mask, and they can talk out from their mask and not have to take in the radio that they took in the fire and have an extra thing hanging off to get caught up on, or that I have to keep dry or not get wet, or that I have to worry about where the mic is keying up against my chin because it's bouncing back and forth. I think it's the radio guys meeting up with the mask manufacturers and coming up with a one-channel radio that's on the mask, that's affordable, waterproof, built for a three-year-old.
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Mainly, it's computer stuff. I mean, we waste so much time trying to get the computers to work right. "This PDF won't work here. Oh, I can't modify that. I don't have the software for this. I have to [inaudible] that." We lose a lot of time, just stuff that should be simple. It's almost easier sometimes to write you a note. Here's a note. But if you try to do it on a computer, well, this didn't work, and that didn't work, and this didn't work.
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: attachments] Or it's too big. It's bounced back. Now, I got to try to reformat. Now, I got to resize it. Oh, I don't have the program that can

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								resize it correctly. It's those stupid things.
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: attachments] I'm sending from a Windows 10 to a Windows 8, which sends it to a Vista, which sends it to an XP, which sends it to an Apple... We spend more time dealing with that. We did not have our normal IAP [inspection plan] for our annual [Event] because all the computers were down in the station, I think.
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	And that's more stuff that takes away from my job. The more time I'm dealing with computers, I'm not running the department.
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: drones] Not in a professional capacity. I mean, we have the recreational stuff, but nothing-- I mean, the problem is that our elevation. You'd have to have a lot more lift. It's not as easy as if you're at sea level.
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: drones] we have an airport pretty close, which obviously, a lot of other people have too. But, I mean, we're just so close to it, and you can't get anywhere with a drone without the FAA...
Problems - Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We have a single source variety or for Internet. We have [Organization], horrible company. You can't get anything to work through them. I mean, we used to have smaller companies, and competition, and stuff, but now [Organization] has sucked up everything, and they're horrible. And it's actually debilitating us on a lot of times because they're so bad that Internet connection, TV, everything-- they want to control everything. And they're screwing it up so badly that it's actually blocking us from watching the news... So that is a very big problem, having one big company that...
Problems - Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...sometimes CAD will come in and say, "Engine one, respond to this call." Well, it's not taking into account that this road is closed, and so engine 11 may actually be closer because right now there's a protest going on, and so this road is closed. And so it just automatically assigned engine one... So, us having firefighters up there who actually understand firefighting... They understand, "Hey, you know what? I got this road closed." And usually, they're not quite as-- I don't want to say fearful of making a decision as maybe a civilian who's hired to be a dispatcher.

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								"CAD told me to do this so that's what I'm going to do." I have firefighters who are like, "No, this is the best reason why I would do this." Or, "Hey, Chief. Do you want me to start you a second company on that? It looks like you're running a little low on truck companies. I'll start you another one." So having those firefighters up there is kind of a-- every time we come to collective bargaining every three years in the city we always fight to keep our dispatchers up there.
Problems - Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	... we currently use iPads for inspections, which has really significantly increased our ability to-- like any technology tool, we've had some glitches with it, but I think, overall, it's helped us...
Problems - Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So, usually one of the bigger challenges-- I mean, and this is-- it's not an iPad-y app thing, it's our radios. And so what we found is that they're-- I don't want to say they're cumbersome. They're difficult to use in the sense that I think they could be-- radios could be made more simple to use. Really difficult to use with big, blocky gloves...
Problems - Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...So we have the radio itself, the little brick, and then it has a cord and the cord comes up to a mic. We've had, with our new ones, we've had some challenges with that, with water and cutting out. And then you have the whole issue with the cable that goes from the radio up to the mic...
Problems - Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...And so this little mic, maybe. Just that piece right there has been an issue that we've had recently that we've been looking at. So trying to figure out something that would be more-- I wish there were a way to somewhat similar to our AUGA masks with diving under the water where I can be under the water blowing bubbles and I can hear my tender perfectly and he or she can hear me perfectly, yet in a structure fire, [inaudible], and the incident communicator's like, "Engine whoever that was, could you say your last transmission?" They're having a hard time because they've got their face piece on. The hoses are loud. The saws are loud. And the microphone is out here. My lapel mic is way out here or down here or somewhere out here...

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Problems - Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...It would be nice to have it integrated somewhere near my ears. And I don't know if that ends up being something wireless. It seems like they could have something that would be more wireless that you could or when I was in the military, we used to use little, like a little throat thing. So you just put it on right here and then my transmissions are completely clear and an earbud piece that goes in your ear and now I can hear really well instead of this exposed to the environment and not close to my speaking thing and my hearing thing...
Problems - Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: challenges with radio communication] It seems like they could have something that would be more wireless that you could or when I was in the military, we used to use little, like a little throat thing. So you just put it on right here and then my transmissions are completely clear and an earbud piece that goes in your ear and now I can hear really well instead of this exposed to the environment and not close to my speaking thing and my hearing thing. ...For me that's, especially at the task level, when the firefighters are trying to actually communicate critical functions during critical times to an incident commander or to somebody else that's a supervisor of a task. "Hey, I'm trying to get this done," or whatever. We seem to be missing that piece.
Problems - Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: cell phones] ...This one is personal, this one's department. So I tend to forward my department to my personal. Probably not the smartest in the world, legally wise. But to me, it's just easier... I don't like carrying two phones...
Problems - Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: opening the Firehouse app] I just updated, so it's going to have to install again.
Problems - Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: TICs] ...there is a lot of technology that's up and coming where they're built in rather than a camera you're physically having to hold where they have it built into the mask now... that's kind of out of my realm, it's out of my division but it's something that we're paying attention to. I know we've met with [Name] and a few other manufacturers, they're very costly, but the benefits of them would be huge because right now only there's one assigned per unit... And



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								generally it's on a truck, engines don't have them. And we have them in chiefs' cars but it's one of those things where it's better to have and not need in my opinion than to not have and need it. And they are costly but the benefits of having it integrated into your mask rather than having a hand that's taken away from you that can be utilized for other things... So to me that's a technology that's up and coming that I would love to see us be part of...
Problems - Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	...So the big thing is in the past, you may or may not have chalked a car whether it needed it. But if you have a hybrid, you don't hear it running. You don't chalk the car and maybe you're just going to put spreaders and move it away from the Jersey barrier to get someone out that doesn't need to be fully packaged and put on the backboard. They can walk, but they just can't- you don't want them to open the door on the busy side. We've had instances, not here but in the country, where they moved the car away and the car goes driving down the highway because it's silenced.
Problems - Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	...We're definitely always behind technology-wise...
Problems - Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	They're generally improving but, just like anything, we only have so much money and... we've got to prioritize and technology is not cheap so... it's always changing. So what are we going to get the most bang for our buck?
Problems - Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	The biggest thing that I feel we're getting better but we're still not there is intrinsically safe radios. I mean just like any type of- I don't care what field you're in, communication is the key to either success or failure and you're only as good as your communication components and your knowledge of communication. So we're always lacking, in my opinion, when it comes to radio communication. There's always problems, there's always problems getting on the right channel or being able to communicate with a different entity or different agency.
Problems -	FF	U	Manager	46-55	11-20	Male	FF-U-021	You see that in, unfortunately, but you've got mass shootings and there's

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Technology								always a problem with cops being able to talk to firefighters. There are paramedics. There are [City] being able to talk to [City] Metro, or this or that. And I don't know what the answer is, but I mean, there's hundreds of millions of dollars of grants that have been thrown towards it and we get better but I don't know if-- I don't know what the answer is to that streamless communication. Practice. But I mean, there's always technology that's going to give you problems.
Problems - Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	...As far as, I think, some type of a portable, something similar to an iPad but more of a-- that's obviously a little more durable because we're really good at breaking things. But that way we can utilize, automatically you get on scene, you can pull an address and automatically have a Google map of this is the roof, we have skylights here. This is what the Charley side or the back of the building looks like. These are where the utility shutoffs are. I mean, I know it's out there, so you should-- I mean I'd love to have technology going to a call where you can pull it up on your computer and look at a map, look at aerial views and have a general idea of the makeup...
Problems - Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	Warehouses, same thing. I mean it's a highrise on its side. You get in there pretty far, things go bad. Where are the water supplies? Where are roll-up doors? Same thing with hazmat with chemicals. I know we have the capability, but it takes a long time. You put the chemical in or you put the number in, it will show up on the computer what element it is or what's good, what's bad. Does it interact? Does it react with things? ... you have to take the time and you're logging it in. Yeah, but it would be nice just to have something right-- and again, fingertip technology, we could just type in a quick number, off the side of the real car instantaneously. But there's connections. WiFi, there's things of that nature.
Problems - Technology	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	that was one of the selling points for going to 800 megahertz up here was we could talk to road and bridge. I mean, none of us talk to road and bridge. I mean, it was-- I am very anti 800. It is terrible. It's gotten better, but up here, we have to deploy technology hardware. We have to

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								deploy hardware to get through and around the mountains, where in the Front Range or in the Midwest, they can use half the hardware because there's nothing in the way...
Problems - Technology	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...And so the first-- man, I was here-- so I've been here since the implementation of 800, and it was tough in the beginning because you-- it take care of the valley, the I-70 corridor, we call. Everything on the ground was-- on the valley floor was covered, but so many neighborhoods are up in the hills and stuff, and it's taken years to figure out how to place everything, microwaves and what not, to make sure it all works. So we still have some dead spots...
Problems - Technology	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...when I started in [City] in '96, it was still VHF or UHF, one of the two, and at the time I didn't have nearly the responsibility or the knowledge, so to me, it was fine. It worked. It worked great. And then throughout the whole 800, it's just taken years to try to get every coverage where we need to get it. It's gotten better. Depending on the size of the structure, we'll require BDAs, bi-directional amplifiers, so then that just takes the radio communication that's outside and available, and it pulls it in through the concrete into the buildings because we could go into a parking structure and have nothing...
Problems - Technology	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: switching to 800 megahertz system] No. I mean, it's getting better. It's just taking a lot of money and time and stuff.
Problems - Technology	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Well, there's towers at 11,000 feet, at 10,000 feet, and they're riding snowmobiles in the middle of a blizzard to go make a repair. They had pictures last year of the tower in East [City] that was completely covered in ice because there had been so much freezing and thawing and precipitation. And then they get up there and the pictures were incredible. Just blue ice, just dripping or solid frozen on this thing, so.
Problems - Technology	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: when radio tower goes down] Well it's finally robust enough that other repeaters will take over for that. But there are probably some spots in [City] that were not covered. The[City] Pass is tough. [Street] is really

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								tough going to [City]. So it's gotten better, but that's one of the tough ones. And we had to switch to MAC channels so that we can talk to state patrol. They're not even on the same system as us.
Problems - Technology	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	No. That's one area where we will just pass the information through our dispatch, and then we'll just call them on the phone, their dispatch. But we do have the capability to talk to them if everybody moves to these certain channels. But they're so rarely used that a lot of our guys, they have to search for them. They're literally going bank to bank in the radio to try to find it.
Problems - Technology	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Well, I mean, I can't keep up. One of the complaints I get is that we're trying to use technology to fix all of our problems. And there's some truth to that and I don't like it. I can't remember the name of it. Oh, [Organization]. We're trying to bring something called [Organization] on, and it's been a nightmare. It's been 30-some thousand dollars and they've been trying to help develop it to our needs and I'm still not sure exactly what it's going to do. And we haven't even implemented it yet. So it might be something that we need. But purposely, I just don't get on those committees. I don't. I just don't.
Problems - Technology	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	My only thing in 20 years and I'm hoping we're going to get there, is station alerting. So the way it works now is... they send out this sound high-low sound to alert people. Well, the problem with that is that it's the same sound at three in the morning as it is at three in the afternoon. So you are startled up. I mean heart palpitations, it sucks. And so what station alerting does-- there's probably four or five companies that are actually really good at it. Unfortunately, it's very expensive, as all of it is, but basically, it is a system that is embedded into the CAD at dispatch and then at each station then has equipment that receives the call. So instead of this high-low thing, it will provide kind of ramped tones, so it's soft, louder, louder, louder, louder. And with that is a ramped LED lighting that's red...
Problems - Technology	FF	R	Supervising Field	36-45	21-30	Male	FF-R-024	[RE: station alert system] ...So each bedroom, for instance, will, when there's a call, the sound will come over, the light will come out-- will

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			Responder					also come up. The red light's important because it preserves your night vision so that you're not turning on the light and then going right back out into the dark. There's a lot of components. They add a lot of bells and whistles to entice people to buy it, but I just want us to get away from this high-low thing. In the '80s and '70s it was a bell, like a bell, a buzzer, so we've come a long way. But we're just stuck here because with station alerting-- because it's an all or nothing thing. Everybody has to have it or nobody gets it. And so then you go out west to [County] and [City], where they don't have a lot of money so they can't really invest in it. [City] doesn't even have people in the station every night, so what use it for them? ...
Problems - Technology	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Well, I mean, I think, I guess, for me is if we're going to explore technology, let's explore and keep it and quit jumping around or trying to solve this with that. I mean, technology evolves so quickly that I don't know how anybody keeps up, but we're not going to slow the private sector down. They're going to keep evolving and keep creating all of these incredible, awesome things, and we're just going to keep shelling out the money for it. Yeah [laughter]. We can't keep up so.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...If we're weak in any one part, maybe, in some of the training. At technology level, every responder in the region has the ability to talk to every responder in the region, but sometimes, people aren't using it a lot. They may not remember or they may not know where do I turn in my radio or whatnot. It's a perishable skill. Use it or lose it...
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...Satellite communications tend to be very expensive. So they don't get used a lot. And when things don't get used a lot, then they can kind of get a little buggy...
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: cellular]...here in this region, we've experienced where saturation has caused problems even talking to our own devices...
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...So the map's kind of a convenience thing. But sometimes it doesn't always work. So, for example, our apparatus are parked in the stations, they can't see the GPS... Once they pull out then they can. And so using

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								the maps exclusively if you don't know where you are, you would have to wait for it to see the satellites, link up, start talking. And that could take like a minute. And time is life [laughter] for us. If we just sit and wait for a minute, somebody could die and stuff, so.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So, yeah, time is everything. And because of that time, the data management, the being able to get the information that you need, when you need it, how you need, is huge. And quickly people find that operations company officers and what not, if it doesn't work for them, then things get shelved and get dusty very quickly [laughter].
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...I mean, there's kind of, I guess, different levels of challenges. Some of the low-level-challenges stuff would be like connectivity. I mean, like anything, there's areas where you connect and where you have no service...
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: NG 9-1-1] ...The downside from everybody we've talked to and everybody that's doing the Data911 is it's so much more labor intensive because just processing that information. And we strive to finish-- or not finish, but on a 911 call to be able to dispatch an appropriate resource within a minute. If you're having to look through text messages and JPEG photos and all of that, there's no way. I mean, your averages are going to go way up just because of the time and the responding and figuring out what's what.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So, I mean, we all studied the whole communications model in undergrad, right, as far as sender, receiver, feedback, message, content, and all of that... So other communications challenges that we've had are there's the-- we've talked already about dead spots, where the stuff just doesn't work, or it works. I mean, yeah, again, it all comes back to that communications model as far as the breakdowns maybe in any one spot, critical failure; or they may be in multiple spots and stuff, so.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: earpieces] ...The problem that we found is, as far as just one, there isn't one solution that fits all. So we're walking around like this, with just nothing else. I may be able to use my earpiece in here and it may stay in

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								fine. But if I go into the firefighting mode where I have to put in a hood over myself and I have to put on the SCBA mask with straps, that same mechanism may just not be able to stay in the ear or something like that.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: earpieces] ...I may go onto a hazardous materials response, where we get into the big moon suits, the self-encapsulated whatnot. They've got a helmet and whatnot and your arms are in gloves, you can't really reach so you're kind of doing this kind of stuff... We'll keep the radio in a holster on the inside, but as far as the audio stuff, we've tried conductive mics, either on the throat or on the head. We've tried hands-free stuff, but we just have not found any one solution that meets all of those needs.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...So, we often joke in the fire service that in the late '60s and early '70s we were able to talk to people on the moon just fine, but here 45 years later we still can't have good, reliable communications from the outside of a fire to the inside of the fire. So there's a huge need...
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Personnel issues throughout the department. It's kind of a pain in the butt, as far as something happens to one of my crew members. I get notified as a company officer by voice, or they talk to me. I have to notify the chief. There's this whole up and down, and stuff, and then there's the paperwork shuffle that catches up with it...
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Here's your solution. What was your problem [laughter]?
Problems - Technology	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Our dispatch center is in [City]. It's called NORCOM, N-O-R-C-O-M. And they dispatch for approximately 20-plus fire agencies and several police agencies, and so if I wanted to talk to the [City] Police Department dispatch center, separate, just down the street, I would have to talk to my [City] communications specialist. And then they would have to contact [City] police and we relay that information in three-way communication versus just getting on the radio, turning the knob and contacting the dispatch center myself.

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Problems - Technology	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	So sometimes if some of our stations that are near the border of [County]-- we're zone one, they're zone three. They'll just get on the radio and they already know because they work at that station that you go to Valley Com automatically and you just communicate with them directly and leave NORCOM out. However, that causes some problems because if I'm just going to communicate with someone over here and I don't let you know that I'm doing that, that puts confusion on your end... So there's that patch. That link of that communication model. If I tell him something how is that information going to get to you?
Problems - Technology	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Yeah. So we're on 800 megahertz. We also have moved to Surface tablet technologies for all of our information reporting. For all our EMS work. We don't use paper anymore. So we take Surface tablets and iPad tablets to our calls. And whether you're using the web based server or you're using cellular technology, there is that communication link break down. So there isn't cell reception everywhere around here. There's times when you're on a call, or you're going to a call at two in the morning, and you log onto the database and the server, where ever it is, is updating. And so you can't input any information and you're forced to write it on a piece of paper and then put that information in later.
Problems - Technology	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	...And it's being worked out. But communication is definitely a major gap in terms of the technologies and the layers of-- okay, this is the first-generation iPad. This is the second-generation iPad. And then, now we're transferring to Surface tablets because there's more stability in the platforms.
Problems - Technology	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	The computer on the fire truck is a three-year-old computer and now the new computers are faster so they have to be replaced. And it's always that catch-up with what technologies are coming out. And all we want to do is go on the call and make sure when we type the information in or log on or turn it on, that it works.
Problems - Technology	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	I don't think anything's bad. I think it's some technologies failed and had to be re-thought in terms of how they're deployed. But starting off with a physical map book or a map on the wall, and cross-referencing the



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								streets based on the dispatch, that's how you found your responses. I would have to say probably in the last ten to 15 years, the introduction of the mobile data terminal computers became prevalent. Where instead of getting on the radio you'd push a button responding. And when you get on scene, you push a button that you're on scene. But the platform for that delivery failed at the dispatch center. The failure rate of communication and system failures and software crashes was predominant, and--
Problems - Technology	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Yeah. Again, it's the communication link-up. So if there's a delay in inputting data that you have to input because you're waiting for a connection, or you're waiting for an update on your tablet, that delays you from finishing the report and going back in service for another call. So that's primarily the biggest problem.
Problems - Technology	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	[RE: tablet] --enter a password, and a username, and everything else, and hit the right button, while you're bouncing down the street, or it's dark out. It's two in the morning. That's where that interface of, "Okay, do I really need to logon each time I use this thing?"
Problems - Technology	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	But the problem is there's that, I have to logon every time, and then there's a time delay. If I put this down because we're doing CPR or we're at a trauma call, and I come back and I've logged out because now I have to re-login again, and it's just tough. That delays that delivery of service.
Problems - Technology	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Well, I don't want to blame it always on technology but that's certainly, again, that factor of if I get in the fire engine and for some reason, my mobile data terminal needs to be shut down and restarted because there's new software upgrades, that's not a good time to do that. And if I choose not to upgrade that, then I can't get that information and I have to go to an alternative means, and that's radio communication.
Problems - Technology	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	It's very easy when the calls are small, and it's very challenging when the calls are big. So most of the communication is done through radio, and radio is a one-time, one-person-gets-to-talk type of thing, technology,

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								right? So if we just need to talk to one other unit or we need to talk to the dispatching agency or we need to talk to one police officer, it's not that difficult. I suppose it is a little more difficult for us to communicate to police just because they're on a just different channel-
Problems - Technology	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	...The only other challenge with that, I suppose, is just the reception of the radio [inaudible]. That's the other thing that can maybe throw a little bump into that statement, that it's always easy. If you're in a challenging area of coverage, then even if it's a small call, that is another thing that could be hard. On larger calls, where it can be very difficult to communicate effectively just because of that notion that it's one person gets to talk.
Problems - Technology	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	[RE: radio communication] So if you have a lot of people that want to talk, or a lot of people that want to talk to different people and not necessarily to one point, then you have to wait or things get messed. And we try to create protocols and procedures to help deal with those challenges to try to keep our radio traffic short, very formalized way, to try to communicate to one point of contact so that everyone can kind of hear, as opposed to a lot of different side conversations going on. But, inevitably, the other thing that's kind of a challenge is in those situations where there's a lot going on, the level of stress or the level of uniqueness to that call for us is also elevated, which kind of jeopardizes our ability to stick to that very short, succinct radio traffic, right? So typically on large-scale incidents, or typically on any incident where we have a challenge or where we have a significant issue where we harm or kill a firefighter, the communication is almost always identified after the fact as one of the contributing factors to it. So day-to-day, small incidents, pretty routine. Larger incidents, very, very limiting.
Problems - Technology	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	...So you have to think about, "Oh, okay. Well, now which communication channel are they on and how do I get my radio to communicate with them?" If we go beyond the direct immediate outside area, then it's even more challenging because then, at that point, you get to the level where you're asking Dispatch to do some sort of patch-throughs to get people

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								in the right capacity. So the further out you go, the more challenging it becomes to talk to those agencies. Outside of response, it does seem like you can typically get ahold of people via email if you needed to reach an outside jurisdiction to talk about something not emergency related. It seems like, typically, you can find the right contact via email. But on emergency response and through radio, it gets harder, I suppose, the further out you get. And also the less frequently you do something.
Problems - Technology	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	In-house, yeah. And we have an IT department that at least facilitated that. Now it's not a large enough department to continue to improve it and deal with all the bugs, so we've had some issues on that front. But all in all, the adoption of technology and the level of technology that we have is pretty outdated, it seems. Yeah. And I think that that-- as prevalent as the kind of hesitation to change is throughout the department, I would say it's also, maybe ironically, there's also a very common feeling that our technology is old and outdated and doesn't work. So it's kind of an-- it's kind of a catch 22, right?
Problems - Technology	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	...So there's not much in the way of training on new technology, or certainly no incident for motivation for us to try to reach out to the newest, latest and greatest because of those reasons, that reliability and resistance.
Problems - Technology	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Yeah. I suppose in the-- just like we were chatting before about when a technology doesn't work and you're really dependent upon, it to get that information you need in such a time critical fashion, then I guess you could say that it got in the way. You're trying to respond somewhere and you utilize a mapping application and it sends you to the wrong address and then now you're in the wrong spot because of technology
Problems - Technology	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	There's been instances certainly where the mapping application has got it wrong and tried to send you to the wrong spot. So, yeah. That's an example of it getting in the way, I suppose.... The other thing, I guess, I'll be able to spin that and think about technology getting in the way is that using outdated technology for the wrong purpose.

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Problems - Technology	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	[RE: building info] ...And then, again, those are kind of things that are currently somewhat managed by our pre-fire system, but it's a very outdated method compared to the capacity that currently exists and is coming to capture and collect and utilize that information
Problems - Technology	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	...That technology is out there but for a third-party company to build it on their own, there's a ton of motivation because the end-user group is not gigantic. So it's not something that you can, "Why do I want to build a system for the fire service when I can go build Instagram and try to make billions of dollars, right?" So there's that element that's at play.
Problems - Technology	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	...I don't believe we're going to get it from the third-party system out there that's building it. It needs to come probably from some sort of like-- and there's not an economic motivation to just build something like that. Maybe somebody could build something that's big enough for everybody adopt it, and then you'd have it, but it seems like the more appropriate way is some sort of nationalized standard or government funding or something like that.... I think it could be solved on that size, but then I supposed the challenge then is the bureaucracy that's involved with that and the speed which is associated with that, versus the people that are a third party like building quick with latest technology.
Problems - Technology	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	.... But there's a level of art and science to how information is displayed. And I don't think that those who are creating the applications for us now either understand that or have the capacity to invest in the infrastructure necessary to display it cleanly in a way that works. So I think that would be a question best answered by studies of what are you looking at--
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	[RE: ACTIVE 911 app] Not usually. No. No, because I don't have the same-- I don't have the same app. So my phone doesn't get notified when we have a call.
Problems - Technology	FF	S	Other Public	36-45	11-20	Male	FF-S-033	...Reliability is always an issue. And that can be attributed to-- you might be in an area where you just don't get a good signal. A good mobile

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			Safety Personnel					signal. So some of our apparatus, they don't always get their calls on the iPad but they'll get it on the iPhone, which is interesting.
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Sometimes the computer in the rig won't get calls, but the iPad will, or vice versa. So there's a little bit-- technology is not a perfect system, right?
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Another thing too is the apps don't always work. So I know that we've had some issues with that and that's one thing that they're looking at. But trying to get everything to work exactly, ideally in a perfect world, we're not there yet.
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	I think the only time technology would get in the way is if it's not working. And you might spend too much time trying to figure out why it's not working and trying to get it to work. And what needs to be done and what usually gets done in those situations is you just put it aside--
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	--and you forget about it. That would be the only instance that I can initially think of where technology would get in the way. If you get too focused and you only know how to work with technology then what happens when it doesn't work? That's the problem.
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	The PDFs. So you can access it. I don't think it's the most fluid system yet. I think there's room for improvement. But you can get them on your tablet. Yeah.
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	...So the mapping system right now has definite room for improvement. So typically, if you look up a map on your phone, you can with two fingers easily zoom in, twist around your perspective, rotate. And our current tablets and mapping system don't do that. They're much slower and clunkier. And when we're responding to an incident, when we're more probably going to be there in five minutes or less, plus I have whole a bunch of other things to figure out, I don't have time to be trying to figure out how to make my map work the way I want it to. It's got to be quick, and it's got to be responsive...

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Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	...And the way our current system is designed when something new pops up, it's supposed to be yellow. But you won't know that it's yellow unless you clear that you've seen it. So if you look up and if you're in the habit of never clearing it, it's always going to be yellow. And then when something new pops up, you won't--
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	--recognize it because it's still yellow. That's one form of miscommunication. Now, another form of miscommunication in on the radio channel. What if you're on the wrong radio channel? Which happens. Sometimes it gets changed on your pocket or you're so used to being--
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	So our current radio system-- the current radios that we use, they're not specifically designed for fire. And obviously, fire's hot. And once it gets-- I think our current radio-- I read about this a couple of years ago. But it's surprising that they're only tested in like 175 degrees.
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Yeah. And the average temperature of a flashover event is over 800 degrees. So if a firefighter should hopefully never get caught in a flashover happen event, their portable radio equipment could malfunction. If it gets wet, the radio might not function. We spray water all over the place all the time.
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	That's another huge problem. So that's one thing I'd like to see. The fire service, anyways, to have radios that are specifically engineered and designed to withstand water and heat. And I'm sure somebody's working on that, hopefully. But as far as I know, it's not there yet.
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	And it's the same radio for military, and police and SWAT, and the fire. So firefighters are trying to develop ways to protect their radios. So some of them will wear then underneath their protective coat to protect the radio. The problem with that is that might interfere with the signal and the reception then. We also have the extended mic cords. So you got your radio in your breast pocket, and then the cord because that's the speaker. So that we can also hear-- we have to have the speaker close to our face so we can hear and then talk into the speaker. But those cords

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								aren't rated for heat. One huge place where those radios can fail is the cord. If they're exposed to 160 degrees, they could fail... And now you can't talk to anybody and you can't hear anybody. But you might not know it.
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	in a catastrophic event and you needed to radio out, you might not be able to because your radio just got fried.
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	We can [see our air level on the TIC]. There's a little gauge but we have to look at this gauge... And if it's dark, you might not see it. We have a variety of different warning systems of [when there's no?] or air is running low. But if we could-- that could be in the head-up display.
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Yeah. And I tested out some remote communication systems when I used to work on the HazMat team. But having something where you can hear and speak clearly is key because right now, we're talking through a mask so our voice is muffled by [just running?] through a mask.
Problems - Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	It's hard to hear and it's hard to understand. And then you try to project your voice to be heard and it sometimes that makes it worse. If we could get integrated microphones in our face piece that connect to our radios with built-in speakers in or near our mask by our ears, I mean, that would be huge. And it's got to get there. It's going to get there someday. I just don't know when it's going to be but I am sure it's going to get there someday. So that's my wish list.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	...And then two, from the fire side, we do a lot of false alarms. And a handful of them can be from malfunctioning systems in high-rises, but most of them are still maintained by their engineers.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	...So now we've moved into the electronic age and we're using Microsoft tablets, and I hate them. And I understand with anything - and that this is what they keep telling you - is that there's just a learning curve to it. So there's two parts of it that I dislike. One is the program. It's a bought off-the-shelf program that somebody developed for somebody else, and it

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								doesn't use terminology and stuff that we've been using in the department, right? And so instead of having something that's kind of catered to us a little bit, we're having to get used to somebody else's program... Anything electronic, right, it ends up having bugs. Or things, you're moving and you're trying to enter a password because it locks out after 60 minutes and it's just like it won't take your password, and so things like that.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Well, now, everything's electronic and there's no real note-taking scribble spot and everything's on different fields, right? Different tabs, different screens. And somebody says something, but I'm not on the right screen. I got to-- it's just very cumbersome that what happens is I'm focused on this, and I'm not focused on this. And it's a huge-- I think it's dangerous personally for us.... But I like technology, it's not like I don't want it. I just don't think this is the answer for our environment.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	But we, downtown specifically, use the direct channels all the time. Because most of the trunk channel's in high-rises and you go down into the basements of parking garages, it won't get there.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	...The tablets being a negative because of the learning factor, and the clumsiness, and the lack of awareness. Other than that, as far as the tech-- I would say that the [MTCs?] on a rig are huge. I can remember when we first started, it was a little box, about that big and it had a little green arrow, and it was like you could kind of see lines. It was basically worthless.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Some of the downsides is obviously it's got a battery. So the battery's got a certain amount of life to it. So there'll be times, if you're using it multiple times during the day, if you haven't had the opportunity to maybe swap out a fresh battery, you can get to points where it starts balking on you, indicating that it's getting low. So that's a negative because there's a set level of power. And obviously as that battery works down, the less power you've got, the less actual transmission power you're getting to send your signal out. That's all based upon battery too. So that's a downside, as far as signal strength. The mic chord. I mean, it



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								would sure be nice if we were able to get to a point where you had wireless earbuds, kind of communication that was voice-activated or something like that.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	So there is some limit with the radio, as far as the communication aspect of-- especially when you're in a fire, when somebody's running a chainsaw and different things, that makes it very difficult to hear out of a mic that's not in your kind of your locale, so to speak. So that has its limitations, as well as the cord can sometimes get grabbed or caught. But they seem to kind of be getting, to some degree, smaller than what I first started with. We call them bricks because they were probably about that big. About that tall.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	[RE: aid forms] ...We're not there yet. My form doesn't go to the ER. My form right now doesn't even go to the ambulance, even though they're using tablets, because they're not using the same program.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	The radios themselves, they're pretty limited as far as how many channels we have, how many zones that we work with as far as on a regular basis. So once you start to grasp that, then it becomes just second nature. So it's not something that I think the radios have some huge learning curve, like we're experiencing with the tablets right now.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	...back to our tablet, and I think that there's a time frame. I think it's a month time frame, is what I was told. So if I enter a person and I'm diligent enough to enter all their history, their medications, their allergies. Which in all honesty, because of the people's frustration with this, I don't know how diligent they really are in completing the forms properly. But if you're diligent to put that in, if you have the name and birth date. And we do it a lot down here because we got a lot of repeat offenders, so to speak. If I put that in, I've got a button that I could query and it will pop up how many times we've seen that. And so if I click on one of those and somebody has been diligent with their history, I can add that into my form and write there, look at what their medications are. So we, in theory, kind of have that potential. I've been told though within our tablets, after a month, that drops off. So I'm not sure if that's kind of like

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								a rolling thing or not...
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Technology sometimes. You get in a place [inaudible], you're not-- the signals aren't either getting out or being received. So technology is always going to be a factor, because it's never perfect. I would say the other thing besides technology is - like I said earlier - is just radio discipline.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	And from that, we've got bottles that only have so much time in them. It could get to the point where we're required to manage our own time.... Without me even knowing it, already somebody out at the IC is tracking it and they know that Engine 10, the officer is getting low on air. We're going to have to think-- now, already they could be planning for a transition, for a replacement crew.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	... And, of course, we're not all using one same database that I can tell this building, when was the last time it was inspected by the building inspector, or it just had an upgrade, or they were just [inaudible] because they were caught doing an illegal structural change of they took out a bearing wall. I don't know, whatever. But it's something maybe another agency catches that's within their database, but we have no knowledge of it because it doesn't get passed along.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] There's always going to be some hiccups, but the transfer part of it works pretty well and then it keeps a consistent report between different rigs.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] If you're very, very deep in a heavily walled structure, or say if you're a couple floors down in a parking garage surrounded by cement, it might be a little tough. We have certain structures where we have issues, too. I'm trying to think of one on the top of my head, I can't remember.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] But, it is designed to function at 98% coverage, but it's basically based upon the radio being at the hip level in the street anywhere in the jurisdiction. It's not designed to penetrate through buildings, it's not designed to be in the basements. And that's where police and fire fighters operate.

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Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] You get so far away from that, you've lost your connectivity so you walk back close to it. So therefore you can't transfer data to the medic that's standing beside you with the patient. You would have to remove those devices and go back out to a rig. So we've recently got cell phones with the updated technology to get a wifi hotspot.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] Yeah, in the last three years, four years, we've really slammed these guys with a lot of technology. We were actually kind of on the back end of technology for several years, and we've had a shift in leadership and then finally we felt like the technology was to a point where we needed to sort of step up and could jump in because we're always kind of waiting.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] There's a number of commercial applications like that that are out there, available. It's a continuous balancing act because the MDTs use a non-commercial app that's basically based upon our computer-integrated dispatch. The requirement for reliability of the maps in there is extremely high. And so sometimes the technology lags behind, because it's really sort of has to be bomb-proof. Whereas with Active911, it's a commercial platform. There's no requirement for accuracy.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] ...Because it's so easy for people to get focused on the app or the cool stuff on something like that. And we need our people to be relating to our patients. We need our commanders to be looking at the fire. And there is a saturation point too.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] Because end up having this tablet, well, someone's got to run it. Before you used to have a wooden board with a piece of paper on it and you could quickly jot down notes. Or you didn't have boxes that had to be populated to lock a record and have a tablet you had to keep track of, and have connectivity to it....
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] ...And those things have to be handed to the next person. So you got to make sure it doesn't get lost. It doesn't fall off a rig, or you set it on a bumper. Squashed in something, spilled water on it. Dropped in a fire.

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								There's all kind of different things you got to keep track throughout the course of a 24-hour shift or a 12-hour shift and they all cost money.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] So you're always worried about what you have on you and where's it at. A cord gets in the way of a radio. It's come behind you, it gets stuck in a door. Those things are always limiting. Cords, in our business, are a terrible thing, in my opinion. If everything could be wireless, perfect.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] I think the only other thing that gets in the way sometimes is, the tablet has a tendency to decide to crash a few times in the middle of the night in the way of calls. But it's a matter of figuring out how to circumvent the issue and figure out a way to make this work for now.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] That's one of the technology things that we are continually struggling with, is compatibility. I personally try not to get uni-taskers. It's very easy to have 12 different devices that all do one thing.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] ... Because you got guys like me who come onto a rig that is usually-- I'm in a day shift capacity and I don't always use that platform anymore, although I did when I left and I will when I return. You might find me calling certain individuals, "Hey, what's the password to get onto this tablet?" And then all of a sudden I figure it out but then you go into a different app. It's got a different password and a username.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[RE: info from dispatch] [S4] ..."We've got a better system now that would manage that information." But still, there's never going to be a perfect thing. Never a perfect system in terms of always having good, real-time intel.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] I think there's varying issues depending on the mode of communication, whether it's the cell phone or that radio or the tablet. At least on our end, the tablet would just be that every once in a while it has errors and crashes but you have to just kind of figure that out. And then as far as the radio goes, it's just radio traffic and people using radio traffic effectively as well as speaking calmly and clearly.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] Everybody has something to say about what they see or what they're doing. And everybody thinks it's the most important thing out

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								there, right? But if you all try to say at one time then nobody's getting through and you get bogged. Only one person is going to get through at a time in one type of a channel. So if you have 30 people there in certain portions of that building or under whatever they're going through, someone's going to be waiting a while to get on the air. And it's hard.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[RE: radio channel switching] [S3] Trying to make it second nature for people is the biggest thing, because there's a lot of channels-- [s4] We just don't do it very often so it's just not second nature.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] ...So when you have a mask on and you're inside your building, we recently got the wire earpiece, kind of like a Secret Service agent, if you want to call that. But you've got to remember to put that on before you put a mask and helmet on, because once all that stuff's on, you can't get it back in without taking it off. So now you're not just listening to a lapel mic - which you can miss a lot of things in the heat of battle, if you want to call it that - that thing's squawking away. You don't realize that you're being called.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] Because I've noticed, sometimes, with that, I would prefer that ear piece far more when trying to listen to that without a mic, because there's so much going on, it's hard. You have to lean over anyways. Having an ear piece in is great, but I've found several times they were popped out.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] There has to be a choice between the things that everybody's going to have. And then some people are going to self-select. And then some people, because of their abilities or needs, are going to select 20 different applications and are going to be [inaudible] them all and effectively using them all at the same time, whereas some people are going to struggle with three. Some people are going to be trying to-- some people are going to be ineffectively doing 10 when really they shouldn't be doing three because. So that's the challenge. I mean, everybody has a different bandwidth of making sure that they match their capability of the information [inaudible].

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Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] we have Apple phones, we have the Microsoft tablets, we have whatever it may be. And some of those don't mesh well, as far as trying to transfer information, or whatever.
Problems - Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] .... It's just right now, we have four different dispatch units that we have potentially to interact with, and they're all operating on different CAD systems..... So we have a lot of interoperability challenges. The technology's there. Ask of any technology, "Can I do this?" The answer is always, "Yeah. It just takes money."
Problems - Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] Well, our big issue is our radio system is getting at end-of-life. It has been a wonderful radio system, and it works really well. But they can't get parts anymore for some of the transmitters, and it's getting-- like I said, Motorola has quit making parts for some of it. So we do need to replace it.
Problems - Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] We don't want to go spend hundreds of thousands of dollars replacing all our radios when number one, we can get the taxpayers to pay for it and not come out of our other budget. But number two is, we don't want to buy radios that aren't going to work with the new system.
Problems - Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] If we go downstairs in our basement, you miss phone calls and pages. There are very few places like that. Main buildings that have those issues are required to replace them now. So we used to have that problem at the hospital. They were required to put in repeaters. We could fix ours downstairs. It's just not-- technically it's a storage area--
Problems - Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] They're still [crosstalk], we're limited on some of our data communication, a cell tower, to where you might drop for a second before it's picked up. There's little things that--
Problems - Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] Depending on where you go and sometimes down at [City], and you drop over, and it switches to whatever tower it's on over here to the [City] tower you'll drop for a nanosecond, just enough to drop a call or drop communication to relog it.
Problems - Technology	FF	S	Supervising Field	Not specified	Not specified	Male	FF-S-036	[S3] --that brings up a good point for [County] county of North [City] talked about it, but the farther you get north in [State] State, the closer

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			Responder					you get to Canada. And the phones will switch over to Canadian, especially data, and you start paying 50 bucks a minute.
Problems - Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] Yeah, until you get up in the woods. Remember, we've got eastern part of the county that's rural, and it's forest land, and the radios don't work everywhere there up in the mountains.
Problems - Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] But they have repeaters up there when you actually get into the woods where there's no population. You're going to run into communication problems.
Problems - Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] I would say we collect so much information now. It's hard to figure out where it all sits. And everything now is done databases, and we develop all these databases put information in. But it's always later, they figure, "Okay. How we can get that stuff back up in a usable method?" That's probably the biggest challenge.
Problems - Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3]...some guys get focused too much on making sure the right box is checked. I don't know if that makes sense. They're focused on click, click, click that you sometimes lose sight of a bigger picture or something over here that if you weren't so on your tablet. It used to be you just-- you wrote. You just scratched. Now, you are click in any way. Go back and then-- so I've heard that you kind of-- sometimes, it can look like you're losing a little touch of that personal side of you. You're talking to the computer. That's more self-imposed. It's really not the technology doing that. It's just how we use it. So it's getting in our way. Our board, that's what they want. They want the data
Problems - Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] Sometimes we get pushed back, but when we added this new world MDT system, I mean it was no way, "Jeez, I just need a radio." This is crazy now if that computer system goes down for 30 seconds. Here's your microphone, "[inaudible]". They don't know how to act without it now. So.
Problems - Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] ...And they are so tied to that phone and all the information that they get all the time - Facebook and all that kind of stuff - it's very difficult for them to put that down for any length of time.

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Problems - Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] So from the worker's standpoint, has technology hindered us? Little bit what I said, but from a fire departments standpoint, Facebook and Twitter and whatever the new hottest one is out there this week--
Problems - Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] Snapchat, those can be extremely challenging for us because the data is flowing unchecked. they'll have thing within, "They said there's a bomb in there." It goes so unchecked. It makes our job 10 times worse. If you're trying to get into a thing, and people are-- you can say anything you want on Facebook, and people believe it as-- so if somebody says, "Hey, there's a bomb at Valley [City] High School, you should get out there." That's gospel, and it hurts us in some of the bigger incidents a little bit.
Problems - Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] And it's hard to protect-- we have a lot of protected information, HIPAA protected information. And crews are on the scene, "Oh look what I'm doing today," and sent it out on Snapchat. It's illegal but how do you catch them. So some of that's challenging.
Problems - Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[RE: communicate with other agencies] [S2] Well, that is a great question here. We're working on it. So without going through all the history, we have two dispatch centers in [County] county, okay? Snowcom and Snowpak. And the dividing line is-- you're probably sitting on it, or very close, okay? So half the fire district goes up to the dispatch center north, the other half goes to the dispatch center south, and the sheriff's office - which is the police agency for the unincorporated area - is at Snowpak, and we get dispatched by Snowcom. So we're covering this area with two different dispatch systems, one for police, one for fire. Now, it's better because we're all New World One computer system now. So it is better, but still, if one of our people have to voice something to the sheriff, it goes from our guy, to the dispatcher here, a phone call up to Snowpack, then they have to call the deputy on their radio. So you can see the back and forth. Now, can we talk on their frequencies, meet them somewhere? Yeah, we can, but it takes two dispatchers to coordinate that.
Problems -	FF	S	Supervising	Not	Not	Male	FF-S-036	[S2] So, bigger picture now with our incident management team, is one



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Technology			Field Responder	specified	specified			thing we struggle with is when we go to-- I've got my 800 radio, but when we go to Eastern [State], we go on wildland fires, we work with different federal agencies, I can't talk to them. So locally, we do pretty good, but when we get outsiders coming, or we go to the outside, all bets are off.
Problems - Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[RE: large scale event with hundreds of agencies] [S2] We can take our radios from up there down there, and they won't be worth a dime because you can't use them.
Problems - Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] Of course. I can't remember my own password.
Problems - Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] Yeah, by the time there's-- used to be. I had one or two passwords. Now, I have a document on my phone. Luckily my phone just uses my thumbprint, but I have to open that to open up my document to tell me what password I'm signing in to what unit I have because I have 14 different passwords depending on what piece of equipment I open up. So yes, it stinks.
Problems - Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] Now what we do on our rigs - the dispatch centers and the [trainees?] don't like it much because it's not HIPAA compliant or CJIS compliant- but we use generic passwords... So if you float from station to station, you can get into that computer immediately... everybody knows every unit is set up that way. But it doesn't provide the accountability sometimes, that the IT people want that they know the individual that's using it. You have to do a little more research. "Okay, it's engine 11 that day," and we have to go look at, "Okay well, the captain was this person." We can always put it together, but... The rules pretty much say you have to, and we just said, "We can't live that way. It just won't work." So we do it generically for the units.
Problems - Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] One of the issues with drones right now, though is, right now to fly it-- I've got my own drone, and but you have to have the commercial license if you're going to do anything but personal use, and that's pretty hard to get.

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Problems - Technology	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	[RE: hard or easy - entering reports on MDC] Depends on the individual [laughter]. And, I mean, they sometimes have-- at least from what I hear, they sometimes have technical difficulties. Like maybe it's not connecting to the Internet, and so they have to wait and do it later, that kind of stuff. Or maybe if their MDC goes down, they have some difficulties doing stuff, so I know that happens quite frequently.
Problems - Technology	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	[RE: with other jurisdictional agencies] A lot of it, we had to go-- while we had the cell phone numbers, they weren't always answering. So a lot of times, we actually drove to the site where the other group of PIOs were to ask those questions because just-- but what we did that we found worked well, was having a conference call every morning at a certain time, so that people had it on their schedule in the morning. So that worked pretty well. But, again, if you didn't have phone service, I think it would be really a struggle. Same with if there was no email, or text
Problems - Technology	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	...We were using a different program, which was Internet-based, and we found that our Internet coverage was terrible and so it didn't work. It was miserable. Our inspectors were taking twice as long to do inspections, and the whole point of the technology was for it to take less time.
Problems - Technology	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Because just the wheel of death was on every time. That's what I call it [laughter]. But they would be trying to enter their inspections, and they'd be out in the field, and they get the wheel, and they can't move forward until they get everything entered. So we went away from the Internet-based program and went to the app-based program because we didn't need the Internet for it.
Problems - Technology	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	[RE: internet connection] -- but just from the prevention folks, it was very much a struggle, and so we went away from the Internet-based program and went to the app-based program so they could enter things. And then when they get back to the station, it uploads, which is great.
Problems - Technology	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	It seemed to be widespread. And I don't know if it was the iPads they were using didn't have good connectivity, or if it was just the connectivity. I don't know what the cause was. I just know it wasn't

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								working, and so we made the decision to go away from it for something that would work for us.
Problems - Technology	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	[RE: damage control on information getting out immediately].. Maybe it didn't even come from us, it came from somebody else but it's not true, so now we have to go back and we have to fix it. "Okay, that is not what's happening. This is what's happening." So I feel technology gets in the way in the fact that anybody can post something to social media, it doesn't have to be true [laughter].
Problems - Technology	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	[RE: damage control on information getting out immediately] Yes, exactly. Exactly. Whereas I think 10, 20 years ago, we were able to give our message to the media, and they typically just went with what we were telling them. Whereas now it's like, "Okay. [Name]. Public told us this, and you're telling us this. Why is it different?" And so then you have to explain those differences, and--
Problems - Technology	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	[RE: damage control on information getting out immediately] -- I think we're able to control the information that we put out a lot more today than we used to be able to, but we have no control over what other people put out. And it doesn't have to be true or accurate, and so that sometimes causes us more work [laughter].
Problems - Technology	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	[RE: crews having access to fire inspection data] Yeah. And currently, there is no way for them to know what we've done on our inspections, and the things that we've found. And sometimes we try and communicate some of the big stuff like hazardous materials and things like that.
Problems - Technology	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	[RE: changes] I think the bad are some of the things I already talked about like the ability of just random people to post things about your organization, and you really don't have a lot of control over what they're saying. Whether it's true or false, and things like that. And just the fact that sometimes the expectation now is that things are going to be immediate. I think that is a downside. Prior to having a cell phone, I mean, people left you a message, and when you got home, you called

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								them back. And now the expectation is that, "I texted you six times. Why didn't you text me back?" "
Problems - Technology	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	[RE: out of box Question] I think something that brings all of the tools that we use together, so you can get all of those pieces. Right now, I have to go here to get this, and here to get this, and here to get this, and here to get this. If I had something that brought all those things together, so that I am working on XYZ project, and I need something from here, here, here, and here, it all can come together.
Problems - Technology	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	[RE: out of box Question] I would like to see some sort of alternate communication plan should cell phones go down. Like how are we going to communicate with other folks? And I know that radios are a great way to do that, but what if those go down? Is there some kind of backup to-- I would like to see some kind of backup just in case.
Problems - Technology	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	I'm sure there are a million apps out there. I mean, I think that's part of the problem too. There are so many options for things. Everything is super cool, and let's have that in its latest and greatest.
Problems - Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	I will say right now sometimes I think the technology's moving faster than the equipment we have on the rigs because it's not completely reliable right now. So the crews, they don't put a whole lot of stock into it right now. There's some that work well, but it just seems like we haven't gotten there quite yet with a good consistent product.
Problems - Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	[RE: tech on rigs] Locking up, those type of things, or the mapping feature, it's not doing what they need. And actually, they'll fall back on the Active911 that's in their phones and on the-- there's iPads on each rig, too, that they do their reports-- their field reports, they do on iPads. That has active 911 also. So they can hit it and that has a mapping feature. But it doesn't give any secondary information on the call other than the call type.
Problems - Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	We've got backups in the rigs to help us if technology fails us or if our mind fails us.

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Problems - Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Yes. Since we've gotten the new system, the 800-system, that was [City] 911, that's an 800 Mega Hertz system versus a VHF, what we used to have. We struggled with the VHF. I mean, we couldn't even hear in our own district if somebody was talking here in [City] compared to a company talking in [City] down here. We couldn't hear them.
Problems - Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	[RE: communicate with other first responders] ...We're challenged at times to get us all on the same operating channel out there, and we're actually working through that right now.
Problems - Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	[RE: state of current tech] Overall, I would say that all combined, it's very useful information. I mean, we're getting a little bit here, getting a little bit there, but the common thing that I hear from the field guys and gals is that the MDCs just aren't reliable enough for them to count on. So they're using them when they can or when they're working, but they're just not reliable.
Problems - Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	There are some limits to the radio system with some of the buildings that we have, basements for instance and some of the bigger concrete-type structures.
Problems - Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	I don't think it-- every once in a while someone will have a problem with their sign-on but it's not a recurring problem that we have that I'm aware of with that. Everybody has their individual logins.
Problems - Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	[RE: tech got in the way, example electronic reporting program] ... The guys have gotten more used to the program and more proficient at using it. But it slows things down a little bit in the field sometimes because there're so many steps, so many drop down boxes that you got to do for each field, versus back in the day I'd just scribbled some information on there, and then I would decipher it to the report once I was back in the station. You know what I mean? You got to be more thorough in the field now than you used to.
Problems - Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	[RE: electronic reporting program] ...The form was right there in front of me. So, I mean, I could jump around-- if I'm sitting here writing medications down that I got the shoe box full and I'm going through it

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								and somebody rattles off a blood pressure in the old paper form, okay, right, go down to the blood pressure, I look at my watch, that's the time. Okay, and then I get back to my-- you could jump around with the form. Now, you've got the iPad and trying to just rattle the blood pressure, but I'm writing them.
Problems - Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	[RE: older gen using new techs] ...I see more frustration with that because it feels like they're being forced to do this and this is the way it's going to be and it's not the way they're used to being. And they don't like to see compromise in the field either. They have their way of dealing with the patients and doing their business and taking care of things and now you feel this element and it's kind of slowing them down a little bit--
Problems - Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	[RE: what causes communication prob] Well, we are hampered by SCBA masks. So when they are inside a building they are on air and we have amplifiers that will amplify a voice. And we did testing on these when we got our new portables because what we're finding was they were so good at picking up sound in our old VHF radios, a guy or girl would turn and talk right into it right here. Well, now we found that you could hold the radio out here and just talk and it picks it up. And depending on what's going on inside with other noises and things, that can sometimes challenge it. But every once in a while you get a garbled communication coming from somebody wearing a mask just because of placement of the radio and where they're talking and some outside influence as might be working on that.
Problems - Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	[RE: track patient] Once we deliver the patient to the hospital the-- field guys typically don't have the ability to contact the hospital, and it depends on the hospital sometimes too.
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	I think the new units will do that, but I've tried it a couple of times and it's not quite the same as using Google Maps. [talking about the new MDT providing the address and the cross streets]
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	[RE: tech got in the way] The MDTs. That was mostly on the old ones, but they do have a map feature so if there is some streets that you're not

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								too familiar with, like alleys or something that come in, you'll get a call on a side street between two alleys and you're thinking "Where is that?" and you hit the map button. Sometimes the map button doesn't work right or they have a route button that will show you a little bread crumb trail of where you are and where you need to go, and sometimes that doesn't-- you hit the route button and the screen just goes blank.
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	[RE: everyone has a radio] The only way it's a hindrance is if the person you're next to, usually it's your officer that's going to be talking on the radio, if they talk on the radio and you're right next to them, you're going to get feedback. So, some officers will address that in the morning by saying either, "Keep your volume down or keep your radio off until you need it." They'll say, " Set your channel that we're going to and just leave your radio off. Unless you're in trouble or something, you can just turn the volume on and you'll already be on the right channel."
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	[RE: out of the box question] The only thing that I ever really thought of that I think might make an improvement is on the push-to-talk button. Having to push two on each side before you can transmit because a lot of times you know, like I said, everyone has a radio. If you're up on a roof or you're in confined space, and you're beating away at something with an ax, your push-to-talk button gets hit [crosstalk] on accident frequently, and when that happens, it ties up the radio for about three or four seconds.
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	...When somebody is trying to transmit over someone else, it comes out on a radio system as a buzz and you'll hear, like somebody trying to give a report off the roof and let the incident commander know what's going on behind the building. Since we can't see it from the street, they'll look down and see if there's fire coming out of there. And right at the key time that they're about to say something, you'll hear that buzz. So somebody else bumped their radio. It's kind of unavoidable. It's not necessarily a fault thing.
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	[RE: about accidental buttons pushed] I wouldn't say it's sensitive. It's just that everything we have is so big and bulky, that it just pushes it, you

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								know.
Problems - Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	[RE: what causes communication prob] I would say, for the most part, it's the accidental transmits and then it's people getting too excited and not trans--or not communicating effectively over the radio and not knowing how to speak into a microphone and have that come out clearly on the other side. A lot of people get up too close and you hear over-modulation [laughter].
Problems - Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	[RE: checking emails] So the department just recently-- you can assign your server to get updated on department emails. So you can get it on your tablet, your phone, or you can log in at home, as far as email, but then as far as the fire calendar, we're not there yet. Other departments do it so you can check your shifts and see who's working but we don't have that yet.
Problems - Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Well, in a fire-- you might have to do a face-to-face with the incident commander, the chief that's planning the call. Because there's so many people talking on the radio that if it's important enough, instead of waiting, I'll just go outside and do a face-to-face.
Problems - Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	So on the squad, our systems are so dated. So Google Maps doesn't really work and they're not precise, so we rely a lot on our phones. So a lot of firefighters-- if I'm driving the squad I'll have the person behind me go, "Can you map this out and tell me directions over the headsets?"
Problems - Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	[RE: general about tech] It works but it could be better. The city, the way it works, they always go with the lowest bid. Whoever. So the better technology, we could have, and it might be useful, we don't know, but we have to deal with what we have.
Problems - Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	[RE: technology getting in the way] The only example I could give you is Lyft and Uber, because before with a cab, because they were marked yellow or they would actually say, "Taxi," if you're driving code three, you would know that maybe that person might be stopping for a fare or something. But now any other car could be Lyft or Uber and they do that. They're going direct and they just stop, all of the sudden and you don't--



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								you're not expecting that. So in that sort of way, technology has gotten in the way.
Problems - Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	[RE: out of the box question] So our radios, if they could be more of a smartphone. They wouldn't be as cumbersome. So anything like that and you could actually get text on the call itself. So you could be-- so instead of being on a radio, you could just be on the phone or speakerphone. Yeah, so if you're dealing with a medical and you've read it on a text on the NDT, but then you're at the scene, and you're all, "What was that apartment number again?" And it's on the-- so I have to walk back and if it was just... right there, it would be much easier.
Problems - Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	The ones we have does have the capability of an instant read, as far as directions, that would be helpful. And I know that this technology is out there. That it's location-specific. I think the ones we have now is all the routes are from the fire station, as far as directions, but if you could do it like Uber or Lyft does, it's all site-specific.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	The mapping on the MDT is challenging. It's not as intuitive as some of, say, the Apple products and the smart phones that we're all used to. So a lot of folks, especially if they're not familiar with the area, will keep their smartphones with them at all times. Even transition on a medical call, I'll wear this. And then we get a fire, I'll change. And you'll see guys actually take their cell phones out of their pocket and put it in their turnouts because they may go, "What? Where is this street?" or, "Where is this alley?" And someone in the back, who's not driving, can look it up and say, "Go left then go right." And people know their own smartphones very well.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	I would say that our radios are up to date, and that our MDT terminals are not. You can do better with an iPad that you could spend 600 bucks on the Apple Store today than the information and the user interface in it's intuitive level, currently, that we have on the rigs. They're trying to make it better. They keep improving, and that's fine. But we're also governed by lowest bidder and other restrictions that prevent you from just getting what you want. You may have to get-- well, this vendor has

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								this, this and this. They're an approved vendor. And that's what you get.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	A lot of technological solutions exist in the current fire service if you can pay for them. And I say this as you don't have to pay for them. So a lot of times, a lot of the technology needs - before I get to the pie in the sky - of most American fire service members is just the state-of-the-art stuff that whatever company is already making. Just it costs 10 grand a member, and they're not going to buy it, right? They have things like thermal imaging cameras that can check heat. Well, they make them now where it can be embedded within your SCBA mask, so you don't have to carry a camera. It's like Terminator vision, right? So those kinds of things actually do exist. They're just incredibly cost prohibitive...
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	...So a lot of the technological solutions aren't that it's a pie in the sky like, "Oh, I wish they invented this," it's more, how do we get it to an economy of scale that a fire helmet costs \$200? How do we get a thermal imaging camera that anyone can use, and that is state of the industry, state of the art, full color, let's you know temperatures when hot, and find victims? How do you get that to be also like \$200? So that way a city can go, "Yep, every single member is going to have one on their mask." And that way every single resident is protected by that fire department, right? You walk in and they can scan a room and go, "[inaudible]. There's a warm body right over there." That technology does exist. It's just that it's cost prohibitive. Same with things like iPads on all the rigs. It's an expensive thing, and people like to steal them. And so there's a replacement cost and a maintenance cost for things like that. But if you had those on all the rigs you could do a lot more. For example, when you do the hydrant checks, you could just have the iPad with you, and you don't have to do it on paper.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	I think the self-contained breathing apparatus, the bottles that we use, right? The cylinders. As they're adding technology they're adding weight. And I would say that one of the number one complaints of [City] firefighters is the Scott pack that we used to have with no bells and whistles, just air, that was it. It was 18 pounds. The thing we have now is

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								like 27 pounds. Now, it has technology built in. It lets you know when your bottle is low. It has all these things. And if you go down, it has a computer chip and someone can use a homing device to find you. And that's all amazing, except it's 50% more on your back. And the minute you put that on, you're not thinking about the fact that the microchip might help somebody find you, you're thinking about the fact that, "I'm slamming this thing against my back 12 times a day. I'd really rather not slam 27 pounds. If I had to slam something against my back, I wish it was 18," right?
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	...the direction the equipment went for our job went, "You need more protection. You need more protection. You need more protection." And they put us in, essentially, these bubble suits. And now we have all the protection in the world, but our mobility is reduced. It's hard to move. It's hot. And one of the big line-of-duty injuries is heart attack, usually related to heat exhaustion, dehydration. Which is usually related to that person's wearing 75 to 100 pounds of gear. Lugging around in 90-degree heat. Climbing up 80 flights of stairs, right? And you go, "Holy cow! That guy is going to have a heart attack or that girl is going to have a heart attack before they even get to the fire." ...
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	...So you've created this situation in which they have all the technology and all the protections, but the protections don't do them any good because they're actually a detriment, right? Imagine you could probably get yourself to a place, where the suits that the bomb diffusers wear, would probably be the best things for us to wear too because if there's an explosion we'd be protected. Except, have you ever seen those guys try to walk around? Right? You get to a point where you go, "That's not working."
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	I would say thermal imaging and distance estimation would be two things that we can't ever have too much of. How far away is that? How tall is that? How hot is that? Where are the viable bodies? Because even the thermal imaging technologies and the heat reading technologies that are out there are limited, not severely limited, but they're limited. So

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								that would be something that you could- they can't see through glass because it reflects the way they read the heat, right? Even if there's a body out there, I'm just going to get a reflection of that, so you go, "Damn it! I wish I had one that was more logical than that."
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	Battery technology is always a limitation for any rescue service because-- how great is that radio? It's terrific. How long's that battery last? 45 minutes. Okay, so it's not [laughter] that terrific, right? I could get you from [City] once, and then the battery dies, right? And that's with our thermal imagers, with our radios, with our rescue tools. You name it. We are limited by the distance of a power cord or the distance of battery. Or sometimes, if you are not going to go electric, the amount of fuel that you have to power the machine that's going to give you-- that you're bringing to the scene to-- you know what I mean? So I think battery life is the new future towards, how do we fix some of those problems you're-- if the batteries lasted longer on anything you have, everything would be better.
Problems - Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	[RE: smaller, faster batteries] That's all what we're waiting on. Everything has to be powered. How are we powering it? And power is your limitation. And it could be a cord or battery or fuel, but that is your limitation. And how do you extend that and get more efficiency and more power? Got to get that too because it's got to be more effective. You don't want the same thing 10 years later, but it lasts twice as long then, but that thing hasn't improved. That tool isn't stronger, or that camera can't zoom further, or whatever it is.
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	We actually have our MDT on here, but it's a little slower than that one. And then when it's running all the programs, just because we have a delay in [City], they don't. The other departments, they run everything through-- okay, so I'm not a tech person, okay? So bear with me. When the information has gotten to dispatch, it goes straight to the iPad. We have a 10-second delay, or a 20-second delay, or a something delay. So it has to go through a filter or something, they won't just let it-- [City] won't just let it go through.

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Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	[RE: showing the Tablet Command app on his iPad] ...But what I was going to say also is that things that could do better with them is either have it color coded. So when we have a single alarm or a double alarm or as it gets a greater alarm, each company, each code would be different. Because the problem is when we move people in and out, if I have a greater alarm, I don't know where they came on. Or even a line that just kind of moved them back into the box of where they came from.
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	...So we tend to split our crews, the truck companies, so one will go inside and half will go to the roof. So they'll cut a hole and some people are looking. This, he doesn't have the technology yet to actually physically split them. I just have to make another-- I have like, truck 7 and truck 7B... So yeah. So they can't do that. They can't split.
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	[RE: showing the Tablet Command app on his iPad] ...there's little notes that you're going to put in there, like what if it's under control. I'll put the person, like the owner of the building and their address and phone number and all that kind of stuff if they are on scene. Although the other day, too, the stuff wasn't saving. Even though I was saving it I came back and it was gone. I'm like, "What happened?" So kind of it's hit and miss. And I don't know it's because of WiFi service in the city, and data collection, and depending on where I am, if I'm just in a dead pocket and it's just not going to work as well or what.
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	Well like with our radios and stuff, sometimes they don't work when you go below grade. They don't work some in the high-rise because the concrete and so then that-- and that for our job realistically, 99.9% of when things go bad is because communications has either been nonexistent or muffled or miscommunicated or something.
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	[RE: out of the box question] Like the Google Maps or even the Apple maps on this is good. It's just because it gives you options, so then you can pick. The MDT maps or whatever, they just-- they take you the weirdest way.

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Problems - Technology	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Yeah. So we have radios that you're able to scroll to and get to those places, but because we don't do it very often, it's not real easy. It's kind of clunky. In fact, we're working on a new radio load right now. I was just talking to the person in charge of our communication center, and we're trying to break down-- just from a simple-minded perspective.
Problems - Technology	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	...Somebody gets with a stuck-open mic. So if you're working doing something, and your microphone ends up in the wrong place and it opens, then everybody on the fire ground loses communications... And you can't talk, right? So it ties things up. It blocks them until we can get a hold of the communication center and say, "Who's radio is that?" And then they can either shut them off, or we can find the person and shut them down.
Problems - Technology	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	[RE: stuck-open radio mic] And that's fine if it's not an emergency, but if I'm in the middle of something significant and I have an open radio frequency, that becomes a problem.
Problems - Technology	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	[RE: tech changes] So we used to have 2 tactical channels on a simple 4 or 5 channel radio, and only the officers and the chiefs had radios. So instead of 35 radios going to a call, you had 5 radios going to a call. So the downside is you don't have very many channels to talk on, and some people look at this as a negative. In some ways, I look at it as a positive...But I don't think they're that-- I use them more often so I can get around them fairly easily, but for your average firefighter that doesn't do it very often, it's not very user-friendly. But I mean, from a radio-technology perspective, it's still a radio. You talk on it, somebody hears, and you talk back and forth. Past the radio stuff, talking about repeaters and all that stuff, I don't know how the technology has changed there. I'm sure there's been some significant changes. For me, that's behind the scenes.
Problems - Technology	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	I do know that one of the downsides of what we have right now is with all the radios that we have out there. And because we're on a combined radio system or a trunk system with the cops, sheriff, is that, if 24 people in the entire city can be talking on their radio and 2 speaking to each

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								other, the 25th person that can use their mic gets a busy signal. So I've always said, "When we get our earthquake--" or on a first alarm, I've got 35 radios that are showing up. Second alarm, I've got another 35 radios that are showing up. At some point, there's 120 radios there. And you know that some amount of people are going to try speaking at any given time, so the limitations to the radio system, to me, are dangerous. Especially when we have a-- if we have our earthquake, or when we have our earthquake, because we're sharing that same trunk system with the police department, the sheriff's department, and the department of emergency management." And so lots of busy signals. And the busy signal is just that. You get a bong. A bong, so you can't communicate.
Problems - Technology	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	...And then I'll just say number three, that without the Bluetooth technology and the limitations of that, the current microphone cord that we use is way underrated. And I think it's almost criminal that they are giving any firefighter in this country a microphone cord that, at 160 degrees, begins to degrade.
Problems - Technology	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	And those are on multiple frequencies, so that's not just on one frequency. So the entire talk-group shares all of the frequencies. So our 16 channels-- if we had 16 different incidents going on, it would only take a couple of people from other departments speaking on the shared radio frequencies where we wouldn't be able to communicate with each other. So it's not just on that one channel. It's on all of the channels.
Problems - Technology	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Yeah. Yeah. It's all of the police channels, all of our channels. No matter what, only 24 people can be speaking on all of the frequencies at any given time. The 25th person gets a busy signal. And I know that we're talking about a radio upgrade, but we're still several years away from that happening.
Problems - Technology	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Oh, it happens. It happens quite a bit. I'll be in front of a building and go and hit the microphone, and bonk. And then you try again, and then maybe you get through and maybe it bonks again. And it hasn't happened yet in a situation when it was an emergency, but it takes that--

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Problems - Technology	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	--much time for that to happen. So yeah, I think there's a lot of-- you know as well as I do, there's a lot of military technology that exists that hasn't crossed over into the semi-military world. And everything is very expensive.
Problems - Technology	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Oh, the cops always get the-- they buy toys all the time. They're always way out ahead of us. When it comes to communications though, we share a lot of stuff. And then our communications is also going to be affected by heat, and smoke, and visibility, so you throw that into the mix.
Problems - Technology	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Exactly. Buying a radio is cheap, but changing the repeater and all of the other stuff that goes along with it is very expensive.
Problems - Technology	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	If you listen to any of my tapes from my fires that I get, I would bet-- I ask 30 to 40 percent of the transmissions to repeat. Repeat what you just said. Yeah. Some of it is because radios are turned up and you get feedback when they go to transmit, and I get that feedback sound. But a lot of it is people that just are not comfortable speaking on the radio. And that's all fine until you get that one call that you missed where somebody's calling for help.
Problems - Technology	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	--and I go to talk, then I get feedback from them. And plus, I can't filter that out from background noise and what's actually happening, and you have a lot of ambient noise that, of course, is going on, but.
Problems - Technology	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Yeah. I believe that we're-- if we're comparing it to the private sector, I would say that we're years behind, probably 10 years behind the private sector. I mean, you know as well as I do if you have a cell signal, that these things have the ability to do so much more than one of our radios.
Problems - Technology	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	...But there is a department phone in the vehicle, and it's a, probably, three- or four-generation-old Apple phone. But we don't use the phone for anything other than communicating.
Problems - Technology	FF	U	Supervising Field	56-65	31-40	Male	FF-U-014	[RE: satellite phone] It's not user-friendly. And I know you're waiting for that time for when the satellite is crossing through the sky, and you have



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			Responder					to be facing a certain direction.
Problems - Technology	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	[RE: satellite phone] No. We can show you or not, but there's just a lot of buttons that need to be pushed, and the way that the antenna's got to facing, and it's just not user-friendly.
Problems - Technology	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	I know that one of the chiefs from our department is on that committee, [Name]. And - I don't know if it was mentioned to you - he became involved-- we had two firefighters that were killed in the line of duty up on [Street], and I was the incident commander for that fire. And one of the things that we recognized after the event was the officer, his microphone cord had deteriorated. And during the event, I had an open mic for a significant amount of time. And that's why I gave you that 160-degree-- I know in the studies that have been done that at 160 degrees, and the higher the temperature goes, that those microphone cords will send these radios into a transmit mode, an open-mic mode. And we did not hear from [Name] from 10:52 until-- no. I think the last transmission from him was at 10:52 or 10:54. Numerous attempts to contact them. We never heard back from him, and I believe it was because of his microphone cord failing. The practice in our department has been, you put your radio in your pocket and the cord is on the outside of your coat because there's nowhere else for it go. So it's not protected. And yeah, the pictures are pretty dramatic. If you have a chance later, if you go-- I believe it's on our website. It's the [Street] Fire Report. The fire was in 2011, and the lieutenant and a firefighter were killed. And we were unable to get a hold of them for some period of time. And I believe that part of the reason was is that he may have been trying to transmit, but his radio went into open. So that's why Chief [Name] has been assigned to this technology committee that was developed after our fire. And dealing with Motorola and the big companies, they're going to tell you what their microphone cords are capable of doing but that there's no requirement for them to be able to withstand anything over 160 degrees.
Problems - Technology	FF	U	Supervising Field	56-65	31-40	Male	FF-U-014	So that's why I'm saying. So why are we so far behind technology-wise? And the more that we put this out there or the more that we heard from

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			Responder					other fire departments that had suffered-- not necessarily an injury or worse, but they suffered the same events taking place where firefighters were operating in a very warm room and their radio stopped working. And it goes back to their microphone cord.
Problems - Technology	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	So both [Name] and [Name] died from burn injuries to their trachea, even though they had their Scott Air-Paks on. So they're on air. What ended up happening is that when they fell to the ground, the fire was heating up their air packs, and so they ended up breathing in the hot air that was coming in through their air packs. So I think the next generation of air packs has to be better insulated to prevent that from happening.
Problems - Technology	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	But the challenge is, if we get a really big incident where we have a lot of people talking, they're going to be limited on how much, I mean, conversations they have. And I don't think they really understand that concept. Kind of like going into the grocery store and standing in line. That's what a trunking system is. And then that's what we try to teach is it's like standing in line at a grocery store. You can only have five conversations at one time across the whole system in a particular area. So when you have that sixth conversation that needs to happen and nobody's available, you're going to get a hold signal
Problems - Technology	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	[RE: MDT] But sharing information on a screen is focusing on the screen and having your awareness of what's around you as well. So it's multitasking, and it goes back to how much can we actually do in multitasking, and what do we have available to us.?
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	It does because the department, we only have iPhone 5s because they're free and that's all they give us. And it's almost inadequate for this day and age. So I can't add any applications. When people say, "I want to look at something new," I can't do that on my iPhone 5.
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	The downside is when a firefighter goes down in a basement, and his radio doesn't see a repeater, he can't call for help, so the radio is useless. So the fix to that is to go to a direct channel. The downside of being on a direct channel is only people within a mile can hear the radio, so other

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								people across the city or incoming to the fire don't get to hear what's going on before they get there until they get into range of the direct channel. So that's a conundrum. I guess there are some fixes. You can put a repeater on every chief's buggy that will also take that direct channel and put it into a repeater system that way everybody to hear it that way. That requires infrastructure, investment, and installation, and so forth, and money, so.
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	There's already our existing radio system and it's too big of an animal to try and change a \$80 million radio-upgrade project with Motorola, then to switch over to a different radio system called Wave Relay. And there's a benefit for Wave Relay, they can penetrate the ground, so they can do the camera aspect and I can instantly see the arrival video in the operations center, where at home on my iPad. These are great things that technology can do, but how do you change an existing system such as a emergency radio communications and go, "Oh, we're going to switch to this new system and invest all this money." And the Wave Relay technology probably isn't there commercially yet. They probably can't deploy it on a commercial level but it's amazing what Wave Relay can do.
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	The mask is an issue. It's not a radio issue, it's more of a mask issue. Talking in a mask is a problem. I still, to this day, don't know why if a fighter pilot can talk into his mask so clearly, why can't we? Why can't our radio exist in our SCBA mask just like a fighter pilot?
Problems - Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	[RE: what causes communication prob.] Buildings. We have a lot of subways here, not as much as New York, but we have a two-layered subway. A lot of buildings, train features, a lot of hills in [City], so.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Well, communication for us has been a major player when things go wrong. That's normally one of the-- probably the main, I would say, most common denominator of anything that's gone wrong in the fire service is the communication breakdown. So we use radios. The radios that we use are fairly good. Where it comes into issues with communication is when you're actually interior and you're actively doing something, and

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								being able to communicate what's happening or what you're doing may not be as easy as it may seem. So plus talking through a face piece and into a radio mic, the clarity isn't the greatest...
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...I think where we may run into some issues are the durability of technology because we're not very delicate with things, so everything that we use that is going to be-- whether it's a tool or a communication device, has to be durable, for sure...
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...Radios we used to have years ago just didn't have the transmittable capabilities, didn't have as many channel selections. And they weren't really high-tech radios. They were very basic, which is okay too. But I think the level of high frequency versus very high frequency and those kind of things, the capabilities of radios have changed...
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...A lot of things that hit the fire ground or the fire service in general, especially with this new technology, we're worried about losing it. We're worried about it breaking. And then, at the same time, now you have to train firemen that are 25, 30 years on the job who-- they didn't grow up with technology, so now they've got to learn something. So those aren't easy tasks, especially if the technology they are using is a little more high tech than they're used to. A lot of different steps. A lot of different pushing this and pushing that. A lot of different frames that they have to go through to get where they want to go. The less is better...
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...if I have a radio that's expensive and something happens, I lose the radio or it gets stolen, the officer gets time. So it comes out of his pocket or he gets time with suspension. So that's a big concern, is that, say I'm an officer in engine, we get these new tablets that are easy to break. I'm not going to be happy about it because then now, that's something else I got to worry about. And when you're slinging tools around and your big concern is getting off this rig, putting your stuff on, and getting in there, you're less worried about delicate things. We're not delicate. We're just not delicate people. So when you put something on there that is a level of technology that is where we are today but is not durable, that's a concern for us as firemen.

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Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...So now, the radios that we have, they're digital. So if I click and talk and half of my message doesn't go through, you don't get any of the message. You don't get, "Hey, this is Engine 93. We've got this," or, "We're looking at this." And then somebody say, "You know what, 93, we didn't hear that." What would happen is they wouldn't even hear me say, "Engine 93, we've got this." The whole message would be deleted. So there would be no reason or any kind of a reflex to say, "Hey, 93, what was that?"...
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	It's the type of frequency. I guess it's called digital. It's a digital. So when something goes out in a digital format or message that-- the only way that the whole message can be read is by getting the whole digital. It's almost like a-- I guess, almost like a DNA sequence. You know what I mean? So it's got to get the whole thing, otherwise, if it gets half of it, it breaks up, so.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...But when you look at something that is very complicated or if you hit the wrong button by accident and it completely changes the whole thing and you don't know how to go back and fix it, those are where issues begin. And even with some of the radios, you may grab the radio and pick it up and your thumb may hit a button by mistake. And it completely puts you in a different channel or a different zone and you don't know how to go back to it. Those are some situations where technology can be a problem.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...Back when I was on ambulance all the time, some of that equipment that came out were a little complicated at first, but then it just takes time, were ones that actually did 12 EDKGs versus pacemaking and all that kind of stuff...
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...one thing that we have seen happen in the fire service with interior tech is the thermal imaging cameras in which, if you wanted to go back to that one question, that technology is something that could be hindering to someone who doesn't understand it and doesn't understand what they're looking at, what color forms they're looking at, what does that mean...

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Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...I guess you could say that's the information that sometimes you want to know because we're coming in, we're listening to a different channel. But then they all go to fire ground, and we're not listening to on fire ground communications, so we're still coming in almost kind of blind until you get there. That's what I don't like. But everything is certainly radio communication. And there are some issues with transmission, and especially in your higher buildings with frequency travel and radios...
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Subways are huge. A lot of issues with subway radio communications. I would say there have been a lot of issues with high rises just because of all the interference, frequency interference in downtown, for sure. And I would say that's probably the biggest communication issue, especially when you're on fire ground. Sometimes our fire ground frequency only goes so far. It's not a very strong signal. And so if you're 25 floors up or 40 floors up and you're trying to talk to someone on the ground floor, it may not go through as well...
Problems - Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	...I mean, there's times where they don't work as well, especially in high rises. You may not get out as much, but apparently, they're always working on that. Subway incidents are another hard thing to use radios at. They have phones in there for us to use...
Problems - Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	...The only thing with having more radios, we have to have better radio discipline. There's a lot of things that don't need to be on the channels. A lot of people like just hearing themselves on the radios rather than-- clogging up the airways when pertinent information needs to get through. I mean, you'll see. If you listen to our radio channels, there'll be a big fire, one with a lot of messages. Then some other company - it's not even close - and all will be like, "Yeah, we're on the scene for an ambulance assist," instead of just hitting the button to let them know they're on the scene, right in the middle of an incident going down.
Problems - Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	It's probably two-fold. First, a lot of it is operator error. Like I said, radio discipline - being able to use your equipment and also being able to make the correct communications at the appropriate times. And I'm sure there's also a technological aspect where you have to make sure it

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								works. If anything, there's a tendency that things may break, need to be replaced. As a whole, our department, we don't embrace change very well. So we have a lot of people that-- I mean, I don't think it's as much now, but I know that whenever I get a radio, in the beginning, some people are like, "I'm never going to use it." Just like the computers, "I'm never using that." 150 years tradition unimpeded by progress. We're just getting to the part where we don't file forms with carbon paper anymore.
Problems - Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	[RE: current technology] I guess I believe it's adequate for our needs, but it could be so much more.
Problems - Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	And then we do a lot of-- with our high rises a lot of technology in terms of having the panel. An engine company does need it to run the lobby and need to run the alarm panel. And our alarm panels are very complicated, telling you where the alarms are at. They have internal communications within the building in case ours are ineffective. They do announcements. They have loud speakers. They also maybe can pinpoint the alarms, can run HVAC and stuff like that. So I have to be in communication with them and the lobby command.
Problems - Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Well, I mean, you could probable use-- the mobile data terminals are really just laptops bolted into the rig. So they're used at very little of their capacity. I mean, we could do that. I'm sure there's a way to do it, but many of the reports that we do are more back at the station after action reports. There's not a lot that you do in the middle. You know what I mean? I don't think they'd make us-- for the fire side? No. But for the medical side, definitely.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	I think that from my personal-- I haven't had any issues. I think our equipment is pretty much up to date. When we compare ourselves, you have to have a comparison to other people. Other big departments are pretty much on the same wavelength as us and we're vice versa with them. So I think our technology has finally caught up. I can't really think of any issues that could pose a problem, but we could be operating portable radios, for instance, in dead zones, high rise, metal, concrete buildings where you might not be able to get that transmission out.

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								That's what's important because their transmission may be very important. It's important that everyone hears it.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	In the field, we have the mobile radio on the rig. And then, once we're off the rig and ambulating on a scene, for primarily, on our portable radios that we have and both are made by Motorola, digital. I think we work on an 800 meg system. We have plenty of repeaters throughout the city. So they hear us except for those trouble spots. But those are our two primary ways of communication as far as getting hold of, for better sake of term, our dispatch center. It's relaying critical and non-critical communications.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...But also the reliance and also these components that we've talked about. The computers or radio system that has some degree of complexity. Of course, you will get used to it. On the fire drum, there's a million things that are going through your head. There's a million things that must be observed to come up with the solution. Any incidents giving you the problem, it's your job, again, to come up with the solution. And it's not something that's just, "Let me go back to the fire truck and think this one out real quick." It doesn't happen that way.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	So I call that saturation overload. And that happens a lot on incidents that are kind of beyond your scope. Obviously, a medical call is within your realm or your scope. It's easily handled. Bigger the incident, you're dealing with the human factor, the mind at the process. But if you coupled that with more degrees of difficulty with today's technology, you run into a-- it's like two trains running into each other. I have to go and get data from here, or from this computer, I have to listen to this radio, this channel has 20 different frequencies, 10 different-- there is a point that says keep things simple and you do have to-- because of the task at hand...
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...Again, what I talked about was the task saturation. You're overwhelmed with the incident itself. That's why today's technology, it should be very user-friendly and it should not require a huge degree of brain energy or expending mind-thought, when you have to actually use



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								some of that, at an incident, and calling your plans, and your shots, and what you're going to do for successful outcomes. Everything we do is successful. It requires a lot of mind-thought. I would rather dedicate it here than as opposed to technology or using things at hand. It might have it because there is an issue of complexity.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Whoever said face to face, that's the best method of communication. Receiver and sender and sender and receiver. You got me and I got you, and we understand our messages from face to face. Relying on technology so, "Oh I hope he got that message." Or, "I hope I got this message to achieve that might be three blocks down the road on a large scale inset." The assurance of knowing that you got your messages across and especially critical messages. There should be no doubt or wondering if this is going to fail us, this system. Did he get the message or-- again, nothing beat face-to-face communication. I say, "Well, I'll write him a letter."
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...Gaining complexity is the real killer of simplicity from my perspective. And how to improve that? A lot of face-to-face communication, maybe having one guy operate the radio. Giving messages instead of everyone having radios, and all this talk and garble. I have to be responsible for listening to all this, because it may apply to me. So funnel. So you take your five people in a room. You tell them all be quiet, one speaks. So that would be just a suggestion for that, just not being in a position where you're going to be overloaded with, where this technology has become rather burdensome in your decision making or thought processes right now.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...I think what we have suffices. But it only builds up from it. Things will be different next year. Instead of fire fighting 101 next year, you might have bumped to the 500 series level. It's always outpacing us. But I think by today, I think what we have now is plenty enough. Again, at least in my opinion. We may have more who says, "Oh, we need more technology." I'm happy with what I've got, believe me [laughter]. Yeah. You got any more, I'm going to be overwhelmed with all this stuff...

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Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...So yeah, the cell phone is a great tool to use if you have time. If you're in haste, you cannot. So their technology would not benefit you. So calling and looking at my phone going into a fire will not happen. You don't need it. You don't have the time.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Everything there's a fine line in every detail. Do we have time or do we not have time? Or when we process data, you don't have the time. When things that are happening real quick and real fast, it's hard to go through the technology to find things...
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...Going to an apartment building fire, for example, the only technology piece that I would find useful is the thermal-imaging camera and obviously the portable radios that communicate messages back and forth among people. Not overwhelming with messages, but enough to get the gist. It's what is putting the fire out, is using your hose line. It's not the computer. It's not the technology that's doing this stuff. We're still going into time-proven ways of doing things without the presence of technology. From that aspect, as a line officer, I look at that. Later, down the line, you can use the technology to look at some things that again you may have forgotten. Things that are going to enhance your ability at, perhaps, another incident, learning new techniques, new practices that they have done. Try this cultivation of change, of technology. Using that in a positive manner for you and your fire department. But I've seen it from a different perspective, because during emergencies it's really not quite useful. But those are the technologies that you take for granted. The portable radio and the tech camera have benefit.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: cause of communication issues] Failure to communicate is one of them, yeah. But as far as communication from a technical aspect - buildings, dead zones, again, metal buildings, being encased in concrete - you're just not getting that signal out. What is causing communication is possibly the-- in fact is that we have possibly too many radios operating on one fire realm. It can be cumbersome, and lost messages will occur. Some of those are crucial, or non-crucial.
Problems -	FF	U	Field	46-55	21-30	Male	FF-U-028	[RE: radios] They're pretty complex. Not during the fire scene. When

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Technology			Responder					you're back at the firehouse and then trying to get familiar with the radio changing zones and channels and programming this, highly complicated. But at a fire scene, very user-friendly because we're sticking on one channel. While you're figuring that, fumbling through channels. You're operating on one fire channel. So to switch into two, "Hey, lieutenant. Contact me on fire ground five." And then you're like, "What the heck does he want?" One channel, keep it simple, no complexity.
Problems - Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	I've never noticed an issue with that as far as you're looking at weight or user-friendliness. You never give it a thought. There was no problems. There's nothing to draw from is that I have a problem. I haven't had no problems with these. There could be a problem with the portable radio if left outside of your protective equipment due to thermal insult or a thermal exposure to it. Yeah. You'll melt the thing and it becomes useless, then you've got to rely on yelling, or if you're lucky enough, escape a pre-flashover. So if worn right, worn correctly, and following the procedures or guidelines of the fire department, it won't fail you. Most of those things that occur in the fire service, a lot of it is then human error and miscommunication. Communication is a big factor.
Problems - Technology	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	[RE: radios] We just went to digital, and it's getting better. I mean, when you first went digital all the voices were very metallic. Now I can recognize voices on the radio, so it's much more natural now. Add an extra alarm where the-- the problem with everybody in my opinion-- the problem with everybody having a radio is, there's people who are on the radio that don't need to be. Whether it's need more radio discipline-- and I mean, there's just-- it's just the nature of beast...
Problems - Technology	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	[RE: radios] ...They don't work in high-rises that well sometimes. You need more wattage or whatever. So if you're up in-- we cover most of the high-rises in the city, so radios at high-rises can be overwhelming the communication between like the [tap of the hancock?] and the ground floor, we need a communication van. And then you have search-and-rescue channels who have fire-fighting channels. It's hard to

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								communicate. And if I want to get through to one of my company, we split up into three teams. If I want to get through to them or they want to tell me what they found, if I gave them something to do, it's almost impossible. So sometimes we do face-to-face.
Problems - Technology	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	[RE: radio comms in high rises] because there's so many people doing so many different things. There's so many people on the radio, and the radio channels are getting overwhelmed. And then the bosses show up, and we're in the middle of doing something, and they're showing up, and they're taking over, and they're giving other commands now. And they have the command channel, but sometimes you're not transferring over. Then they have to monitor both. So you're trying to get a person on one channel, and they're talking on another channel. But I don't know if there's an answer to that.
Problems - Technology	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	The other thing we don't have in the city that a lot of the suburbs have, and it might be a nightmare, is the control of the lights. Where they can [shade?]. They're going on a run, they come up to a corner, that can turn a light green for them. We don't have that in the city because-- still on the high-rise, you have four engines, four trucks, a squad, a command van, four battalion chiefs. You have everybody going to the same address from different areas, so that would be a nightmare, especially with traffic downtown. And that's where most of the high-rises are, so I could see why they don't have that.
Problems - Technology	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	I guess chiefs could be overwhelmed. I mean, because they're talking [on main?], and then people are calling fireground. Still on the high rise, you have all these-- people are calling the alarm office and the alarm office calls the van and says, "Check on apartment 1023," and then they have a list of handicapped people to check on and they're sending people, so they're waiting for eight different people to get back to them, and I mean, I think that could be overwhelming. But to me, it's not about the technology, it's about trying to get the job done. So if the technology's not helping me I ignore it.
Problems -	FF	U	Field	56-65	31-40	Male	FF-U-026	I mean, I think the mapping thing would probably help getting to-and-

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Technology			Responder					from runs, and I don't know if a tablet, as far as getting information, but most of the time that doesn't bother me because most of my stuff is talking to people... And if radio gets overwhelmed I do a face-to-face. Or I send somebody else.
Problems - Technology	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	We have a full range of meters, from the radiation meters to four gas meters, two meters that do-- the hazmat rig has meters that identify a product specifically, it just takes a while to set up and that. We have more radios than anybody else. Everybody at my company has a radio and we have three TIC cameras so we split up in three different-- in the high-rise, will go three different places. I mean, we have the-- like I said, we monitor the marine radio on a dive run or a boat run. We have a lot of different kinds of meters, more or less. More electrical outlets is what we need [laughter].
Problems - Technology	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	[RE: whether tech helps] Maybe for the bosses, it could help, but as far as the company level, it's what's in front of you you have to deal with. And I know people are doing the command and general staff, and what that has to do with. Our situations on a company level are so fluid that by the time they would set up a command area and stuff, we would have the incident done. I could see where it'd work on the large-scale incidents, but for the most part, I just think that it takes focus away from doing the job, and it takes people away from doing the job. I think the quicker you get people to doing the job-- I've never been into management. I manage six guys, so that's not my forte, so.
Problems - Technology	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	[RE: using cell phones] As long as it helps to get the job done quicker. If technology slows you down, then I don't like it.
Problems - Technology	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	[RE: HUDs with built-in TICs] I would have to use one first. And if it's a pain in the ass, then it wouldn't be-- I mean, our first TIC cameras are like this big. The batteries lasted like maybe half hour. Now, they've progressed where you could use the battery for an hour. And they're smaller and they're not-- I mean, I got one that hangs right here. It's just small. The problem with that is the screen's smaller. But it's color coded. The hotter it is, the redder it is. I mean, it's fantastic technology. I think a

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								lot of the technology for the company level is already out there. Like I said, sometimes when you throw too much technology, it slows you down. And people lose focus when there's too much technology. They lose focus of what the incident and they're focusing on the technology. And I don't think that's a good thing.
Problems - Technology	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	... At a big incident, just trying to get through sometimes is frustrating, and I don't know what the answer to that is because if you're trying to talk to the commander and one of my guys is trying to call me on the other channel, we use hazmat channels sometimes. So sometimes, I'll tell-- I'll pair up two people. I'll put one on hazmat and one on fireground. And if we want to talk to each other, we'll go to hazmat. So I have that option because we're the hazmat channel-- and they don't use it at fires. So that's how I get around it... And I mean, they're coming up with search and rescue channels. They're coming up with other channels. But it's just overwhelming when everybody-- you have 2 companies leading out, and there's 40 guys upstairs, and it's just-- and again, I don't know what the answer is.
Problems - Technology	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	there's always room for improvement. We're much better at radio communications, the equipment itself has gotten a lot better. Our frequency availability, at least from the chief officer's standpoint, I can direct companies. Say we had multiple fires in a close proximity, that could be an issue because we would get bleed over communication from a fire. And you wouldn't know if, "Am I hearing a guy that's in trouble at my fire or at the fire that's three blocks from here?" So we have the ability to-- we can offset that now by changing frequencies. There has to be an initiation made by somebody to make sure that that goes down properly...
Problems - Technology	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: change to digital radios] We carry-- it's a radio, as well. But the battalion chief-- well, each district in the city here carries a-- they call it a RIB radio, and basically, it's a little stronger. We tend to use it more in high-rises than anything else, just because of the same problem, talking from grade level to the, say, 25th floor became an issue sometimes. And

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								so we would triangulate our communication which, obviously, now you're involving more people. So now our large-scale incidents or fires in high-rise, or anything else that may happen in a high-rise, because the event would be escalated in our city to extra alarms, that radio comes in the building, as well. They set it up and then it aids in the communication from the command, the people that are in command throughout, it trickles down throughout the ranks that are at that incident. So that's been good...
Problems - Technology	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: old analog radios] I mean, just way better now than it was 28 years ago. 28 years ago it was very simple. It worked, and I'm sure in its day, it was great. It was all analog, though, so there were issues about transmissions that were never heard. And I know that that was an issue around the country and I'm sure around the globe, too. Where, I mean, there were people in distress that were never heard. On sending radio transmissions that weren't heard just because the technology wasn't there.
Problems - Technology	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	...So we still have hurdles with digital technology. It's not perfect. For instance, we've done some simulated active shooter events just to prepare for chaos. And we have some pretty large-scale buildings in the city which you might remember, like [building] and things like that. So we've had large-scale drills there with the police and SWAT and everybody involved. And even on our digital channels have had some serious issues with transmissions, and that was during a drill. So I'm like, "I hope this doesn't go down when we really need it to." So our alarm office is pretty good and we're trying to get a handle on that.
Problems - Technology	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: digital radio issues] Just transmissions not being heard is really the number one thing. And that's where it all goes to hell, so... it can jeopardize not only the civilians, tax payers that are paying us to respond, but the first responders. So without us, now we have a big issue. But like I said, it's so much better than it was. And so many more people have radios now. I'm sure it's going to get tweaked in the digital world. It's always a large-scale building or a building, in my opinion, that

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								has floors and floors of concrete. It's just digital transmission can only do so much. I have a layman's understanding of how it works, so I get what the issue is. But it seems like the people that are involved in the actual manufacturing of radios have to work a little closer with the building people, maybe [laughter], and just from the onset of a building being put together, maybe have repeaters throughout the [laughter]-- you know what I mean? Be proactive a little bit and just because of the state of the world. That wasn't a thought 25 years ago, but today we have to think that way. Yeah.
Problems - Technology	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: information need] I can't read so much information on a small screen like that, not while I'm en route. It's not going to happen. I mean, I may try, if I have a moment or two to glance at it, but... It's too much, yeah. And I have a lot else going on. In high-traffic times when we're responding, I'm actually helping the driver. I'm always scanning because he may not see somebody.
Problems - Technology	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: building information via CAD] So if it was something that was really legible and bigger, but how big can you go? You can't have a 36-inch screen on a dashboard, so it's a catch-22, sort of... Unless it was audible and was looped, where you would-- but then how do you do that without it interfering with me making radio transmissions in route, as well?
Problems - Technology	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: cause of communication issues] So [laughter] I know I'm talking to you, but you've got communication, so you have a sender and a receiver, right? And in order for it to be officially termed a communicative process, there has to be feedback, right? Without feedback, how do you know if the message was actually perceived on the other end by whoever transmitted it in a proper way, or was that information disseminated properly from one place to another. So the problem that we have is-- and this could probably be made better through training, but we train so much on other things, we run out of time to train. The way that people talk on the radio. They cut each other out. Sometimes, when we went from analog to digital, analog obviously was not as powerful, for lack of better terms, but it was more instant, at least on the fire



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								ground. Whereas, digital you have to key the mic, almost pause a second, or else the front end of your transmission will be cut off. We have a lot of that going on...
Problems - Technology	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: cause of communication issues] ... we'll have communication problems, and this one sticks in my craw. There may be somebody reporting the first fire companies for a reported fire that hasn't been confirmed yet. They'll pull up and say, "Hey, we have a fire", and they'll start giving-- because we have protocol for how we report a fire to the firearm office. We'll give them building dimensions, whether we have fire showing, or just smoke showing because sometimes it can be burnt toast coming out of the window. We'll tell them the size of the building. Is it occupied or not? And is it commercial? So we have certain things that we'll say from the very instant that we pull up. You'll have that going on, and then you'll have somebody cut into that to say something really insignificant over the radio, like we're returning-- they'll just tell the alarm office we're returning to quarters, and now that very pertinent information was cut off by a guy who did something cut him off, and all he had to do was push a little RTQ button on his on-board computer, and they receive that message, as well. So we have a lot of that going on, too. Every time I hear it, I wince a little bit because if at that fire scene, somebody's calling for a mayday, that's supposed to initiate a whole new response to that fire for the purpose of that mayday. And if it's going to be cut out by some guy that just wants to get his voice heard by the whole city that he's returning to his firehouse. That's a problem.
Problems - Technology	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Since we went digital with all these other-- and this is more at the chief level. We have people that carry the radio but don't know how to use it. Even though they've had classes that there isn't any chief out there that hasn't been schooled on how to use it. But I don't know what it is, [laughter] there's a lot of them that just don't know how. So there is a process, too, just operator error, and that can be detrimental, depending on what you're doing or what you're responding to.
Problems -	FF	U	Other	46-55	21-30	Male	FF-U-029	[RE: reception] There are places in the city, I'm told now, I can't off the

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Technology			Public Safety Personnel					top of my head give you. But there are some known dead zones in the city itself. The only problems I ever encounter are in large-scale buildings or like I said, buildings that have sub-basements or high-rises. Other than that, I don't think there's a large problem...
Problems - Technology	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: drones] ... We had talks a couple years ago with the [local university]. And they have a doctoral program where all these students were, I don't know if their major was robotics, but they were in robotics. And that was going to be what their careers were. And so they had grant money where they were trying to develop a drone, let's say the size of your recording device there. So only a couple inches in diameter, that would fly into a fire building. So the problem was the technology of it flying in conditions that were super-heated. Now it's flying in low oxygen, so it would affect the flight itself of it... The ability for it to real-time Bluetooth the information it was seeing or sensing if it had meters involved. They have a real good idea, but we haven't heard from them in a couple of years. And I know that they're not the only ones working on it. And it usually starts in the military...
Problems - Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	It will not stay working in my car. I don't know why. [talking about the mapping tool in the car]
Problems - Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	We have that technology in the field when we don't have a cell signal which in the mountains here is soon as you get north of town 5 miles you start losing signal. You don't get it back until you're like two spots on [name of town/city] and then not until you're down on the valley floor
Problems - Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	.... A couple of other things that we jointly use one thing that is kind of unique I mean communications are an issue no matter where you are. It's always communication is the biggest problem now we have to add on terrain to our problems because of our location in the mountains.
Problems - Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Being a very active community we do a lot of back country rescue and communications again is one of our biggest issues so we kind of look at different ways that we can improve communications and have backup

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								communications for those responders that are going out into the field because especially during winter with avalanches there's so many additional hazards that the responders face out there added on top of it...
Problems - Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	[RE: Active 911 app on the cell phone] A lot of times it comes in as a lat long and active 911 won't put the negative sign in front of 114 so you get dropped in the middle of the ocean.
Problems - Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	...What was interesting back then those big brick radios worked really well. A lot better than today's radios and narrow bandwidth for this terrain.
Problems - Technology	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Oh I would say not as far as communication. We did have trouble with communication but within the last year we brought in a company out of [city name] City and they came to every department and they redid everybody's radios, got all the exact same channels in everybody's trucks and handhelds and everything in all the departments and I think [county name] County also I think we purchased a new tower repeater out there west of [City] so I'd say within the last year it's gotten a lot better. Before that yes we did have troubles because this department used this person to set up the radios and the channels and the frequencies. We would use this person over here and even though everything was supposed to be the same it wasn't the same so we had difficulties before but I would say right now as far as our radio communication is probably the best it's ever been right now.
Problems - Technology	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	In certain areas. I mean this place here we have no I mean there's no cell phone reception, there's no nothing. You got to walk outside but for the most part yes, locally here radio is good I would say.
Problems - Technology	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	[RE: radios] For the most part. The trucks work better than the handhelds. I mean I've been on what is called task force runs to far west [state name] almost into [nearby state name] and I mean our radios can you know we can communicate with other departments other non-county departments very well so they work pretty good. Our handhelds

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								are hit or miss sometimes you know you can get some spots where it's hard to find a tower to bounce off of.
Problems - Technology	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	[RE: cellphones] They're getting better. They're getting better. We do have pretty good service out here. We have a cooperative cellular company that does pretty good in our immediate area and there are some outside services that do pretty good too so it's usually not a problem. I mean we do have our dead areas that I mean we get down along the river and not much is going to work down in there.
Problems - Technology	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	...Me personally I haven't had a time where technology has come in the way. I mean I know there's improvements out there I know there's with better service and better you know reception in areas. I can't say that communication wise that there has been a necessary issue it's just human error is more than anything on our communication side.
Problems - Technology	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	... say we have a guy on the truck, inside the truck driving, we have a firefighter on the back sometimes communication between them you know say our headsets don't work because here at the department at [City] we don't have a headset for the guy on the back that communicates with the guy in the front and so the guy on the back can't I mean he's not going to hear the radio, he's not going to be able to talk because you know he's in full gear, he's got engine running, he's got a pump running back here, he's not going to hear that so we don't have those headsets. On another department that I am on [city] they have one rig that does have a headset that is very beneficial because the guy on the back can say hey you know we need to go over here where if the guy driving can't see it but then the guy driving is the one communicating and can listen inside. So that can be a problem you know if we're out and just not being able to hear our devices.
Problems - Technology	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Yeah well we had a [Event] just west of town here and I was first on the scene in my personal pickup because it was between my house and the station. I knew we had guys in route I didn't know how long. I had a guy I'm not trying to be graphic here but he was basically it chopped the cab off the semi-truck. We're talking an oil field tanker truck and the truck

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								was on its side and his legs were pinned underneath the dash and he was literally dangling, screaming. I'm there helping there was 2 bystanders that had called it in and that's a helpless feeling. Our truck I got there and I was no more there 2 minutes and I see lights of our trucks coming I'm thinking praise God we've got tools coming. Our jaws would not start up, start cutting him out of there. Luckily the ambulance where it came from in the town of [Town] about 10 miles from here they sent out a truck, their rescue truck with them because we work together with that department a lot so they knew that hey let's go give them a hand. They were already in route and luckily their jaws fired right up but in seconds.
Problems - Technology	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	[RE: equipment failure] You got a helpless feeling that you can't help you can't do anything. I mean yeah we can support and kind of you know our EMR's can you know get the guy stabilized. Yes the guy survived I mean we may have flighted him out and he did survive but I mean that's seconds, seconds matter you know and what makes it harder in this area I didn't know him personally but when you're on a scene and it's involving your friends who people that you know and treat like family it makes it harder and everybody knows everybody you know kind of a deal in these small towns so we want our stuff to work.
Problems - Technology	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	First and for most I'd ask I want all my firemen to have brand new gear. I want them safe. I want well we've got a couple of the trucks that we need updated. Those would be the first things and then from there it would be the tools. It would be jaws, it would be just new hand tools you know whether it's Halligan's whether it's you know just I mean anything you know just seat belt cutters just stuff that you know we could equip all of our guys that way we're not searching in trucks going which truck is out again you know everybody's like okay I've got mine right here we're good...
Problems - Technology	FF	R	Other Public Safety	26-35	6-10	Male	FF-R-048	...you know just that way our new SCBA's, our air masks. I mean ours are getting we're able to still do them but I don't know the price wise on those but I know they're expensive to replace and I know ours are

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			Personnel					getting old you know I mean because I can't afford to have a guy in a building in a structure and that thing messes up because then we've got to focus all of our attention on our firefighter and that's what it's going to be.
Problems - Technology	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	[RE: cause of communication issues] On the scene just guys being able to you know hear their radios you know if they're in and out because you get on scene things are loud. You're going to have to yell at guys you know face to face. I mean you and I are what five feet apart we'd be hollering at each other most of the time trying to communicate you know depending on the scene. Just being able to hear each other and you know so we can understand each other that would be a main thing I think on a lot of it. So just you know just improvement radio wise I think would be huge. You know we could have every guy have ear pieces on their gear or something included in there where we can be talking and doing stuff and hands free stuff would be great.
Problems - Technology	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	...Mapping in trucks I mean if we could get to a point where we could have GPS in trucks to where we cannot have you know one guy searching on his phone we can just punched something on the truck give us directions right there in his truck you know just to get there quicker you know to save on confusion.
Problems - Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	...When a fire is paged out here they may page out the appropriate response it may or may not go out over the radio. We have somewhat of an outdated underfunded antiquated communications here in our county.
Problems - Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	As of right now we have no TAC channels to operate on. We can go to mutual aid but if there's another incident going on on mutual aid which could be you know over trafficked by another county or another entity within in our county it's definitely an issue communications are.
Problems - Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	...We've tried and attempted 2-way radio, traffic on scenes depends on heavy the humidity is if that works and inside of a structure fire even the radios we have now inside of a structure fire would probably be I'd say

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								there's a 50/50 shot of whether it would be beneficial or not.
Problems - Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	... Again there is the option of mutual aid channel but the way our radios are setup out here incoming units if they were on mutual aid and they're a certain distance out they wouldn't be able to hear vial information that command is trying to relay so it's you know it's a danger.
Problems - Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Cell phones are great but again we're on a very rural county and if you get to the far ends of our county towards the east good luck. Radio traffic is null out there as well as cell phone is.
Problems - Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	It is and I stated maybe antiquated I'm not savvy enough to say how antiquated it is but we've had some upgrades but I think its been band aids. It's not been good fixes.
Problems - Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	[RE: wishlist of robot putting out fire, but someone still needs to control the robot] That's right, that's right and technology fails. I don't think it'll ever happen. There are things out there that technology has helped us stay safe with thermal imaging cameras.
Problems - Technology	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] It could be upgraded a lot. It could be upgraded a lot. (describing the current state of technology)
Problems - Technology	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Computers, MDT's, tablets could be upgraded a lot. A lot.
Problems - Technology	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] More so the need and use of this changing. I look at it when the world's changing with the phones, with how small computers are now. We need an upgrade too because we're not an entity that just sits there on the spot. Our whole job is about so we need something that can actually move on us.
Problems - Technology	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[RE: wishlist] [speaker 2] I'd have to say just from and I'm being biased now because of what I do my assignment now is along the lines of WMD and Hazmat response is the standardizing of equipment at the state and local level. Why do I say that? In my research for my thesis I found that between especially in the health public health between public health and the federal level when it comes to WMD biological the

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								training and equipment is standardized across the board. When you get down to the state and local level everybody's stuff is different which makes it difficult to accomplish the mission.
Problems - Technology	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] Always the equipment isn't actually reliable. That's the other thing I'm finding. Once it goes to a criminal investigation you know a brand new student out of law school can probably get their client off if that equipment that was used is not correct.
Problems - Technology	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] I want technology but it would need to be an easy use. Nothing complicated nothing where it takes more than four or five steps to get something to them and that we have a problem. As long as it's a do this do that we have no problem. For me fixing everybody's equipment the more steps it is the more problems they have.
Problems - Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[RE: what communication is like] We switched to the 700 system pretty much last year because we have a 150 megahertz system. And in the terrain we're in it works pretty good. Portable to portable. We've got multiple tower sites and repeaters and Vodur systems and it's kind of complicated but it works until lightening hits it and just fries a bunch of it. And the last time it took out most of it. And we're still trying to put it back together. That's our main dispatch where we get our tones from. But we switched to the 700 system that the state takes care of. And other than some dead spots particularly in certain buildings it does okay other than its alerting feature...
Problems - Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[RE: what communication is like] ...we have 11 stations. Each of those stations are supposed to have a different dispatch tone so that you don't wake up the whole [County] because one of them has to go to a first aid call... And really you have 12 stations because the town fire department is on our radio system. So we can do different tones for each of those stations. The problem we run into is that that system, like I say, it's up for dispatch purposes, it's not necessarily up for radio or portable to portable communication. That's--we've got an antenna to replace. The 700 system has 3 tones. That's it. Or 3 toning capabilities is my understanding. It's limited in what it can do dispatch-wise. So we're



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								currently carrying multiple radios or multiple systems to get alerted because like this one does not work in this building. The 700 system does not work in this building. I cut it off 'cause it was beeping tell me it didn't hear.
Problems - Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[RE: what communication is like] Now the people I'm going to hear next door, right through the window. So we have a nuclear plant that neither system really works inside, the 700 system will work radio to radio, so will the other one, but we have portable repeaters on our other one that we can park right outside and get--we can talk through the concrete to the truck then hit our regular radio ad hear back. You can't do that with 700 unless the people install equipment at the facility 'cause we don't own a system that can do that. Other than that I mean... that's pretty much... what goes on with how our radios work and don't work.
Problems - Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[RE: coverage issues] ...Penetration into buildings is the biggest issue. We have more trouble.... The school. When we, being a deputy we go to the school for active shooter training. So the 3 arson investigators we go, too. And... we have to switch to a direct channel in the school because we cannot talk out. And I have that same problem in that fire in there. I've got to switch to--we've programmed the radios so it's just a click, you know? It's just a turn of the button. But we're still dealing with, you know, if you're--if they don't remember to do it, you know, going in, they're deaf.
Problems - Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[RE: radio channel switching] And they don't realize it until their radio starts beeping at them and you don't necessarily want your radio beeping at you if you're looking for somebody shooting at you. And if you're wearing fire gear and you take it out of the pocket, trying to make that change, that's not the best... these things also, we have issues with some of the new equipment coming out will not--you can do a... a remote... a mask mounted microphone and communication. This radio does not do it. They're going to obsolete these radios in a couple of years according to what they're changing. So they're expensive. And in a chief officer role that radio right there is a budget buster. I like the fact

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								that I can talk from almost anybody I want but that's not as easy as they make it out to. You have to go through this, that and 16 steps.
Problems - Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	I can't talk to the guy in [City] very easy. Okay? And a lot of that's programming but the radio only does so many things. I've got a bazillion channels for my fire department because that's how many is in the band but I don't necessarily need all of those because I--but I can't get outside of my band in one of the A, B, or C zones. I've got to go start changing, it's got 9 zones to it I think outside of A, B, and C and they're separated and creating things and some of them aren't even used. But I've got [County] over there that we ran a call, we run a fire with them occasionally, I can't talk to them. The [County] next to us, they--I can't go just get into their fire response.
Problems - Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[RE: Active 911 app on cell] Now let me tell you this. We have... other than the 2 radio systems that we're dispatched across 'cause we're dispatched still across 2 different ones because that's a rating thing, for rating purposes. But we also use other technology that we don't get credit for but a lot of people get their messages this way. We have a tech service that we use that comes out of here that AT&T does. It's through the AT&T system and then we pay for what's called Active 911 and that system sends a message to our phones. And those 2 things seems to go down more than--frequently. And it's not--usually it's just some little glitch and once they figure out it's down, the biggest thing is figuring out it's down. Once you know it's down, you tell them and they figure out how to fix it most if the time.
Problems - Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[RE: Active 911 app on cell] If they don't have one, they don't get that service. But other than that, no. I mean none of us complain about the fact that we're using our own. You know? It's a nice feature for 2 reasons. One) I don't have to carry the radio. Let's say I want to go to dinner which I carry mine if I'm in the [County] but if I'm close by, I can leave, you know, I can leave the radio outside. It'll--there is a delay in it though. The text messages, some of them come before the tones do because as soon as they're generating the call it'll generate the text

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								message. So we'll--a lot of time and I've got a couple of people, we call it across the concrete divide or the road between the two, as soon as they get a text message they want to start calling on the radio do we have a call?
Problems - Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[RE: comms with state police] Impossible to talk to. We have--it's not impossible. We'd have to go to a region frequency. See one of the things that aggravates me about the 700 system in [State] is that that radio works everywhere in the state. But if I'm in [City] which I regularly--I go to I go to [City], I go to [City], I go to everywhere, if I'm going down the road and run across a problem I have to go into that radio to find something that might let me talk to somebody. I can go and have immediate help or I can pick up the phone and dial 911 and have to go through a series of operators instead of saying, hey, I need a trooper to come to this area or , hey, I need, because I--they monitor our region channel, okay? And I can get to our region channel pretty easy.
Problems - Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	But when I go to another region channel you don't know whether those organizations monitor it. State police usually do. They can get you to one of the others. But. 911, I'm not doing anybody else any more good than [Name] driving down the road because I can call them on the radio and say this is what I have, this is what I need, and bang, it should be done. Where instead calling 911 and they're going to just go through their normal deal and they may be sending me what stuff I don't need when I can say, hey, this is all I need for this particular thing.
Problems - Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[RE: software Firehouse manages run reports] That this dispatch system feeds some of the information in, it just doesn't track our times as well. And it's because, again, number of people... They acknowledge it but they don't always record it.
Problems - Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[RE: big events] And so you've got those levels of things. And they should be communicating amongst themselves and only certain ones, as you move up, should be talking to the next level. That's training. That's frequency. Allocation. That is, you know to make sure you have enough of them. That's the ability to talk to other agencies when you

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								bring them in. Like we do Auto Aid with the two of [City] but we're on the same radio system. We do aid with the city of [City] and [County] and [City] and [City]. I can't just talk to them. It's--you know [City] is not in my radio but [City] comes here and [City] goes there and we go there to do things. I can't talk to them. I have to get on a response channel instead of being able to say--tell my dispatch I'm going to be on [City]'s frequency. And just dialing over to be able to get to their primary 2 or 3 things.
Problems - Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[RE: preplans] And if you deploy the data you kind of--the data distribution, you kind of solve more than one problem. The [County] has terrible internet service. When you get out town you either got to the cable system who they ran some fiber, they buy their data service from AT&T. So they can only afford a certain speed. They're not being fed by, you know, a T-3 or something. They're getting X number of gigabytes and that's all they can do. AT&T and Verizon both have excellent--I don't know what Sprint has. I just have AT&T and Verizon devices. I can get 4G service all over, 75% of the [County].
Problems - Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	--usually it all comes from here. And also we get text messages sent to our phone with the basically the same information. Some people get both. Some people don't get any, it just is a preference I think whether people want it or not. It's there available if we want it. Some people think that their text messages goes off too many times in the day and they don't want to be, you know, bothered with it but.
Problems - Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	[RE: CAD dumps info in Firehouse software] And so you--it--you may have 30, 40 people sometimes on calls that may come in, you know, 15 or 20 different fire department vehicles and all of them have to be listed on that report. Well with the way their system is it usually dumps it in every bit--from time to time we do have, I guess, some communication problems amongst the systems. And so I've had to call [Name] a few times. And you know we didn't get this call or whatever and then she check into it to see if it's something on their end over here or if it's something on our end with servers connecting or communicating and all

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								that kind of stuff so.
Problems - Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	[RE: with other jurisdictional agencies] Or if there's something that I need to tell them like I need their truck put in a certain spot or something, well I don't know that I can just find their frequency on my radio and say, you know hey, when you get here, we're the third driveway on the right but I need you to stage by the oak tree or you know whatever. And they're not going to know that unless I call back to communications and then communications probably calls their dispatch center, you know, on the phone or landline or something and I don't know how that works.
Problems - Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	[RE: in full gear with radio] It certainly can be. Unless you can take it off your hip or wherever you have it in your pocket or something, you don't necessarily know if you're on the right channel. We have lapel mics that we can use to key them up but if you're not on the right channel then that's not going to do you a whole lot of good. So that, especially wearing bulky, you know, firefighting gloves that becomes an issue for sure.
Problems - Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	[RE: what causes comm probs] Equipment failure or operator error could be a big deal. You know somebody's--whether they're new or not they may or may not necessarily know how to use a certain piece of equipment. They may not use it every day that they come to work.
Problems - Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] We just had you know a several million-dollar upgrade to our carrying system in our dispatch center but it's limited capability based on calls, or the political arena is not letting anyone support each for some reason. I am not educated enough to speak on any more than that.
Problems - Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[RE: not able to talk to the city's fire department] [S4] If you know anything about bandwidth they are the 800 MHz and we're on the 400.
Problems - Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] Yeah, yeah, with the just ridges themselves and get down in the valley sometimes it is difficult to get out but usually now we can at least if we're on our hand-held unit, we can go to our truck and still be able to get out.

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Problems - Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[RE: new CAD send closest responders to incidents] [S4] Well we have the capability for a long time, but they had to work bugs out of the system so they can only just recently have turned that on within the last month.
Problems - Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S1] Repair the cell towers and bring communications back up with everybody on their phones trying to call over or text or whatever it is flooded, I mean flooded the bands and then the emergency guys didn't talk because of the cell phone services were so jammed with data they couldn't keep up and then the towers went down [indiscernible] that was awful.
Problems - Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S2] So we had a house fire [indiscernible] from here and the actives they sent us the wrong location. We was going towards [City] and the fire was on the other side of the city towards them so. [S3] But it was the same address.
Problems - Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S2] The big thing about that is they just went to a new radio which is like a, it is called Digital, it is like the quality when you are talking on it, say like there is noise in the background on there you can hear through these radios but on theirs it like blurs the background out so you can hear the actual person talking.
Problems - Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[RE: radios] [S3] Since we got ours, in our district we can't even get out on them.
Problems - Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S3] Well we just use cell phones lot of times especially when you get on some place down [indiscernible] Plains, you can't get nothing.
Problems - Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S2] If you sit in our station you can't even call you, can't even go on the radio, you got pull out the route before you get to road, than you gotta say, like Agent 2 respond, which is the agent down there... Well same thing with cell phones.
Problems - Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S3] Yeah I mean it is just like we got one right over here this tanker truck over here. You start that thing start out it might go or it may not go because it has got all its computer stuff on it, if they don't go you got to cut everything on and off and start all over.

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Problems - Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S3] Its always the computer stuff, I mean they had the same problem [indiscernible] the same truck. Sometimes they will pull the red light they will stop, turn everything off, they have to reprogram, go again.
Problems - Technology	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Yeah because sometimes at 2 o' clock in the morning, sometimes she is at work and I will call her and go, I'm in [City] or I'm off at another fire, like the [Event]. She couldn't contact me for like three days because we had no way of talking, because the cell lines were so jumbled up -- there was no way to -- every time you called they would say some line is jumbled up for whatever reason. So, you couldn't -- we were trapped over for probably three hours trying to tell everybody we were up there. And the only people who knew we were up there was the other fire departments.
Problems - Technology	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	...But we have handhelds, walkie talkies and they are hardest thing to hear when you are in a fire, I mean, there is no way of changing that. That's what we talk to most of the time, is that we have a base station at the station and we do have radios in all the trucks and most of those are hand- held but we are going to digital, which [inaudible] doing, those radios will be obsolete because they are analogue, so does not matter.
Problems - Technology	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	You know, I have trying to help him. He had a [Event]. And sometimes there are numerous stressors and sometimes the communication is the problem with as far being in the fire, you can't hardly hear sometimes, you got to yell on the radio or, down here is a big problem. We need a repeater down here.
Problems - Technology	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	That is what we are trying to get because you get further back in the band, my radio won't pick up.
Problems - Technology	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Yeah, we've got tons of dead zones in [City]. If you are going around to [Street], you can get halfway down, you can hear for a second and you get to the other half, you can't hear it nothing.
Problems - Technology	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	We either call on the cell phone and/or we try to get one of the other guys, we are doing something calling so and so, telling them what's going on. I mean, it's not rare but it is rare, does that make sense. It

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								seems like when we want it, we've got it. When we don't want, we ain't got it. And it's like -- Oh crap. The radio is not working, go up there. You know, when you are on a hill and we have been telling Dispatch for a long time, we need a repeater down here so, you know, it can relay and can go back and I mean, and you get down here in the band, there are some nights that would be like -- did you hear that call? I'm like -- No. And I would look at my phone and crap, my phone went off but my pager didnt go off. So, I'm like. And they are like -- well, don't worry about it. So and so was there, they responded -- blah, blah, blah and then you feel like --
Problems - Technology	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	[RE: state of current technology] It is going outdated.
Problems - Technology	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	It's not -- it's probably 10 years old may be, maybe give or take, but, you know how technology works. Like, iPhones -- you get the one, the best one and then two months later they come out -- you know, they come out with a better one. It does one thing different and you are like, ah. Because I'm the same way and like -- aw man, that takes better pictures. I want that one. And that one is waterproof.
Problems - Technology	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	I mean, we could hear other fire fighters and other groups but there were certain moments or certain times when you could hear nothing and, you know, it was like, oh gosh we're -- I mean, you could hear the radio chatter but it was like -- it was muffled and -- because so much was going and I think some of the towers got burnt up or something I am not sure, but I am pretty they did, but a lot of the lines were down, landlines, stuff like that I don't know if that made a difference but a lot of -- there was a lot of people screaming into the radio trying to figure out what was going on and I mean, you had a couple of people that were -- you could tell the people were agitated and the people that were calm and cool about it like, we need to do this. And the guy we had was superb. He was on it. And when he said pull out, we picked it. We dropped what we were doing and got out because it was like -- I mean, it was --
Problems -	FF	R	Field	46-55	5 or less	Male	FF-R-055	[RE: with other agencies] Not all to the same. You know, everybody is on



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Technology			Responder					a different frequency, but they would, I don't know how they handled that really. I think that communications building was -- but however they were doing it.
Problems - Technology	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	No. We had all our radios and by the time we got to done well, about the third --no, it was about the second or third day our radios died and the only thing we had was our truck radio. We had had no mobile communication, you know, handhelds because they were dead. We had no way of charging them. So --
Problems - Technology	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	[RE: charge radio battery] Through the truck, no because they are battery, you know, they sit on a charger.
Problems - Technology	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	And by that time it was like -- pftt. This ain't no good. So, you put it into the truck and just when you got back you had to charge it.
Problems - Technology	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	I think a lot of it has to do with money. Grants, and some of these departments -- I mean, they are -- I don't know how they are making it really. Every one of them, all of us are struggling to keep, you know, the head above the water because we got truck insurance, you got to pay for the trucks, and that is all fund-raising grants, but I think a lot of it has to do with money and purchasing the right radios, you know, for the situation. Because you know, you don't want to get a Japanese cheap model that is going to fall apart in two weeks. You want to get either a Motorola or Kenwood or something that's --
Problems - Technology	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	[RE: info delivery format] Right now it's via radio. We have a program called [Organization], and we utilize it. There's a messenger function on there. But the problem that we have and that we are trying to balance is how much time does the officer-- I don't want the officers using the computer while they're driving. So that's where our...s o when they're driving down the road, trying to get information via a laptop, it's much more dangerous than hearing it via the radio. And so trying to figure out where the balance is.
Problems - Technology	LE	R	Supervising Field	26-35	11-20	Male	LE-R-001	...So we don't have a mechanism in place yet to dispatch us via the computer. We don't have a-- you know what I'm saying? The sheriff's

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			Responder					department can't send me the call on the computer, it's always audio right now or telephone. Long term, it will probably be more computer, but right now it's still radio
Problems - Technology	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	They would have to stop or be stopped when the call would come in or pull over to see it. And so then you have to figure out, "Well, was that wasting more time than if they would have just told us on the radio?"
Problems - Technology	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	Our radio system is better than it used to be but still not 100%. So there's places in the city that you can't get out on your radio, on your portable radio. Your car radio will typically work, but you--
Problems - Technology	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	And then the same thing for the cars and internet stuff. You know, it's okay but it's spotty sometimes. Different areas of town you lose reception, so then you lose communication.
Problems - Technology	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	That's kind of when we started putting the jetpacks in the cars and the internet in the cars. And now, from where we were to where we are, it's improved significantly. Like I said, we still have spots in town where you'll lose service on your internet or whatever.
Problems - Technology	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	[RE: internet connection] -- it's not super sporadic. It's just in certain areas of town you just lose coverage. From the most part, I bet you probably 95% of town is covered, 96%. But there's a few areas that are still spotty.
Problems - Technology	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	Radio's probably less. You're probably in the-- because you get inside of a building and you lose service, so you're probably in the 80s, I would think.
Problems - Technology	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	Our systems today are obviously much better than they were 5 years ago, 10 years ago, and so the processes have gotten tremendously better. But there's still always a chance for failure. And if there is a failure it can be critical to us because it may miss the crime. It may miss somebody making a false complaint against an officer that we could have alleviated if we would have the video. So, failure to us isn't really an option.

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Problems - Technology	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	And far as stories we've -- a few years ago, our server went down and we lost some records because the data was not backed up properly
Problems - Technology	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	Then we had to go back and re-enter a lot of stuff and things. So that's one time that it happened to us. Videos, the old systems that we used to have. Sometimes they wouldn't transfer properly, they wouldn't load properly and so then it caused a problem for court and everything else.
Problems - Technology	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	Probably, just for it to work 100%. I mean, there's no such thing as 100% of the time, but just to try to maximize the percentage of times that it would work versus not work, and every aspect of it.
Problems - Technology	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	And so, everybody having a device that they carry around is great, but it's also dangerous because if they lose it, that device is out there. And we can remote in, and we can get it stopped or whatever, but it's still the fact that it's out there. They're not going to lose the laptop. It's in the car, secure and stuff. So there's some good-- there's bad with good.
Problems - Technology	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	One of the problems we had one time with that thinking behind it is, everybody's coming up with the next best thing. And we had a certain in-car camera company, and we were demoing another in-car camera company. And their microphones, they would cancel each other out. So then your body mic wouldn't work. So if one came on scene--
Problems - Technology	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	Well, we have the computers in our car. I came from a really big agency from where I dispatched, where the system that they used everything to generate calls and transfer information from officer to dispatch was really up-and-coming and smart. And the I came to this, where we use Cox Inc. and things like that. And in my opinion it's dated, and it's not very convenient for the officer, and same thing with the radios. Obviously we're rural, so the radio communication isn't the best, and sometimes it presents officer safety issues because you can be somewhere and need to call out and need to say, "I need help," and your radio doesn't work, so.
Problems - Technology	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	You adapt and you pull your radio out of the holster and try to find a signal, or you ask your partner to try to call or different situations.

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Problems - Technology	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	It's got a better antenna, I guess, but it's more reliable so if you can walk back to your car and use the radio to say, "Hey, I need help," or something then that's great. But typically in that situation, if you are calling for help, if you need somebody right there, you can't walk back to your car
Problems - Technology	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	But their CAD system that they use up there, to enter in 911 calls and things like that, is not linked at all to our computers. So what they see up there, I can't see. And it was the opposite from where I came from. Where I came from in [County], you can look at your computer and see that there was a call holding. And you might be close to it, and you can pick it, and assign yourself and put yourself on the scene, and all those things.
Problems - Technology	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	And if it's a priority call-- here in the city, if they send me to a man with a gun call or something, the city's so small that I will be there within a minute or two, and if they're busy on the phone, they can't give me pertinent information that I could potentially look at.
Problems - Technology	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	It would be nice if we all had the same kind of computer system or something so that there was always at least one way to communicate with that person. If a natural disaster happens or something and we lose radios and cell phones, how do we talk to each other?
Problems - Technology	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	I mean it can and I've gotten in fights and things where the clip that the cord is attached to, the lapel, where that comes off. But I mean, same thing with the cameras. A lot of the times the clip on the camera on this particular model is not very strong, so if you have somebody, all the time it rips off.
Problems - Technology	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	But with the radio channels, if I'm flipping to a channel that I don't know, it would be nice to not have to pull it out, and for the radio to say which channel it is so I don't have to physically look.
Problems - Technology	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	Because I've gone to traffic court many times and the defendant has said, "Well, I can't see what speed you saw." And it's true because I would have to put on my body camera and point it towards my radar, and that's

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								just one other thing that I have to focus on while I'm trying to pull somebody over, you know?
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	[RE: what info needed] Location. I need to know as much as I can about what's happening in a timely manner. There's a little bit of a disconnect-- I'm sorry, not disconnect. There's a little bit of a delay, because currently, when someone calls 911, the information goes from a call taker to dispatcher to us. So there is a few seconds even to a couple of minutes delay in getting the information. So I like to-- especially if it's a hot call, I like to kind of get as much as I can, as soon as I can before I get there. I like to know who's responding, how far away they are, their approximate arrival time for when I get there, traffic [accident?]. Our current system is, like I said, it's kind of a very like slimmed down version of Google Maps. More like MapQuest, like 1990 style where [laughter] it doesn't give you a whole lot of info other than the streets. When I was on patrol, I usually-- if I was going somewhere new or if I was having to go across town, I would just pull up Google Maps. I wouldn't really look at the work computer because Google Maps knows traffic. And so I would kind of plot the fastest route based on active traffic post to-- the computers we have now, it's just kind of-- it just purely is road maps, and you don't get to see what's going on.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Q: So the computer in the car is limited? SME: Yeah. Limited and restricted. So--
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	[RE: computer in the car being limiting and restricted] So, for instance, I can't-- it may have changed since I was on patrol. But when I was on patrol, I couldn't pull up Facebook on the computer. The few websites we were able to access were very controlled. I mean, it was just the [City] Police Department website, a couple of others, and that was it. But I couldn't just do a search for something like in Google or Yahoo.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	[RE: computer restricted/limited- bandwidth or other reasons] That I'm not entirely sure. I would imagine it's both. It's probably a little bit of both. The bandwidth, yeah. I mean, we have a lot of cars out there.

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Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	What I had in mind-- currently, our laptop and the computer is it. Right? Now we can take it out with us, but it's a Toughbook, so it's kind of bulky. So most people don't take it out unless they're on lunch break. Something that would be awesome would be if we had cell phones or small tablets where we could continuously get updates from the call instead of having to go all the way back up to the call and look at it or sort of having to carry that big thing with us. That would be great.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	at a-- because we go to New York all the time. So what happens if we're in New York, and there's a terrorist activity? We're police officers. We're badged. We have our guns with us, but we're pretty much useless because we don't have any of their-- we have no way of getting in contact with anybody [laughter], other than just running around with our badges out [laughter].
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	So when [Name] kind of mentioned what you guys were doing that's one thing I thought of. Man, that'd be so awesome if there was a way that I could-- some way of kind of-- if it was a big emergency-type situation of-- kind of like an all-call, all law enforcement in the area. Because even here in [City], we have constables, marshals, sheriffs, state troopers, police, and we don't communicate. Rare is it that-- the only time I've ever had communications with a state trooper or a deputy is if a call that they're working-- if I had to go help them for whatever reason, or if it was a pursuit, if a pursuit came through our area. But it took a lot of finagling. You have to kind of figure out what channel they're on, and it's just kind of a hassle.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	There are also a whole bunch of other features that were on that radio. It was a lot more intuitive, and it was kind of more or less self explanatory on how to deal, whereas our current radios are-- half the buttons are worn off. So I couldn't tell you what to do [laughter] even if they are labeled properly.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Well, I think in general, law enforcement's always been way behind the curve in terms of technology because we're government. We're lowest-bidder type of government, so the stuff we have is the cheapest. It's

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								usually decades old. Yeah, [crosstalk] far between--
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Well, even as a recruiter, the stuff I have to work-- I mean, we're using Excel and stuff for our database and whatnot. I mean, we don't even have recruiting software or legit recruiting software. It's all just kind of a hodgepodge of-- we have this spreadsheet of all our applicants, and this is all-- you know what I mean? It's just kind of not an actual program that we've been-- we're testing one right now, but we don't actually have anything yet. So yeah. I mean, even our communication technology, our computers-- we usually run a couple generations behind on Word and all that kind of stuff, so
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Q: So you said it's in the car mostly because it's so big, and heavy, and whatever you very rarely take it out. SME: Well, we'll take it out if we're going to go eat lunch or if we're going to write a report, we'll go park somewhere. But if we're actually on a call, I don't know any officers that brings it with them on a call.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Yeah. Well, and I'm even thinking-- so I'm thinking about your radios, for example. They're big. They're bulky. They're heavy. Has that changed over the years? Do they still remain big, bulky, and heavy?
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Well, the main part is the battery. It's a longer-life battery, but it's huge, which is why I'm kind of resistant to going back and getting one because I like my small radio I have right now.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	So it's just kind of one of those things. When I travel, I'm expected to check my email and stuff, but the only way to do it is if I pull it up on my cell phone or if I bring that big laptop around with me which just adds weight to my backpack and whatnot.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	So unless you know what channel you need to go to, it can be difficult trying to find what zone it's on, the channel label. Because our display screens in the car are like that big, so it can only fit so many characters. So there's just kind of a hodgepodge of letters and whatnot. So yeah, tuning to different channels that you don't normally use is a little bit challenging with our current radio system.

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Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	[RE: cell phones] But in terms of law enforcement, we really haven't found a way to utilize that. I don't think. Because like I said, we all have to use our personal cell phones for one. And then two, I haven't really seen anything come out or the departments even looking at that takes advantage of a small form. It's always the big laptops.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Well, we have pagers, too. And I think [Name] already told you guys that the idea of the pager is that if an incident happens - I mean, that's still an open line of communication - we're supposed to carry those. They still use AA batteries, so they go out from time to time. But a lot of officers don't carry them. But yeah, if there was a way for-- if we were getting police cell phones for them to be on a whole separate net or something greater. So that way, if something were to happen, and all the phone lines or all the cell towers get clogged up, we're still able to communicate.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	[RE: city surveillance cameras] We have our own. We call it the HALO camera system, I guess. Downtown, we have a whole bunch of cameras. Being able to pull those up would be great. But as far as I know, we don't have a way of doing that in the cars. We have a unit that does, so you can ask them. If you want to find out-- if you want to utilize this camera and find out what's going on over here, you call this unit. And they look at it, and they relay to you what's going on. But there's no way for that officer to pull up that particular camera.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	I think, mainly due to bandwidth, we do not have that feature turned on. But that would be something that would be kind of nice. If you were going to a call, to be able to look to see what your partner is currently seeing would be very helpful. So you can have an idea of maybe where I should come in from or if he's in trouble, what's going on or I look at the suspect before you even get there in case he bolts and just starts run.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	So if it's a known person that we dealt with before, we can pull up their mug shots. But we don't access to the driver's license database. That's DPS, so we can't do that. We've had some companies come through with missing persons type software where you can take a picture of



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								somebody. It does facial recognition. Some type of facial recognition software would be great, because a lot of times, people lie to you about their full name, or their real date of birth, or whatever. Yeah.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	From a recruiting aspect or as an officer that travels a lot, I think the main thing is-- my biggest concern with where we're at technology-wise is just being able to communicate with outside agencies. Like I said, traveling a lot to different schools and military bases, especially in today's day and age where you're seeing attacks happen more frequently. Yeah. I would hate to be at an event and have something happen and, I think I would probably feel useless if I wouldn't be able to communicate my position or communicate what I've seen to any of the law enforcement around unless I get on the phone to their dispatch, which that ties up a hand now.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	I saw an agent-- man, I forgot which department it was. And we were traveling. But they had a tablet. Instead of having a Toughbook, they had a tablet. And it was in an OtterBox, I think. But they had a dock. So they could pull the tablet out, and then dock it, and have the keyboard and all that. But it was still a pretty good-sized tablet. So it still wouldn't be something that I think you would want to bring on a call just because you have to carry it.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	I think one of the main downfalls in our communication is handheld devices. One way to communicate that something as simple as overtime is available, or something as serious as the city is burning, we need as many officers as possible. One of the main ways they're going to communicate that is through a pager, which is great, but not everyone checks their pager.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	So there's not a whole lot to be fixed. The communication mostly, when I think about it, is through the radio. And it's so, in the grand scheme of things, basic. It's hard to kind of mess up. Now, there's reception issues from time to time. You go into a hospital, a lot of times there's no reception in there. That can be fairly important, and that's improved through new radios.

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Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	I mean, you still need evidence-collection tools. You still need a computer. I can see a cell phone replacing a computer, but I don't think that would be that beneficial. I mean, it's nice to have something to type on, something big to see. Need all your regular tools: guns, flashlights, Tasers, all that good stuff. Cell phone can't replace that. So, I mean, yeah, it would save some space, but not a huge amount of space. But I don't think that's a huge problem either, personally.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	[RE: what cause comm prob] I'm sure there's probably some user error that could be thrown in there with issues. I think most of the communication, besides reception-wise and just being able to reach, is device issues with the radio malfunctioning, or the officer not plugging it in to charge the battery, or stuff like that. But, as far as radio stuff goes, I think reception is the biggest thing. As far as cell phones go, I can see a problem in bandwidth. As far as, we're working at a [City] football game, while there's a concert going on right across the street, everyone's texting, and then - I don't know - somebody blows up something. Everyone's texting. Everyone's calling. There's an obvious issue there.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	[RE: prob with comm tech] I never found it to be. I never heard people complain about it. The only thing I can think of is the radio-- the wire that comes from the microphone to your radio. I mean, we had a guy almost get choked out by that. I never wore one. I had a earpiece that went under my shirt, and then into my [inaudible] for that, basically for that exact reason, and so I could hear it better. I could hear better with it right here, as opposed to right here. And so that if I'm talking to someone, and they say, "Hey, he's wanted for such-and-such," he doesn't hear that. Only I hear that.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	They're great for heat, great for everything else. They're very slow on the connectivity issues that we have. We also have what's called DMAV on audio/video also needs to communicate via the Toughbook to either offload it, offload video that we got, or to get updates for the computers as well. A couple of that, we got a CAD. Which CAD, I'm sure you've heard, has lots of issues in itself, needs constant updates. All these

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								things all have individual passwords. They all have individual updates and then coupled with that are Windows. I think we're using Windows 7. We finally moved off from XP. Well, we're using Windows 7 and for whatever reason, whatever CTM parameters they have, it takes a very long time for communication to make sure that the correct passwords in there are being uploaded. So it can be fifteen, twenty minutes just for the computer to boot up.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	And I don't want to get off on a tangent, but one of the big issues that I brought up last week with these guys is, this is going to be compounded 5 to 10 fold once we go to body cams. The community hasn't quite realized that we're already short on bodies, and now you're throwing a piece of equipment that's not been field-tested and their city's not buying the appropriate equipment to allow that piece of technology to communicate effectively with our other toys. So we have to be the middleman as far as documentation and metadata as far as making sure case numbers are inside, auditing all that information that goes in. So that's going to be a tremendous amount of time for us not being on the street as well.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	It's definitely a burden. I mean, I like the idea of having a body cam and I understand that there are going to be extra issues with having a body cam. It's just the nature of technology and it's a necessary evil at this point in our society. But there are definitely better solutions that we could go about doing and we're not taking the appropriate steps to take those into account.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	Our toughbooks have a GPS and then CAT has an integration for voice-over, so it tells us how to get to places. It's not as effective as say Google Maps because it's more rudimentary but it's still pretty. That still works.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	[RE: MDC toughbooks] Well, it's got a lot of errors. We do run into problems with it quite frequently. There are times when it will turn on when you don't want it to be on. That's problematic for us. That's just the placement of having a lot of different buttons in a very small limited

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								area. So it's possible to hit the wrong stuff.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	[RE: cell phones] In my experience as being a police officer, we've always had them available, but prior to me being a cop, I know that they would have to stop and actually use a pay phone and stuff to make calls.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	I wish, and especially once we get the body cams, that they integrate in with each other better. And that's just a solution that each individual solution or source that we have. We've got one design for body cams, we've got one design for in-car cams, we've got one design for CAD, and then we've got all these other small things. And they're all from different vendors, because of whatever reason. The city was trying to beg, borrow, steal these things from different vendors and they didn't want to pay full price, so none of them integrate well together, which is a huge issue for us.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	t's a pain in the butt if I can't carry all the gear with me and if now I need to go to another car and log into it, I have to go back to my car to get the damn token.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	[RE earpiece] Currently, we have a single one that just stuffs in your ear, and everybody is deaf in the ear they use it in now because they have to turn it up so dang loud. People that work downtown, they all wear earpieces and they can still never hear anything. So there's no way of something working for both.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	So it connects in for here via here (earpiece), runs in through my shirt, which is kind of a pain the butt. And then, it clips-- my trigger clips here. And then, there's a piece that runs around the back of my shirt and goes into my ear.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	Having our tech work everywhere. It doesn't work everywhere. It doesn't work in the jail, it doesn't work in some apartment complexes, it doesn't work in the woods sometimes, as far as radios and even our cell phone. That would be nice. Couldn't tell you anything else. Taser's don't work for crap. That's a little outside of what y'all are going for, but maybe 50% of the time, so more effective less-lethal means would be very nice, too.

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Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	[RE: concerned with using personal cell phones] This is probably the same reason they won't use their phones. I have the same mindset. I don't give anybody an access to my personal piece of property, especially the city. Be it some disgruntled CTM person that wants to do a data dump on someone's device then that would be fun for the media I'm sure.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	[RE: mobile fingerprint] But right now, we're really consumed with body cameras, getting that rolled out. So for monetary reasons and for, again, just, we just only have so many resources. It's hard for us to start thinking about that, but that is on our road map, so to speak. It was helpful and officers liked it because it saved them a trip to Central Records to physically ID someone, which is a lot of-- that's a lot of time off the street. But the problem became, if it's only local, you're only dealing with someone that we already know. And again, knowing if I have to take someone's ID, it's someone that I don't know, someone that I haven't seen recently
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	I mean, I can tell you again, because of my position here at the Technology-- Police Technology, part of what I do is [CGIS?]? So it was a [CGIS?] problem.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	So actually, to sum up your questions, I think it was an earlier question about how we would like it to work. Along with every one of those devices, there's a log-on for [laughter] every one of those devices so--
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	Those fingerprint devices, they're not-- I won't call them dummy devices, but they are. All they do is they take the fingerprint and they transmit it back to our Toughbook. The problem with that is, there's no way for an officer to log on. So therefore, he or she cannot be authenticated to the [CGIS?] database, so you can't get anything back. So that was specific error, what it really came down to. And so, we had to wait for something that had a single sign-on. I mean, that would be-- that would make officers days.
Problems -	LE	U	Field	26-35	6-10	Male	LE-U-006	[RE: same password on different systems] In some instances. So some

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Technology			Responder					of the stuff, like our electronic ticketing, that's a big one that doesn't. It doesn't have any connectivity on it. So you could have the same password, but you don't have to. Same with our CAD system, believe it or not.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	Yeah. So since you have all these devices, when you get out of the car you have to know what you need or you--... We'll make multiple trips or you call for backup, say, " Hey. I need someone to bring me a camera."
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	We want to page out the most like dire work stoppage type stuff, and now it's like if a piece of technology doesn't work, it's-- that's it. We have to get this fixed right away. If we have a planned maintenance, we're going to get emails and tickets, and I can't run anyone, I can't login. So my view has changed to now it is so intertwined with our daily life that it would be very difficult if we ever had to take calls without CAD.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	I mean, if an officer can't scan a driver's license, we're going to get that call. And they are going to probably be at a work stoppage until we get them a resolution, whether it's go get a new ticket device. Bring it to us and I'll look at it. I'm trying to think. I mean, obviously the radios are a big deal. You've got to be able to communicate. But all of the software in there. We write reports in the field, but if that ever went down, they could go into a substation and do it at one of those computers. But they're not. If it doesn't work right, they're going to want that address at that moment.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	I would say almost all of them. Again, in my opinion, from what I've seen, I think they're outdated, personally. I think they have not kept up with the times. Again, if this is not what you're asking for you can stop me.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	But I feel that vendors develop a product and they spend a ton of time and a ton of research making it, and then they just patch it and make it limp along. And that's fine to a point, but I think our RMS-- it looks like it was written in DOS [laughter]. I mean, it has that feeling to it. And it probably was. They added features to it and it does it's job, but it hasn't kept up. My phone has more computing power than what's needed to

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								run the RMS now. And it's not-- again, they've invested a lot in it. And also on our end, it's very difficult to upgrade. The upgrades can be quite painful. There's migration and if they change types of servers, then are we going to lose data? How long are we going to be out for? Back to the high availability. Sometimes an upgrade takes us down too long. And in Austin, we have south by southwest, ACL, there's always something. So we have to look in the schedule and say, "Here's one week that maybe we can go down." But it's hard for us. It's very rare. I just don't think they've kept up with the times, so to speak. And then, the new companies that come along, we don't want to be on the bleeding edge and it takes a lot of money and time to get there, so it's a bit of a catch-22, I suppose.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	[RE: personal cell phones] I'm not going to assume that it's some conspiracy. It's probably just a misunderstanding. But officers need to protect themselves from that misunderstanding. So if it was a city phone and whatever, you guys can have it, you're not going to find anything on it. Good luck. Personal phone, you run the risk, and you're going to get it back eventually, but until then, you're going to be without your phone.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	From a software perspective, I am tired of having a new sandbox for every single thing that I do. Our RMS doesn't really speak very well to our CAD. So again, maybe-- it's easier to explain this way, I think. If I am going to take a call and I need to write a report, I'm going to run the person on the way to the call. But that never makes its way into RMS. So I'm going to type them into my CAD, even though it's on the same computer. I'm going to then-- I'm proficient. So I alt-tab between the screens. But some officers click the bar at the bottom. So they click over, they type the first name. If they can remember the whole thing, then they click back, look at the middle name, click back. And it's a long process. And we duplicate work... So I would like to see an integration between all those separate systems that make it so I'm not repeating the same work over and over and over again, giving me more time to go

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								out and do what I'm supposed to do, which is take calls.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	But the joke is, officers today, our job is paperwork. We spend more time on the administrative side of the coin than actually answering the calls for service, which is what we want to do. We want to get out there and help you, but every time I do that, I have a mountain of paperwork I have to fill out. And again, I know technology can bridge that gap for me.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	So you have to run them in this side, and then type it in this side. Well for a while, we were able to automatically pre-fill it by pushing a couple buttons. And we had some officers who messed up, and they pre-filled the wrong person and didn't fix it. So there was a-- in my opinion, well, I won't even say my opinion. There was a decision made to correct that by disabling the technology which-- I mean, really, in the grand scheme of things, after everything I've told you-- I mean, that's one less time you have to do it, but you still have to do it 20 times. But you would have thought that we had just taken away their days off [laughter]. I mean, it was that bad and--
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	We get push-back, but from them it's, "This is old. This is outdated." Again, my phone--... So not pushback for using technology, push back for not being current.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	And you can really get some interesting perspective from-- I would get it from the complaints-wise. I have my complaints with our systems, but then I hear other users complain about theirs, and it's like, "Eh, it's not so bad." But that's all in the overall. No one's truly happy with what they have. No one really thinks that what they have is [the perfect solution]... It's not where we're going to be forever; it's where we're going to be until we find something better.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	We spent a whole summer trying to find paper for our electronic tickets and what we ended up doing is getting all the different providers - because it's thermal paper - we put it on a piece of cardboard and put in one of our cars on the dash. And the only one that didn't turn black by the end of the summer is the one we went with.



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Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	I don't know that overwhelmed is the sense I get, but certainly flabbergasted or-- it's more of a sense of, "This again." As opposed to, "I can't handle it," it's more like, "Why? Why do I have to have two hand-held devices?" We had talked about rolling out an iPod or a phone with our cameras. We're going to have a Windows device, mobile device, that could be a phone. It is a phone. You could just turn it off. And a phone for our camera, and again, we're talking extra logins, more stuff to charge when we get home. You have officers have to run these banks of charging bays so they can charge everything every night.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	[RE: cause of communication issues] There's definite limitations, and I think that we do a good job of documenting those so they don't cause problems. But certainly, there have been things that have popped up, like in an upgrade that we miss. But again, we do try to get those documented.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	[RE: body cam auto-orientation feature] But from an officer's perspective, that's scary. Because if I walk into a dark room and someone knocks me over on my head, I don't want you seeing everything in the room better than I see. I don't want the room to appear straight up and down when I'm upside down, because I'm going to make decisions based on what I'm experiencing. And if your video that you're watching in a nice cool air conditioned office later doesn't match what I experienced, you are now going to be conflicted.
Problems - Technology	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	[RE body cams] To have everyone to have a cell phone, because you have to go find a dock I guess now. I mean, I don't know the whole spiel about it. I've heard bits and pieces. But you have to find a dock, upload the video, and then where if you had it on your cell phone, you can classify the video right on your phone and be done with it. But they don't issue a cell phone.
Problems - Technology	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	We always think that there's stuff that we could have better, right? And then once we get something we're usually so antiquated and behind. It's like [inaudible] the last version was at its end of life by the time we implement it into the department.... But again, there are things we could

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								definitely do better. Just the functionality and the car itself too. Like the big Toughbook right here, you've got the big console, everything in here. Why can't we just have a flat screen or something on the dash that you can touch or something like that? Because I was in a really bad crash on duty. And I got hit on my driver's side door. And you get stuck in there. And it's like a coffin because you've got one side and you can't get out. And it's just so big and bulky and then you have all your gear and everything else. So that would be nice to have something, maybe, more built in to make our car functional.
Problems - Technology	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	So you have the Toughbook right here and when your lid's up you can't see. So we have a new policy that you got to keep your lid down. We've had a lot of officers get into crashes because their lid was up. Because they were on their way to a call or sending the dispatcher a message, whatever the case, they shouldn't be doing it when they're driving. But just so you know, sending something and then they crash into somebody or hit a pedestrian, which is horrible. But you can't see. So it's in your vision. So it's also an officer safety issue. So you have to close the lid. And they're still pretty high up, though
Problems - Technology	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	When I started we had VHS tapes so, so happy to move to digital. It didn't even really matter at that point. I was just tired of the [State] sun eating my tape and having to tell my sergeant, "I had a tape. I can't get it out of there. It's stuck. And so there's the evidence or everything else is melted in the--" it used to be like a little VCR in the back that was in a metal thing and you had to use a key. And you put your tape in and out and every day you had to check out your tapes.
Problems - Technology	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	So with the e-ticket writers, I think they're a bit bulky and big. So if we could have something even just a little bit smaller. Because when you're approaching a car in a traffic stop, you don't really want a lot of things in your hand or big things in your hand. You kind of want your hands to be as free as possible. We have a lot of things that we carry. So there's so much on our belts. And then we're adding body cameras. We've got a mic. And we've got everything just weighing you down.

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Problems - Technology	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	So I have a hard time trying to fit everything on my belt as required in policy. Especially if you're some of the smaller officers, male or female just depending on your waist size, it's like you don't have enough real estate to fit all this stuff that's required. So a lot of people have dropped tasers or that kind of stuff. Now they're adding the body camera's right here. And you have a radio right here. You have the mic. This is just here. And then you're like-- and then you've got your notepad. You've got your pens and then everything around your waist and your gloves.
Problems - Technology	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	[RE mic cord] Yeah. Because it just zips and then you have your wires hanging out the bottom. But you don't want them exposed or hanging out because that's an officer safety issue, too, people grabbing on them and stuff. They're pretty big. I mean their mics are like this.
Problems - Technology	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	[RE mic] And so if some officers have room, they can put them on their belt. I don't. So I'll usually hang it on the lapel or stick it somewhere. I try not to do this side because if you have to shoot the shotgun, you'll hit the mic,
Problems - Technology	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	So a big thing when I was in that unit is we did crash reports, which are big forms. And so then you have that, which is separate. But then you also have your call screen, which is CAD. So when you show up to a crash you run somebody's license plate. You run their driver's license. We would of loved if that information from the CAD screen would have populated onto our crash report. But the interface for the two is just out of the question. So we have to get the information from there. We either copy and paste it if we can.
Problems - Technology	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	Just if we had something kind of available at our fingertips if we needed to without lugging that Toughbook everywhere. If you have somebody in the hospital or something you've got to go sit with them. You've got to lug that thing around or lug it out into the jail. And then you're carrying all this other stuff. And then you got this. And your hands are full again. I mean, if you get in an incident, you're just going to drop everything.
Problems -	LE	S	Field	26-35	11-20	Male	LE-S-033	And you can use the radio to communicate with other jurisdictions and

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Technology			Responder					other areas if you know what you're doing. It can be kind of confusing switching from one jurisdiction to another.
Problems - Technology	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	[RE: MDC] That new system is not user-friendly, as it relates to communicating with officers... Now, you have to essentially-- it's as if you have to go three layers deep to send a message. And then, the receiver has to then go three layers deep. Read it. Respond. Send it. And then, I have to go back. It's essentially opening and closing emails versus just having that back and forth texting.
Problems - Technology	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Yeah. So it's not user-friendly.... So that is one of the new systems that's probably the biggest-- I would say that out of all the pros and cons, that's probably one of the strongest cons that you'll get from most of the officers on the street. The communication, it has adversely been affected by that new system. You can still text. You can still call them on the radio and whatever else, but it was much faster via computer, but it's no longer the case.
Problems - Technology	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	[RE: telephone game between LE and Fire] --because there is that middle-man. I mean, if you call the police and you say, "Hey, I'm being robbed," there will be a three-minute, if not longer, give or take, 30-second delay before it comes across my radio. If we sit here and stare at that cup for three minutes--
Problems - Technology	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	So compared to other agencies in the area, we get pretty good equipment. The problem is, most of it is outdated and I'll give you a great example of that. [RE: system to run license plates, to run person checks]
Problems - Technology	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	...So when you talk about the system itself being adequate, we are using decent systems, but whether it's as a result of government contracts, whether it's as a result of bad policy, typically, the stuff that we are using isn't as user-friendly and ends up being outdated sooner than later. Another good example of that is our report writing system called PacketWriter. We no longer use it. It was in existence for three to five years, somewhere in that neighborhood. My understanding is [County]

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								itself spent hundreds of millions of dollars on this system. Once they got the system and all the servers and everything set in place, it needed another \$100 million fix. And then, once we got that \$100 million fix, 18 months later they decided, "This system sucks and we're going with EJustice," which is now the current system we're using. It's called EJustice. Now, EJustice, it allows folks to communicate better, but we spent five years and spent hundreds of millions of dollars on a program that was inadequate. And it didn't do the job that it needed to get done. Again, we're a day late, a dollar short.
Problems - Technology	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	SME: So that is a glaring example of why that report writing system, in terms of the technology, we couldn't even search a name. We would have to go to a second or third system before you could search that second or third system. And if it's not something you do on a daily basis-- now we've got five different systems that we've got to use and check and it just gets overwhelming with all the passwords and all the stuff that we've got to utilize. Q: Every system requires a log-in, right? SME: Yeah. So it's thoroughly confusing. We've got Linx, L-I-N-X, which is a nationwide database that you can use and you can cross-reference reports and all that other sort of stuff. But I don't know that Linx [laughter] syncs with EJustice. So other states use Linx. We use EJustice...
Problems - Technology	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	No. I mean, even the radios, for example. I mean, post-9/11, the fact that we can't immediately switch to a mutual A channel immediately-- I'm sure our radios have the capability of doing it, but we don't know how to do it. I don't know how to do that. I mean, I've got an \$8,000 mobile radio that I have on my belt. Technically, I can dial a number on it and I can call you on your radio and we can use it like a telephone.
Problems - Technology	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	I can't think of when it's actually gotten in the way. I mean, it's obviously-- it's cumbersome for all the programs and the equipment you have to carry around that that sort of stuff. But in terms of getting in the way, not necessarily. I would just say it's more of a-- it's not inhibiting you to do your job. It's just a nuisance at times for all of the stuff, and the

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								microphones, and this and that, and all that other sort of stuff to be around.
Problems - Technology	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	I guess I would just go back to the computer system again because we just made that switch. We now have no data as it relates to the history of the calls for service.
Problems - Technology	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	--they were not able to integrate all of that system. So now all of that history is no longer there.
Problems - Technology	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Yeah. I would say April. March or April, somewhere in that neighborhood. So we lost all of that-- yes, we lost all of that. Both interfaces didn't communicate.
Problems - Technology	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Yeah. If we wanted to call the timeliness of the information exchange as being a problem, that would be the relay. If you wanted to explain or if you wanted to identify communication from agency to agency as being a problem, that would be the inability to quickly communicate with another agency.
Problems - Technology	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	[RE: fingerprint scanners] We do have mobile versions, but they're just not as competent as what I would like to see.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	When we were at the fire department, it's difficult. One, some of their channels and some of our channels, we can't get to. You can hear, but you can't transmit. And that goes both ways. They can't transmit on--
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	[RE: communicate with other disciplines] Sometimes it takes longer to get things done just because there's a lag time, obviously. If I'm telling my dispatcher to tell the fire department dispatcher to tell the firefighter or paramedic to do something, however long it's--
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	Yeah. But I've never tried it. But the way our radio is set up, it's in plain English as it can be. So it's just a matter of scrolling and find, but there's so many radio stations to find the right rate, the channel. But other than that, I mean--
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	[RE: new CAD sys] Yeah. And to me, it's very confusing. The old system was very easy to use. This new system, I think they call it the P1 system

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								is-- I don't know. I haven't used it a lot. So maybe that's the issue but it's--
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	[RE: contact another officer in the CAD sys] Yes. It will just show up on his computer, and we can go back and forth. Now, it's a little more difficult. It's almost like an email. So then you have to wait till the email gets sent, and then they read it, and then-- it's a little more difficult. Also, with that is-- and in K9, what we use a lot, it was-- on the old system, it was called the Announce Screen.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	..For example, certain buildings we go into, we've been told before, "Have an officer stay outside. Have an officer on a different radio channel. And then have other officers go in and handle the call," because the call won't be able-- you won't be able to call out in the radio, the radio signal or whatever. I'm not big on how the radios work and everything. But basically, what we've been told, and I've experienced myself is, you can't transmit in certain buildings, or if you go down into a metro tunnel, some of the tunnels you can't transmit. So that's kind of hampered us. And sometimes, when you can't transmit, the dispatchers will ask if you're okay. And if you don't hear them, the dispatcher will start sending more cars to you. And then people are like, "Are you okay?" And then you go, "Well, yeah." And they say, "The dispatcher's been raising you for 10 minutes." And you're like, "Well, I can't hear anything. I haven't heard anything go off."
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	[RE: texting instead of calling] So sometimes that's a hindrance. But other than that, I mean, I don't want to ever think it gets in the way. I think it just-- I don't think it's been developed as-- they keep making it better and better, but we still have the same problems.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	[RE: new CAD's messaging feature] Right. And I don't know why they-- and I don't know the reasoning behind why they've changed it or if that's maybe what whoever developed it thought it would be an easier way to communicate or what. But for us, I could tell you, it makes it harder.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	And if you're not near another county building, you'd have to pull into a gas station and use the-- when the dispatcher would call you-- now, the

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								radio was even worse back then. I mean, the reception was bad. But there was no computers, so you had to write down every call.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	[RE: new sys not having the talk-around channel like walkie-talkie function] We lost that. So now if I want to talk to you on a separate channel, I have to scroll to a different channel to get to it. I have to turn-- I think we have to go to a different letter and a different number.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	Well, I guess, it all depends. I mean, I don't have a specific incident because I've been training, but sometimes our dispatchers, the ones that give us the call, for one reason or another, may omit something maybe by accident or something that where they may not think it's significant as they're reading the call to you. And if you don't read the call on your computer, you'll miss it too, so.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	For something like that, I would have to pull over and read. I mean, it's just too much to try to read and drive at the same time, so.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	I'm sure there is. We have policies on [laughter] everything. So there probably is, I would imagine. But I think for the most part, we all adhere to that anyway. It's just because you have this big screen here, and you're trying to drive like this, it's hard
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	I guess, sometimes, there needs to have certain channels encrypted. For example, the fire department. They have their own radio channels, and like I said before, that kind of makes it a problem for us because then we can't speak to them especially if they have a call where they're asking for our help because somebody's acting up or whatever. We may have a question because typically, they'll show up with four or five people, so at least one person could get on the air and say, "This is what we have," and then we can determine-- we're going to get there quickly, but maybe we should try to get there even quicker because of what they have, or sometimes, we've had cases where the dispatchers told us one story the way the patient's acting, the fire department is, but by the time we get there, the person's not acting the way we were--
Problems -	LE	S	Field	36-45	11-20	Male	LE-S-034	[RE: tiny monitor on wrist to see video from camera mounted on a K9



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Technology			Responder					dog]...The only problem with it is, one, the antennas usually go bad. So how far they can go from us, we lose reception. So it would be nicer if we could see that a little bit better. And it's only black and white, it'd be nice to see either color or infrared would be nice.
Problems - Technology	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	Yeah, the officers. They may have accidentally turned off the WiFi, or they've lost Internet connection somehow. The problems that they're having is that they can't access it. They can't access the particular application. So that's going to be either something on our end, I can look and see where our system's down.
Problems - Technology	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	Servers working or it isn't working and I know that that's immediately that's the problem. That's a problem. And then the other thing is, if I know the server's working, I'll be checking with them to making sure that you didn't accidentally turn off your WiFi or you lost your connection. Maybe your device only. So there's certain tests that I would have them go through. Quick tests that they can go through.
Problems - Technology	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	...Video is video. And video takes up space, so it's a huge space hogger. So what it's going to do is that eventually you're going to have places to put that data. And if you maintain your own servers, that's going to be a problem down the road. Probably sooner than later because the cameras are-- all your offices have them now. Plus, you got your cameras coming in from the city, your neighborhood cameras, your Homeland cameras. So all the cameras that you own, that's all coming-- so that video has to be stored.
Problems - Technology	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	[RE: city with multiple agencies] They're not all on the same frequency. And they probably can't all be on the same frequency without some type of a control because you will overtalk. It would be a whole lot of overlapping in talking.... The thing is is just that the only thing you have to really control is the noise level because there's so much of it coming at once. But you still have a problem with-- I know there's a plan to make this private network and I think that's very important because I think it's going to help-- well, one, it will be a private network that law enforcement could utilize. If law enforcement is just on that network, it

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								will be a great thing because now you don't have the commercial networks competing. And anytime there's something as big as inauguration, the commercial networks generally go down anyway,
Problems - Technology	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	Yeah. And so they shut all that stuff down, and so you're only working off of your frequency but still, they're not on the same band, so you have band issues. So now, you're missing a lot of stuff unless you have somebody in that command center.... But radio communication is still a problem because of frequencies at this time. But I think it's getting better.
Problems - Technology	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	...It's the surrounding jurisdictions, they as PGs is a little different. So well actually PGs, we can now get that over-- I bet they've upgraded to 800 megahertz I believe. But there a couple of them that are not on the same frequency, so we got to-- so that makes it a little challenging when they're involved in it. If they're not involved, then there's no challenge.
Problems - Technology	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	So now, the problem has been what are you going to do with all this video? And it will continue to be a problem. And it's something that will continue to get more and more become a challenge down the road for every agency. And the thing is, you just have to be-- most companies now, agencies now, aren't looking to manage their own video anymore as far as the storage because it's just too much money. So they're utilizing companies like evidence.com and companies like that, that will store the cloud storage. And it passes all the standards of national security as far as you can-- they validate that this is secure. This company can manage a video with no problems. So that's basically the way that you-- I think a lot of smaller company, I mean, agencies are doing. But videos, it's a storage hog. Everybody has a cell phone and they're recording on the cell phone, so that video has to go somewhere. And everybody's looking to record.
Problems - Technology	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	..The problem becomes where you have to retain that video and store that video and it becomes evidence. Once it becomes evidence, we have to retain it. So what are we going to do with that video? So right now, we have storage. We have server farms that set up right now and backup

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								locally-- I mean, data storage houses. Not just here, warehouses. Not just here, but offsite as well. They're storing it. But I would imagine at some point with the way-- just what has happened over the last year and a half, that those data stores is going to be filling up quickly. So managing that is going to be something. But that's not just us, everywhere. But technology has this thing where there are a lot of things that are taking place. Cutting edge technology is something that you always look at, but you have to look at, is it really going to work for me? Or is it really stable? A lot of new stuff comes out, but eventually, it didn't work the way that they planned it. I remember when-- actually, I think it was HP came out with Microsoft and Bill Gates was displaying it and it actually crashed. I mean, that's just what-- the breaks. That happens. That's all. It crashed and that was just showing people what it was going to do [laughter].
Problems - Technology	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	You still can with PCs and all that kind of thing as far as servers and actual hardware but you can't do that for a data warehouse because the data structure that's coming in, and the amount of data that's coming in now is filling up these data warehouses or these server-based server farms or whatever you want to call them, and these colo facilities very quickly.
Problems - Technology	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	[RE: need for wireless support] ...even today, when we have network-- sometimes you might have all the cameras running, and if I'm pulling it-- if camera's running through a URL's no problem. But cameras running through where I have to-- like ours, we have to log in to a system that's a client server base, that's running on the same system that all my other servers are running on as well that's handling day to day operations. So sometimes if I run them all at the same time, bring them up, I could start having problems.
Problems - Technology	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	[RE: need for wireless support] You have resource issues. Bandwidth issues. And so I think that that's-- I think it's important that if we could get all of that under-- and primarily, like I said, since it is the hog of information right now, I think that if the audio/video had its own-- literally

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								had its own broadband network where it traveled on, and it didn't touch any other part of your network, I think it's a good thing. I think it would really help solidify the quality of video that we get, we can get even more high def quality video coming. Because sometimes we got to dial it down because of the network that it's running on. You still see what you see but it could be a whole lot more high def. The cameras have the capability. We just got to dial it down because the system can't take it.
Problems - Technology	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	The applications that they could bring it to the cell phones, but the complication is they got to get the mobile version tweaked a little bit because it's a little bit too much. It's not optimized correctly.
Problems - Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	[RE: tablets in the car] But primarily, the ones for patrol connect to a Wi-Fi in the car, so even if you were to take it out, you can't go too far.
Problems - Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Although they just put carbon monoxide detectors in there because of that whole thing with Ford because there was some problem with officers getting sick from carbon monoxide poisoning
Problems - Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	The tablets at first, they had a lot of issues with connecting to the Internet and all of this other stuff because, in order for the internet connectivity to work, the Wi-Fi had to be up in the trunk. But then sometimes, they didn't set it up properly, so there was issues with the battery because the Wi-Fi, it would shut off if it got less than-- I don't know anything about electricity--
Problems - Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	But let's say it got less than five amps. I don't know that-- but if it drops below that thing, the Wi-Fi shuts off. And so if you have a poor battery in the car, then the Wi-Fi will shut off all the time, and it will only work when the car is on. I mean, there's a whole bunch of things that they had to fix or work out between when they brought the tablets in.
Problems - Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Well, hopefully not when the vehicle's off. They tried to have technology that even when you turn the car off, the lights will stay on to conserve gas. Because when you're on a scene for a long time, you're just idling. You're wasting gas and wasting gas. And so they tried to have technology that if you turn the engine off, the lights will still stay on, but

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								if the battery gets below a certain mark, it automatically turns the car back on. But that technology never worked. So we end up just-- so that's why police cars are idling all the time. Because if we turn the car off, everything shuts off.
Problems - Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	[RE: how each system requires a login] Because we have a [City] court system you have to log in for. There's a national system that you can check. I mean, it's ridiculous how many passwords we have for everything.
Problems - Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	[RE: he likes to do reports at the station] Yeah, because it's a little less awkward because sometimes in the car, it's not the best position for you to type easily.
Problems - Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	[RE: the emergency button is close to channel switching knob on the radio] Yeah. That's why a lot of people hit it by accident. So a lot of times when you hear it-- most of the time when you hear it, because everyone's radio makes a tone when that happens, she asks and they say, "Accidental." And you have to take your battery out and put it back it to reset it.
Problems - Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Q: Do you change your channel often? SME: It depends. So for example, if we go down into the metro system, into the subway system, the only radio channel that works is MPD1-- or is our citywide channel.
Problems - Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	That's the only radio channel right now that works in the subway system. And so we have to let our dispatcher know, "Hey, I'm going down in the subway. I'm switching over to citywide 1." And so when we switch over to the citywide channel, the dispatcher on this dispatch can hear us. Because otherwise, you lose signal if you're in the subway.
Problems - Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	[RE: body cam, magnet mount] Yeah. So trying to handcuff people or if you get in a fight with someone, they all fall off.
Problems - Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	[RE: body cam, magnet mount] And there was protesters that were basically attacking the people attending the ball. And so we had to stand in between them. And people had this in the Magnum mount, and we were losing body cameras left and right because we were pushing and

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								shoving.
Problems - Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	But now that we have body cameras, I don't think you necessarily need dash cameras, although you can't really see above the steering wheel in your body camera because we don't have the glasses body cameras. We have the ones that's all-- everyone's is on their chest--
Problems - Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	[RE: dash cam usefulness vs body cams] And so the steering wheel's-- you can't see anything in front of you. So it'll probably be helpful, but I don't think--
Problems - Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	[RE: dash cam usefulness] The dash cam would help, yeah, but the problem is once you're out of view of the dash cam, it doesn't really help you at all.
Problems - Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	[RE: camera embeded glasses] Yeah. But I think it would be too much because people aren't used to wearing glasses, and they can get knocked off, I think, easier. So I think the chest with the new clips is the best way to do it. But there's always going to be downsides. You're never going to be able to capture everything. It's impossible.
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	With firefighters and EMS is virtually impossible. And it's vice versa. It's virtually impossible for them to talk to us. It's very, very slow and very, very convoluted, because what we do is we get on the radio and we call our dispatcher. That dispatcher is one dispatcher for each district channel. And then, that dispatcher sends a message from their computer to the fire rescue dispatcher for that geographical area. And then, that person either contacts their-- either answers the question or has to ask their firefighter or EMS person whatever we're asking.
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	...Yeah, and the thermal imager isn't very useful in the day because you need the contrast. The temperatures are much more even in the day time. No. There's probably more radio traffic in the day time just because there's more people moving around.
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Everything else is fairly old. Our night vision stuff is at least second or third generation. It's not up to date. It's military surplus is where they're getting it. I guess I can't say too much. Our radio system seems to have

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								been updated over the last 10 years a lot. We're going through our growing pains with our current computer dispatching system. They just changed to a new software system. And it's been ugly, but it's a new system. So hopefully, when everything gets worked out, it will be more efficient.
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	[RE: new CAD sys] It has had difficulties. We've had problems with the computer system not showing when an officer clears either on their computer. We can hit a key to show that we cleared the call. Or for dispatcher, we'll hit a key. For whatever reason, it doesn't register properly, and it still shows the police officer held out on a specific call when they're really not there. They're off doing something else. So that's a problem. Or it's extremely slow and the updates aren't coming through. And either the dispatchers aren't getting the updates fast enough or the dispatcher gets them but we're not getting them, and it takes them a minute to put it out over the police radio.
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Other than that, I'd say it's-- well, our computers are really old. And I think that's part of the reason the new CAD system runs so slow is that the computers were not updated when they updated the software. They just updated the software
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	The only other thing I would say is we use-- the program we use to run license plates through the state of [State], that seems to go down quite frequently. And so you can't run a tag or you can't run a person because this computer system is down on the state end, not on-- there's nothing our dispatcher can do. That actually seems to have gone down more frequently in the last five years than it used to.
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Computers in the car has been extremely helpful. And it's like anything else, technology is great when it works. When it doesn't, you got to fall back to pen and paper. And if you've been using-- there's my generation or my group of officers, anybody who's been on pre-computer understands, yeah, well, sometimes you've got to write it all down.
Problems -	LE	S	Field	36-45	21-30	Male	LE-S-037	Computer goes down, you have to write down the address, the nature of

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Technology			Responder					the call. And if you don't know where you're going, you either have to look it up on a map, or if you have a personal GPS, which most officers do, on your dash, you got to plug it in to find how to get to the call, unless you know your area.
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Some of the things, I think, that would benefit our profession and some of it even already exists - it just needs to be improved a little bit - are shoulder mic system for our portable radios. It would be awesome to have that cordless opposed to a long cord that tends to either get caught in something or it can theoretically be used as a weapon against you, strangled with. I mean, typically, they're not, but quite frequently, we run into it getting pulled off your uniform shirt, or stretched, or gets caught on something where a Bluetooth-affixed microphone would be really nice or even a better headset system. And they make some nice stuff, but it's really expensive, and they're not going to buy that for 1,100 officers.
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	[RE: reliable cordless microphone] ...there's a delay when we scan our portable-- or even in our car radios. Say, I'm on channel one, but I'm scanning all the other six districts. So if somebody in district two is talking and I scan it, scanning it, flips over, and they try and raise me on channel one. The dispatcher's talking to me specifically. There is a second or second and a half-- which isn't long but delay of when they call me when it switches from channel two back to channel one. So sometimes, I only get the last half of the dispatcher's transmission.
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	[RE: delay when switching radio channels] Well, sometimes you can catch-- you'll catch the end of a nine or something, and there's not a lot of nines out there other than K9. So I would answer them, "Hey, were you calling K9?" Or sometimes you wait. And typically, they will ask twice before they start shopping around looking for another dog. So sometimes, you're like, "All right, was that for me?" And then, you wait, and then sure enough the next transmission is, "Hey, K9 so-and-so, are you on the air?" "Yes."
Problems -	LE	S	Field	36-45	11-20	Male	LE-S-038	[RE: new MDT system] Like I said, I don't know too much about it, but I



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Technology			Responder					know that they had issues with the roll out so they postponed it. And then there were other smaller fixes they were doing. But I don't know if they're still-- I don't know if it's all fixed or not at this point. But it all works fairly well. There's some issues with the radio and different locations, like the inside buildings, basements and things like that. In some rural areas also. But for the most part, it works really well.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	[RE: workaround for radio coverage issue to have officer stay outside to communicate] I think it's an officer safety issue. I think that-- I know that-- I don't know exactly how the system works but I'm assuming you can't put towers everywhere. So I know that's an issue, but I think it's-- if I need something-- if I need help now, I don't have time to communicate to somebody else and have that person try to communicate what I just said to ECC. Sort of like the game, I think it's called phone, where I tell you a message, you tell someone else the message and it goes down the row. Eventually at the end it's all messed up. So instead of me going directly to the source, I now have to go through somebody else who has to communicate what I'm saying to somebody else. And then that person gets a response from the ECC, and then they communicate it to me what I'm trying to deal with whatever situation I'm dealing with. Same thing within the basement. If I'm in a struggle in the basement, and I don't have-- this person outside could be inside helping me, but they can't because they had to be able to communicate with everybody else coming in, what's going on.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	I think if you-- if you start doing too much with technology and relying on it too much when it goes down, you won't know how to-- or a person wouldn't know how to respond if you relied too heavily on technology. I think I think it's good for us to move forward with it, but I don't think we should put too much weight into it because then, like I said, if it goes down-- like when a computer goes down at work, and you're scrambling to find a notepad so you can write down addresses and things of that nature.
Problems -	LE	U	Supervising	36-45	11-20	Male	LE-U-039	...We had an older system before that that was less user-friendly. And it

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Technology			Field Responder					would have been much harder to do with a touch screen in a car, whereas, now, with the laptops being shifted out and bringing in the tablets, it's not really much of a difference.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	The issue that we find is we have an electronic correspondence form but a lot of our correspondence requires attachments. Such as, if somebody is in a traffic crash, our electronic correspondence form and the traffic crash form, one is a PDF fillable document and one is generated through our Cobalt management, report management system. So it's two different places, so you can't combine them unless you physically combine them or you change them into Adobe Pro, which a lot of people can't do that. And there's very few people that can email those documents who wants you to put them into a PDF.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	[RE: communication with other agencies] The communication we have mainly is established through command centers on large details. There are different agencies that-- Special Operations has the ability to switch in between certain jurisdictions and to speak with Secret Service on secured channels, but it's not a department-wide thing. A lot of the members with take-home vehicles have the ability to communicate with outside jurisdictions. They do obviously don't want 3,500 people to be able to talk to their county or local. It would be too cumbersome, or too invasive, or people would use it not for the reason it's intended.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	... The ability to give out iPads and put out your plan manual so we're not carrying this 100-page manual. But we have to figure out how to turn it into a brick, without turning them all into bricks, if in case something happens to it, that type of thing...
Problems - Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	[RE: lapse in adapting the tech: eTicket Program] ...The ability to give out iPads and put out your plan manual so we're not carrying this 100-page manual. You need to be able to handle very quickly, because I can't be standing there with a ticket writer, having to enter 16 codes. I need it to be set in a manner where I can enter my specific jurisdictional code to make a traffic violation pop up, or type the first three letters. I can't sit there and type out, right turn on red, seat belt, but it has to be a quicker

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								method of doing it. And I think that's where there are sometimes some challenges in the ability to make something work quickly and efficiently with the technology we have.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	Because you don't want that ability, if somebody gets into our iPads to try and find a manual for what are our plans for a large-scale march or demonstration, then you don't want them to be able to access all of our camera footage. So they're very independent operating systems.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	[NIST-Q: negatives as being very compartmentalized?] Sometimes if, this happens with Special Operations a lot, is you don't have a home base. One week I'm here, then if I go to seventh district to handle something or somebody's going to the first district, then you have to go in and log in on of their computers to do a certain report. Or some cars don't have computers in the car, so you have to go back to the station. If you're not at your home base, it can be a little disruptive because you can set up your computer safely to be able to have access and you're like, "Name. Password. Oh, I should have done a backslash, I didn't." To remotely login can be difficult when you have so many different-- but if you can log in on your phone, you're fine and things like that for evidence recovery and things like that.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	[RE: log in]...But when you get outside of the administrative-- if I need to know where somebody's assigned, if I need to look at my paycheck in our PeopleSoft report, then it's a single sign on system for administrative functions. But it's not when you go to other portions like our-- unless you make it a single sign on system with your, how you set up your ID and things like that. But when you log into the mobile data computer, it's different than it could be log in for the body camera system on your phone, or it could be different than the one you have for your desktop. And patrol district personnel don't have a specific desktop assigned to them, so they're always using group computers.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	...when you have to do in a rush report where you have a suspect at the station, then you're going to use the station computers, and there's a report writing room. Or if your computer's not working for a day for

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								some reason, then you have to go back to the station to do this, so.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	[RE: using paper and pencil - old school] ...And it's a lot easier sometimes than trying to electronically correct something because people miss it. You're not going to learn with an accept changes, but you will learn if you're looking at red penned document, and we literally use a red pen, so.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	Everybody on the department that has a body camera has a phone. However, those phones are not set up for anything other than the body cameras for each individual of that department.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	...But we didn't have enough information from the dispatcher. They didn't ask enough questions, and that's something that you'll hear us ask all the time. Respond for a suicide attempt, well, how are they trying to commit suicide?.... Because there can be a delay and that has gotten so much better over the years. And sometimes you just have to wing it just because you don't and you never will have the information you need until months afterwards, so.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	Yes. It's sent to the MDTs. One of the things that we've-- when I go out on patrol, I don't have a computer in the car. I have to borrow a car from motor pool. They don't have computers.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	[RE: motor pool cars without computers] it's just the nature of the beast because they're used for mainly administrative purposes. But I have to snag one when we go on patrol, so.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	In some ways, my personal thought is that we need to stop making everything social media-based and relying on social media to drive policies and procedures. And that is a technology-based issue, but I don't know if there's a better way to not necessarily control the release of information, but have a better way to get ahead of the negative.... Because if there's a shooting in the seventh district, it takes a while for it to settle down, enough to be able to get the correct information. By that time, you had 18 reports that are wrong, from [Name], who saw one side on the street and judge it. And it's a matter of being able to release the

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								necessary information quickly enough so that we get the correct-- whether you like it or not, it's the true and accurate facts of the representation, rather than social media, because that's the biggest damage to us.
Problems - Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Q: ...How else do you communicate with people? SME: ...Text messages all day long. We all have iPhones for better, for worse.
Problems - Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	We just got our patrol but everybody at the Sheriff's office has an iPhone. Text messages between co-workers and bosses about things you can need. And sometimes it's as simple as, during the workday, "Hey." I'm interviewing somebody in the jail, "Can you bring me a form?" Cool. Or it can be 10 o'clock at night, "Come find me in the morning," or, "I need to do this in the morning." And some of that bothers me, some of it doesn't. That's why I try not to go through the emails. But some of them are-- there's a lot of junk mail...
Problems - Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	They don't buy some nice ones. I mean, the one I got now is a 5C. C stands for crap [laughter]. But we get the ones that-- they're not upgraded if I break it. I might break some stuff. I'm kind of clumsy like that. Because they'll give you the new Penny phone, the new Penny iPhone. I'm like, "I cracked the screen on one of them. I'll just go get it fixed. I'll pay you the 20 bucks." No, they'll just give you a new one. And everything is backed up through our cloud. So it takes half an hour to swap everything over, so is what it is.
Problems - Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	And then for our county email, it's all through Gmail. I'm not a fan of because I don't like the fact that Google keeps everything. I'm sure Apple does too. And I'd be naive to say they didn't.
Problems - Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	And then for our county email, it's all through Gmail... But then through that, then we have two step verification. So I can access my Google drive, I guess, every 30 days. And it's always at the most inopportune damn time. I've got to go into the Authenticator app and get my six digit number or whatever it is, and then go back and type it in.
Problems -	LE	R	Field	36-45	11-20	Male	LE-R-017	There is a DUI app... but I don't like using it on the street because I think

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Technology			Responder					you're too busy. You get dug into your phone and safety issues...
Problems - Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...the word processor in our report system stinks always. Just garbage. And we've taught everybody. And I was one of the original instructors. And I almost think that I was told this by the company. "Just type it in Word, copy and paste."
Problems - Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...But it's getting to the point of there's so much stuff in the car. You're like Emerson, Lake & Palmer trying to go to a call. There's a computer here. And it's giving you dispatch updates. You've got siren controls. You've got a radio. You may have two or three radios. And then, what burns my ass is when dispatch tells to switch a channel. And you're like, "I'm doing 100 and I'm driving, and I'm dodging man, and machine, and critters, and everything"... But there's tons of technology in the car.
Problems - Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...And then the e-ticketer, it's a brick... The pain in the ass is the thing is clunky. It's got an old BlackBerry-style keyboard... I got big fingers, I got bad eyes, so little screen, and it's not user-friendly from the physical aspect of trying to look... You've got to keep track on your suspect, who's in his car, who knows he's going to county and may or may not want to fight you, and he may have something hidden under his seat. And you're trying to type an e-ticket.
Problems - Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...the new [State] driver's license, they've got so much information on them. It's - I don't know - like a six font. These guys have literally gone out and bought the Home Depot or Walmart and got magnifying glasses so they can read the-- so you're doing this.
Problems - Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...the new [State] driver's license... There are workarounds, [State], and there's other states that are now going to like a QFR code on the back so you can scan it. But of course, it doesn't work all the time.
Problems - Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	... at some point during that contact - and we do e-tickets for warnings and tickets - you're going to have to be focused on this damn thing. It's about the size of the original Game Boy. Except with a keyboard. And I'm like, "Put it on an iPhone. Put it on a Samsung. I don't care what Android or iOS, Apple platform it's on. Don't put it on Microsoft because that's

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								why it's on, and that's why it's garbage."...
Problems - Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: e-tickets for warnings and tickets] ...put it on my phone, so it's an app. I hit my button, type in my ticket, walk up there, take their picture, it send, I still have to go back to my car to get the ticket, which unless-- and they have a thing we can wear, the printer, hook it onto our belt but... it's a pain in the ass because you've already got gun, taser, bullets, handcuffs...
Problems - Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...You got utility belt. The last thing you want is a printer. They make it thin so you can slip it into a container on your belt and keep it there. I've seen, and I'm like, "Oh, enough. Just calm down." But you still have to do that...
Problems - Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Well, in technology-based is nothing talks to each other. And if you want it to talk to it-- if you want program A to talk to program B, A and B is going to have their hand out for a monetary supplement to give you the patch that they've already created or to create a patch. So that's frustrating.
Problems - Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	You can't get two phones to talk to each other sometimes or-- we all have the issues where you're trying to sync your phone to your new computer, and they may catch flight now and then, and you flip the table over. "I'm out of here, but [laughter]--" no. Technology does the lack of communication
Problems - Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...When I first started here, there were, I think, five or six agencies in the county. And we each had our own report writing system. In that report writing system, you each had your own name section of names, the addresses, and everything. Well, then we all joined up, and we got on one common one for the country, so all agencies because you'd have the same person entered six times in each of these things. Now, we're all just entered once, one big name database. And I guess, we kind of have that with the NCIC... But it's not user-friendly.
Problems - Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	I'd love to be able to pull up somebody's name, information, criminal history, warnings, and whatever on the phone... But it gets to a point of

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								you're going to have so much technology that-- and we're seeing it now, where people don't know how to communicate and sit down and talk.
Problems - Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...patrol cars, there's just so much crap in there that it's tough for me to fit.
Problems - Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	In the process of doing a CAD upgrade. So my week started Sunday morning at 2:00 AM... we were doing the CAD upgrade and we're supposed to be done by 8:00. I didn't leave till 6:00 in the evening, and it's been going since.
Problems - Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	...the ability for the officers to take, say, a response from our DMV and be able to put it into our RMS system, eliminating duplication of entry and those type of things. So those are some of the big upgrades that we did functionality-wise. On the dispatch side, there's very limited. But on the officer-trooper side, it's more intensive, and that's where we're having [inaudible] issues on that...
Problems - Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: cell phone apps] Apps are very limited. We don't issue our officers phones.
Problems - Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	...when our CAD went down, we went back to manual. And we used to be on a card system, and writing things down on cards and the frustration level of our dispatchers was through the roof because they're not used to it, writing things down... when it came back up, they had to go back in. The frustration of back-filling information.
Problems - Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	...we were bound by the geographic of a VHF system where when we went to DTR you can talk from one end of state to the other, and it's seamless, and those types of things. So it's been very much a transition but mostly everything for the better...
Problems - Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: free call *277, i.e. star CSP on the phone keys]... But as technology changes and-- just for an example we-- Star CSP, we tell you to call Star CSP. But, typically, and on a lot of phones the alphabetical piece is... non-existent.
Problems -	LE	U	Manager	46-55	31-40	Male	LE-U-020	...It's always a struggle because everybody has email but nobody reads



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Technology								email. I mean they get email, but they don't read email. You don't have time to have face-to-face meetings with everybody...
Problems - Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	...for [State]... we get into terrain issues with the mountains and no matter how much we use to try to fill in our gaps, we're not going to put a 750,000-dollar tower to fill in one canyon. But it's important for us to talk in that canyon...
Problems - Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	...We're surrounded by five different states, and not only do we have interoperability issues with people in [State], but bad guys don't stop at borders.
Problems - Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	...the ability for us to do that better, if there was the ability to have the ability for satellite-type of things... But our radios only run so far. We don't put towers in [State]. So there's a reason. And they don't put their towers in [State]. So when they get into our areas, it would be nice if there was the ability to do that.
Problems - Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	... And I think moving more towards a - and I know this will never happen, but - a common platform for emergency communications. Well, who's it going to be? Is it Motorola? Is it going to be Harris? Is it going to be-- there are too many companies selling their own thing for it to be a one-type ability. And I know that's not going to happen, but pie in the sky, it'd be great if everybody could use one...
Problems - Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	...In [State], when we go into [State], we have some of their talk groups into our radios. They have some of our talk groups into their radios. The only problem is if they go to somebody else, our dispatchers lose track of them, so now they're on their system...
Problems - Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	...[State] is very difficult. We're having very difficult time. They run their radio system differently, and their legal department has indemnity issues type of things about sharing their resources with others. And so when you start getting into legal problems, I mean, it's, why are you involved?
Problems - Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: some counties have their own radio systems] What they did is they've put up a silo because now the officers, boots on the ground,

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								where they had the ability to talk to each other. They back each other up. They knew when each other was in-- that because they went on a different system, even though it's the same system, but it's theirs. And now the two cars can't hear each other. And it's been very difficult on the boots on the ground to say, "We lost this, and we can be right here and this other officer can be getting his butt kicked. And we don't know about it." It's going to take multiple phone calls to-- and then dispatches, and time. And it wasn't a good decision, but it was a political decision that they created our own silo. And that's tough, but that's what I'm hoping that FirstNet won't become as well.
Problems - Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...So today is a good example of dealing with camera problems that we have to resolve immediately and then doing audits of the body cam system. If there are-- sometimes there are problems with our in-car video camera systems. We're also responsible for that. And then the interview rooms that are in the three district stations, if any problems arose with that-- so we're basically-- start our day with managing different technology issues or different technology-related issues that we have to fix and then figure out why whatever broke broke so that it doesn't continue to break...
Problems - Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	body-worn cameras, by far and away, there are more issues with body-worn camera technology than any other of the solutions we deal with. But there are also just user error, lack of understanding...
Problems - Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	User error login issues with computers or, a lot of it, they contact us first and then we refer them to CIT department if it's an IT computer access-related issue. So that's probably our, I guess our biggest--
Problems - Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Yeah, I think, or maybe lack of understanding of it, with the body cameras. People not docking them properly, not making sure they're charged properly, how to get in to access stuff or change things. I think a lot of it is that.
Problems - Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...And then, as far as our role in repair or diagnosing problems, typically, what happens is an officer will email-- we have email accounts set-up. It

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								goes to all of us. Our team consists of seven people. It goes to all of us, and the officer will email us and say, "Hey, my camera fell or was knocked off in a fight and broke." Or, "My video isn't downloading," or whatever the problem is. And then we try to respond within a couple hours even on weekends and overnight if one of us sees the email. We'll respond, just tell them what they need to do until we can get the camera repaired. And then typically, first thing in the morning, we replace or repair the camera...
Problems - Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: information officers manually transmit (not done automatically)] ...If they want to add notes to any videos, they can get into the back office of the systems, and they can add case numbers notes and that sort of stuff. If they see an error in the way it was tagged, or if they just want to add additional information.
Problems - Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	No, we do have MDCs in the cars, and those are connected through Verizon, so it's just a data-cell connection. We don't transmit video that way because we were afraid it would just bog down the system...
Problems - Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...I think overall, the computers were pretty reliable... So they don't go to the shops a lot for issues unless a key's broken or there's major damage on the screen or something.
Problems - Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Not very many people like our computer-aided dispatch system that we have right now. We have one very different company before that everybody liked a lot. We switched away from it. Now, they don't like this one because there's some issues with it. So that contract comes up every 5, 10 years, so we'll get out of that sooner or later.
Problems - Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	We pretty much have the worst computer-aided dispatch system [laughter] [of all?].
Problems - Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...From a technology standpoint, I think that probably the biggest issue with it is, it has really, really inferior mapping and routing capabilities which are really critically important to public safety to be able to get to where you're trying to get to efficiently and by the shortest route. So that's one of their huge shortfalls...

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Problems - Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...and then the ability for that particular product to integrate with other systems, we're finding, even though we were told, "Oh yeah, it's easy." It's not. And they're using it as a way to increase revenue by saying, "Okay. Well, if you wanted to integrate this way, it's going to cost." So, yeah. It's been a really, really disappointing process. And that's one of the things just for in technology in general with, I think, most law enforcement agencies is there are many disparate systems that need to communicate, and that's one of the real challenges is getting our CAD system who's made by one vendor to talk to our RMS, records management system, who's made by another vendor and get all that information to feed to our analytics system, which is a completely another vendor, so those kinds of things are really a challenge. I'm sure you've heard that from other agencies, but that's a challenge for us.
Problems - Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: using cell phones for mapping as a CAD workaround] Especially going out even a block outside the city, I'll pull out my phone, look at it, see where I'm going because it's quicker and easier.
Problems - Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...we live and die on our MDCs. There's been times we've had CAD [out of just?] dispatch, and the programs go down, and you got to jot stuff on pen and paper again as to where you're going, what the call is, to catch it up later and people just-- [they pull on getting?] more. They don't know anything different.
Problems - Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: MDCs] Yeah, any time that goes down, you get officers, they have to be on the radio and ask two or three times for the address because they didn't write it down.
Problems - Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	And really from my perspective what's happened over the last probably five years is that there've been so many advances in technology that's related to law enforcement that it's, I guess, I don't know if overwhelmed is the proper term, but it's overwhelmed some officers that worked for years with really the only real technology they had was the laptop in the car, the MDC, but really nothing else, and now with the advent of the body cams, the surveillance cameras, the license plate readers, we have our motorcycle enforcement team has hand-held e-citation devices. Or

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								exploring now, putting printers in all of the patrol cars, so we can do more electronically and print in the cars...
Problems - Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...So I think particularly a lot of the younger officers that don't have that history of doing a lot of the paper, it's probably not affecting them as much as the officers who have been around for at least 10 years, and they're getting hit from all sides of okay this is all being changed now, and we're making things-- this technology is going to make things easier for you, and really, it's not. From their perspective, it's, "Gosh now I've got to make sure all my video from all day long is tagged correctly." And so it's creating a lot of--
Problems - Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	It's another new thing they just did was a got to [Pro QA?] dispatching. I hope you are familiar, but that scripted thing that the call-taker do when they get a call. It affects how the call prints out, or how it displays in the car, and it affects how it's aired, and when it's aired. And so there's been some growing pains with that. But everybody is getting more, and more used to that too. I think they, for the most part, they do pretty well. There's been some problems, some complaints, and one of the solutions that they just went to is to bring dispatch back under the police department umbrella rather than having it as a separate entity that it was before, so that means they can do rest here.
Problems - Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: fingerprint readers] ...Overall, unless there's something wrong at a state level where the system's down, they work super fast...
Problems - Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: HUD] And we explored that technology a while back. It's actually been a lot of years ago, and there was some issues with how you project it onto the windshield and where that camera placement is to project it. And if you're in a collision, you don't want any kind of equipment by your head, and then the other issue is the reflective-- if it's a light that's then reflecting off the windshield at night, it can be an issue too so. To illuminate the officer [inaudible].
Problems - Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...facial recognition is a huge thing. There are some significant privacy concerns revolving around facial recognition, so my advice to our chiefs

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								now has been let's hold off and wait and just kind of see how this technology shakes up. First of all, it doesn't work really well, and secondly, there are just some huge privacy concerns over the law enforcement use of facial recognition. So I think that will come at some point...
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...But a lot of times, once the scene's stable, we'll be using our cell phones back and forth to get the stuff we need instead of using up the air time because we're limited. Only one person can talk at a time, and some stuff is more important, some stuff isn't, so there's a lot more cell phone usage...
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...And back when I started, I could listen to the radio and on a Friday night, where we have 25 guys working, I could tell you exactly where everybody was in the city. As we've become more and more dependent on computers, I can't do that anymore. Which I'm doubting that anybody here can do that anymore, which kind of makes it hard for me to understand why we don't use more the technology, instead of using the radios. Because the radio, like I said, the bandwidth is such that we can get busy, and I have to make traffic stops where I cannot call out on the radio because I can handle the stop and be done before they're done yammering on about something.
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...there's some state channels that I can go to. It's like Blue Northwest, and I can go there, and everybody in the state has access to that channel. So technically we can talk back and forth. There can be some delay, because everything goes into one place and then gets reformatted in digital or analog and then gets pumped back out, and so it's not always the perfect thing. I can be standing right next to the guy, and I can key up, and it takes a second for him to hear. And it does work when we absolutely have to. But when it comes down to emergency type situations, it's very difficult.
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...one of the deputies was in our city, actually ended up firing shots at a suspect. We got the call from another party in the house, and we were already responding had units on scene, before we got relayed that it was

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								a Jeffco deputy involved, and then we've got the scene shut down. We're taking care of it when the Sheriff's Department and all their resources start rolling into the scene, and we're immediately screaming at them, "Stay in your car! Stay here! We've got this." We don't want any blue-on-blue stuff because you don't know where we're at. We don't know where you're going. Because in order to switch everybody to a channel, it takes time. You would think that they could hit a button and do it, but it doesn't work and so--
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...I've gone to [City] and [City] to help them with crime scenes. And [City], even though we have the same radio system and we bounce off of each other towers, I cannot talk directly to them, because we don't actually share the channels [laughter], so. And then up in [City], they're on something completely different, and so we don't have access to that at all...
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...In my house, our radio works just fine. I can call back and forth, no problem at all. I get down here to 72nd and Wadsworth, half a mile from here, and the radio's drop because we have dead spots. We have interference from-- we have interference from the high-rises in [City] that it's ricocheting back off and it's blocking the signal so it's dropping. So we're building extra towers and stuff like that, but we have areas of our city out west that we don't have coverage. They're building now towers, but that takes time, so.
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	So interoperability, it's very difficult. There are ways to do it if you're planning ahead or have time, and we do that quite often if we know what's going on, and we have time to respond, and we can all switch over to a channel.
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...I make traffic stops. I make, I don't know, 20, 30 stops a day, and handle wrecks, and do all the reports associated with that. And whether that be-- because of the way our systems are set up, most of those reports have to be done-- are done back here. We have access to various things that we could do in the field, but we don't, honestly. I could do my crash report in the car, but it's not very comfortable. I could technically

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								take my tablet out of the car and do a report there, but again, it's not as feasible as they had thought it was going to be. Our traffic unit, we have ecitations, so I have a handheld Android device to write tickets. I can actually do an accident report on there and exchange the information. But, again, with our systems, I still have to come back here and then cut and paste from that application into our native RMS system. So even though technically, I've got the accident report done in 15 minutes, I still got to come back here and spend another 15 or 20 minutes to transfer it into the system that they want.
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: RMS] I cut and paste because it'll put-- it's [inaudible] technology, it'll puts it in a PDF-- fills out this data accident report. But because systems don't talk as well as our records department would like together. It's click, click [laughter]. But for me, it's faster than our other traffic guys. We're using our phones, and we're taking pictures of license, registration, insurance information, and then we come back, and they're either pulling it up on their phone or using a generated PDF on the phone of that data, and put in the next-- split the screen and then manually typing it in. So that's another thing we use our phones for. Take a lot of pictures for that type of stuff
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...the screen is mounted into the dash of the Explorers. They're now changing that, and we will keep those Panasonic tablets, but then we're changing the screen configuration because some people didn't like it built into the dash...
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...those old Toughbooks are going away. One, we can't get the screens anymore, so that's why we're going to the tablets. And the idea's that now the car's a hotspot, you can take your tablet out, and you can go in and do a report. Easier said than done [laughter]... Nobody does it.
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: writing reports] The technology's there. If you could drop the tablet into a keyboard quickly, you could. Touch screening it on that tablet doesn't work very well...
Problems -	LE	S	Field	36-45	21-30	Male	LE-S-016	[RE: bluetooth eticket printer]...Technically, our printers are not mounted



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Technology			Responder					in the car. So I got a little belt clip. If I wanted, I could carry it on my belt... it's not very comfortable. It's cumbersome...
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...While I like my eticker, it's fantastic for what it does, and technically I can use it as a phone. It's got a place I can put a SIM card in it. It's a little too big for my phone. It's just a little bigger than this. It's this Panasonic N1, so it's not much bigger than this. And technically I can run that application on my phone, but the camera doesn't work as well as the scanner. So in the handheld, for ticketing, it's got a built in scanner that scans drivers licenses, scans VIN numbers, and imports all that data in there. The camera doesn't work as well. It'll still do it, but it takes longer than to do that. So combining that type of thing-- if I could carry one device that I could use with my phone, was smaller, and then I can do that stuff from, that would be great. If I could have all that on one thing and essentially kind of as a radio as well, that would be great.
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...Like you said, we carry a lot of crap. And I think technology is fantastic, but finding one thing that does everything, I don't see that ever happening. You have some things that do something very well. And when you try to combine that stuff together, then you have one thing that does everything kind of half-assed. So I don't ever like that. We'd had a deputy chief here for a while that he didn't like the one-trick pony. He didn't like our etickers because that's all it did. But our taser, that's all it does. And so I think if you try to combine everything, you're not going to get the best use of anything. So the more things I can put together, that actually are the same thing, I think you're better off. But trying to combine a lot of stuff that doesn't naturally go there, isn't going to work.
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...We have an app to resources that I can pull-- the Line of Duty Death resource, the Patrol Pocket Guide, and all those type of resources. We have access to them in our phone, as compared to the plastic cards we used to carry in our pockets. Can actually add some other ones that are for radio channels and that type of stuff. Because while we have our consistent ones, if we are doing interoperability, or if our radio system goes down, the back-up, remembering how to switch to those back and

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								forth...
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...we have access to most of the technology that we can, we're just not making as effective use of it as possible.
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Yeah, it's not a Bluetooth, but I have the earpiece for my radio. The problem is I have to run chords all the way down through my shirt to plug it into the handheld or to the radio.
Problems - Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...And then, "So okay, well, maybe we can save this money." So we went to Dragon Dictation, doesn't work. I mean, for us. We have a few people around who beat up and train their dragon enough that it works-ish, but the quality of reports weren't there, and then the reports got shorter. So then, most people just stopped using Dragon altogether. They went back to just hand-typing their reports...
Problems - Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...We've got a tablet that we have just for the detectives that we can take out to a crime scene if we need to and do evidence remotely or connect to any of the computer systems in our office remotely if we need to, which would work a lot better had I not dropped it two weeks after we got it.
Problems - Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	And we've got a pretty good relationship with all of them. I think the biggest issue is that State Patrol's on VHF or UHF, I can't remember... And we're on 800, and our dispatch center has the ability to patch our radio channels so that we can talk to each other. And then we've got certain mutual aid channels that we can all get on from our individual radios and talk to each other, which is very helpful. But on a kind of day-to-day basis when there's nothing important really going on, it's not a huge issue. We can either call their dispatch center and get patched through or whatever we need. We've got their channel on ours, that's patched, and they can get-- a lot of the State Patrol guys carry an 800 radio so that they can get a hold of us. So it's not uncommon for us to be talking back and forth. And then obviously the fire departments, they're all on the same radio system, so you've just got to change channels.

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Problems - Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	I know we went to [County] two weeks ago, and they don't have 800 radios, so our radio channels were incompatible... So I was working on a wildfire up there, so I was just helping man a checkpoint, so I was with a guy from [County]. So I just didn't really worry about the radio. That was his issue. So usually cell phones will work or, yeah, just call dispatch and get patched through.
Problems - Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	So a lot of times, [Job title] will get kind of upset when dispatches doesn't tell them exactly what a suspect's wearing, or doesn't know if there was a weapon involved, or anything like that. Sometimes that has to do with the radio channel being busy, Sometimes it has to do with the [Job title] just not knowing because the call taker hasn't been able to get a word in edgewise to ask. Sometimes it's just missing information. So I can't think specifically a time that it was necessarily a technology issue other than just being somewhere where you are out of range, or you are three floors down in the garage and there is no coverage there for the radio or cell phones.
Problems - Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...the CAD system logs pretty much every time someone calls the police or calls for a fire department. The report writing-system only logs anytime we take a case. So if someone calls for something, and it's not really to the point where we need to take a case on it, it's still documented in one system, but not necessarily the other. So they have a lot more short-term information. Everything from the call to the time we get there, pretty much. And then the report-writing software is pretty much everything from the time we get there, whatever follow-up, anything that we've saw, what video we need to get, this, that, and the other. So it's kind of dispatch has the shorter term, immediate information, and then the report-writing system has the longer term.
Problems - Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...So from the time that I started being a patrol officer, my first call that I ever went to, I have all those reports saved on my file. Which is nice because when the report-writing software goes down, as it has before court, I can just go back and print the Word document out
Problems -	LE	R	Field	26-35	11-20	Male	LE-R-018	When I first started in dispatch, 2001, 2002, the software that we had...

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Technology			Responder					sometimes obviously it would just crap out and go down. But we had a system of cards and so write everything down by hand, and file, and hand off, and whatnot. Which I don't think they have to do very much at all anymore. I think it's gotten a lot better.
Problems - Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	Technically, I think radio quality-wise it's gotten a lot better since I started. But there are certain buildings that are real thick concrete or parking garages that the radios just don't go through. Cell phones just don't go through. So whatever you're doing down there, you wrap it up and then you go upstairs and talk about it...
Problems - Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...Interpersonally, email is a blessing and a curse in that it allows everyone to talk to everyone. But you kind of miss the non-verbal cues. You don't know if it's necessarily directed specifically at you if there's an email to the whole department, that sort of thing. So I know communication interpersonally is something gets brought up at pretty much every department meeting that we need to improve on, so.
Problems - Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	I really like our body-worn cameras in concept... They are big and blocky and hang off my shirt like this. They're not quite as high quality as GoPros, but they're two or three times bigger.
Problems - Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: body camera data] So it's held locally on the camera until it's put in the dock to charge and download at the office, the system that we have. I know [City] PD just down the road has a different manufacturer, and they can pull up the-- they have an app on their phone. They can pull it up, tag it, do whatever they need to do, and it's done. So they can sit in the car and do that, or be wherever and do that. We have to physically go back to the office, put it in the cradle, and wait for it to download and cycle and all that stuff.
Problems - Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: car cams] Those record when you turn your emergency lights on, when you exceed 85 miles an hour, if the air bags go off, or you can start them manually... obviously there's occasions where that, for whatever reason, if you don't have all the overhead lights on, if you just have the back lights on, that doesn't trip it. So that sort of thing.

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Problems - Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...One that we do have is an e-ticket machine which I detest because the buttons are the size that my three-year-old can push but not me. So there's a lot of fat fingering on those. In my opinion, it's a very good idea. It will save on paperwork. It's a terrible follow-through... it's a big chunky device with little, itty-bitty, Blackberry buttons. But I'm almost certain that they just got a whole bunch of spare Blackberry buttons [laughter] and put them on there.
Problems - Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: e-ticket machine] I think you could do the exact same thing on the computer in the car, and it would be infinitely quicker. It would be easy to type. It would be easy to read. And there's no reason to carry another piece of equipment with a heavy battery in it. That's just my personal opinion. I'm certain there are other implementations of it that are easier to use. But the one that we have, I don't like.
Problems - Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	Short of dropping the brand new tablet [laughter], there's always little gremlins and bugs. Currently, my computer, I can print almost anything except from one piece of software that it doesn't know where the printer is. And there's always some little aggravation like that...
Problems - Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...They've got a license plate reader that they put in the parking structures, which I was trying to log into yesterday, and apparently, it crashed. They put it on a different server, and now I don't have any of the login information because it changed... So I'm trying to get them to solve that. And all of these pieces of technologies would be helpful if they were working properly.
Problems - Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...The e-ticketing machine is a good idea, but the implementation is just not quite there. I think there's way better ways to do it. So I would consider that one getting in the way because it still takes me longer to do that than hand-write something.
Problems - Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...I'm trying to think. I think my biggest gripes are that e-ticketing machine and just the fact that it's not well thought-out for the application. I don't think there's any reason why it couldn't be done on the phone that I already carry or the computer that's already in the car.

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								So integrating technology with stuff that we already have, that we already carry. Because when I'm on patrol, I carry 30 extra pounds of stuff, which doesn't count the two bags which are probably 30-pounds each of stuff that I keep in the car. So adding more stuff to all my stuff is more weight and redundant. So I think finding ways to use what we already carry...
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...We've had a big challenge lately with the increase in surveillance systems that private businesses have and which formats or what types of files do we want to bring in to our evidential storage system, and which files and formats we're saying, "We can't really say these are secure." I can't testify that the video's authentic because I didn't take it anyway. So do we treat it the same as a witness statement? Because whoever owns the system is going to have to come testify. So what's our procedure for making copies of that to get to discovery?...
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...the frontier and the work always has to keep going as new things are always popping up, such as you've got a box of thumb drives that we're issuing to everyone because we realize people started using their own private thumb drives. When they go to the gas station, the guys say, "Well, I've got this video I can give you." Well, how do you transfer that stuff?
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: electronic discovery] ...if they were to call us up, we'd just make a new copy of whatever and take it to them, which we probably already gave them a copy and whether it got lost, got misplaced. So there are a few safeguards built in and a few potentially helpful things as these systems come up. And that's sort of the tracking, the data integrity, all the other stuff that people think that any system should have when you're talking about data and data transfer.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I got a text today of the CCIC system for running people and plates, wasn't staying connected for them. He thought it was related to an update we pushed out to the computer which- I said we made an update to this part of the program and it shouldn't affect that part of the program but we'll see. But that is something they've come to rely on and

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								so that's an immediacy thing, that they want to know what's going on...
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	The department issued cellphones. Well, now, a lot of people communicate primarily through text. So if you're trying talk to a suspect and you have a cellphone number and they just wanted to text with you or they're using just an app that doesn't even have cellular service, whether, it be a WhatsApp or any of those, those are creating issues in guys out in the streets doing their jobs. So finally, the department bought smartphones...
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Just knowing the people within the department and who likes to play with stuff and who doesn't like to play with stuff, and which guys just took it and threw it in their bag [laughter] and said, "I don't have time to figure this out."
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...You can't give people more stuff [crosstalk]-- on my radio, I can talk on my radio and watch and see everything that's going on. We all practice and train for that. Now, you give me something I have to hold and I have to data input. You can't maintain both of those...
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: general technology; more tech will require pairing up officers for safety concern] ...you're not going to use them because I don't have time to do that. And you're going to go back to what you know, which is the radio that just kind of engages your ear and maybe your thumb and finger for talking.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...Cellphone technology's coming up. We talk in our county because the cellphone coverage is pretty much along the interstate. We've got a bunch of communities that are just far enough off the interstate, cellphone coverage was fringe so we started putting boosters in all of our cars probably seven years ago. And it was just enough to hit a couple of the communities that we're regularly in and maintain cellphone coverage.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...The other day when I picked up a car, I knew I wanted to display my clock and my miles per gallon and where's my temperature thing going to go, and then the display for the audio and the climate stuff, and how

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								can I configure that myself when I back up. Do I want the little lines to turn when I turn the wheel? ... And I didn't realize all of those were in there until I just had a little more time in the car. So if a patrol guy jumps in a car, are we telling them all these things are there? Are they just discovering it for themselves? Should we, as an agency, take responsibility in saying, "Here's the things that should be turned on"? You can't turn off your backup sensors because we don't want you backing into poles. You can turn off the lines turning left and right when you're backing up... More things I don't think anyone was aware of is there when we get these cars.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...It was a challenge when the MHz stuff first came out because, on the VHF world, that air-to-ground communication was pretty clear and they could just dial in whatever frequency they wanted. With the 800 stuff coming out, for a while the standards didn't allow a direct air-to-ground channel. They're worried about, on a repeated system, the helicopters getting up too high, lighting up too many repeaters, and tying up resources...
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...we'd recognize, from a workflow standpoint, if a dispatcher does something, how's it going to affect the unit out in the field on the computer? And vice versa. It was starting to create a lot of frustration because somebody would do something on the computer and all of a sudden they would disappear from the dispatcher screen. And they didn't know why.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	When I started, we were on VHF single system, the dispatcher would change which tower they were broadcasting from. So you regularly get half the conversation because you can hear the tower but not the person talking who may be on the other side of the county...
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...Imagine the other day, then people start to complain, now I can't hear everybody that is on my scan list. And I am trying to explain how a current radio system works where you are affiliated to one tower. And so we don't have that many resources on each of our towers that we can designate certain talk groups to always transmit. So you have to be



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								affiliated in our county to that tower for that talk group channel to transmit. So you might not hear your secondary talk group even though it's on your scan list if nobody else is affiliated to that tower has that on...
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...Now that we're on this shared state system, we don't know how many units the Department of Transportation has that may be using the same tower I have. We're no longer an island, where it's just the people in our little county and our responders. Anybody could be driving through here and tying up those resources...
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...the example we use was years ago, the balloon boy incident on the front range of [State] and the guy was saying his kid was in the balloon, while we had just set up recently, this state-wide radio system. Well, people up here realized they could tune in and listen to what was going on on the front range. Well, the state deactivated those radios. They realized that the entire system was getting tied up by people who were not in the area of operations, listening to what was going on. And they were able to go through and deactivate those radios...
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: how much to use MDC vs. radio] ...the in-car computers are great, and yes, you get a confirmation of what you did. But your supervisor sitting in the office doesn't have the computer in front of him to know that that's what you're doing. And they've all said they'd like to hear that you've cleared your traffic stop. That you went out on a traffic stop. They want to keep a little situation awareness and they're currently using the radio. So how do we take advantage of decreasing the radio time by using the computer and what's an acceptable amount of use of just the computer versus here's a hard stop and here's the minimum traffic you have to do.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...Big audio quality on body cameras is still kind of tough. We all joke about you've got a body camera on your chest, but as soon as you go into shooting stance, all you see is the butt of your gun. But it's too cumbersome to put the cameras on your glasses that a few places have tried. And if you need to wear prescription glasses, and you don't like contacts, how do you overcome that? So I think working in some of the

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								technologies that have come out recently to make them more usable for both sides, both for the person who has to wear all this stuff...
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...We joked recently about we need to get bigger flotation devices for our river rescue procedures because we're having to wear so much more stuff, so if you fall in, you have more buoyancy these days because we issue river rescue equipment on our patrol cars.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Yeah. We ran into an issue. Everyone carries the radio and whether they have a shoulder mic, whether they have a microphone just on their purse and somewhere else because they're a little more covert. And then we're all issued new helmets and vests for active shooter type situations. Well, soon as you put this additional layer of body armor on, it covers all the stuff up. And everyone's like, "How do I talk? How do I rearrange my stuff now?" And as I'm trying to say, you should always have an earpiece... So then we started looking at the shoulder mics and everything else, and because it's fairly new and we've only had a few trainings wearing all this, people are realizing you're going to have to rearrange stuff to maintain those communications. And then even putting these helmets that are not very comfortable. Just learning to work with all the new equipment that's out.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Even going back to the ski race. So many people, fans screaming, and not unique to the ski race, so actually took an earplug, one of those foam ear plugs, put a hole through it, and then instead of having my standard ear piece, it's a little more comfortable, I put the speaker tube through that ear plug so it could go into my ear, so I knew I could hear just the audio from the radio coming out of there.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...even telling some of the guys, going, "You really should have an earpiece in. I know you don't want to, and you never had before, and it hasn't been an issue, but it's going to be at some point." As they talk about, well, Bluetooth, and I think, "That's just more batteries to charge." And batteries are always an issue now. Making sure the batteries, after so long getting rotated out, so they can go a full shift. Everyone knows the dead or low battery chirp and what that means [laughter]. So I do

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								have some concern as all these new technologies come out and everything's taking more juice.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	So as all these new technologies come out, they're talking about Bluetooth speakers and microphones, well, something else you've got to remember to charge. If it's not charged, is it hot swappable? I think, as we look at new devices coming on potentially with the Broadband for Public Safety, that was a question. If we go to mission critical voice over LTE on a phone, do we get a hot swappable battery? Because I forgot to charge it that night or I've been on a shift longer than I thought, how is that going to be figured out?
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I think that battery consumption is going to start to be more and more of an issue as you bring more and more body-worn devices. If your battery's dead, I don't care how good a body camera you have, it's not going to work.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Usability stuff. I tell you the one thing I've noticed because I wasn't doing patrol shifts for a long time, and that's part of getting old, is having to wear glasses [laughter]. Now, focusing differences, you're out and you're watching everything that's out there, and now I'm trying to come back to focus in on the computer again and my eyes having to adjust. I guess it annoyed me that I was getting old, that I had to do that. And as I've talked to everyone else that I was hired with, I'm not alone. I mean, we're all having to recognize that. It's just a new challenge because sort of back in the day-- what a terrible term to use. I didn't wear glasses at all and my eyes were just fine. So I could read plates and then when I was writing stuff so I-- but I think the computer is what's really showing that and the requirement of those eyes to change their focus levels... It's just something really annoyed me when I went out recently, I was doing some nighttime patrol work, that I had to wear my glasses to do that and I'm just adapting to wearing those.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: the state's driver's license design] Yeah, you can't [read] them. Yeah, we've all talked about that. It's the coloring. It's the size of the font at nighttime. You've got to get a flashlight out to get it bright enough... I

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								don't know who thought of that design but we're all looking at it and go, "That is terrible."
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Going to the airport and the guy at TSA's holding it up now. They see licenses from everywhere that they have to understand and even they're like, "Wow. These are kind of tough to read." So yeah, I don't know who came up with that idea. So that's, yeah, I guess, another frustrating part that sort of technology related on the printing and the style format. Again, they're trying to use more security in their driver licenses. The REAL ID Act necessitated that, so responding to the federal stuff...
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... The one issue that has come up because of the use of cellphones is if you have one ear that's better than the other one, do you put your earpiece from your radio in there, or do you put it in your bad ear because your cellphone is going to go in your good ear? ... So I've got one ear that's better than the other one. I had to kind of make that decision. It's kind of an annoyance. It's an annoyance, absolutely. And if the earpiece isn't, in, then the cellphone goes back to the good ear, but I'd rather have my radio ear in there. But that's a muscle memory thing because now I'm holding it with the other one.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...If you don't have Bluetooth in your car, going back to technologies, the sheriff doesn't want us driving and talking on a cellphone. Public perception, it looks bad. Okay. Cars can pair up with only so many devices. So if it's a pool car, someone's got to go through and clear out that list and unpair everything so the next guy that uses it could pair his phone to the car.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: Bluetooth in cars] And some people are going to get in but who's going to do it for me? If you come in and say, "I don't know how to do it." What are you going to say? You told me I can't hold it up to my ear. I don't know how to pair it to my car. I got a cheap old car and I don't do that in my own life. That's legitimate. As supervisors, you can roll your eyes and complain the guy's a fool, but that's a legitimate concern.
Problems -	LE	R	Field	46-55	21-30	Male	LE-R-019	[RE: Bluetooth in cars] The car you and I were in yesterday, I tried to pair

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Technology			Responder					it. Well, the device list is full and the delete function wouldn't work... it goes, "Delete Device?" "Yes." And page just went gray and it never deleted a device for me.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	The one I thought of was on microphones and other programming directionality, but you don't know based on which microphone you have, what its directional pattern is. As we've had more and more just a speaker mic, now we're going with more of these little lapel mics because people want the undercover stuff. I said, "Well, does it matter which way it is?" If you put it here, what's the pattern that that microphone is looking to capture? The noise reducing microphones that are coming in and the good and bad with those. Up here, we always have to tell people about consider of wind and that you actually turn into the wind. Because the microphone's here and then the wind's behind you. If you go this way, the wind's hitting the same microphone your voice is trying to hit. Seems counter-intuitive.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... if the dispatch tells you it's windy, that was a big discussion. If when the new system came in, if you're digital, do you want dispatch to tell you you're digital? Do you want them to tell you why your transmission didn't go through based on their point because it was too windy and they couldn't hear it, because your microphone was too far away and they couldn't hear it, because it was digital? Or do you just want to be asked to repeat? Big topic at discussions, guys like, "I can't do anything about being digital. What good does it tell me you're digital? Just tell me to repeat." But if it was windy, you should be told, "A lot of wind noise. Please move." Little annoyance things. I try and count. Some guys are, "I'm glad this is the biggest annoyance you have today, and we can resolve this."
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Was it South Dakota? That the pipeline thing? I know the protesters were using a lot of drones to fly over. And I heard they were charging the police and harassing them.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Make sure you change the font size on a small e-ticket or display.

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Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: e-tickets and situational awareness] Which they are. I mean, if you put in digital items, it will detract. There's no way that they would not detract.
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	The earpieces that we use, we have a few different types that you can choose from, but they all have the basic tubing. The problem with the tubing is it gets clogged. So it will actually get air bubbles inside the tubing and it blocks off. So what it sounds like, it sounds like you're in a tunnel and you can't hear. So we frequently have to disconnect this, take one of those cans of spray air, blow it out. And then you can only do that so many times with a tube before it just gets faulty and it doesn't work anymore. And then you just have to get a new tube...
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: earpiece for radio] ...You can see it's kind of-- it's not too invasive as far as wearing, but of course, the shoulder mic, I wrap my earpiece around it to try to hold it in place. Then I've got cables that go back and attach to my vest to hold onto this. And then I've got the cable that comes around to my radio and then it locks on. So it's kind of cumbersome because you only have so much space to put so much technology and we're running out of room
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...So anytime somebody puts information about a person, a vehicle, a house, anything, it goes into this database. Then that gets shared amongst any of the agencies that sign up to go with this organization. Well, COPLINK used to do that but it didn't do it very well. Because it was just not a very good template, I would say. So it was very difficult to search. It's not a very good search engine. It would take forever to get any results and then it didn't upload things like reports from individual agencies. So you could find out this person had a contact at this address and you can get a date and a time, but you can't find out why, like what was the situation behind this?
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: COPLINK information sharing software] And we want to know associates. So that's one of the main reasons that we do this. So if a car runs from us, or if it's involved in a burglary or robbery or something, we want to know the players that are connected to it. So some people view

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								it as Big Brother, that sort of a thing. But it's a means of you-- it's just like CCI, CNN, CIC, where you have to do it for a valid legal reason. You're not just searching for the fun of it.
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...Lumen is actually, basically, a storage of data. So it's a new version of COPLINK and it's a better one. It has analytics so that our analysts here at the department can pull up stats and keep track of things and try to figure out trends. So they tried a program here for a little while of trying to track those trends and then tried to think ahead and think-- it was called ProAct. Okay, so they tried it for a while, it didn't work out. In theory, it's a great idea. But at the same time, we're not psychic and analytics can only take you so far. You have to use some cop skill and intuition...
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: Lumen information sharing app] ...I don't know if I have Internet in here, you see, this is one of the problems [laughter].
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: Lumen information sharing app] So brings you up mugshots. So that's one of the problems is it depends upon the agencies that are connected with this whether we get their booking photos. So our own local jail is actually not connected to this yet... But our photos, if we booked them here in this building, they go in there...
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: Lumen information sharing app] ...it gives me nicknames, heights, weights, tattoos, these are all tattoos and scars, personal data. And then if you keep scrolling down, it will give you associates, it will give you vehicles, addresses, any of that stuff, so it's extremely helpful. And it's great that I can get it right on my phone because before, what we were having to do is I would have to contact dispatch on my radio and I'd say-- tell the type, DMV, and request from them for a DMV photo. And then they would email DMV and say give me a DMV photo and then you have to wait for a person at DMV to go to a computer, type in that person's photo, download that photo, email it back to our dispatch, then our dispatch emails it to us. Then we have to log in to our computer in our

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								car and then get the photo and then you-- meanwhile, you're sitting on the side of the road with this guy ...
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: Lumen information sharing app] ...we've tried out things like ProACT and we gave it a shot, but it just didn't work. But things like this really, really work because information sharing is our number one problem. I think when it comes down to any technology or anything, it's about sharing...
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...So on channel one, we have a incident of somebody trying to kill themselves. So they hold the air, so they give us-- all the traffic that's on that channel is specifically for this call, so everybody else needs to move from channel one to channel two. So now on channel two, we get the bank robbery. So now all the traffic is isolated to that channel. But the problem is you're having scanning covering, so we're getting channel one covering channel two even if you take off your scanning functions. Sometimes it happens, sometimes it still covers it. So right when the bank robbery was giving out the information, the dispatcher was giving out the information, channel one relayed up something and it covered over channel two, so I missed the description of the person going out as we're rolling up to the bank...
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: tracking device / suspect] ...so it's on a delay already from the tracking because the GPS is not immediate. So that would be one of the biggest things that we could get...
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...so we have all of these channels. We have like 16 channels. We have inter-agency operational channels so that we can communicate with other ones. But they're selective, so it's like blue northwest and red northwest. So it's you can only be on one or the other, you can't be with everyone at the same time...
Problems - Technology	LE	S	Other Public Safety	26-35	6-10	Male	LE-S-021	...So if we could get on and just air out our information that we're doing this but have it be encrypted for everyone, then it would be good. And then those people that have the trackers can just air up for us and give



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			Personnel					us direct information because at this point, throughout today, I'm following, trying to catch up to this car, and I'm already two steps behind because the tracker's so slow. And now I'm another step behind because of the information getting relayed.
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: tracking device / suspect] And then I have to wait to get on the air, and by the time we find out that the tracker has stopped, we now block off the roadway, but by then, the person is already long gone. We don't realize that because we think it's immediate information, which it's not. So speeding up technology. I mean, as fast as we can...
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...When it comes to the radio systems themselves, we got these new ones which I think are better. They still, of course, have issues. We have issues. We need more towers all over the place because you go into a low spot then you lose it. If we go south and we go east, we've got a straight shot, no hills, no bumps, or anything, you could go miles and miles and miles and still listen to the radio. You go two blocks in our city north, and you hit on the other side of the hill, and you lose transmissions. So the more towers we can get, the better. The more signal that we can get out, the better...
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...Then we have the issues of, "Well, I'm sitting next to someone, somebody's radio takes all the information. So you can hear it coming out of their speaker and there's nothing coming through on mine." And how that happens, I have no idea...
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...One of the issues right now with our new radio system is volumes, is certain people and-- it all depends, everybody's different. They're going to hold it a little bit different, and that's one of the things with these, is you have to talk right into it. You have to be within three inches away, and some people talk like this or they talk like this. And some people, like my voice is-- it's just naturally loud and I'm talking just normal like this, but I transmit loud on the radio. It's echoey. And there are other people that talk very, very loud and it comes across as a whisper. So it's the balancing of all of that and then between terminals too...

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Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: radio volume control] ...So the motorcycle cops, they have helmets with microphones, and when they got new headsets, they went through a trial period where they can't hear very well. So they're talking extremely loud.
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: radio volume control] So we're constantly, all day, just twisting our knob back and forth. So dispatch is loud, MCs are loud, everybody else is quiet, so you're just back and forth, back and forth, until you can get a balance...
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: radio volume control] ...Then with the earpieces again, so you turn it up and then your earpiece goes dead... you clean it out, and now you're deaf. You're deaf because you can't hear. So if you could do away with something like this, I don't know.
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...The nice thing about this system that I use, I use a small earbud because I want to be able to hear not only this, but whoever's over here. There are specialized ones that you can get that are form-fit to your ear. They make it to where you can hear really well on the radio, but I can't hear anything on this side of my head. So I want to make sure that I can still hear so it can't completely shut off. It can't be like earmuffs are...
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: data storage issues with body cam] Yeah. That's what we came across with ours when they did the study is it's just not compatible to the system that we're doing. And right now, we have certain levels of storage through Lumen. But this would drastically increase that. We've had just a couple of officers that use body cameras and then submit their video, and it's gigabytes and gigabytes of data that's just like one or two calls from like an hour or two. And then the question is, do you go lower quality in order to get more, less storage. But I disagree with that. I think it should be the highest quality you can and- I don't know. And then retention, it comes down to retention of how long do you have to keep things?
Problems - Technology	LE	S	Other Public	26-35	6-10	Male	LE-S-021	So they have tablets installed into the dash so that you can now manipulate it. They have the secondary tablet that's on a docking station

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			Safety Personnel					right in front so you can take that out and do your reports. But it's literally like this big so... if you have giant hands, it doesn't work so well. But they tried to do that to make it easier for officers to come and go, and do their reports in their cars. But with the advances of technology, you put the tablet in the dash, now you're staring down like this instead of looking up like this at your computer. So some of our cars still have the old-fashioned, big [MDC flipbooks?]. And we actually prefer that for the most part, I think.
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...once they put in the tablets, and then people started saying, "Look-- number one, I can't brighten my screen anymore." Before, with the old rotation ones, if the sun's coming in one direction, I can rotate it and block the sun. Now, I have to sit here and do this [crosstalk] to try to see on the screen. Or I turn my brightness way up and then it starts making the dash real hot and everything else
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...some of us live out of radio range from the station and we're on call. So we get called out in the middle of the night, and immediately, they say "Hey, we need you to go to this spot." So we go grab our radio and turn it on because we want to hear what's going on the call on our way in. Well, you can't hear it at all. So if we had something that-- if we can't get the radios to go that far, if you can get your radio to transmit to a cell phone or a tablet-- I don't know how that technology works, but if you could do something like that, that would be extremely beneficial. Even if it just went to that car, to the take-home car, then that way, you're driving in, you have all the information, and you don't show up on scene blind and say, "I have no idea what I need to do."
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: surveillance videos] ...So where it comes to the size too, we're starting to go to an online paperless system through the courts. So [County] has had this for a while, where they can do online submissions and they would upload-- they scan all the documents and then send them electronically, but then they would still send a disc of all the photos or surveillance or whatever else. Well, now they're able to upload that electronically, but it's got a limit of two gigs...

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Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...then it comes down to the sharing capabilities between us and the DA's office. So we create what's called a web share which is actually giving them not just the raw data, but the raw data that's been turned into the product so they can view the product up there. When it goes to the public defender's and they get the raw data, they have to create the product themselves. But it comes into constraints of, "How do we get this up there?" [County] is soon going to a paperless system. And we've been learning through [County]'s problem that if they don't make the pipe bigger, we're not going to be able to get it up there. And at this point, there's no solution for it. It's just flash drive after flash drive. And so every photo disc request that we send to the DAs office, we have to send three copies through. So three discs of the same photos up to them, so that one goes to the courts, one goes to the prosecution, and one goes to the defense. And that's per defendant. So then if you have multiple defendants, you're having to do it multiple. But if it exceeds the capabilities of the DVD, you either make multiple DVDs or if it's a phone dump, then you have to do flash drives. So at this point, they're willing to accept one thumb drive to accept it, but then they will have to make their own copies, but if they're trying to get away from the paperless system, it's not going to work unless we figure out something else.
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...The better transmissions somehow. I don't know how other than more towers. Inside buildings is a big problem too. We have hotels and stuff here that you go inside, and as soon as you go in, before you go in, you get on the radio and you tell them, "I'm going inside the building," because nobody's going to hear you once you go inside. You're just done, and I can't imagine-- we only have two big buildings here. I can't imagine what it's like in [City], when you walk into the steel towers and it's just like-- you can't get through.
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...right now we use the FARO for our accident scenes, right? If we have one that's three blocks long, we can get all those scans from the ground. But right now, we're limited vertically. We have to get into the back of a firetruck, climb up on the ladder, and sit there while it's rocking and

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								shaking, and try to get a still photo. And if we can-- the one drone that we're looking has the capability and the software with a 4K and a FLIR that you can go up there, it can create its own point cloud, and then that point cloud is actually connectable to the FARO SCENE program. So we'll be able to get the overhead views of everything. So it's endless possibilities for that. I don't know. If everybody could have a drone, that'd be great...
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: radios] ...when I first started here, we'd drive in certain areas and we just knew, "This block to this block, I'm not going to have coverage, and if I try to key up, I'll not be able to get out." So we would purposefully wait or call out ahead of time and say, "I'm on scene," and then not really be out until you get to that location because you know once you get there-- and we still have locations like that. [Street] in [City]. It's a dead zone. They've tried to do everything that they possibly can, but there's just certain spots. And then that's where the hotel is, of course, so you walk in and now you're completely dead.
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	In our car, so squelching, that's one of the biggest problems. So if you have a portable like this and you plug in with an earpiece, you're not going to squelch. If I key this up, yes, it will squelch off of my car radio. If I use my car radio, I'm not going to squelch anybody. But if I'm not plugged into an earpiece and I use either this or my car, you will have this loud squelching and it's just like a giant chirp and it kills everybody that has an earpiece in.
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So when we're in training, we have a trainer and a trainee in the same car. Well, if one's using an earpiece and the other one is not, chances are somebody's going to squelch at some point. So I don't know if there's a way around squelching, if there's just not, but earpieces, I think, would be a huge fix to that. But everybody has to accept the fact of, "I'm going to use an earpiece." A lot of people don't use it because they don't want to go deaf and you can easily go deaf...
Problems - Technology	LE	S	Other Public	26-35	6-10	Male	LE-S-021	...Like I said, when I'm on the highway, I cannot hear my radio. So I will have my radio, even with an earpiece, I'll have it at almost full-blown on

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			Safety Personnel					the highway, and I'll barely be able to make out what people are saying. If I don't have my earpiece, then I'm even in a worse situation. So we have the toggle button for volume, so this is low, push it in, it's high. I keep mine on high all the time. And it's because if I have it on low, I have to have my volume turned almost all the way up on my portable...
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...So some people use two radio systems. I use my car radio when I'm in the car. I use my portable when I'm outside. Well, when you shut it off, now you have a delay when you're waiting for your portable to boot up. Or you get back in the car, you shut that off, you turn on your mobile, and you have to wait for that to boot up. Because it's not instantaneous, it takes probably about five, six, seven seconds... So I personally leave both of them on and that way if, like I said before, where you're standing next to someone and a radio will pick up on this person and not on me, if I'm in my car, either my mobile will catch it, or this one, so I'm not missing it. One of the two will catch it. So I don't know what the catch is with that, why it's doing that, but that's always been the way it is. So this is the only solution workaround for it, is earpiece. So I think a lot of it comes back to earpieces.
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: earpieces] Yeah. And we've tried all sorts of different things, the different types of connectors, and how they work. See, I can't even get it off my vest.
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: earpiece] ...But I would say before the radio changeover, our radios used to be bad and you couldn't understand them, but the volume was consistent across the board. And since the volume's been so inconsistent everybody's just been unplugging these things. So you've got your basic wire that runs to your shoulder mic, but then you've got a different connection, either a twist-on, like that, but if you start seeing the tube's going black like it is right here, that one's dying, so--
Problems - Technology	LE	S	Other Public Safety	26-35	6-10	Male	LE-S-021	So I just recently just started doing this again because I can't stand listening to it just blaring out through the mic here. But when I was on patrol, I would say I could probably make one last three weeks and then I

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			Personnel					have to buy a new one. It's usually, generally, not the earplug itself, it's generally the tube. But I mean, there's a variety of selections, like I said, of these. This one I cut down because there's all sorts of different flaps and stuff that they come with. There's ones that come conformed to your ear that still allow some of the sound to come through. They bought us and had us made specific ones that actually conform and fill your whole ear cavity, and it's supposed to have an air hole in it, and it does have an air hole, so it relieves pressure, but it's supposed to allow for sound but it doesn't allow sound. So there's got to be a better solution than this.
Problems - Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...we have a bus that's down there that we use as our crime scene vehicle. We have to run a generator off of it, and an alternator in order to-- or an inverter in order to get more power and to keep things running, and electronics, and all that. In the wintertime, our MDCs, if you don't leave your car running, your MDC freezes up, and then you have to wait for it to thaw out in order to get your information [back?]. So if there's a better way to keep the computers warm so that they operate during all temperatures. They get too hot in the summertime if they've been running too long, so you have to keep your AC running. I think that's it.
Problems - Technology	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: earpiece] I mean, it's not good for you, so if at all possible, I try to take it out. So when I'm in my vehicle, I'll turn it off, I'll turn it or-- I'll unplug it, just listen on my radio. So basically, that's what it is. If I'm in the vehicle, I listen to that radio. If I'm outside the vehicle, I have my ear piece plugged in.
Problems - Technology	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: logging into 4 separate SW systems] Usually you have the same user name for all of them. But then the password is whatever you want. But some of them change every 90 days or so, and some of them don't... It's pretty irritating.
Problems - Technology	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: car tracking] Yeah. Technically, yeah, I guess it would be considered GPS tracking. It's not entirely accurate all the time, and there's a delay, so if you're trying to see where one of your sector partners is or something, you can see kind of a general area. But it's like I said on the delay, so

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								everything might be over here and kind of know where they are, but it's not exact or anything like that.
Problems - Technology	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	...Our vehicles are kind of accurate as to where we're located, but we can't establish jurisdiction based on what our vehicle reports, we have to do it on that phone or with a map or something, a physical map.
Problems - Technology	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	...a few months ago, the line got cut to Xcel, so we didn't have any Internet connection to our vehicles, and so it was like reverting back to 1950. And so you kind of get a perspective. It was like, all right, well, you do have a lot to work with, and these tools are very valuable, so complaining about them isn't making anything better. It's just utilizing what you have and making the most of it...
Problems - Technology	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	...you do miss out on certain things, like when you're radio switches over, or there's a malfunction in the radio or we're in an area where certain people can't key up, or it's just a dead zone of something like that. So directly related to the technology, we do miss out on some stuff, but I think that's just the nature of how things are in this time. If there were a better solution, I feel like it would already be here, but I don't know what that would be.
Problems - Technology	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: vehicle internet connection loss] So getting dispatched somewhere, it was basically-- I had a pen-- one of the other officers kind of rigged this system up with rubber bands across-- I think it was on his steering wheel actually, with a notepad so he could just jot stuff down in front of him. I just had mine in my lap, so when they dispatch me to something, I had to take a second and pull over or whatever, write down the address, and kind of a basic description, names, whatever. So it took me a little bit longer, but it wasn't that inconvenient...
Problems - Technology	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: vehicle internet connection loss] ...On a Code 3 run or something like that, it'd be kind of-- because you're higher stress, you're driving faster, you have lights and sirens on, so that makes it more intense. I don't have the time to pull over and write that down, so you just have to function at a higher level, I guess, than you're normally used to.



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Problems - Technology	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	But I know that [State] State Patrol has radios that can do different bands and can get anybody, any different frequency. We're a little more limited, I think, or we can't get theirs, but they can get ours, so. But I don't know as much about that.
Problems - Technology	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	And so originally, in my career, I used an earpiece. But finding the right earpiece that fit in your ear, one, didn't fall out all the time. That's one of the things you'll hear a lot.
Problems - Technology	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	[RE: earpiece] A con, though, is if you're-- let's say you get into a fight. You're wrestling with the guy, it pops out. You can't put it back in while you're fighting somebody. You're not going to hear what's going on. Not that you wouldn't-- you're going to be fighting. You're going to be focusing, but you still can't hear anything. You don't know what's going on, if someone's coming to help you [inaudible] nothing. So for the first four or five years, I wore an earpiece since I have it. I just kind of-- and it was more of a-- the one that I had broke. I didn't want to buy a new one. I wanted to try something different, and now I've gotten used to not having one. But without it, you have to worry about the person listening to your radio traffic. Also, when you get into the car, when you walk from outside and you jump into your car, and if your radio, your portable is up, and you try to talk on - because when you're in the car, you use your car radio - if you use your car radio and this radio's up, it's a horrible noise.
Problems - Technology	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	-- that's why every time I get my car, I turn down my radio. And then every time I get out of my car, I turn up my radio because then sometimes you'll turn down, you won't turn it up, you're not going to hear what's going on.
Problems - Technology	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	[RE: comms with other disciplines] So they can get on. Well, at least on their fire engines or in their rigs, they can get onto our air and talk to our dispatch, but we can't talk on their air. So I don't know what the difference is, like [VG?]. See, I don't know all the radio terms.
Problems -	LE	S	Other	36-45	6-10	Male	LE-S-027	Well, we do have mutual aid with everyone. But some of that is difficult

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Technology			Public Safety Personnel					as well, depending on what frequency you're on. Because let's say, well, [City] is the closest city, bigger city to us, which is only-- we border them, so it's close. They're a fairly good-sized city. They go through, I think, it's NORCOM is their communication. We have our own communication.
Problems - Technology	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	...So that's the issue is that with NORCOM, our dispatch can patch air together sometimes, and they can put it together, but it has to be requested. So I can't talk to [City] unless someone else-- there has to be other help. I can't just get on my radio and go click, click, click and find them.
Problems - Technology	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Sometimes. It seems like, at least in our batteries, they tend to go out pretty quick. But we've got--
Problems - Technology	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	The radio batteries. So we change them. That, I think. Every once in a while, some locations, there's some blind spots where the radios don't work very well.
Problems - Technology	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	They're plugged in. Unless there's a problem with the car, those are going to be good. It's usually our portables, if anything, that we have a problem with. Once we're out of the car, battery life-- I mean, some people don't change their batteries, but sometimes they just go bad..... I don't want to lose radio control because what happens then they don't know where I am. So radio is important.
Problems - Technology	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	And that's depending on where you are. So it's important to keep. So I think working on having the best-- the better the radio, the better you're going to be when you're on. But getting in a fight, hitting a button-- you turn on to the different stations here. I've hit it so many times where just that little button
Problems - Technology	LE	S	Other Public Safety	36-45	6-10	Male	LE-S-027	...the radio is extremely important. It is our lifeline. When we need it, it doesn't always work. It works most of the time. I mean, a high percentage. But there are some dark spots.

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			Personnel					
Problems - Technology	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	... I mean, to people I know have cell phones, I'll send pictures through my phone. So that definitely happens. It's just not everyone has a phone on them. Because the phones that are in the cars are not all iPhones. Some of them are flip phones.
Problems - Technology	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	.. But we don't want to add anymore crazy technology necessarily to that scenario. But what we already have, if you can take and just deliver the right pieces to us at that time, I think is the key.
Problems - Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	And as far as radios go, I mean, I feel like any issues that we've had with connectivity haven't been much. And you could certainly see areas in the city where the connectivity isn't as good as it is in others.
Problems - Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	There was a period of time where we were using cell phones as hot spots. Where we were having an issue there, we don't have to do that anymore.
Problems - Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	And the technology just wasn't there yet at the time, but it had a button where you could actually talk, like a Dragon Speak or it would fill in the blank, but it wasn't super effective. It would miss things and stuff like that.
Problems - Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	...And you always talk about how you want communication to go perfectly, and you tried stuff beforehand, and the first thing that fails is communication, every single time because there's an interoperability between radio systems, or I can't talk to-- yours doesn't go to the same frequency mine does, or something breaks, or a battery runs dry, or something like that. Communication is always the first thing to fail through radio systems. And that's across the board.... But we are in a more urban environment, and in a more rural environment, that fails faster, because there isn't those abilities to tie in so easily.
Problems - Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	But once I change my channel, then I lose the original channel, so I won't have-- I've been in situations before where we'll go out, and we'll work in some type of traffic [emphasis?] or with another agency, and you switch

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								over to a common frequency, but I'll keep my portable on my home frequency so that I know what's going on back here
Problems - Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	so if it's pre-planned or if dispatch is involved, it's really easy. Like I said, if we're trying to figure it out standing on the scene, it becomes a little more technical and less easy. So it's usually done here at our dispatch center than everybody go to some random radio frequency, and then trying to communicate that across the group that's all deployed on a scene, so it's much easier to do it at-- we're at the trunk than it is to do it at all the branches. And we can monitor other agencies' frequencies as well as state patrol, and so I can go and I know where I can talk to other agencies on my own radio frequency, if I, for some reason, need to reach out without being patched. I can find that avenue, but it's a little more difficult to do that.
Problems - Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	... There's a few spots in the cities that might be dead spots or whatnot. So if you were out on a portable in certain areas that can be a little more difficult, but for the most part, there's no issues.
Problems - Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	.... Right now I can get a lot of information in my car, but if I'm standing out some place, it's very difficult for me to get that-- if I'm away from my car, which does happen on patrol on a really regular basis, for me to be able to get that data, I almost can't. It has to go through an email, and you can get to it, but it's clunky.... But until we get to that day, we miss the ability to connect with large-scale data outside of our cars, so.
Problems - Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	And certainly, getting it in the car is very helpful, but not being able to get that-- not being able to have the ease of access through my personal device. And so I think that's where I would like to see-- as radio technology is going to kind of-- radio technology is kind of a standard-- I don't see a lot of-- I mean, and I'm not super technical, but I don't see a lot of the ability to increase-- you can increase the quality of the radio transmissions. You can increase, but in the end we're just-- you can take two cans and a string, and we're just starting to do the exact same thing. The technology that is going to increase our-- that's going to enhance our ability to do our job is going to come down to data, not talking, so.

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Problems - Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Yeah, that can start with people. And then when you talk about technology again, there's always spotty coverage, especially when you then get out of that car, and you're talking off a mobile device as opposed to a boosted car device. Like you said, what we talked about earlier, the interoperability between agencies and/or radio systems, and/or frequencies. I mean, I don't even know if we can communicate with somebody who's not on 800 megahertz. I don't know enough about our system to even understand whether that's even possible. Talking outside of organizational, so going from police-to-police or police-to-fire, and without the cumbersome ability to have to change radio frequencies, and that type of thing. I think that a lot of radio systems and the methodology in which we communicate is still pretty cumbersome.
Problems - Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	[RE: earpieces] It's very uncomfortable for me. I don't like it, so.
Problems - Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	...I mean, we have an older video camera that can be used, but it's not real high quality because that technology changes so fast. If you invest in it, a year later it's worthless. And so having the ability to do that in a better realm.
Problems - Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Oh, I'm sure you have 100 batteries in there, yeah [laughter]. So I know that's what my little notebook looks like because it's invariably the most important interview you ever do, the battery will die, so you better have another one.
Problems - Technology	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	[RE: hazard flags on people] Yeah, it's there, but a lot of times just not automatic. Somebody has to look for it and the officers may not know where to look for it.
Problems - Technology	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	[RE: radios] The airtime is usually what causes things to crumble because if I can't communicate because everybody's trying to get on the air-- if I can't communicate to people, I can't tell them what I need them to do. And you can have incidents fail because you can't get that direction out.

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Problems - Technology	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Yeah. I mean, if people that aren't efficient with their [crosstalk]-- yeah. And so there's somebody talking about something that may not be super important, which I can't override that person and say, "No, get off the radio. I've got to put something out that is." Yeah, only person can use the radio at a time.
Problems - Technology	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Usually, at least from my experience, and again, it's mostly critical incidents, protests, things like that, what causes the largest problem is when something happens we have-- at a protest, you'll have a big fight will happen. Everybody has to get on the air.
Problems - Technology	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	...one of the things that really bothers me is we have officers staring. You're in a car and a call comes in and I'm having to look down there... MDT is right here, and I end up getting a lot of cars dented because people are looking at this to look at the call, and they kind of don't realize the traffic has stopped. A lot of updates come up on here. I would love to figure out a way-- I know they can do it in fighter planes. There's got to be a way to put that information up where I can look through it.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	[RE: communications with other disciplines] ...There has been some difficulty at times. If we're trying to get information from the fire department over our radios. So our dispatcher has to ask their dispatcher, and so it becomes a four or five step process. So that's a little cumbersome, but it's understandable because if we all shared the same radio air. Their free time on the air, right? I mean, it makes sense to keep them on different radio systems...
Problems - Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	[RE: in-car computer login] Well, I mean the cons-- for the particular system that we're using, it's prone to crashing unexpectedly, and the login process is-- I mean it's not hugely complicated or hugely time-consuming, but it just takes somewhere between 5 and 10 minutes to get completely logged into the system.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	[RE: long login process] It does sometimes, yeah, because you have to log into the computer, and sometimes that's a little bit slow. And then you have to log into the in-car video system, have to make sure that's

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								working. I've had any number of times that you're halfway or 80% of the way through, and it just isn't working. So you have to shut everything down and start all over again.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	[RE: in-car computer login] I think that's more of a-- I mean I don't know if it's more of a hardware issue or a software issue, but it's a cumbersome process to log in. And then--
Problems - Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	[RE: in-car computer login] Q: So do you always try to login in the beginning of your shift? SME: You're obligated by policy to log in. Q: Does it stay on, logged on for the whole shift? SME: It's supposed to. But as I said, it's prone to crashing unexpectedly and inexplicably. And for a long time, there was an issue because the technology, the electronics is a huge drain on the car's electrical system. And so if you turned off your car, the computers are still running... It would drain the battery. And so then, officers got in the habit of just always leaving their cars running. And they'd always have an extra key with them. So if they had to walk away from their car they would leave it running and be able to let themselves back in. But that proved to be a little bit unworkable in some ways.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	...So much of police work is just being able to talk to people, and I think that those among us who rely too much on the technology lose those interpersonal skills or never develop those interpersonal skills... I think, overall has improved our ability to do police work, but I rue the loss of those interpersonal human interaction skills that sometimes, I think, get sacrificed for technology.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Right? So I mean in broad terms, that's the double-edged sword of technology, right? Technology can bring us answers that we want, but it also opens up, to use a cliché, a Pandora's box of other issues because yeah, I might want to know where my child was last seen, but I don't want that camera pointing at my house all the time.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	[RE: communication via radio] ...And now, if you're in a noisy chaotic environment and now you're shouting, it just complicates it even more.

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								But I honestly can't think of a single thing you could do to resolve that because you still have to talk on the radio. You still have to listen to the radio. Sometimes the technology fails and the radio doesn't broadcast clearly. There's static. It's broken up, and that makes it even more frustrating. And that's fairly rare. But there are kind of little dead pockets all over where if you happen to be-- of if you're inside a building, sometimes, the radios don't work well.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	And so I mean there are technological challenges that impede effective communication over the radio. You just deal with them as they come up and try to resolve it.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	.... So sometimes, it's much easier to conduct business by cell phone as opposed to the radio. But if it's information that everybody needs, then cell phone is an ineffective way of doing it.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	It would be nice. It would be nice. I mean, in a lot of ways, it's archaic technology. You have this big, heavy radio, and it's tied to you. I use the shoulder mic. Some officers don't. But if you don't have the shoulder mic, then it's hard for you to pick up what's coming out.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	The radios have gotten smaller, lighter, and, I think, clearer. But there still are issues of being inside buildings or being in those little dead pockets that occur throughout the city.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	[RE: earpieces] Instead of this flopping around on my belt, just something really almost miniature-type communication. But then if it falls out of your ear or gets knocked out of your ear, then you have the problem of finding the contact lens in a sandbox [laughter], right?
Problems - Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	I suppose you could have a cellphone-sized radio, easier to carry in a pocket as opposed to having this, we call them, bricks but-- as opposed to having this brick hanging off your belt.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Nobody that I know of along the department is impressed or thrilled with our current in-car video system. It's just fraught with misery. So I mean improvements in that where we didn't have to worry about the cameras dropping out of service, the remote microphone is not working. I mean,



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								those kinds of improvements, I'd be very much in favor of.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Yeah. I know the body-worn cameras are fairly large and bulky. I mean, it would be nice to have something closer to business card size as opposed to that big box because it's just awkward. I try to carry. Actually, I try to carry as little equipment as I possibly can, but there are other officers who carry, it seems like, an entire warehouse of equipment with them. And to add one more piece to that, but--
Problems - Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	[RE: cell phone] ... So it's nice to look at those wanted bulletins but one of the problems I'm finding with the wanted bulletins is our detectives are oftentimes writing those wanted bulletins - I can't remember which way it goes - but if they do the picture in a JPEG, I can't pull it up out on the street. I have to look at it before I go out on the street.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	So the app for the bulletins is-- there are two different issues, okay? So everybody should get bulletins. And everybody can log on that has that cell phone, but right now, the bulletins aren't helpful to me because I can't see the faces.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Well, one of the things I did notice. We have Outlook email and I'm unable to look in my other folders with this cell phone. I can only look at my inbox. So if I've taken things and put them in-- like I have a folder for things I've sent to the lieutenant or--
Problems - Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	No. It's all via radio. Some other bicycle officers have the ability to log into CAD and can write reports from a pad or a device. But I can't do that right now. Right? So I can imagine for bike officers-- right now, it's no big deal but in the winter, that would be a problem because it gets wet, because we're out in the rain and so we'd have to put it in some kind of a--
Problems - Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	... Because the bags will wear it out and make holes, so I can get a new bag because they're just plastic bags. But I need something that's small. I don't need the-- I mean, I can't have my phone on my bike because I may be away from my bike and I need my phone. I need it on me so if I-- a big [GIK?], those-- I forgot what they're called but outer boxes and

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								stuff. They're too bulky, yeah.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	...So one of the problems that we're having is-- so in a patrol car, the current CAD system that we have is, let's say they dispatch us to a certain address. The CAD will show that, oh, we've been to that address before. And you can click on that underlying thing, and you can look at these other calls... But I don't get that on a bike. So police work's kind of changed. A lot of times, bike officers will see things that don't fit and we will get on radio and we'll ask, "Hey, can you run that license plate for me?" And then when they run the license plate, we ask them, "Is there any RMS on it?" which is Report Management System. So is there any prior thing associated with that plate? But our 911 center won't give us that information over the air anymore.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	I can't look at anything historical, and radio won't give me that information
Problems - Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	But they're getting on radio and they have to tell radio that, "Oh, my ICV isn't working," or "I wasn't able to log on." And we have to get this on radio, which is another stupid thing, so the officers don't get in trouble.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	[RE: body cam] It's just another piece of equipment we have to carry and think about. And in that regard, it's a little distracting. It used to be that to activate it-- a lot of guys would wear it right here. You had to push this button twice--
Problems - Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	[RE: body cam] So it's a two-- it comes apart and it's a magnet... And you put this on the inside of your shirt. But when you're biking and it flops around--
Problems - Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	...I mean, how much equipment do I have to carry? This stuff all weighs probably-- I mean, I'm probably pretty light at probably an extra 15 pounds. One of my officers wears a vest. It's 30 pounds.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	They use the earpiece, but they're rather-- well, they're kind of inexpensive and they don't hold up for long periods of time. They really only last a year or two and then you need to buy a new one. They're not that expensive, but it's not like the department provides them and--

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Problems - Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	So in the police cars just-- one thing that I've always been aware of is they have so much stuff in the front seat, so you've got the computer and you've got the screen. This car went through national highway safety transportation tests with crash dummies, right? But now we put all this crap in here and when officers have accidents, and they have accidents, nobody has said this is safe or not. I'm sure there's been a lot of injuries from-- we don't look at that stuff when we buy this equipment. We just shove it in there. We just shove it in there and say it's good to go.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	[RE: proprietary sys - CAD, RMS, search] They don't use it very often, so that's a perishable skill for them. The filter to look for some things is very-- well, it takes some time to sit down and figure-- you would know what I'm talking about. It's about the database and how you get into the data you need. It's difficult to use.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	[RE: whether property owner signed a contract with LE or not] And if they come back again then we can-- they're subject to arrest. Well, to look to see whether they've signed that contract, you have to go into this system. You can go into CAD and do it, but it's hard to do and--
Problems - Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	On bikes, to be honest with you, kind of a downside of technology in iPads and stuff, and I think it's the same in a car, is now my eyes are here and I'm not paying attention to what's going around me.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	I'd like to see great cell phones and great MDTs but really this is it... Because you might have a nice MDT in your car, but when you're down in that ravine because the suspect crashed his car and has ran down there, the only thing I have is this. That's the only thing I have and whoever is around me.
Problems - Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] ...You can be called for the simplest of things and then you can be dealing with a CAD system goes down. So it runs the full gamut
Problems - Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] There's a whole lot of data being ingested, analyzed, spit back out in various different reports and things, but the technology from an operational point of view is sometimes kludgy still. It's got the old kind of Windows 98, 2000, XP feel still.

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Problems - Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] ...tier-one CAD vendors just aren't where technology is today, and you can understand why. I mean, they'd have to totally wipe out the platform that they're built on and start fresh and over, and there's not a whole lot of money to be made in CAD systems anyway... It's just that I just wonder where we're going to be. How are we going to go from that old tier-one legacy vendor to new technology with how we dispatch? And it's kind of exciting. I wonder about it.
Problems - Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] all the body-worn-- all the video that's happening. All of that needs to get integrated. Every bit of it needs to get integrated, and we're so far from that. I mean, we're struggling with that right now with how are we going to take body-worn and know what the call was and what was the officer doing and just all of that? As simple as a number for the event getting somehow tied to that video.
Problems - Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[RE: has technology gotten in the way] Yeah. You could probably say that [laughter]. There are many more examples that I can-- well, it depends. Like existing technology that breaks and causes an impact or gets in the way-- or new technology that we're trying to implement that sort of gets in the way. Either or [laughter].
Problems - Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[RE: technology getting in the way] I think technology gets in the way often from a end-user education and training perspective, maybe. A lot of times, I think that technology is sound. It works. We wouldn't deploy it if it didn't. But you mentioned something earlier too, and that reminded me. If you don't get that initial buy off on technology, that people don't understand it, then they don't use it and then it just becomes a shelved item that collects dust. So we've seen that happen countless times.
Problems - Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] Also as the CAD vendors have become more sophisticated, and I say that loosely, more bells and whistles and things like that, it gets in the way of your actual core, once again, your basic call-taking, dispatching, clearing functionality. You get so much stuff on there, they're having to deal with too much input, too many things to look at.
Problems -	LE	U	IT	Not	Not	Not	LE-U-032	[S2] ... Just the sophistication of our networks and all the other things

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Technology			Specialist	specified	specified	specified		that are interconnected to that. We never had near the downtime to our systems that we do today. And to me, that majorly gets in the way. Our network is constantly-- well I shouldn't say that.
Problems - Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] But yeah, it's just the disparate knowledge. Technology's moving too fast. How can you possibly keep everybody at the same knowledge level, on the same platform, on the--
Problems - Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[RE: form autofill] [S2] There's a little bit of that right now. It's not perfect. We're looking at potentially new RMS here, and so we're absolutely wanting to make sure that that remains. So yeah. I mean, you need all of that. Anything that can make the job quicker, more efficient, less repetition of entering the information, which just opens you up to more mistakes, right?
Problems - Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] ...But I also think we're in a weird environment right now on that whole topic. There's a lot of silo-disparate systems, as you mentioned earlier. Some of them talk to each other. Some of them don't. Some should. Some shouldn't. And I think we're in that one foot in this pond, one foot in the other pond situation where you want some things to be decoupled and sort of segregated for certain reasons. And then you do want lots of interoperability in other areas. And I don't think we've figured all of that out yet. What needs to be kind of over here and siloed and what should be all together over here. We're kind of in a hodge podge, at least I feel like-- some systems, again, talk to each other. Some don't. Some should that shouldn't, and vice versa, I think. That's a personal opinion. It kind of reminds me of shoe strings tied together sometimes between our process of report writing and how it gets over to the court system and all of that. There's a lot of moving pieces in that whole puzzle, which means more failures or potential failures which we have had recently with our enterprise message bus sending reports and things of that nature.
Problems - Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Well, a good example is our tweets by beats. So we have an automated process that puts out calls that happened in certain beat sectors of the city, and you just subscribe to that Twitter feed if you live

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								in that area, or don't if you just want to know what's going on. But there's a delay involved. There's address blurring. There's all of these things incorporated into that to walk that fine line of transparent but not in the immediate sense to where it could hurt somebody or impact an operation. And then also the privacy part with the address blurring and things of that nature.
Problems - Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] It's a mess. I mean, we all have 15 different passwords for different things that we're getting into. Different usernames sometimes. It's our unique identifier that's numeric for us as employees.
Problems - Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] And every person manages passwords in a different way, whether it's electronically, or on a piece of paper, whatever it is. Just looking at the [heat queue?] or ticket service that comes through for end user support, I see a whole lot of password resets just about every day.
Problems - Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] We had to walk the fine line at least in the 911 center of using a pool or shared password or username. If we didn't do that, operationally, we're talking about a minute to two minutes of time switching people in and out of seats which happens all day every day all day long to the point where, yeah, two or three minutes doesn't sound like [inaudible] minutes. But yeah, when there's calls pending and everything else--
Problems - Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[RE: when calls pending] [S3] Yes. Logging on is the last thing you want to think about. So we try to be compliant, and are in most cases unless there's a severe operational impact. We'll say, "We can't do that. We got to find some other compromise or work around."
Problems - Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[RE: general technology] [S3]... So because it's changing so rapidly and you've got all these sort of directions you can go, I think there's misdirection happens often.
Problems - Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Yes. Well here's the easy one, because when we're interfacing with the public and if there are any communications issues, you can chalk it up to cellular communication issues, if you want to go that route. So we have really poor location service technology provided by the carriers....
Problems -	LE	U	IT	Not	Not	Not	LE-U-032	[S2] And then you already mentioned kind of-- I mean, the equipment

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Technology			Specialist	specified	specified	specified		itself and the technologies and all of that can contribute. I mean... Just about anything and everything can cause a communications problem.
Problems - Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] We can't get an SMS. I can call Domino's and they know what I ordered four years ago. They probably would make a good recommendation for me but I can't do that in 911. So that can be frustrating sometimes.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	But the batteries of those Toughbooks, because you kept on recharging it, recharging it, and when the batteries went bad, the computers went bad, we weren't able to write the report in the car. I don't have time to write a police report in a car, because I am going from call to call to call to call to call. So what happens, the cop ends up-- and then you can't print.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[RE: department cell phone] Mine is being charged right now, cause the battery went dead. Mine's up there being charged. And this sergeant's on vacation. 'Cause you're still responsible for it. You leave it in your bag and you go somewhere, yeah-- so you don't [inaudible].
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[RE: body cams] No. You can't have it on all the time. It's physically impossible, because I would be filming you, and there's a lot of information that has to be downloaded and stuff. So when you-- we have policies in place-- and it's still-- they change policies all the time because they rushed the cameras out really fast. So there was a lot of kinks in it. But you turn it on when you make contact with somebody. And contact can be anything from an encounter on the street, arrest. You'd like to try to have it on on an arrest. Honestly, though, you're supposed to turn it on, hit the button, sometimes officers forget, especially if you're used to the same thing for the last 25 years like I have. My last thing when I got out of a police car is I see where the suspect's hands are, and I'm approaching them, and I forget to turn this on at times. It's just one of those things, and then I remember right in the middle of everything, "Officer, officer, I was just robbed." "Hold on for a second. Let me turn my camera on." It's just one of those things.

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Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[RE: button to turn on body cams] but a lot of the times it doesn't engage right. Yeah, just like a remote control at home. You hit it so many times that that one time, what's wrong with this thing? Right? Or the batteries go bad or the batteries are weak. Or. Right?
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[RE: body cams] That happens all the time especially when you have the seatbelt on. I have my seatbelt on in the police car, and I come out of the car [inaudible] or every altercation I've ever been in or helped out, it falls, because it's on a magnet and you can't attach it to your uniform because it'll rip your uniform. Some cities have them on their lapel here. It's limited. And the other thing that's limited too is that this is for the shootings, and they want to see, but officers shoot like this. This covers it, the camera part. And if you wear your rain jacket, you don't have that connection but this is still in the steps as I can hear technology things start to get better, clamps start to get better, magnets start to get better, just like anything else.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[RE: foot patrol communication] ...the cop doesn't know. You know, if he has his phone aren't hooked up to CAD, to where he can see the waiting calls as he's driving down the street. Okay, and that's an issue with DOJ, okay? Having access to CAD and all this stuff, it's more--
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	So the foot beat - the people on the bicycles - do not have the same information as the people in cars... because they have-- they can see-- and that's if the computer's working. But yeah, if they can see-- it could go, you know, just like anything else. It could go down, it's broken. So it's a computer. So, oh, [inaudible] Code Three and stuff. After a while, that computer hard drive doesn't like it. "Uh-oh!" And it goes out to the radio shop, it gets repaired, and it comes back. Sometimes it goes down.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[RE: dispatch try to give limited info as possible over radio] They can't give the whole story, because the radio will be tied up constantly. And then we have 10 district stations so, and it's split up to district [inaudible] we're sharing channels.
Problems -	LE	U	Field	46-55	21-30	Male	LE-U-010	Yeah, so I'm sharing that channel. There's some stations are shared--



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Technology			Responder					there's three stations all in one, but the call services are low so they're not getting [inaudible] so the dispatchers they - with Lieutenant [Name] - they've all balanced that out to figure out-- to make calls to service, stuff like that. "Okay, we can put these three stations on one." The [Name] district, which has [Name]-- they share with [Neighborhood]. They're constantly humping, and you're trying to fight with radio-- get in the radio. They call it repeater, you're constantly trying to get the repeater on a lot of things. So officers actually switch to a different channel if they have to get on [inaudible], to another channel.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[RE: airplane crash incident] We had to send like four or five from each station down to the airport. The airport is on a different channel so but they told our officers to switch to, it was a B channel. We did. Still couldn't communicate because the airport switched over to 700 MHz... So those are the challenges...
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	...Now the only thing that worked was command van because the command van has every type of radio in there. You can talk to the moon and get a response back, but I couldn't talk to the officer 10 feet from me, right? So then I had FBI come in, we can't talk to FBI. We can't talk to other agencies because other agencies aren't, A, some of them didn't reband yet. I can't talk to [City] PD because they haven't rebanded yet. It's not our fault because they haven't rebanded. Our communications at [City] Mall. As soon as I walk in there, they're done. They don't work. But that's just not me. We're on 800 MHz. It's on fire. It's on everybody that used the 800 MHz system. The radios do not work at [City] Mall.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[RE: radio dead zone in mall] So what I have to do is I have to call 911 on my phone when I have to go-- when I need additional sources. As a supervisor I won't send more than-- if there's a call in there-- say we've been getting a lot of juveniles going in there and 15 at a time and acting stupid. I don't send two cops in there by themselves. I order the cops, "You stay outside and wait for two more officers." So at least I have four together, than just two. This is an officer safety issue because now I've got this huge mall. Now cops are-- so say they go-- even when they go

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								on foot pursuits we can't find the cop. And hopefully I know who the cop is so we can call him on his cell phone to find out, "Where are you?" We've had cops that have been in doorways, stuck behind-- you know when you go through an emergency door where you can't get back out? We can't find the cop. He can't get on the radio. We don't know where he's at. That's as a supervisor, my heart's going du-du-du-du-du-du... And now I'm going, "Oh, is he okay?" Now you got everybody and their mother going down there. Now I've got so many cops down there I don't know who's who, where that's and that to get a sheet of paper and find out, "Okay. Where are you? Okay. You're here. You're here. You're here."
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Even then we had communication issues, because they're [City], we're [City], we gotta figure out what channel to go to, you know,
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	So many people, so much traffic on the radio.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	So if two towers go down, the whole system crashes. That's why we have the backup for the cars. However, we have another backup. We have call boxes.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah. Well, that's because the copper will last through a earthquake. It will last. However, it is very, very expensive to maintain.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	And that's another tracking tool and that's great. What's nice about that unit, it doesn't fail. It's like the low band, it's pretty fail-safe unlike some of these radios, they go bad. Just like any other piece of technology. They get wet, they can go bad. They get overcharged in the charger, and that's a Motorola thing.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[RE: body cam video sync via cell phone] Or I can come back to the station and do it at the station. Normally if I don't want to come all the way back to station, I would do it right-- I just take four minutes or so and pull over to the side, and I'll tag it, and I know it's done. Instead of coming back here and trying to figure out later all the 15 entries that I have on my camera, and now I have to tag each one of them, and then you have to pull the CAD of your history for the dates, and it's kind of a

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								pain in the butt.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	So [City] has always been famous for we're so behind at times. You would figure with a big city like this, I mean, we just got email not too long ago. We just got these cell phones. Other cities have had this stuff for years.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[RE: radios stay on that one channel] The cop is in the middle of a pursuit, and he's chasing somebody on foot. He's not going to take two seconds, because now he has to try to find that switch to go over. It would be a lot easier if the dispatcher just hits the button and it patches it through to the BART dispatcher, but that takes money, the technology is there, it just costs so much.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	We had a huge battery issue with these radios. We had cops that were carrying two batteries with them, because the battery lasts on these radios from the manufacturer only three years. That's not three years that we receive it; it's three years that we made. So sometimes the battery will sit there for six months before it's even put out to the different stations. So then and then you keep on charging them over and over again, so that 100% charge is no longer 100% and that time you can only maybe get maybe 50% out of it. So cops carry-- we work a 10-hour shift. So originally we went these, they are buying 8-hour batteries on 10-hour shifts that didn't make any sense.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah so they had cops that are carrying two batteries in their pockets walking around with their tag book, with everything else. So that was a big [failing movement?]. But since we just moved to these new APXs and Lieutenant [Name] been really on it with that stuff and making sure, you know. The problem with the commanding officer or lieutenant above when they're at a unit is they can be transferred at any time. So if he has a project, he's doing all these different steps. All of a sudden he gets transferred to a station or gets promoted. Then the next person that goes in there has to start all over from one. Learn radios, learn this, learn all that stuff and then as soon as he gets up to speed, the new Chief comes in and they move him around.

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Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	At least that's my-- they should mandate, "Hey you want federal funds for radios, then you have a radio unit." And you keep the-- and that way the new technology comes in, the new radios, the re-banding. I mean, I was taken off the street. Which I do what I'm told. But I was off the street for a year to do a re-banding project. So I went through 6,200 radios citywide, the cars-- I was taking the radios out of the cars, unscrewing them--
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[RE: wearing earpiece] As a trained officer, I tell cops I want-- I suggest that they wear them. When you go to protests and it's so loud, you can't hear what's going on. When you do building searches, the bad guy's going to know who you are before you know who he is. Because you hear the radio going off in the background. Even if you turn it down. Now you turn it down so much that you can't hear the other cops going. I tell them it's like a watch. So I've had a earpiece in for the last 20 something years. I used to work all the night clubs. So I couldn't hear. I had [Name] go in there for fights or something like that, I can't hear what's going on. And I worked baseball games. It's so loud down there. So I'm doing this, you're trying to hear. Concerts...
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Now Motorola provided a single one, but it was one of those cheap ones, similar to this.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	They want to be really cool and put it out here, but then what happens, we try to tell them that this wiring gets frail after a while. And [if you?] lean against it. But it's a training thing, so, sometimes I let it get frail. Like, "Hey, that oven is hot, don't grab that cookie."
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[RE: receiving information via CAD or radio] Probably both. I can't always give them-- we can get like a-- remember I shared a channel with two, with another station, and we have a code 33, there's a cleared emergency channel, for something, some cops chasing a [inaudible] suspect, all of a sudden a cop is in front of the station calling for an ambulance at the same time. Sometimes I can't get on the radio. I'd rather get the information from CAD, or I can switch it to another channel.

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Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[RE: cell phone caller information] Sometimes we do, sometimes we don't. It just depends. Sometimes we get those burner phones and there's no call back to those phones. We get those burners, we call Obama phones. Used to have Obama free phone giveaway they have these little kiosks up, and now everybody has free phone. You can't call back on the phone normally. Oc they called the non-emergency number. So they call the [Phone_Number], which they'll call that and it doesn't pop up on the dispatcher's screen where the call came from.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[RE: need to develop radio ear] The dispatcher, because the way that our megahertz system is set up, if a bunch of cops are talking on this channel now, the dispatcher from the other side has to scream over and say, "Hey, there's a cop calling for help." That dispatcher has to hopefully try to step over the cops to tell them to shut up. In order to do that, you need to grab the repeater. And if the dispatcher can't get the repeater, the cop [inaudible] repeater. So I like to listen to the [boring end?] for the calls of, "Hey, a robbery just happened a block away, but it was in somebody else's district."
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Make things more simplified. In order to do that, it'd cost money. And the agencies have to sit there and bend over backwards to be above everybody else. This department's always falling behind. And we fall behind because we have to deal with all the red tape.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	By the time that gets through, oh, now it's cheap, now we have this radio, now we have to test it. And by the time that all comes through, and we get the equipment, it's already outdated. And now we keep on trying to catch up and trying to catch up.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[RE: license plate cameras] Cameras that are associated with that. So now I get the car, I can put it on officer safety [inaudible] go get the bad guy. Our job is to catch bad guys, not be hampered on technology and stuff... And that's why we're doing it-- we did this to go catch the bad guy. "Oh, you can't catch it, because the car is broken down, the radio is broken." Okay. So now I got the-- how did the old guys do it?

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Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	...something happens, what do we do? Cops will run into places, everybody's running out. So it's a very good-- say you're a firefighter, that building's on fire, well you run in. Put it out and run out. You go get the bad guy, who has the gun and is shooting everybody, and we run out. That's just weird. Now you get technology in the way, and then people are like, "Oh, but." They're hesitant. They don't know how to talk.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	With these cell phones, and people filming you, all right? It's very, very difficult to-- and even with our shootings, when you get an officer go off shootings. And the next thing you know it there's a protest, because it's already been on YouTube on the civilian side. It'll be four or five days before they put out the real video.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[RE: technology] The more you have, then you have the, "Big Brother's watching," advocates which it-- and that gets involved, and we-- at one point we almost lost the license plate readers, because the advocates were saying, "Big Brother's watching us," going in and, we need to shut down the Golden Gate Bridge and the Bay Bridge, because you go through the toll plaza and they copy down their license plate.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	...Somehow, three or four years ago, there was a disconnect. A physical equipment software program split between the CAD system that they use here in this building and what we're using in the field. So the police department didn't take an active role in what they were buying. They kind of the deaf nod, yeah, yeah, yeah, and then when they got what they got, it was like, "This is not what we want." So the CAD in the car, really important for the more detailed issues around trying to document what they're doing. But issues with bandwidth, issues with the modems, issues with the equipment in the car, trying to upgrade things that should have been tossed a long time ago.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	... So we're in the middle of-- we've almost completed the replacement of all the peak radios, with the new latest and greatest from Motorola, and it has some shortcomings so there are some issues right now with the quality of transmissions. So we're going from a-- we have an analog system with some digital components on a brand new digital radio. So

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								the technology is fighting itself for that noise level and the noise canceling and just creates popping and crackling and things. The in-building coverage seems to, at least perception wise, decrease with the new radio over the old radio.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Well, the Motorola people have a hard time. They haven't been able to quantify it. We've done lots of radio-- I've actually participated in lots of field-testing in the open air. In-building things are coming soon, but with the new building codes and requirements for the BDA systems and whatnot, there was a two-year waiver that our fire marshal granted to all the big buildings. So they weren't required to jump right on the wagon and started improving their in-building communications. So certain areas, you can get away with it. There's no calls for service. The [Name] Mall at [Street], horrible comms.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	[RE: dead zones in tunnels, subways] So you chase the young woman down, under the-- to the mezzanine of [Street] and then she ended up going to the food court and into a stairwell. No comms. Officer and the female. Female fought like she had her life to-- and got complete advantage over the police officer and ended up pepper spraying him. Couldn't get his gun out of the holster, tried though. Tore the mic off, disconnected. So his partner couldn't find him. So then the suspect was seen running. She ended up going back down to the BART platform and hit. Once again, the radio's don't work down there.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	[RE: channel switching for subway incidents] ...And then should you have to-- say, you chase someone down to the BART platform, at what point do you stop and say, "Excuse me, I need to go to C8 [laughter]? Hold on a minute. Hold on." And then go to C8...
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	[RE: channel switching for subway incidents] ...So then our bus system, which rides in the tunnel above the BART system, they're in the process of putting a new system in that is almost three years behind now. They're trying to get me to give them a blessing to allow them to turn the old system off and the new system on even though they've found that a new system causes interference with our system, but they're working on

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								it...
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	...So just recently, I was asked how we create more room in the trunk of the car. Because now I'm told they want to put a printer in the trunk. Yeah. Granted, they can't give us the laptop that will function inside the car, but somehow they think a printer with thousands of moving parts is going to hold up in the trunk.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	[RE: in-car printer] Oh, and it's such a great idea that I think they went with it. Because now they're trying to figure out where to put it in the car. But of course, they can't figure out how to get the modems to—(S1 interrupts interviewee's answer by saying "to connect anyway and make it work")
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	[RE: in-care modems not working] So we just add a new air card to it. They're only 60 a month [laughter]. So now, we'll go with three air cards because you couldn't get one air card that's functioning for your mobile, and your MDT, and the printer. That's just crazy.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Oh, yes. Now the GPS component of this radio won't function until the new radio system, the whole system is in place with the new computers and the new everything. It's just an antenna.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	[RE: communication problems with highway patrol] It's happened to me. You go over the [Street]. I was in an unmarked car, me and my partner, following what, at first thought, was just an auto-booster, but we didn't have enough for the stop. But as I worked, my private cell phone calling the car rental agency to find out who had rented the car, and then doing some follow-up computer work to realize this guy was a very bad guy that I knew of, who always had a gun with him. And so once we got over the [Street], got towards the [Street]. We started to lose comm, so I'm talking to dispatch on my phone. And I'm trying to get them to talk to CHP, to get CHP to come out because I'm in an old hoopty car, and so it turns into a chase, goes up [Street] to [Street], and then all of a sudden, there is 16 outside agency, police cars chasing me. And I have the phone on speaker on the dash, and my partner was driving. And I'm talking to



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								the dispatcher, and I'm telling her, "Okay. Listen. I don't know what you told them, but you got this all [Expletive] ."
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	We had a \$3 million grant that we left on the table about 12 years ago for dash cams, but one of the bosses didn't want them, the troops didn't want them, so they left the \$3 million grant on the table for dash cams because they were bad. Because there is no trust.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	--whatever do I need, what's that going to do different? But my phone won't connect to a printer.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	[RE: microphone design problems] ...like the 10 people who were chosen to carry these test radios way back. When I went through the list, like this microphone, \$400. Now the other mic is about \$80. Doesn't have this. Doesn't have the volume control, doesn't have-- but most people wear it like this. Now when you put your hand to activate the mic, you're covering the mic. Motorola designed this mic to work perfectly a Dixie cup distance from your mouth... Their own words. A Dixie cup distance. So I had the whole... In front of you... And some now because the new cords are running it this way. And so they have this, so they're not covering the mic.
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	[RE: microphone design problems] Motorola chief technology officer was here about three months ago. And I don't know how they made the mistake of allowing me into the little pow-wow. But so they were going all around and I said, "Who designed this?" Two of the guys at the table. And I go, "Who did you talk to before you did this?" I mean, I don't know how often I was ever able to use it like this in a real-world situation. And I go, "This noise reducing thing and everything else, big fucking deal."
Problems - Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	[RE: microphone design problems] The civilian, on the radio team, he really felt that he was buying the better mic. But he's a civilian so he doesn't necessarily know... and then over many months after, it was one of the first conversations we had that wasn't positive, and we weren't sharing the same office. The noise reducing for the motorcycles. I go, "Listen, we just went to a Bluetooth. They're not even using this mic. The

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								noise reduction component, yeah." If the motorcycle officer was trying to talk on the mic and operate the motorcycle at the same time, yeah, you see it. And then all the dispatchers like the sound of this one better. Okay, well that's quantifiable. Yeah. Nice little earphones on and quiet environment, but you're not trying to get it off your shoulder in a pinch.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	Yeah, and for the computers, the computers in the cars, probably last a little longer than that. Maybe four to five years. I would have to check with our fleet operations. They could give you an accurate number on how long they retain the vehicle computers, because those have to be upgraded also. And it all comes back to the same thing, bandwidth. The more that you want the officers to be able to receive on their computers, you need the bandwidth. The more applications you have, which requires either like video files, photo files, stuff that you're going to be uploading, downloading, you're going to need that bandwidth to push through to the cars. Yeah. I mean, that just is a critical point for us. And the hard thing in [City] is we have mountainous terrain, so sometimes you'll get these little delays because of the hills and the valleys. But for the most part - knock on wood - it's been pretty good.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	Probably a lot better now with the newer technology, with AT&T, 4G LTE. We had spots in the city that were under the road infrastructure and if you were using an old cell phone, you can only communicate in those-- you would be able to get coverage, but it would be spotty in certain areas that haven't been upgraded yet. So what we ended up having to do, we had to upgrade all of our phones department-wide for patrol and investigations, plus the command staff for the chiefs. So that they would all be on the AT&T, 4G LTE network itself. So coverage has been really improved. Improved till they pass.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	They try to get the best stuff and everything is-- again, when you do the technology upgrade, you have to start and then you have to finish. But you can start, but you still have half of the city that is on the old stuff, because it's what? It's budgetary. It's money.
Problems -	LE	U	Field	56-65	31-40	Male	LE-U-012	But if I were to just give my opinion of that, it probably would be based

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Technology			Responder					on either, again, bandwidth because if you're putting a search, you want a response right away. If you're searching something in the car, you want a response right away. You don't want to have to wait. And if you go through a tunnel or a hill and all of a sudden your signal's cut off and you're following someone that's a potential threat, then you're waiting. Waiting, that is the a waiting game before your communication comes back into the vehicle.
Problems - Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	[RE: cause of communication issues] Faulty equipment. Coverage issues, even with police radios, even with cell phones. When I say coverage issues, you can walk into a building that's concrete, you're not going to get out. Metal, you're not going to get your signal out there. If you walk into a basement area, your communication's cut off.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	CAD and sometimes we have dead spots, with a radio you can't transmit in certain buildings and in certain areas of the city where the buildings are-- you can't transmit.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Old buildings. A lot of the older buildings, you can't transmit. When you're in the basement and in certain floors, you can't transmit. So you have to get on your cell phone to call dispatch and let them know you're okay.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	[RE: MDT] It's vital. It's vital. I know what I'm going in to. It's hard to drive, and listen to the radio, and look at the computer screen, and watch traffic and the bicycling. It's hard to everything. So at least with the computer, I can read kind of what's going on. Because I'm trying to hear for other cars, other police cars... There's much traffic, you can usually get a couple seconds to read the computer really quick.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Hard. It's hard. We're not on the same channel, so we have to tell our dispatch to contact the fire dispatch...
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	[RE: communication with other disciplines through dispatchers] They're in the same center, but they still have to contact them who's at a different desk maybe 20 feet away. We're not connected with fire or the medics. The medics and fire are connected to their own channel, so we

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								would have to switch our radios to go to a different channel to contact fire.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	[RE: communications with other jurisdiction] Specialized units can contact [State] Highway Patrol. We can in our cars. We used to because their was channel was different. They have better technology now, but we still have old radios on our car that would connect to [State]HP. And the sheriffs are on our-- some of them are on our channel; they do patrol in our area. But it's still hard to contact [City] PD. We literally have to either call the dispatch on our cell phone or have dispatch call them on a phone and notify them that we're on the border.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	[RE: email] Yes, but they don't use it properly. They over-abuse it. You're getting a list of suspects that you want to look for, and then you're getting [Name]'s retirement party in your emails. It's not broken up. It should be separated to where you have pertinent information you really should need, and then someone's retirement party in six months.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	We have some in the cars for license plate readers. But in our department, I think we only have one, and it doesn't really work. It always breaks. We have fingerprint readers at the stations. And I haven't used one in a long time, but the one that I did use, it never worked.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Very mediocre. I mean, the cars alone are almost 20, 30 years old, 100,000 miles, and a lot of times, they break down. There was an article recently. There was a shooting at our UPS center, and two officers were trying to respond from [Location], which is about five minutes away. Their car won't start because the battery, it died. A lot of our cars are designed to have a certain amount of technology in them, not what they're demanding now. They're over demanding the car, so a lot, they break down. They're old. They just die for no reason. I've had that happen on me where I'm trying to drive, the car just dies.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	We got new radios, but they're almost as worse as our old radios. We're in the middle of our station, and we can't transmit and receive information static. In the middle of our station. Specific areas where you

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								can't transmit, buildings, you still can't transmit in the basement of buildings. But the main thing is our station. You're in the middle of the police headquarters on the first floor, and you can't transmit or hear. You literally have to walk to a hallway or walk outside the transmitter, because dispatch can copy you.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	In the beginning, when we got out phones, no. They were really bad. You couldn't really do anything with the phone.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	When I talked about earlier, is we have to use certain things now on the phone or on the computer. It takes you away from being observant on where you're at because you're like this. You're not paying attention. And now, they're assassinating us in cars where we're not paying attention. And I think that's why a lot of guys are getting jumps on us, because we're not looking around.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Maybe doing work or family or something, but the phone takes you away from the environment.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	No. It's over-complicated. I call it 'dumbifying.' They should 'dumbify' a lot of-- just make it simple. Cops are smart, but we're smart in a different way, but adult learning is different. When you're older, you don't want to learn new things. You don't want to learn how to utilize this iPad for work. You don't want to learn how to utilize this new MVT system because it's-- now, when you would get in the car, you only needed like one password to get onto the computer. Now, you need like 5. And they have to be all different, and it has to have a hashtag. It has to have this, a number. It has to have-- so me, I put them all on my phone, because I forget. I'm only almost 40, but I'm already forgetting things. But you have to know nine passwords to get on your technology.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Yes, I forgot my password, and I had to e-mail technology division. I had to call them, and he had to give me a temporary password, and I did a temporary password. And I put a totally different password now, so I have like five different passwords to get on three different systems.
Problems -	LE	U	Field	36-45	11-20	Male	LE-U-013	[RE: cause of communication issues] It's a mix of everything. It's people,

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Technology			Responder					technology. It's improper use. It's the cheapest product, which city agencies will always get the lower bid. And I know about that a little bit. So it's a mix of everything.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Just loading your car is a headache, right? It's a headache. You go to your car. The computer might not work. The battery's dead. So you have to go get the jump box, charge the car. And then, all of a sudden, you're getting a call to go to this guy with a gun, and your car won't start. And now, you're running back to the office to get new keys, and now you can't find that car, because it's somewhere in the building.
Problems - Technology	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	[RE: comms with other jurisdictions for large events] And then to try to put an event in there and try to coordinate in an event on their channel would be very difficult. Because in addition to just having the activity that goes on there, the ambient noise with the stages, the speakers, just the overall den, you wouldn't be able to get it out. So it's a big part of-- we coordinate communication with the event planners, the stage managers, often by their radios that they have there because we're not giving them ours. Because that just doesn't happen. So we try to have either a liaison from us with their staff, into a command post type situation, and then have that information pushed out.
Problems - Technology	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	[RE: department cell phones linked with body cams] It's not a guarantee because, depending on where they're at, some venues we have zero cell service or they would just be poor cell service. So it's a good backup if we need it, kind of send out a message, "Shift your personnel over this direction." Maybe we'll communicate it that way. But first line communication we use is the radio.
Problems - Technology	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	it's a huge officer-safety issue having an officer doing a report, or whatever, on the phone, looking down at the phone and stationary in one particular spot for too long. That's a concern. I know that we-- at some point, we're talking about having an ability to write the reports on the computers. We had laptops in the cars at one point. We could take them out, and you can write them, which was maybe a good idea, but the infrastructure as far as the wireless connections and that were

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								inadequate or weren't working well enough to make that take foot. So that's something, I think, we're constantly dealing with is that level of technology on a call for service not being frontloaded into whatever system that we're going to be needing. So if we're running people on the street, and we have a particular call for service that the information that you already have there isn't automatically just pushed over into a report or into wherever.
Problems - Technology	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	[RE: body cam] It's a good resource for officers and the public. I don't think it's everything the public wanted because I mean, it is limited in its ability itself. I mean, I think there's a perception that maybe this is a 360 view of everything else that's going on, including the intents of everybody else involved. But it's a huge resource compared to what you had before was nothing.
Problems - Technology	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So one system is allowing you to enter in more of a little narrative, the field interview, of what a particular contact is, whatever the uniqueness of the contact. Field interviews, if there's a gang element to it or there's a robbery series element to it or whatever could be that information is there, but that information is not in the eStop because the eStop is covering-- the reason for the stop, the reason for a search is if there is an arrest case numbers, the officers at their scene, the race, and age, and gender of the person contacted and whatever the reason for the stop is. But then the other information that would be available or useful for investigations is in the FI, so.
Problems - Technology	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	[RE: communication between eStop and Field Interview programs] Currently, they don't. And then currently the FI information is intertwined with our crime data, our report writing system, but the information is not pushed in there. So if there's a query--
Problems - Technology	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	--for the investigators when they're doing their work on particular case, if they're running out [Name] for whatever contacts he may have had, they'll see the FI contacts, and they'll see the police report notice, but they have to run out each contact to get the actual extracted information. So it's not like you run [Name], all of them come up, and

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								now you can see the panel and just kind of click those little contacts and see it.
Problems - Technology	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	I can't even imagine the amount of, I don't know, collaboration or cooperation from other units and then dealing with the department's old systems and marrying that information or pushing that information from the old systems to the new systems when some people may not know how that was coded back then or now to try to push it here and then how it's going to get populated. So that's a them problem, not a me problem. I'm sure they're working on it. It's a me problem because it would be nice to have that information...
Problems - Technology	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Yeah. I mean, I think you'll find the biggest argument from people or the biggest critique from people is the amount of passwords that we have to use. It's ridiculous. Your email passwords, your level one passwords, your login passwords, so they've gotten better with some of that, kind of drawing down some of those passwords, but you've still got six or seven passwords, and then they change on a periodic basis and never consistently at the same time. Or if you've logged out of one and you've had it on your desktop forever, now you can't remember what it is. Now you've got to change that again, but you can't use the old one, so now you need a new one. So they came up with that RSA token, which has a revolving security code ID, which is, I think, great. But that RSA token is not married to all these other systems, so we use that RSA token where we're going to log into our phone and then use any kind of the apps on the phone. So if we're using the eStop, the CalPhoto, or the level two or whatever on our phones, we have to use the RSA token to log into that for the connect, but we don't use it at the station level.
Problems - Technology	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Yeah. And then I know that they're transitioning right now to the eCites, which is the electronic tickets on the street. And so that's starting to roll out. I think our traffic company may be doing those already. But having that ability to be able to generate the ticket right there on electronic, the downside of that is it's another device for officers to hold, to bring up. But again, if it's an ability to marry your CAD stop into your computer,



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								then you just do it on the computer. And it just prints up the ticket and you bring the ticket up, and that's it. That would be good. And they can sign the phone for the ticket. That would be better. But then the down side for that is you're presenting your phone to somebody to do whatever. Currently, I think it's a little box or whatever for the tickets. The printers in the car are tough just because of where they're situated and there no real estate.
Problems - Technology	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	[RE: cause of communication issues] Reception. So the beauty of a big building is the fact that it's a big building, and it interferes with your transmissions. And we're rolling out the new radios. We're running into that, but these are areas that we've already known existed for bad communication or no communication.
Problems - Technology	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	But other than that for communication, really, the reception for the area that we run into. [City], really poor reception. [City], I get the back side of [City]. Almost no reception. You get towards Westfield Mall, which is [Street], it's nothing. Inside the Moscone, which we have these larger events, nothing. Some of these other venues or locations and you get zero transmission. But go two feet in one direction, now you got something. It might be scratchy.
Problems - Technology	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Yeah, consistent reception, yeah. So for whatever the reason. I mean, Motorola's been out checking out everything for the last few months. And they've been out to [Island] and it's whatever. But if we go into [City], we start to lose our repeaters, and hopefully, that's where the new radios will help because going for [Island], pursuing somebody out in [City], once we get out beyond a certain distance, either we're canceling the pursuit for whatever the reason is. But if it's a murder suspect or something severe, they're not. Now the officers are switching over to a cell phone to try to stay in touch with dispatch. So that's at the same time they're trying to drive and follow their current form.... And the same thing, going down towards the airport, we've got officers, [City] officers that are stationed at the airport. But if they have a protest that goes on down there, they're communicating with [County], we may or may not

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								hear-- the dispatch will get a relay up here. But a lot of officers, when they get that far with their radios, our radios may not work down that area.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...say, I'm digging for a warrant or something on the beat I'm looking to look for that day, I would be through a database. It's typically easier to navigate at a computer on the station. And if not, it'd be in the car. The car is sometimes not updated enough to get those systems to run.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...the radio would be the initial call getting put out. Maybe you need an update or you need dispatch to call that person back because we don't have access to their phone number after they call.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: in-car computers] They've replace a lot of them with the newest generation, but they're still-- they go down for maintenance if the car goes down and we get a pull car that PDT doesn't necessarily work in that car because it's different mounts and since it's just a pull vehicle, they're not going to put all the newest latest and greatest things that are going to work in it. It's just a car to use while yours is being repaired.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: ShotSpotter app] I like it. We just got to work out some kinks. As long as we get to the point where they said that they could for sure be accurate. I think it was 80%. If we get there, I think it'll be a great tool.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	The phones have the ability to pretty much do what you can do on the PCAD... the difficult part is you're staring at the phone like this trying to type information and there's multitude of lines, and you have to put your PC password each time you do the search. So it's kind of redundant in a way that it takes a lot of time. Even in the station, if I'm trying to run reports, if I run somebody's name and I've decided I'm looking at a different name, I have to again put in my PC password and fill in all the boxes. Some of them stay constant, but your password, you always have to enter... And there's ways of cheating. I cut and paste it, and I just paste it in each time...
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	And we have different systems. Like if you want to pull a case report, you have to go into the [Clear?] system. If you want to look at people's

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								names, you have to go to Data Warehouse. If you want to run somebody's name through like the Hot Desk or to see if they're clear or have a warrant, you have to go into a different screen, and again, log in, and run that... It can be the same login you have for everything but you have to log in to things separately.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	So you log in to the computer. If you want to get your email, you have to log in to your email. And then if you're going to do an arrest, to do anything, you have to log in to the Clear system. So a lot of repetitive things that would seem like they should be easier...
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	What username are you going to use? Is it going to be your email? Is it going to be your PC number or you make up your own?... I mean, there's just-- it's not difficult, but I'm getting older and I never thought I would admit it, but I have to write my stuff down...
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: communication with other jurisdictional agencies] ...And I think that we could do better with it, especially with something like [Espurn?]. With state police running in the city and we don't have their emergency network to know when they need help, I think is a little-- I mean, I don't know how we would integrate it...
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...trying to coordinate between the dispatcher talking to the state police dispatcher then to us, and getting all the information back, there's a lot of confusion going on. I mean, we had people chasing people. Nobody knew who the offender was. Until you get there and somebody can actually put it out that this is what happened, there's-- it's confusing sometimes.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	SME S2: ... on the radios, we are able to change networks. So for example, if we did have a chase from state coming to my old jurisdiction and we communicate with state dispatchers... So it puts all of us on states network with their dispatcher. So it's all going through one instead of... SME S3: Our department radios aren't like that.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: department radios] They're also not encrypted like they should be... Especially by us, we have a lot of Hispanic [inaudible] listening to see--

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								hear what's going on because then you-- you know, if there's somebody doing a shooting over there, the police are all going to be on that side. And if I want to settle that with somebody else, I can go over [spot?] out the less likelihood of something happening.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...We can't exactly always talk to somebody on the phone or say, "Hey, come into the station." People still want that type of business to be handled privately. So even though we have all this wonderful technology, there are still people that are shy to get into-- some people don't even want their names put in reports, let alone phone numbers and all that kind of stuff...
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...the body cameras are very new. I think most of the in-car camera systems are the same. Unless something is messed up, it works [inaudible]. There's not a lot of bugs in that system. We recently got a lot of our computers updated, but prior to that, buggy or broken [laughter]. I think the computers are probably the most dated, but they're probably the most expensive to fix as well.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: cell phones] I use them mostly just... The Wire, it's kind of like our homepage. We have access to it, but there's certain aspects that we can sign into and then there's other stuff that we can't sign into. So like I said, sometimes the station's the best place because everything's fair game there. Everything's going to work in there.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: writing reports in car] It can be a little buggy sometimes. You'll have a signal and then it'll drop out. So you might be in the middle of a report, you go to update it or go to the next page and there goes your whole report [laughter].
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	A lot of times, too, if the officers go to save it and they want to go back to it, it'll go into checked out mode, our supervisor has to go into it, uncheck it out.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	And I already found that if you start it in the field and you save it and you go to open it in the station, it's not what you saved [laughter]. So I usually try-- if I'm going to do it in the station or the car, I do it 100% and then

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								save.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Q: Have there been times when technology has gotten in the way? SME: I wouldn't say in the way, but I think it fogs. You're looking like he said, sometimes you're in the computer or you get sucked into whatever information you're being presented with and you need to be up here Q: So a little more situational awareness than what the computer allows you to be. SME: Yeah. Even the phones can be the same way.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...You're distracted no matter what. You're not paying attention to your surroundings. I mean, back when I started, we didn't have computers... But now, with all the different functions, it makes actually seeing what's going on in the neighborhood harder. And somebody's looking at this box to tell them what's going on as opposed to actually looking at the surroundings and figuring out what's going on.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Part of the thing too, everyone's focused on this box of information as opposed to figuring out, talking to people, whatnot, and actually getting the full story. And I know I've been there too. You get a stolen car and it's like you're trying to call it in and figure out where you're at at the moment.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: using body cameras] -- it's not too conscious yet to say, "Okay, now I got to turn this on." Because you're used to hit the lights, "Okay, where am I going? What hundred block is that?" And sometimes you're figuring out your route and you're doing a lot of other things in your head and you get to the call and you're like, "Oh, I forgot." So I think it's still-- it'll eventually be in most officers just your natural thing to, "Oh, I'm going to a call, I turned it on." But it still has to be-- it has to get to that point. Time will fix that, but it's you push a button, it's really not that hard to use.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...the body camera's a little bit more of a-- you have to physically remember that you have to turn it on.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...We can push out information quicker, but I don't think the process is smooth yet. It'd be nice to integrate everything into the computer, like with ShotSpotter or with HunchLab where you have the screen, at least

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								you can see where you're supposed to be or where it's going off, as opposed to if you hear it go off, you unclip it and you have to open the phone, put in your password and then go to the app to see where it's at...
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: preference - audio vs. visual of text on PCAD] I'm more of an audio learner. So, even when I do read-- if I'm going to a call and something's on the PCAD, I tend to read it out loud to myself. Or if I do have a partner, somebody does read it out loud.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I could look up the whole district but I can only say I'm going to or on scene for the call that I'm personally assigned to. If I want to jump onto a call, I have to go on the air and say, "I'm going to the call with this person." It's not something I could do on the computer.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	On the street, I preferred the radio as opposed to PDT just because you can hear it and you're still paying attention. If you're trying to read it off the screen, you're distracted...
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	SME S3: ...when you're alone, it'd be nice if the-- if you got a job and you could hit a button and it-- have the computer read whatever to you, like talk to text almost where it would just say, "Hey." That, I think, would be ideal for some officers especially-- even when you get older, it's harder to take the glasses off sometimes. SME S2: Color contrast can be rough sometimes.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	SME S3: And the computer where it's at, it's not really comfortable. I mean, I would hate to have to write a report in the car. My back would be killing me because you have to turn, and lean, and type, and it's not-- it'd be nice-- it's supposed to be a portable data terminal but it's not. It's fixed in the car. SME S2: You could take it out but if you're in the driver's seat [laughter], your steering wheel is in the way... Q: But it's not like you've got a Toughbook or an iPad or something you can take with you out of the car? SME S2: No... We just leave it in there and would function off of a computer in the station.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...on the radio, a lot of people try and get out at the same time, and then were walking over each other.

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Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	And then our radios tend to get a little staticky, we've had some issues especially if we're in the station. Like I'll have a hard time listening to the radio in the station, trying to hear what people are doing. You hear-- always [mentally?] listening to it and trying to get a sense of what's going on in the district.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: communication in subways] But if we were to say there was a 10-1 on the red line, we would be out of range. If we went down there.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: radio communication] Hospitals are tough. [Hospital], [Campus hospital], I can hear you, but I can't broadcast out. So if there is an issue, we have a problem.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I just think I would want the computers to be designed better in terms of the programs on them. After seeing different ways-- from state to how suburban department's PCADs function, ours is very poor. And I tend to think of technology now is, can I hand this to somebody who is from an older generation and they can just figure it out? And I would say our PCAD don't work like that. Even just for the ease ability of use. And I've kind of found a few shortcuts, but this is just me playing around, nobody told me...
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: PCAD] ...in the city, you're like, "Okay, I'm going from running this person to running them." And sometimes if you have a truck plate, you got to put in the truck code, whereas in however the previous system I used was designed, it knew it was a truck, it knew it was a firefighter plate and so on...
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: PCAD] ...you can't go forward and back in your messages. Whereas [at previous city where participant worked], you can go back, back, back, back, back. Okay. Now I got to go back to his ID. Forward, forward, forward, forward. Whereas here, we're kind of in how we describe that screen, sets up a second screen. And it's all your pages. And you're like, "Okay. Which one is it?" And you could click through 10 of them and still not find the one you're looking for. So it makes it hard.
Problems -	LE	U	Field	Not	Not	Not	LE-U-024	RE: PCAD SME: And then have a voice activated, "Hey, run this plate,"

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Technology			Responder	specified	specified	specified		where you don't have to even look at it... I mean, I know of supervisors and people that have gotten into car accidents because they're— Q: You're looking down. You're trying to type in. SME: Mm-hmm.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...Everything kind of needs to be tied in together because everything you have to pretty much run separately through different databases and through different ways. I think it would be a lot easier for officers if all that information was just all kind of integrated into one nice package. Federal warrants and stuff-- I would think we're at the time where instead of just a description of the person, you should have his arrest photo come through with that.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	LEADS 2000 which not every officer has access to for [City] but you could get driver's license photos. So, if someone's playing the name game and says that their brother-- well, of course, you know your brother's birthday and his address, so you can easily say, "Yeah, I'm him," and we would never know the difference.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: license plate readers] I think some officers do not like it at all. I don't know how to describe it. It's just more noise in the car.
Problems - Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...I think it would be nice if the plate reader knew if you were in motion or not. So, for example, if I'm driving, I may get a hit on a suspended plate. Well, I can't do anything on that car if it's parked. I can pull it over if it's moving, but I can't do anything on it. So then I have to sit there and acknowledge that, yes, this was a positive read or a misread, and it's a little cumbersome to actively be on the plate reader all day.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	They can write their report in their car. Everything that's on the computer in the district is on that computer if they have a new computer. If they have an older one, they don't.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...In our station, our computers are not good. Our computers are very old. They don't work. They don't work well; they're slow. So the computers in the station, even our processing rooms, are outdated. It's very hard to do things by yourself because of the way it's set up. So if you're sitting in a room, processing a prisoner, it's just you and him.



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								You're sitting in a room with half of a door and a computer that may or may not work. And if there's two of you, somebody may have to sit with the prisoner while your partner goes into another room to do an arrest. So inside the station, it's different. Things don't always work. Fax machines don't always work. Copy machines don't always work.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Q: But the technology that officers are going to use out in the field-- SME: If they have a working computer, then it's great. If they don't have a working computer, not so great.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	A lot of people trying to remember which password, which login goes to which password, to which everything. You have one login for your PDT in the car, you have a login for the HunchLab, you have a login for ShotSpotter, you have a login for Data Warehouse, you have a login for your email. And I'm sure there's some other ones that I don't remember.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: login and passwords] It causes them to get frustrated with the technology. It doesn't make the transition of getting them to do these things much easier. They would have one password, one email, and after so many tries, if they can't log in into HunchLab one day or log in into ShotSpotter, they're just not going to do it. They're just going to put it in their pocket and like, "No."... Especially if you're going from job to job, from call to call and you just want to log in and go. You're going to try to log in; you're not going to get in. You're going to get a call of a person shot, stabbed, or a domestic and you're just not going to do it.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: seeing lineup of calls] They can but they can't. Supervisors can see all of the calls waiting. There is a way to look on the computer. Regular patrolmen cannot see this the way that sergeants see this. However, there is a way to look on the computer to see it. Not all of them know how. It's not easy. It's almost like an Easter egg on the iPhone, sort of like you might sort of kind of know how to do it.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	With the cameras, you can buy your own attachment for your vest. So if what the department gave you isn't working out, you can go get your own.

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Problems - Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Well, the in-car camera does not work very well. Those are always going down. They don't upload, they don't-- yeah, those don't always work well, especially when you would like them to...
Problems - Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...Logging in is a big deal. Yeah, it's very difficult for some people. They have all this stuff going on in their personal lives and now I need them to remember more passwords.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: single sign on] Yeah, that would be very nice. Just log in and that would be it and you have access to everything. I think that would have more people looking at it, and exploring it, and not being so scared of it.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	The computer doesn't work. The computers are slow. It doesn't work. You're missing a mouse. You're missing letters on the keypad.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...Just having updated technology in the station, computers that work. Some of them are not all desktops. Some of them are the very old version of the PDT that was in the car that is mounted to a table.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Even updating the software that are on some of the computers. Just upgrading Word or Adobe... A lot of updates. Adobe and Acrobat Reader, just-- Adobe would be nice so that if there was something that popped up on the computer, I would actually be able to type on it. Because it hasn't been upgraded, we don't have access to it. I have to print something out, type it on Word, cut it, put it on the photocopy machine, photocopy it, email it to myself so I can send it out, so it looks like I typed on it... It's just the very long version of I know if we upgraded this, this would make this easier.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	That would be nice. We could upgrade our computers in the station. That's very frustrating when officers come in and they're like, "I have this arrest. I would like to do it but there's no working computers." There are no working computers. So then they would actually have to wait. So we could actually get officers on the street if we had stuff that worked.
Problems - Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	...So there is that gap where I think a lot of officers really-- I don't know if I want to say really care or really don't want to be bothered looking on the computer all day. They'd rather just hit the street and focus on what's

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								in front of them... Because it seems what's in front of you is more important than what you could get from a computer. The here-and-now versus what happened in the past maybe. I don't know, I mean, it's a hard one. Like I said, every day, I give you a set of keys and I say, "Go do what you want to do?" So for me, me finding it, no, it's not a problem for me. But like I said, I'm pretty good with the computer aspect. Every once in a while, I'll fill in the commander stuff or the comps desk stuff. So I know how to pull [police database], and upload the gun reports, pull any major incident that's happened in the town districts or the area. So I don't really have-- for me myself, I don't have a problem reaching that information if I want to dig into it. But the issue is you're a beat car. Why are you in the station looking up all this stuff when you should be out there patrolling.
Problems - Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	... I could go on my phone in here and look up the major incidents that's happened in the last few days in the [district]. But the issue with that is, whatever is on your phone, are you paying attention about what's happening around you? ... Because even with your personal phone, and I'm not going to lie, every police officer uses their personal phones. But a lot of the times it's where you going to park and access this information. I would say that the station is more controlled and you're safe there, whereas being out on the streets-- you see, everybody sees the squad car. Okay. You can't see everybody looking at you. I think that's a big thing in every police officers mind is, "Who's looking at me?" Well, they're not, they're just, "Oh, this guy's on his phone all day." That's the prime example. You're here looking at them and they're all on their phone or they don't do nothing. Is that good for community relations, always looking down? But that's the thing. For me, no, I don't have a problem accessing that information. Okay. But I could see other officers, yeah that's a big issue.
Problems - Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	[RE: apps] the only really one is this HunchLab. But you see, I think there's a big-- I don't know what the word to use is - but this is where I usually work. So if I click on here, it's just saying, "Aggravated battery firearm." But it's not just telling me anything. What was it about? Who got

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								shot? Who was the victim on here? If there would be something that you could kind of get a little bit more in-depth. Because really, does this really tell you anything? No. This whole area right here, this is [neighborhood]. This is where all the majority of the shootings are happening in [district]. Yeah, you know who's supposed to be to be out there, but like me having a day off, and I come here and I know that's a hot spot, but is it going to tell me anything [crosstalk]? I know that's a bad area. [crosstalk] It's been a bad area for 10 years. Okay. But now, it's saying, "Let's do this mission." From what is the mission? What happened? Who was shot [crosstalk]? What is it gang related?
Problems - Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	I think that's the issue that I have with the HunchLab. If it could be a little bit more in-depth or a couple more boxes just to click on. Just to click on and see there was shooting [inaudible] blah, blah, blah. They don't want to give-- and just a quick briefing of what was it about. What is it drug related? That's something that when I log in on the computer, I want to find out that shooting, that's what I read. And there would be some from the detective's division saying, "Okay, victim, possible offender information, possible gang problem." And the detective's good with it because they will always label preliminary what they think the justification that shooting was. Was it gang related? Was it calculated? Was it road rage? And they'll say, "Male standing in the corner was approached by blah, blah, blah." And it's a pretty short paragraph like, "Okay. That's what that's about." But that's something that you really can't access on here. I'll have to go back, and here I am, head down in the middle of the worst area in the town district, and now I'm logging in here trying to find it. So I mean, that's the biggest thing. The information is there. It's the problem of accessing it and get the information. Cops are very impatient. We want everything here-and-now, okay? And if it's going to take me too long to try to find it, then why bother?
Problems - Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	...I think we're at a phase in the police department where you got the technology come in but you still got the old school people. It's nice to have more information at your fingerprints but you have to really kind of

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								dig at it right now to try to get that information. Do you want to be patient to do it...
Problems - Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	I've never had a problem with a radio... Well, in [district], we don't-- see I've always been in the [District]. So every once in a while you'll have a dead spot in a school, maybe surrounded by cinder blocks, but then you kind of pretty much know it that you're not going to get a signal. Going to the county Jail, yeah, that's the other one. But hospitals, yes and no. But there are dead spots but that's usually-- the dispatcher knows where you're at. But trying to find you find you, that might be a little different story. But I think that's just a radio frequency of the channel more or less.
Problems - Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	... I think the PDT is that the information now is coming real fast compared to maybe two years ago. I can't remember when they had the last upgrade. I want to say about three years, maybe three years ago or four, that you'd run a license plate and it'd take maybe a minute to get that information back. And there was a serious lag between the responses coming. I don't know if you've ever seen a PDT hit on a license plate but when the first one come back, clear, whatever, and the next one, it will tell you it was stolen. The next one will come back to the registered owner. Well, now as soon as I send that information, you're getting it like three seconds later. So I think that's really, really helpful.
Problems - Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Well, at the start of the day, you've got your PDT. You're logging into your PDT And then you're logging into your full band system. This is the micro for the co-band. And then you've got your thing here with another username and password. And you got your body camera here. So you've got all this stuff, and I think that's a thing too with police is that, you're carrying all this gear, and it's like every system has its own username, every system has its own password, every system-- well I got to take a number to get this fixed but yet I got to call these people to get this fixed, and I got to call this person to get this fixed. I think that's a problem too.
Problems -	LE	U	Field	36-45	6-10	Male	LE-U-025	No. Usually, you get a-- yeah, but it's like there's the one officer that's

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Technology			Responder					always having a body camera problem. So I always say it's something wrong with his camera. He needs to get a new one. But who do you call to get this? Usually, you tell the sergeant, and the sergeant's got to figure out, "Well who am I calling to get this?" You got to tell somebody because if you're operating without it then you get caught by an inspector, "Well why don't you have your equipment on?" I think that's the biggest thing. I always bring it to the in-car camera guys, "My camera is broken today." They actually came and fixed it. And that's when I'll talk to them about it and say, "You know, what's up with this system?" And they say, "Well they're junky systems. They're not meant for the harsh punishment." And I say, "Well what about the body cameras?" And he's like, "Well, they're trying to get a vendor--" I don't know what he said, but he's trying to get them both incorporated as far as the-- and that would be beautiful. if I could walk around with one body camera to activate my COBAN System and this, I think that's pretty good. I think the less equipment, for me, the less stuff to lose and the less stuff to fall on, more or less. With the phone, I'll just leave this in the car and I'll never carry it with me.
Problems - Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	I think each district has one plate reader. But that plate reader is kind of-- I really don't care for it. That's just me. I mean, it's like a totally separate system too, where you get tired of hearing that ding, and ding, ding. Every time you pass a car it's dinging and then it, [inaudible], and then it hits and you're like, "Oh, shit." You stop, then it's like, "Oh, a lost plate," or something. The other thing we have is the LoJack System in the cars. I can't tell you the last time that thing went off. So I don't know if they're functioning properly or not, but honestly, it's probably been five years since I've seen it go off.
Problems - Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	A couple of the old timers will go, "Here goes cooking the general orders," about me. "But dude, I'm not really cooking the general orders. I'm doing things that I'm supposed to do so I don't get in trouble." ... Whether or not you want to do it, that's on you. But like I said, those are the older guys. When it comes to technology, they really don't care. But

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								to me, why am I going to get in trouble because I was too lazy to log in the system? Why am I going to I get in trouble for having a faulty list? Because the day that something happens and they're looking for that, how are you going to justify it? I don't want to take that chance. I mean, like I said, we've got a lot of stuff out there but it's just the time to access it and the ease of accessing it.
Problems - Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	...These cameras, I don't know, really, what to say about them. Because really, the only time I really access it is if I have an arrest or something and I want to actually plug it into a computer to view my recording. I mean, this works pretty good as far as that aspect. It's kind of hard at first, trying to figure out what website to go into to put your username, put your password. There we go again. So I got a username and password for this. I've got a username and password for this. I've got to use a name and password for this. I've got to use a name and password for the terminal. So I mean, I've got four different usernames, four different passwords.
Problems - Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	[RE: SSO] I think obviously that would be helpful. I tried to put one or two passwords the same for everything. I know that's something that IT guys don't like. They want real long passwords with numbers and letters and commas, but for functionality, the average officer doesn't want it. They want the simplicity of using one or two passwords only. And then e-learning on the computer, that's a different username and password. I mean, it just kind of gets-- I could see how officers get overwhelmed by having different usernames and user passwords to access all these different systems and that's why I think a lot of them don't take advantage of it.
Problems - Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Like I said, are you going to do what's in front of you, as far as stopping a car, or are you going to be more-- I think the technology is good when you've got the time to use it. Meaning it's safe to do it. As far as, well I got eight people in the corner, but I'm on my HunchLab looking. I mean, first and foremost, your safety first and using your head. If you got time, and I don't want to say distance, but a safe area where you could access

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								this computer and not worry about somebody taking a shot at you. I think that's my biggest fear. That's me personally is. I know what areas are bad in town. I know where those hotspots are. I got to look at the Hunch and they're going to tell me that. So do I really need to look at the HunchLab? Like I said, the nice feature-- the HunchLab, if I could click on a box and they provide, what is this box? Why is this an aggravated battery? What's happened in the past few days? That's one thing that I think it would be good to be incorporated on the phone.
Problems - Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	I think the biggest calls for service are the ones that are violent. And certain houses that you know are really bad, when you go there, you know they're bad. Okay. But I don't know if it would be good to know, well, this person who called is a battery victim, or-- you could always do a history on the location. But like I said, ease of access. Now I got to hit the menu, then I got to hit the address, then I got to do this.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	[RE: case reports] They are paper. They're on a computer. It's a rather archaic system that we have for storing our case reports. It's called CRIS. So we refer to it as the CRIS system. And it's not linked with other systems, so you have to-- if you want to get a copy of a case report, you have to log into another system to print it out. But we would at this system. No, we're not allowed. I know how to download it as a PDF, and I could easily throw it on my laptop and review it there, but we're not allowed to do that. So we just print out a paper copy, and then we just sit down and go through them, make our notes on them, and then just go meet people, and then just keep building our notes on the back of those reports.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	...say, we have a caseload of 15 open cases. We'd go meet with 15 people. That takes half a day going back and forth, meeting schedules, talking. Maybe you have to talk to a neighbor. Maybe you have to download video. Maybe kind of find out, "Oh, the offender left this way," and then we just backtrack down the alley and see who's got garage cameras. And now, we've got to meet that neighbor, ring their doorbell, set up a time to meet with them. All right? And then, we'll come back



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								later on and pull that video. That video is really hard to pull. The DVR is not working or was burned out, or the monitor doesn't work. So now, we have to go get our own monitor and hook it up. This is all above and beyond, way above and beyond [laughter] stuff.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	[RE: CAD] Well, we really didn't have one because we barely had cars that worked, and we barely had PDTs that worked. I would say, 70% of the time, we didn't have a PDT... Because we were trying to fight to get phones, to get [inaudible] on the phones because we heard that there's a free service. There's some organization that offers them for free, but your department has to authorize it. You can run plates and names through your phone, which I can't now. They gave me one of those now... Which is awesome, phenomenal. Because many times, we worked in a covert capacity. Many times, I was undercover in a regular Toyota Camry driving around being a police, and I need to run this guy's plate because I see some car pull up to a suspect we're watching and exchange something. And I need to run that plate, and can't do it.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	...I mean, I'd be wearing Indian clothes, walking up and down [Street], looking for people. And I'd have a radio-- what I would do is, I would hook up to my Bluetooth. And we had found a Bluetooth adapter that works with the department radios, so I'd hide the radio in my pocket. And then, I'd just have a Bluetooth on, like anybody else. And I'm just walking around looking like anybody... So we did whatever we had to do, and that was just our own-- we were spending our own money and doing our own thing.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	...They brought watches to us, smart watches to us, and we had to send those back because we didn't have any use for them. And the technology hadn't developed to the point where-- it was either you log into your PCAD and your computer, or you'd log into your smart watch, and then you can't log into the computer. And we can't give up the computer. We need that computer... We couldn't log into both at the same time. The company that was piloting it hadn't developed it to-- they could develop it, they said, but they hadn't developed at that point... So

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								that was just a complete [inaudible]. I mean, that was putting us at disadvantage. So to rely on watches and not have that PDT-- you can't really do everything we need on the watches..
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	[RE: smart watches] ...You have to kind of look at your display. Ultimately, the display will dictate how you can use that technology - that's what I believe. Because that what you interact with, is that display. So based on the size of the display and what you can do with the display, you have limitations in what you can use it for. This display would be great if I needed to know, "This guy's got a warrant." Say, I run something. And say, I have a person who's wanted in front of me, and I run their name. The display should be like, "Are you clear to copy?" I literally have to turn my radio down and put the ear to my radio or step away from the person, who's probably wanted and is probably creating more distance to get away from me. And it would be like, "Yeah, he's wanted. Blah, blah, from out of this county, and he's got this warrant." And then, I walk by and like, "Sir, can you put your hand here?" Just dumb, you know? ...It'd be nice where is, "Ding. All right, got it." You now? ...That would be a good functionality for the watch, but they were trying to replace the entire PDT on the watch. That's not going to happen.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	I use cell phones, but the cell phone [inaudible] platform, it's got limited use. The other thing I'm afraid of is if they replace radio communications with a mobile communication-- you don't want too much communication. You don't want too much radio traffic. You don't want over-communication because that's just going to confuse everything. So right now, the way that we have the radios, it is pretty concise. You have to stand at a point, and you just communicate with [inaudible]. You get it out there, and that's it. So I'm afraid that people may begin to speak too much, if we have a mobile communication.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	Oh, man. The CADs, I mean, they're outdated, man. I mean, even the new PDTs, they're super outdated. If you want to pull back something you ran-- say, you ran a plate, and you want to go back and look at what you ran. You have to hit this button called Quick List, and then it gives you

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								this list where you can barely tell where the hell it is. And you have to scroll, and then you have to hit it, this link, and then you got to look at it and be like, "Oh, that's not the one I wanted. Maybe it's three or four queries before that." And I hit that one and, "Is that the one?" It's [tough].
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	[RE: PCAD] ...I want to be able to get-- I think the visuals in a dynamic situation-- in an unfolding situation, the visuals, there's no replacement for that. A picture's worth a thousand words, literally. You can put it out there. You can see a Taurus, but if they see that Taurus, and they see it in their face, that's going to be awesome. If there's a possible offender we're looking for, a named offender that may be fleeing, and we know who it is, I would like to push that out. The officers can do that. They can go to data warehouse, and that's never going to happen. You're driving around. You can't do that. And you're moving, and the car's bumping, and the links are so tiny, you can barely get your finger on it. So I would like to be able to have SDSC where you can command some type of a data flow to the PDTs and be like, "Oh, this is the guy we're looking for." Just that easy... It'd be so much easier.
Problems - Technology	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] Yes. She just asked if we communicate with the MDT. And right now, they don't have digital dispatch.
Problems - Technology	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] So before they had the phones, the only tool they had was the radio. They couldn't run any checks on plates. They couldn't run checks on peoples' names, or perps. And now they can in the field.
Problems - Technology	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] Above ground and below ground really couldn't communicate, but he worked on getting it. It's UHF, right?
Problems - Technology	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...There was no communication between above ground and below ground, and people having to potentially either carry two radios or a really expensive dual-band radio that's just not justified.
Problems - Technology	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] Is it 100% perfect such as radio coverage is perfect anywhere? The truth is that it won't be anywhere because some buildings are just so thick. Maybe they're reinforced steel--
Problems -	LE	U	Not	46-55	Not	Male	LE-U-041	[S4] We have the tools now and, actually, we're fixing many of those

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Technology			specified		specified			particular areas. So some of the other challenges on the cell phone side in the subway is it's not designed-- the contract is not designed for tunnel communication. So if you ride the subways, you'll say, "Oh, I'm connected. I can get cell phone and Wi-Fi while I'm in the station." Right? But the minute you start into a tunnel, it shuts off. And so there's really no guaranteed service for any smartphones in tunnel communication cross-river between-- while you're crossing under the river tubes for smartphones. But all our radio communication works through the tunnels, in the tunnels, and all the-
Problems - Technology	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] ...There's never enough radio time on a busy zone. It's nonstop. You'll see the dispatcher literally going nonstop with either-- whether she's typing - he or she - or speaking. And some zones we-- there's one zone, because we don't have enough radio frequencies. I mean, I don't know if you wanted to say that could possibly--
Problems - Technology	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...So someone's actually in [City]. They hit a cell tower in [City]. It goes to [City] 911. [City] 911 transferred it to us but we'd get nothing. No location. No phone number. No any information.
Problems - Technology	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...And there's such a disparity between the worlds of mission critical voice and the infrastructure and the types of devices that we use, and the simplicity of it. I mean, really, when you're out there and you're a cop and you're not doubled up, you need something that you can just click and know that you're going to get a voice on the other end of the line. Whereas the more advanced these get, the more I have to click in, the more I have to do this, the more I have to do that, and it's a challenge.
Problems - Technology	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[RE: EMS/Fire communicate with LE] [S3] ...But I guess it's not easy even to do that if you're pinned up against a wall, to turn the channel and go over our frequency. So I could see that being an issue, but I do feel that part of that is the training issue as well on their behalf. Just because they do have our frequency.
Problems - Technology	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[RE: GPS on every cop] [S3] ...He may be in a very bad-- and we need to get their location, and the dispatcher needs to get their location, and it's

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								still something that has to be said. The location needs to be said because we just can't see, "Oh. That radio transmitted. He's on [Street] and [Street]." Sure. I would--
Problems - Technology	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...GPS has its limitations in the subways, in the canyons, in certain aspects... What floor are they on, the Z coordinate? ... I mean, we can get close... I mean, we don't-- you can talk to fire about how they handle and dispatch the closest units. They don't really rely-- they have a decision dispatcher. Because technology is not perfect, it's really hard to-- you select this one, but it should have been that one...
Problems - Technology	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...And now we're in the world on conversion and-- whereas everything once it's digital, digitized and IP-based, we'll be able to kind of get the information that's accurate, more timely, and less delays and more accurate. But, again, also not ignoring the cybersecurity aspect of it as well. That's going to be a challenge.
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Well I think I personally don't use it but our patrol guys have mobile data terminals in their vehicles. [Name] might be able to speak more to how they function or work because I don't really know to be honest but I think yeah in our county we've had some issues with inoperability which I don't know if you're going to touch on but it's something that you know we have our law enforcement partners here in the [County] are on board with our getting a grant when a national grant when we switched over from UHF to 700 and some of our fire departments chose not to make that switch and so I think when I hear from a radio communication standpoint a lot is the inoperability issue...
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: radio interoperability] ...And it's something that always seems to be somewhat of a struggle I think primarily for the fire departments because they're kind of the ones that do not get it on the grant and now I think they find themselves in a place where they're saying well how come we don't have any inoperability and I think on the law enforcement side sometimes it's like well you guys had your chance. You guys can come on board it is a good system. It works well for us but I think they have had or have some concerns on how it would work for them not

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								having a full understanding of what their issues are with the functionality of that type of system for them. I probably couldn't speak to that...
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I think all in all the communication is a good system for us here. We do have some geographical challenges. We have parts of our county where we have no radio coverage at all and it's been that way for many, many years. We have started trying to work towards installing a repeater in the north end of the county. We're actually just in the process of that right now. We've met with the forest service, we've met with the radio tower owner and I think our goal is in the spring once the snow melts and we can get up there is to have it all installed and up and running by early summer.
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: talk with FFs on the radio] We can on a limited basis. I think as part of the grant the fire departments were provided with a couple of 700 radios for their command vehicles and maybe some portables. I don't quite remember. We do have a dedicated fire launch channel. I don't see it get used that often because I think it's primarily like the command vehicles will have the channel that the actual like EMS and fire don't have it so technically yes we can talk to them but I don't see it getting used very often. I hear a lot of gripes about interoperability but I don't always see the users use the interoperability that we do have.
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: video data storage quota] We are challenged and the retention period that we would like to have is not currently what we have and so that's always a challenge to make sure that that information is being archived correctly and deleted on a basis that is not rolling off the back. But allow that information to roll there's someone in the building here that's tasked with managing that, archiving everything that is of value that gets tasked by the individual officer's valuable, individual officer takes that information whether it's from the detention center, the recording systems down in the investigative interview rooms or from the officer's body cams or vehicles so the individuals are tasked with making sure that information gets moved into records management and

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								then there's an overarching position that manages the retention and the archiving and the deletion of that information that is in someone's garage for 6 hours in the middle of the night when their camera didn't shut off.
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...Certainly for our body cam systems I think so far we've not run into a storage issue but we will at some point. It will get full but we've only had body cameras for about a year and a half or almost 2 years perhaps but you know as far as the video systems we have the surveillance systems in the building, we have the in car video and the body cam video and I think at some point you know it'll be maybe more difficult to manage...
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I know some agencies pay a lot of money for Cloud based storage. Whereas we do not as far as I know and I think so far we're finding that's really the best way to spend our money up front on the storage rather than over time. I know a lot of big agencies some of the companies that sell the body cameras you know they're all Cloud based and those agencies pay a lot of money for storage whereas we pay more on the front end for the camera itself and the storage but it's something I think it's pretty timely topic just because I think storage at some point will become more of an issue. I don't believe it's a huge issue right now for us but at some point it's got to be.
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: body cameras] ...I think for the most part I think it's been very valuable as a way to capture evidence in criminal cases and I think we've had one or two instances where you know a citizen made a complaint against an officer and we were able to review the video and either show that it didn't happen or show that it did and address the issue that needed to be addressed and so all in all I have not heard anything negative about it other than sometimes the at first the functionality of it and getting it up and running was I think fairly difficult for us to do and some of our staff really pulled their hair out over getting it to work properly but it was really on the manufacturer's side not on our side or our IT department side. It was more the instillation of the product and the lack of support from the vendor that sold us the product.

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Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: body cameras] They did but it just didn't work. I don't think they knew how to make it work and the manufacturer didn't really help them until there was quite a bit of time that passed until we finally had to put their feet to the fire and say we're not going to pay you unless you get this up and running and so they did get it up and running but there was a lot of frustration but it's working well now and so that's good.
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: CAD and RMS integration] Sure and there's challenges there. Both of those systems are standalone systems are extremely expensive and so to replace one you're either going to have to build an EPI it'll seamlessly allow that to happen. The CAD also ties in with our mobiles and so officers can see notes that are being communicated via dispatch notes that they're taking those will pop like to a certain degree within the mobiles as well.
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: RMS access from MDT] They can access the RMS yeah. It's mostly a text driven system or they're inputting various pieces of information whether it's referencing photos that they've taken or recordings that they've handheld, voice recorders that they've used so all of that is difficult to do in a vehicle and I think most of their time is spent rolling as opposed to sitting staffing information so they can access it via the VPN technology that we have in the mobiles but it's of limited use. I think mostly your supervisory staff is accessing those records so that when they have a 15 minute break they can go they can review other officer's notes, approve those and keep the process flowing.
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: cell phone apps] ...There's a couple of them and I can't remember which one they decided was the most useful. As far as my cell phone goes very little of what I do on a day to day basis happens on here. I'm monitoring emails, my calendar is a big deal on here so when you need to go talk to somebody about something but I don't have any specific apps. I do have VPN technology available here but I find it challenging with such a small screen to manage or serve effectively without accidentally rebooting it or changing something. So I'm very limited this is mostly notification (00:31:31) device for me to monitor. I don't even like



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								sending emails from me because they're terse and quick and to the point and so I prefer to keep this device most of the time.
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: technology getting in the way] Probably daily. I'm trying to think I mean aside from the radio not working, limited self-service in certain areas of our county we do have a lot of we have fairly good cell service up here but because of the geography of the county there's places where you don't have cell service. I think one of the big problems of our radio system in this building particularly and the need for technology which I think we did explore a little bit but the cost kind of prohibited was in this building our deputies cannot receive or get out on their radios in certain areas.
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I think it's because of the construction of the building. If you walk down the hall here with our command stuff you'll see everybody's radio sitting on the window sill because that's the only place it'll be able to link up with the system so we have explored I can't remember the name of the what it is but some type of repeater for in the building so if typically if our one of our deputies is in their office or back in the room where they write reports you'll hear dispatch calling them and they can't hear it because they're kind of towards the innards of the building and so I don't remember the name of what it was but I think we did get a bid or a quote to have it installed and it was like a hundred thousand dollars or \$90,000 and we're like oh I guess we're not getting it.
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: place radios on the window to get coverage] Yeah but that would certainly be just from a safety standpoint and a communication standpoint of the deputies can't get out or hear things going on on the radios because we often times have a dispatcher come walking down the hall saying where is so and so and they're like oh they're in the back writing a report and they can't get a hold of them so that's a challenge.
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...You know with so many different software packages we're constantly updating and maintaining these devices. I'm monitoring an email thread right now between one of my guys and the [Job title]. We're installing new anti-virus software and monitoring firewalls rules and so to do that

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								on 37 different servers and 320 computers is invasive. We bump into things that get blocked. Like I say we're using multiple security protocols at different levels in our network and there's always somebody bumping into something...
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...so for us it's always a balance of security, functionality and usability and those three have to balance. And so the usability portion of it is something that we often don't see. We're not in these applications on a day to day basis and so we cause a lot of havoc along the way and I think it is a daily occurrence. Technology is constantly changing as you well know and you guys are in a laboratory looking at technology on a daily basis and trying to figure out how to secure it, how to use it, how to make it better and so yes, I think it's a common occurrence and I don't think that that will get any better along the way. I just think it takes teamwork to make stuff work effectively.
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	We certainly didn't I think I remember we had maybe one video camera and it was like a camcorder and you lashed it to your dashboard and you pushed the button. It was a handheld type of thing and I think I remember people didn't like it. Officers didn't like it because it recorded them doing stuff they shouldn't be doing or saying things they shouldn't be saying and so I think that's just a sign of the times but I mean yeah I don't want to sound like my grandpa or anything but it has changed a lot since we all started I'm sure.
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Another one of the challenges that we see with communication one is the diversity of channels that you have. You can send somebody a text, you can FaceTime them, you can send them an email, you can leave them a voicemail on this phone, that phone and the other phone and so often times just a lack of clarity of how best to communicate. You know you can send me a ticket and I'll most send something but if you leave me a voicemail on my desk phone I may not find it for four or five hours...
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	So the different channels and how quickly the latest flavor of communication arises sometimes somebody says hey, you know send

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								me a Marco Polo. I don't use that anymore so it's just diversity of technology that you can use to reach out to someone sometimes causes confusion and delays in communication.
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	From my perspective... One of the challenges that we see not just in this environment we have approximately not quite 30 different organization units within the county from the coroner to the road and bridge to the weeds department. Obviously the Sheriff and some of the more well-known ones but you have so many different silos of information and communications that it is often difficult to consolidate that. A lot of these systems don't talk to each other, they weren't designed to and they have no way to interface and so a move towards a more integrated or consolidated technology in my mind for me you know my email is kind of my lifeline...
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	... I probably receive close to a hundred notifications a day from various systems whether they're an alert or just hey, this backup ran and we're good to go and so I try to consolidate as much of these different communications across my platforms as possible and of course that that takes three separate applications or systems just to get the information to the point where I can go and look at that and see it in a single painted glass or three panes of glass actually but I think that the integration and consolidation of information across systems for me is critical in my day to day business operations.
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Not necessarily from my perspective. There's so many things available right now. I mean if I had an unlimited budget I could pretty much solve any problem that I currently face. There's new problems everyday coming down the pipe. A lot of those are created by new technology. Implementation is something new creates new issues and challenges to be solved and so as far as my main concerns really with our environment here as a whole I'm more on the infrastructure side. I care about how big the pipes are, I care about the communications of the systems between the different facilities...
Problems -	LE	R	Not	46-55	Not	Male	LE-R-042	... if [name] comes to me five years from now with his list it's going to be

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Technology			specified		specified			totally different than what's available today, the capabilities and the ease of use, the interfaces that they have the ability. You know we see a lot of head's up displays in certain applications. We'll see high in military and stuff like that. I'm sure someday that officers will have the ability to broadcast information from their vehicle upon the dash so that they're head's up and they don't have to be looking down at their mobile touching media buttons. It's all visible and they're not worried about endangering citizens as they access all this information coming at them so it's all coming, it's all there. It'll be here before we know it.
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	As far as the human interaction right the hardware interaction often times what we found as we implement these systems and we'll talk more about this probably this afternoon and if I'm here at three but in a lot of the systems that came into this building initially they were touch screen and they were designed to easily manage and we found out that longevity and the robustness of these systems is severely lacking so a lot of these touch screen devices are gone now and the touch screen devices that were deemed to be critical and valuable have a very short refreshed life...
Problems - Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: touchscreens] ... and so as these new technologies come into the work force. I think that some environments 24/7 operations 365 they're always being used they're just not robust enough for some of the environments that we have here in county to put a computer out in the recycle center out on the floor. It has a short life span and so the robustness of the technology I think is something that often fails us and we're challenged to keep it functioning properly even though it's super cool sometimes it just doesn't work in that environment so it would be nice to see some of these technologies the organic technologies and different things that are coming out of these research labs to be designed to be robust and usable instead of fragile and cool.
Problems - Technology	LE	R	Other Public Safety	36-45	6-10	Male	LE-R-043	[RE: cause of communication issues] ...sometimes you tell people too much information than they need, sometimes you don't tell them enough, sometimes you don't tell the right people the right things,

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			Personnel					sometimes you tell the wrong people the right things, sometimes you have communication technology that doesn't work. I mean it's computer, it's technology, it's electronics right? They don't always do what we want them to do. You know software has bugs. It breaks and so you have problems with software, you have problems with equipment, you have problems with any of it yeah it's just the cost of doing business. It's kind of the good cliché for that.
Problems - Technology	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	[RE: technology getting in the way] Absolutely. That's I mean you know even things that aren't not oh that's good English even things that are not what would be considered technology at least modern technology right they still have bugs and flaws. Things break it's just the way the world works you know so yeah there's been times when technology hasn't worked the way we wanted it to. We adapted and dealt and moved on.
Problems - Technology	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Yeah, yeah there's no reason to get caught you know dwelling on the past of what occurred and what didn't work you know. Yeah at some point my GIS software crashed. I had no idea why it just did and of course I didn't save the work I was doing so I lost all my work right that sucked. Other times my radio wouldn't properly get tuned to the right channel for whatever reason. I turned it off, turned it back on all of a sudden it worked right? Maybe there was a knob that was loose or who knows.
Problems - Technology	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	... I mean I'm more aware of the fact that I have smartphone and somebody knows a lot of stuff about me. At the same time I don't want to try and think of what other you know like Google Glass right like or you know like things where they're implementing electronics into you because then I kind of get paranoid about the fact that yeah they could use it to control you or who knows what. I mean even the phone right I mean the whole election they used advertising to try and manipulate people into how they were thinking or feeling based on what ads they were already looking at, what new sites they were already looking at so using an algorithm to say okay look at this and people could make their

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								site so that it would hit those algorithms so they knew that people had looked at this but also look at this which would help recourse that so technology is kind of scary that way and I guess I don't know I don't know if there is something pie in the sky that I think that would be super awesome great.
Problems - Technology	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Right from where you're from right and one of the instructors was from Baltimore and he was talking about how you know after 9/11 they bought their 700 megahertz radio system and everybody was on the same radio system but they still can't talk to one another and it's one of those things where even if you get technology the next part is teaching people how to use the technology and so you can have pie in the sky technology dreams but then you got to teach people got to be willing to learn it and be willing to you know they don't. It's just like okay I'm on my channel I don't want to learn how to move to different channels and do other things. It's like I just want what you know so it's tough, it's frustrating and that's where that inoperability breaks down because nobody wants to learn how to turn their radio to different channels.
Problems - Technology	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Right yeah. There's a lot and it's really getting tough with the technology, with the internet right because you're afraid the internet has taught us that you can't really be honest anymore because people then can use the internet to take whatever you said honestly and turn it against you. It's really tough and frustrating and so you don't know any more that's not work that's just life right? You don't know who to trust or what you say to who or where it's going to go and how big it's going to get... I got this like thing that follows me around and Uber can find me. Yeah well guess what you know everything you put on it's like you put a thing on Facebook I don't care how tight your privacy rules are someone is going to find something and somebody that you don't like you know is going to potentially share that information screenshot it you know Snapchat right deletes in 30 seconds. Oh gee screenshot now I have this you know thing you sent to me or this photo you sent to me and now I can blast it all over the internet.

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Problems - Technology	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	... You can have all the technology you want but it's garbage in garbage out 1980's you know the technology can only do what you tell it to do.
Problems - Technology	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	...There's a loss of creativity in technology. Shouldn't say a loss-- there's a change in creativity you know, which will be interesting if we do-- like if some day like the Aztecs and we all collapse as a civilization and we're left to our own devices what we could do.
Problems - Technology	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	... Once a company decides not to make them anymore and nobody supports the technology so yeah I don't know. It's the hard thing about the living in the society we live in. (00:43:00) You kind of get stuck with whatever you know people create and people embrace. People embrace Google Glass and it did become a thing.
Problems - Technology	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	... the same with like the MDT's you know when we have issues or when we were running everything over the air when we do the warrants checks over the air that takes longer than me typing into the computer.
Problems - Technology	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	the biggest update that we've had and then from there you know our radios so we use unfortunately a UHF repeater system. We have no encryption available to us so all of our communication is unsecured... Some UHF radios that have the ability to do encryption now dot repeated so it's only local traffic and so when we have a tactical element that we know like if we have a drug buyer take down or something like that then we'll just use those but it's not nothing's getting back to dispatch so and we're on a different radio and it's clumsy and it's like okay well what radio and I'm talking on and so it's not great but it's all we have.
Problems - Technology	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	[RE: personal cell phones] Yeah and we just spend a lot of time calling each other because we don't have any encrypted communication so everything that we hear I mean literally will stop people as you're checking out you'll hear dispatch and their scanner in their vehicle talking. You know you hear the same thing you hear coming from the

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								vehicle and I mean they hear everything we hear and they see everything we see and so it's and so from a tactical advantage standpoint we lose a lot of that surprise on what we've got going on.
Problems - Technology	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	[RE: records management software]...What we don't end up seeing are some of the individual maybe like investigation notes, thoughts, comments stuff like that and so then from our vehicles the way that that interacts is we can see basic information. They just added where we can now see photos, booking photos so we can actually look and see like hey, here's that guy whatever so we're just now starting to see some of that come through, we can't type reports from a vehicle which would be really nice...
Problems - Technology	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	[RE: technology getting in the way] We have some mobile repeaters and some other devices that we use because our county extends up into the mountains and so when we have search and rescue and stuff like that communication is very limited and so some of that stuff hasn't been deployed because I think there's a lack of confidence around how to properly operate it... We have had issues with CAD not necessarily working correctly or not getting us the data
Problems - Technology	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	...When we have a pursuit or something go over the hill or across county lines 8 counties on 700 or 800 (00:43:03) megahertz so we go to valley on call which works sometimes, doesn't work other times,
Problems - Technology	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	It's a love/hate relationship. So the technology is cumbersome and I think when you talk about the design of them I don't know that a lot of thought was put into the end user result so for example our body cameras have a red flashing light on them when they're activated so if you're in the middle of a dark area in a critical incident right hey shoot at the red light so you know we have to just take a little piece of tape and put a little piece of black tape over it you know it's not a big deal but there's just some things like that. The storage or the data has presented a real problem for a small agency like ours so we have data retention policies on how long we have to keep stuff and there are some privacy issues around that. We cannot delete anything.



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Problems - Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] .... I usually use an earpiece with my radio but there's no way to put an earpiece into my radio without having the actual handheld walkie talkie so I'm without it and I'm having to kind of wing out but as far as civilians with cell phones they had them for a while. I mean when I came on they already had them so it's nothing that I really had to adapt to.
Problems - Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] Well I'm surprised right now they still have a signal. I mean we have problems going into buildings and even in our police department in our station we won't get a signal. It comes to structure buildings like 2-way radios are always going to have problems in a structure building based on concrete, lead, steel, it's going to have its problems understandable but how far can we get out of town?
Problems - Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Once we get to [Street] out east of town our handhelds once you hold it at the right angle it's pretty much non-existence.
Problems - Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[RE: radio antenna] [S3] Also if I just touch this thing my bars go from three to zero.
Problems - Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] They got new ones but they were hooked with GPS which made it absolutely horrible so I had to go back to a normal one because that was one of those if you (INAUDIBLE 00:15:37) it was not operational at all and I think I was the only one that actually had to try out the GPS at the handheld (INAUDIBLE 00:15:45) but they put the GPS in our car it does a data send every 15 seconds, every 30 seconds so for example where you see something that's really bad right and you need to call out you better hope you're not in that second window you go to hit the button and it's not coming out it's just sending data, receiving data and it's a good 5 second loss.
Problems - Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[RE: radio] ...but if you can't get to an emergency button and this thing has a call receive data message that's an extra five seconds that you got to wait and try to get out on top of if there's other radio traffic out there because there is no overlap it's all digital so when it was analog we could over [INAUDIBLE] people, we could step on people especially with emergency stuff but now that it's all digital it's only the person that's

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								talking nobody can overshoot.
Problems - Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] They have talks about getting new radios in our cars. The GPS that they put actually in our vehicles it wires directly to the back end of the radios so that it sends and transmits radio signal that says where they are right now. Well half the time mine says failed so it doesn't actually send a GPS signal. It'll say sending data but then it'll say failed and then that'll be it.
Problems - Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Yeah absolutely. There's been times like you said you know whether we get into a fight that I remember one particular time I got into a pursuit I went to key up and it was sending that data and it all does is it sets a big long pause and just a long tone that's all it does and then you know you get into fights and stuff. There was one guy his emergency button didn't work and it's a little yellow button on your microphone and he was hitting it and he was in a fight but it wasn't going off and people were still talking over him so it's always something.
Problems - Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] ... we adapted to adjusting to the fact that well our radios aren't going to work so we're going to have to do this on our own so and there's times where that does happen and that's pretty sad that as a law enforcement agency where we're supposed to have people that can help us that we have to use the fact that we adjust to well I guess I'm on my own here.
Problems - Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[RE: using personal cell phones] [S3] The only issues I've well aside from the data issue that would probably be the only thing. [Organization] has never gone down for us. [Organization] that one goes down quite a bit and that's a very important program that we have. It really hampers us to have that program go down because that's what we use when we're running our running tags and stuff like that and driver's license and all that stuff. Without that website or program that we use we have nothing to go by.
Problems - Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] ... If we could run our own tags not to have to ask dispatch because if we see a tag that's not issued then we'll call it in it'll take up to 10, 15,

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								20 minutes to return you know (INAUDIBLE 00:30:45-00:30:50) on the computer.
Problems - Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] .... Comfort is a bad thing because it's a one size fits none type headset. I got a big head. I don't my Taser one was uncomfortable and it wasn't adjustable at all but as far as the quality goes when it worked awesome. The battery life was really short for the most part. You'll see all the ones that have their body cams when they turn them on before their shift is done they've already had to timestamp their body cam out of service so battery issue is a big thing. The video quality is usually really good. Getting it to actually turn on there was a couple of problems but that might just be due to normal wear and tear.
Problems - Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[RE: body cam videos] [S2] ... it can add quite a bit of time because for the most part the upload time is the real time. It's like minute for minute type thing almost maybe 50% or 40% faster so if you have I think the longest recording I have was probably about 3 hours which it breaks it up into thirty minute intervals but it took almost 2 ½ or 3 hours for that one video to upload then I had 10 other ones that I had to upload so the upload speed is absolutely horrible
Problems - Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[RE: large video size on average 10megabytes] [S2] And that's probably the short end exactly and that's the one thing and that's why not everybody has a body cam. We can't afford the server and the upkeep on them.
Problems - Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] Well that's we are the main people that use them. I haven't seen a patrol officer or a traffic officer wear a body cam probably within the last four or five months. I think they're actually having problems connecting wise with the body cams and everything that's going on uploading to the server of too much space issues so most frequently we have not been wearing them as much. I don't personally have one. I'm okay with that. They're kind of a pain.
Problems - Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] And it's mainly don't catch me lying but we don't have the filler space available for those videos because we record everything.

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Problems - Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	Q: Okay which is why the data issue is a big one? [S3] Yes. I've had to upgrade twice.
Problems - Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] We have certain things that we try to do to avoid having to do that as far as if we know the radios are not doing very well because sometimes it's a day to day thing and sometimes they're perfect sometimes they're not. Sometimes the power is working sometimes the power needs to be worked on.
Problems - Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] As far as social media goes it's got it's positives and negatives. I mean we've lost over a hundred officers due to social media in the last couple of years.
Problems - Technology	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	Yeah generally I'd say you know like anything there are lots of places especially in our county where stuff drops out that's a problem but we all know that, we all know that we can adjust to that. Sometimes we use a cell phone that's not real common. We don't find we need it a whole lot but sometimes if I'm in an area and my radio is not working then I know that sometimes I'll have a cell signal and I can make a call with my cell phone but that is an issue. There are a lot of places especially in our county that are remote where we just don't get a signal so that's a problem.
Problems - Technology	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	[RE: comms with other disciplines] We really don't. It's very difficult for us to communicate with fire. They've got radios and we've got radios but they don't really talk very well together and so I know we can we just don't really.
Problems - Technology	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	... we're in some kind of a remote location and sometimes you know we don't get cell service either. I mean we do have a co-op up here, a telephone co-op and that's been so much better now but it's not perfect either and so we've got some areas too where it's a little more difficult even with a cell signal.
Problems - Technology	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	[RE: current state of radios] Well they're fine ma'am. They're just fine. They're not the newest or the greatest probably but they work just fine for us other than where we don't get you know coverage where they just

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								don't work but I imagine that's everything right it's we've got a lot of remote locations up here so but otherwise yeah I think they work just fine.
Problems - Technology	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	[RE: technology getting in the way] Well they aren't always real comfortable right. We got this microphone here and you got the cord and it kind of wraps around and you got the radio and it's a little bulky sometimes but you know that's part of being an officer here right it's that's what we need to communicate, that's what we need to do our jobs and so I think I don't know we're just very used to it.
Problems - Technology	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	We already talked about the fact that the radios don't work everywhere that's the biggest problem really. We use the radio all the time that's what we're using to communicate and so when that doesn't work then we got to find something else that works and maybe that's a cell phone but then if that cell phone doesn't work then we're out of luck then we got to drive someplace else until we get a signal or the radio works so that can be complicated there so I would say that's our biggest problem.
Problems - Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	And we have a lot of places in the county especially the eastern end of the county or the northeastern side of the county where phones don't work you know of course it depends on who your carrier is. I went to Verizon because it picked up better down there and I don't know if Verizon changed or what but my phone started dropping calls all the time so I went back to AT&T which actually picked up better than Verizon did but Verizon traditionally was a better connection down here and so a lot of times when your phone don't all you have is a radio.
Problems - Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	...They didn't have battery backups in the radios so if the power went out if they went to the we have a generator here we have a natural gas power generator and so it run a wing but whenever it would cchange over once a month to check the thing the radios would go out because everything's computer based. They had no battery backups so it would take 10 to 15 minutes for radios to come back up. If anything happened during that time it was just tough. (00:25:33) No it didn't work and so I actually went and bought battery backups for everything so now when

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								the power goes out or if the generator kicks on you operate through it because you know when you have severe weather and stuff that's not time you need the radio going out so we fixed that issue. A lot of the cars have 45 watt radios and for something this size and especially the topography of [County] 45 watt radios just don't get it...
Problems - Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	There's a lot of areas where I don't have coverage. Specific areas in the county especially where the topography is, is bad. The main corridor around [Street] we have pretty good coverage because it kind of runs up and down from where we're at. You get further south or further north it's kind of bad coverage.
Problems - Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... And we also got a second one to download our cameras because it's really hard to upload cameras but the problem was they would back the upload and download speeds after a certain amount of data we used. Theoretically law enforcement is not supposed to be thrown but for some reason with ours with these two they did and we're going through about 120, 130 gigabytes a month on video for the one and the other one is after two or three days of use they got so (00:33:57) slow that the DSL was faster so it would be a good solution for us right here had they not fought it back but so instead we're going with the 100 megabyte pipe, we're going to go to IP phones and all that kind of stuff. Now we also have a 100 megabyte switches in there.
Problems - Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	[RE: personal cell phone with Google number] ... The problem with Google if you don't have cell phone reception and you don't have LTE or anything like that this is incredibly slow but you try to separate that out and you're limited on the technology you have and you also don't want to expose your personal and private life in a court system as far as your technology goes you know so I'm trying to do something nice and let somebody use my phone to call their mom and now you're subpoenaing my records on my personal cell and my email to my wife and text and stuff.
Problems - Technology	LE	R	Supervising Field	36-45	21-30	Male	LE-R-048	[RE: body cams]... Some of the issues I saw with that is when somebody runs or you start fighting with somebody the camera comes off and you

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			Responder					can't see anything. It does give you a far superior evidentiary video as far as what you saw when you saw it. When things get physical that's the drawback from it.
Problems - Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... we're looking at we had a tag reader for part of the time this year and along with a tag reader I had some issues with some of the software the tag reader and the one we got the tag reader will log down every single individual's GPS location and tag number. I don't like that. I think that's a little big brother and you're starting to impeach a little bit on people's privacy as far as one who had not committed a crime so when we got the tag reader I specifically asked for that not to be enabled because I don't want that information because I don't want to be sued over that information.
Problems - Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	[RE: call playback in dispatch center] ... One thing we have here is our playback doesn't work exactly right because the way our network is setup once we switch it over they'll actually be able to playback the call because we have the capability we just don't have the technology support and infrastructure to really do it in a timely manner but you can go back and listen to the last 10 seconds of the call but our system is so slow because of the switches and stuff it doesn't work very well but when we get our new system in it will so now it's not as important and once that gets in place and being able to write everything down because you can say (01:18:59) what did he say?
Problems - Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... We did a missing person scenario down towards [County] in the national forest and nobody's radio worked.
Problems - Technology	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	Where we run into issues largely inside structures we have a lot of old buildings on campus and a lot of thick concrete walls. In some cases because of the type of researches being done they're level line walls or others so you get down into the bowels of some of these buildings and you lose radio reception. Nothing you can do about that unless you're going to install repeaters but for the most part I know I've got radio reception at our farthest building which is a mile off campus that's not

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								an issue.
Problems - Technology	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	[RE: Unmanned Aircraft Systems (UAS)] ...I don't truly see police officers utilizing the technology in the near future. I don't see our department utilizing it. We are too densely populated. We are so heavily treed we have such a thick tree canopy that the potential for a drone to strike an off school and fall on someone is just too great right now. I don't trust that the technology the off school avoidance and the redundancy and the lift and mechanisms are to a point where it's safe to operate above people. It's not legal to operate above people right now. The FAA hasn't authorized it so we're not there yet. Will we ever be? Maybe I don't see it in our foreseeable future...
Problems - Technology	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] The way it would work is the LPR behind the computer would tell [State] Communications then [state name] Communications would contact [County] County Coummunications. [County] County Communications would then put it out over our radio so there's such a big delay with the app with the guy that's sitting at the LPR computer takes the picture sends it out to 185 people right away.
Problems - Technology	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[RE: radio coverage] [S4] Down in the country a little bit of issues in the far end because it gets hilly because the whole west side of our county is the Chattahoochee River and it gets kind of hilly especially towards the south end of the county there's several dead areas but you can walk 20 or 30 feet and get it.
Problems - Technology	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] I think sometimes it can be detrimental in terms of traditional policing methods you know like you know some of the newer officers aren't as good as say maybe him you know just being on the street and knowing what to look for because there's such an overwhelming amount of information that directs you now. You almost don't even need the old methods anymore you know. Too much technology.
Problems - Technology	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[RE: radio chatter] [S4] Any kind of communication discipline even on the apps. Some people get out of hand with in turns into chitter chatter... Because every time a message sends a 185 cell phones ring and since



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								we've been here there's been 50 so 50 times 185 that's a lot of chatter.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	[RE: communications to city and/or county] Oh absolutely yeah I mean you're just going to have a longer time if it has to go through their call center and I know both of them have issues with putting people on hold and things like that and then it gets to us and then they have to dispatch it to us. I can't speak to statistics but I know for sure it's going to be slowed down.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Yeah, yeah I mean yeah certainly keying up with the radio. We do have some going into this digital system and it being a digital system that wasn't designed specifically for us we do have some issues with communications in buildings and certain places where you can't get out and I think eventually they're going to try and remedy that with repeaters you know repeaters in strategic areas so sometimes if you have that situation you have to just tell radio with it being an area where I can't transmit.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	There's coverage issues for the portables.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	[RE: MDTs and CAD] ...our system is obviously just ours. So we can message within ourselves, but it's not the same as DeKalb's, it's not the same as Atlanta's, so our MDT is sort of our MDT. It works amongst ourselves but it doesn't work outside that. We also don't have-- we have an NCIC terminal but we don't have them on the MDTs. So we can't run tags, we can't run individuals-- you have to do that over the radio and dispatch does that. So that I think a lot of officers who come here get kind of dismayed by that because it's not new technology. I mean they've been doing it for 40 years but it has to do with licensing and kind of old attitudes, campus policing attitudes, we're not going to ride around running tags, we're not going to be running people, but I think there's also just some technological issues that have to do with licensing because we exist in this world where... we're part of campus services. That's who we answer to in the structure. The name alone implies services.

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Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	[RE: body cam] Storage is the primary issue and right now our issue is and again it comes back to our there are these big banks we have them where you can plug them in charge them and have them download. Well there's interoperability issues with getting them on our network
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	You need a password to get into your post records, you need a password we've just implemented another technology power DMS which is a document management system so it's where you put it's basically instead of when you do policy updates or training updates having people sign for them. You put them in there, they login and they electronically sign for them and so that is a new username and a new password and it's a great step forward for us because it's a much better way to maintain your policy manual and stuff and for us it's sort of a leap forward but it's yet another password so yeah you definitely hear people complain about you know I got to keep track of all of these passwords and they use weak passwords because they don't want to forget them or their passwords are on sticky notes like here are my passwords on a sticky note next to the computer but yeah that would be something that bothers people.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	...In the past we had issues with that where it would go down a lot at night [records management system] where every Sunday it would kick off for maintenance because it's not designed again for 24/7 operation. We complained loudly about that and they heard us and a lot of those issues have been resolved where you can access the remote every time and it works and it has not been such a problem but that's where technology has gotten in the way where you get in the car and the wireless card's not working where you get in the car and the remote desktop's down and then you just have a laptop that you can like play a DVD on and what good is that to anybody. That's a hindrance too. It's a distraction.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	... So it's hard to--and our radio system, it's hard to hurry up some emergency when you're flipping through the different zones, through the different regions to find the state police's radio number. So it sometimes

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								it takes a--in an emergency, yeah, it's, unless they're monitoring our radio, they're not going to hear it.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	... Because it--there are places in the [County] where the radios still don't work. If they do work, it's hard to get out on them, or they can't hear. There are places in the [County] where cell phones won't work. Or the computers won't work. So you have to have all three of these nowadays. It's hard in our job to limit one and expect it to be 100% successful in any operation.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	[RE: cellular coverage]... It covers everything that we want, however, there are places once you get into it, your signal drops to one bar, you have no Wi-Fi, you have no four light, you're back to the stone age. A Dixie cup with a string is more effective at that point. And our, my file [phonetic] on the computers is a Verizon. So the same problems that you're having with your phone, you're going to have with your computer. So that's when your radio really kicks in and is helpful. But we have several failed safe, so if the radio's having an issue, we have a repeater that we can go to back to our regular channel, just using a regular repeater, 700 Mhz.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	It gives them what you call AVL, automatic vehicle locator that is allowing us to see where they're at. When the computer drops or they have a service go down temporarily, or they're doing an update and you have to sign out for at least, sometimes an hour, you're in panic mode. Like man, where's this deputy, where is he at? I can't see you. Where... it drives you batty. And I never thought it'd be that way, because you always worried about somebody tracking you, big brother watching you. But now, as a supervisor aspect, I couldn't see doing this job without the technology. Without the ability to see where everybody is at.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	It's adequate. If it could be better, yes, because I know there's certain other bands out there we've tested several other ones. It's just for what we have now it's doing the job, but there's, I know there's better technology. I would like to see us go to that direction, but again due to budget restraints and stuff like that we have to follow and prioritize

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								where we're going to spend our money. And right now because our system is doing its job, it's not something we want to spend that money on at this time?
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Yes. The hardest part it become... two ways that has hindered our job is, not hindrance, but like say interference. When I'm driving to a hot call, I find myself looking at my screen because the dispatchers as they're typing it, is feeding across our screen. So I'm responding to a hot call, and I'm looking, and I even type in--trying to respond to their message, then you're trying to send information to them, so you find yourself focused where you should be focused on something else. And to the technology, it works even for bad guys. We've been on calls where the bad guy has that friend on the outside videoing a live feed and he's watching it on Facebook live feed. And we've had SWAT call outs or a shoot in where we're trying to do stuff and you have people videotaping, showing and sort of the bad guy is on the inside watching what's going on on the outside. Technology's great but it's also, it can hinder our security and our operations.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Hurricane, what we experienced in Hurricane Katrina was catastrophic phone failure. There were no phones. We even talked on the radio or we had to meet up face to face because most of the towers here from Hurricane Katrina were destroyed. They looked like pretzels, there was no communications. They brought in some satellite trucks to help, and I think at that time it was Nextel. Nextel was the only one that was really still working, and we could only basically use push to talk. It will push to talk feature. That was it. And they helped that only because we had use of the satellite trucks. But other than that until they were restored, communication was poor. Even with the radios because again at some [County], part of the [County], because back then we were just getting the new radios so we still had bad reception areas. So there were times when you were literally by yourself. You were cut off for lack of better terminology.
Problems -	LE	R	Supervising	36-45	21-30	Male	LE-R-053	Social media on both hands whether it's the fire service or the police

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Technology			Field Responder					service, it's a great tool. But it can be a tool that can hurt you. I believe especially, especially an emergency, emergency work, police work and fire department work, that social media as far as us is public service should be a one way direction. We should only be sending information out. We should be informing the public of what they need to know, in other words we shouldn't be commenting on other people's posts. We shouldn't be allowing people to comment on our posts.
Problems - Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	...Nowadays when you go to a restaurant, rather than seeing face to face conversation, everybody is on their phone texting. So I do believe that in some technology has hurt us. It has helped us along the way, but it has hurt us a good bit as far as that face to face communication and being more isolated. Rather before a police officer would get out there on the street and talk to somebody and develop information. I can remember walking down the street as a detective, canvassing and talking. Now they're on their phones, on their computers in there, searching somebody's bank records, searching their phone records, they're going through all of--it puts them in a bubble. It puts the police office in a bubble where no longer does he have to get out there and interact with the community.
Problems - Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Correct. Yes, yes, we had an accident not too long--a couple of weeks ago where an officer totaled his car. Actually it wasn't the officer's fault but the lady pulled out in front of him, but yes, he was clicking on his computer saying he was in route to the complaint. And I believe that if like in the olden days if that would have been me driving, I don't have no computer, I could have seen the lady pull out in front of me and use the training that we get if emergency vehicles operations and he had been able to avoid the crash. So yes, I do believe that it has hindered us in that, is taking the officer's eyes off of the road for that.
Problems - Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Well, in the police service, I mean as far as here we're more modernized, okay. One of the issues that we see is that the equipment that's being issued is not rugged enough. I mean remember that as police officers were out there in the sun, we're out there in the freezing cold, in the rain,

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								they're getting in and out of their police units so they equipment needs to be more rugged. It needs to be more for the last couple of years we've had Panasonic notebooks and they--we had a lot of trouble with them just recently we went with Dell Toughbooks and they seem to be working really well out in the field. They are much more rugged, they're more durable. The processors work a whole lot faster. So once again, improving the technology as far as ruggedness exactly, may not think that that's where we need to be, that's where we need to focus our efforts on is--I mean because it does you no good to have the computer or the radio on your side and when you go to use it, it doesn't function. Or you're in the middle of a rainstorm, and a tree falls on the people's house and you're trying to get them out, you're trying to rescue them, and your radio doesn't work because it got wet. It needs to be able to function in any type of environments.
Problems - Technology	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Not so good. The radio coverage on a 700, when you get into a building, it probably drops out on you. We have areas of the [County] that, the terrain, because of iron ore or nickel in the minerals in the makeup of the soil, block a lot of the communications. I'd say the cell phone coverage is probably as good as our 700 coverage from our repeaters, but again, most of our official communication goes over the radio, and we've got some really bad areas in the [County]. We have a nuclear power plant rubber band that was built here by Entergy [phonetic] probably 30-some odd years ago, and they had to locate their wireless siren [phonetic] system around the [County] within a 10-mile EPZ, and I think that's a map over there. Well, Entergy paid, at that time, I think Motorola may have done the propagation study of the [County], so they have a good map of the [County] where things work, radios work and do not work, because their alert system is based on radio signals, but our radio system leaves a lot to be desired.
Problems - Technology	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Coverage issues, and the 700s, like I say, you get in a building, they just don't want to work.
Problems -	LE	R	Field	Over 65	11-20	Male	LE-R-054	[RE: getting information from dispatch] The technology as far as hearing

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Technology			Responder					the radio, that's kind of a--probably, I'd say 80 percent of the time, is pretty good, when you get dispatched, and when you start to lose that is once you get to the scene of the location, and depending on the obstructions and type of building, then you start to lose that communication. Now, on the other end of the dispatch, you've got the human element that it's only as good as the information that the dispatcher gathers and relays to you.
Problems - Technology	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	[RE: comm with other jurisdictions/agencies] That could improve. We've had some issues in the past that not all the surrounding agencies were on the 700 initially, and now that they've gone to it, we kind of have a lag between the time they need our assistance, if something is coming towards our direction, and getting everything patched together to where we can talk directly to their officers, and when their officer that's in pursuit at 100 miles an hour needs us to be at a certain point in our [County], then by the time he calls his dispatcher, which distracts him driving like that, contacts the dispatcher over here, they in turn contact us, and it's kind of--it's kind of like one of those little drills where somebody passes a message among 15 people, and what the message is at the other end may be a little different than what it originated as, so yeah, there's some difficulty there.
Problems - Technology	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	[RE: current state of technology] I'd say it's--for a rural area and the limited resources and so forth, that it's adequate, but it's like anything else, it could be better.
Problems - Technology	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Yes. We used to have in-car dash cameras that, for some reason, they've gone away, that again, I made a comment about the bleeding edge and the cutting edge of a sword. Well, at the time, the people making the decision what cameras we purchased, they wanted the latest greatest, and I think they got them on a grant, but I don't think they were quite ready as far as the use of the camera and what it did for us as officers and stuff, we felt like we were better protected personally with the cameras, and all our actions were more--you know, we could justify a lot of our actions, because they were live on film, and the shortfall of that

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								was, at the time, the cameras they bought only had, like, I think a 2 meg storage card on it, which would do four hours' worth of data and that was it.
Problems - Technology	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	[RE: what causes comm probs] Both. Again, the reliability, the radios dropping our mid-conversation. I'm surprised I'm not deaf, because sometimes you get the dispatcher's soft, sweet voice, and then the deputy over here answers with his big booming voice, and you're constantly cranking the mic up and down. Again, the signals dropping out when you really need them sometimes, and sometimes, again, that's why I think it's good that the dispatchers ride with the deputies sometimes, and then again, we see what they do, that the first thing, if you're on a call where you feel somebody is going to give you trouble, the last thing you're worried about is answering that dispatcher unless you need somebody..., if you're going to clear a house, you know, you think you've got a burglar up in a house, you're in a house, a lot of our deputies, myself included, turn that radio off, because I don't want a tone going off, and I don't want somebody calling in a radio until I clear that house.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	No, I mean not that I can think of. I think the, you know, the obvious things are battery life if you have those issue with having new radios, new batteries, we're not really experiencing that now. We were in the past. Like any technology... it can be buggy. It can get a little garbled sometimes if a tower is down or whatever, but no, I think for the most part we're good on that side of it.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	--but we supply an officer there. And it's right by Our Lady of the Lake Hospital but I can't understand why we have some issues there with cellphones and radios or it seemed to be better with these newer radios but we have had issues in the past there. And that's really the only location we've had issues. We don't have problems in buildings or basements or anything like that.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	[RE: big incidents like hurricanes] But at a more upper level, you know you're looking at how are we managing security for these sites,



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								maintaining security on campus. I have to communicate with this patrol group. I have to communicate with this shelter group. We have to communicate with EOC. So the reliability is the biggest word I can use in situations like that. You don't want to have, I know my cellphone jammed, I couldn't get the call to go through. The radio tower went down. So reliability is the key I think when you're looking at those situations.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	[RE: MDT] Someone like myself, who came from Motors and just hasn't been back in Patrol long enough to have gotten my hands on one yet, we'd have them, there was always concern that they would just get beat up or overheat, that we couldn't leave them on the back, on the bikes.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	Right, we have a body camera, I have my radio, I have a--just the handset for the radio. Mine is--we have several, my radio is different from everyone, most people here, the newer radios just weren't compatible with our helmets, so we have an integrated system, a push to talk system on the bikes, there's a box for it in the bike that works for push to talk, the thing attaches--like, goes inside the helmet, and the handset, when I was at Patrol... That is supposedly the biggest drawback, because I can't always hear [inaudible] radio, depending on where it is on me. This places it--I prefer to wear it towards my chest, where I can get to it with both hands to hear it.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	... I've used apps--though they're a bit--though they're out of date now, so I need to find some new ones, they went out of date this year, and they stopped upgrading, that were just a law search, I had one for criminal and one was for traffic laws in [State], so I could search up and find a statute number if I couldn't actually remember that number, or many more specifics in there, just seeing somewhere I need to look up specifically what I was looking up there.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	It's all in pretty good shape. It--the spike this mic does not like to get too wet, so if I am riding or I'm moving, doesn't seem to bother it, but if I keep it too exposed, like I have done, been on the bike all day, and just been riding all day, if I get outside the jacket, it likes to activate itself all

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								the time, which is a problem, and I couldn't--of course, couldn't tell, because you can't hear yourself when you talk through a mic, so I didn't know, and so there were a couple times, after a nice rainy day, or a couple days of getting rained on, the communications will just hear me whistling to myself while riding a motorcycle somewhere.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	[RE: using personal cell phone to take photos] It has happened. We used to have cameras, like actual cameras, but they've--I don't know what happened to them. We had them when I was at Patrol, now nobody knows where they are, or there's different batteries for them, and no one is here to give us batteries for them. Things like batteries, or the cameras, or things you would get necessarily from--or things you would get from an administrator who has access to that stuff, but it never goes out on the hours that they're here, it always stops working, because they're only here for eight hours of the day, but we're a 24-hour department, so at night or whatnot, you'll still only try to use the camera, or you can only take one picture and can't find another camera.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	I mean, the situation on a football--responded to a domestic, and we had--pulled out the camera, I had to get another officer to get it out to me, in the game, so there's contra flow, so we tried to take a picture, camera stopped working. Apparently, we didn't have enough room. We're not supposed to delete anything, so we couldn't do anything about that, and there was no way for us to get back to campus. Everybody, every road for contra flow becomes a one-way road out, so there was no chance for us to go get another camera, so we had to take things on our personal phones and email it to ourselves and load it into the system like that. But now we have body cameras, so--
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	[RE: body cam's helpfulness] I think so. Yeah, I would say so. I still would prefer a camera, camera for taking pictures of evidence, taking pictures of a crash. That way, I can see it in that screen and know I'm getting a good picture of it, whereas the camera, I'm just kind of holding it there and guessing that I've gotten a good look at what I'm talking about. The first week I had it, I had it--well, it was in my badge, because it was just

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								where it was going to fit well for me on when I was wearing a jacket, it was a little colder then. The problem was, that would put it on my right side, which meant it was angling to the right, and suddenly I'm talking to people, and I tend to be [inaudible] up against them with my left side towards them, so it wasn't seeing anything, it was just pointing in the wrong direction, so I just had to learn how to move it around.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	Well, they always call me on it when I'm trying to eat lunch, really just seems as soon as I sit down, try to get something to eat, they call me on it, but as far as get in the way, no. Several times, technology has failed, like the cameras, certain times one of the reasons I like--I stressed to them, keep the traffic on Dispatch 1 and 2, but sometimes you'll be out with a car and a situation is changing for an officer, they're trying to key up on the radio, but they can't key up on the radio because someone else is using it, so they've got no means to override that, an emergency.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	... Also, I find that the breakdown in communication is generally more human error or lack of training in a specific area than [inaudible]. I mean, whereas work--we used to always have problems, no guarantee with a new--it'll eat your battery, run out, this one has almost run out, I had enough of that in the Marines, you get all this--do the right stuff, and all of the sudden, when you actually hit, it stops working, and that's just how it works sometimes, because you never remember the times that you needed it, and it did still work, you just remember the times you needed it and it didn't work.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	I feel like the whole--as far as communication, I guess it touches on that some, they have to--just almost too many moving parts that an officer has to carry their laptop to their--plug it in, they don't like to release the hold, [inaudible] wasn't on, or it was never integrated in in the first place. You were taking a car, then you put a police package in that car, it was never designed to have all these things integrated into it from the beginning, and it probably won't be, because it would be too expensive. A lot of training, I find most technology errors are interrelated, so--and people just calling things out of order. It's from raising 10-4, people love

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								to say 10-4, it's like, oh, 10-4, what 10-4 means is something very specific, you're not supposed to say 10-4 before you start your conversation.
Problems - Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	Training, certainly. The--training is the only thing that could solve the human errors. There's nothing that can suddenly prevent them from putting too much information on the net or keying up too much. I used to work with a guy who didn't like to let go, and he would say something, and he would get his thoughts together, and he would say something again, and he wouldn't let go of the button, whereas you have ten other people who rely on being able to use that same channel to do things, so there's no override, and there doesn't always need to be an override, but there's nothing--if somebody is talking, and I can't--it doesn't automatically go to the same dispatcher.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	I think technology slows things down maybe sometimes with just all the redundancy and notifications and emails. And I understand the reasoning for it. But if you're just talking about solving case, get people in jail, let's get it cleaned up, sometimes it may slow things down. But I mean on the back end, there obviously are reasons that it's done, and it is for the public and to make everybody feel a little bit better and to notify them and keep them informed. But as far as solving crime, I think some of these things could slow down investigations a little bit.
Problems - Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	I think email can sometimes cause communication problems to be honest with you. I know it's a trend, and I don't want to bang on emails. I get all the great things that we get from emails. But you don't always get the full picture when you're just emailing, and people maybe don't feel comfortable sending their questions because they're afraid of who else might be on the email trail or who it's getting sent to afterwards. So I think sometimes having those face to face, people are more comfortable to ask a question and not be embarrassed later or something that they didn't know or that they wanted to ask and didn't ask.
Problems -	LE	R	Supervising	46-55	21-30	Male	LE-R-058	But yeah, the storage is where it is at. And that's -- and for us, storing

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Technology			Field Responder					that evidence, I mean we had a room back here with a server in it and had the fans blowing on it and had a water that's in these sprinklers right across top of that. I don't know much about technology, but I know water does not make [crosstalk].
Problems - Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	[RE: earpieces] Some, not much. It gets cumbersome and you know, it bothers them at times.
Problems - Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	[RE: drones] ...my techie guy, he first in the [Job title] -- they first got one a couple of years ago I guess. And it was -- and then they got another one last year that was \$ 2400. It was so much far advanced than the first one they had bought. That had the camera that had the ability to lock on to something but the battery lap on those things are the biggest drawback right now. I think it can fly for 20 or 30 minutes but -- but look, if you've got a couple of them, you know, you got three or four batteries, then you can be up for a while... Yeah, you can be up for a while and a lot cheaper than jet fuel.
Problems - Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	[RE: FirstNet] I think so. I may be wrong about that. [Name] [inaudible] just called me while we were talking, it was [Name], but I'm not sure -- but, it's an expensive process to get through, but if something happened at [Name] Stadium on a Saturday in October, you know, you would never be able to get out on a phone, you just wouldn't. So, you know, you saw that in 9/11, you saw it in other places at tragic events where, you know, bandwidth was gone. I mean, you know --
Problems - Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Again, you know, it is their personal cell phone, so they will be taking, you know, their personal phone calls but as far as department related, it may be of sensitive nature that we don't want to broadcast over the radio. Now, with the advent of the in-car computers, we do a lot more of that information via - that means versus cell phone any more, but again, there is a time delay there. So if there is critical information that we need to relay that is of a sensitive nature, right now you need this information, the cell phone will be, you know, the first priority.

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Problems - Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Unfortunately that is one thing that, because we don't have just a single vendor for all these different applications, that is one of the things that we really, really struggle with in law enforcement, is having some sort of single sign-on, or you know, we are constantly - there is not a day that, I shouldn't say a day, but there is not a week that goes by that I don't have to change some sort of password to something, and you know, that is truly - that can be a real potential issue. Now, we have to balance that with, you know, why it is that we have to make these changes, but it can be very, very detrimental; you know, I spend a lot of time - administrative time, simply changing or resetting passwords that people have forgotten or, you know, misplaced or whatever it may be, so certainly that is an issue for law enforcement, not just us; I mean, I am talking law enforcement in general. No question.
Problems - Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	[RE: auto-fill reporting] ... Now, because we went to a different report management system, we have lost some of that capability - not all that capability but some of it. We anticipate our dispatch center going to the CLEMIS module of dispatch of CAD soon, so we will regain some of that. I am not sure that the jail will ever transition from the vendor that they currently have because they are very happy with it, but that, again, that is something that is universal and really of major problem nationwide with law enforcement is, you know, all these different applications and things that we do, not talking or having interfaces with each other; now understand the interfaces are probably available but not at a cheap cost, and that is really one of the major issues that we have, not only with data sharing but, you know, I am sure we are going to talk about communications at some point. The technology is there. It is the cost of interfacing that technology together that is prohibitive - excuse me [coughs].
Problems - Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	[RE: report writing] We have the ability to do it in the patrol cars. Again, you have to weight that with officer safety. Do you really want an officer with his head down in a computer for 10 or 15 minutes while he is writing a report, not being cognizant of his surroundings, or would you

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								prefer that officer to come back into a secure location where they are comfortable and can do that? So you really have to weigh that - excuse me [coughs]. You know, we work in a - basically if it is going to be more than a five or ten-minute report, I want them back in the office. There are advantages to them being out there and being seen, but again, you have to really weigh the officer safety factor there - do I want them, you know, not paying attention to what is going on for that time, or would I rather have them in here? I would rather have them in and off the road where they are comfortable; they can do what they need to do and then get back outside.
Problems - Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	[RE: comms with other first responders] You know, and this is what I am talking about; there are only two frequencies for radio frequencies within the county that all law enforcement can talk on. Okay. When I talk about all law enforcement talk, small - exactly - sheriff, state police, local jurisdictions throughout the county, there are only two frequencies that we have access to at any given time where we can all come together and have conversation if we need to, in a major event. Fire and EMS has only one frequency that I am aware of. Now, the problem with that being is, I am not sure that all law enforcement can talk to Fire on that one frequency.
Problems - Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	You know, as far what we currently have, again, you know, what we truly miss is the bigger picture interoperability, you know. We don't have the ability to talk to [County] with our current radios, or [County]. Again, if we have a major incident that occurs in our jurisdiction and we are pooling resources from all these other areas which we would have to do in that type of situation, we have no ability other than, as I described to you, those two primary radio frequencies within the county and [County] may not have that frequency or [County] or [County] may not have those frequencies to come in and patch in to talk to us, so if we have a major incident, it is going to be a challenge and certainly I know this to be fact, in an after-action review, it is going to be something that we fall down on, there is no question.

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Problems - Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Yeah. With any radio system, you are always going to have a certain level of coverage issue. Because we can't truly plan for every type of building that we go into, I can't - I have - I don't wanna say this. We have to have coverage at street level; that is where we do the majority of our work. I can't truly plan to be in the basement of a high school or a hospital that is, you know, fifteen to twenty feet below street level surface surrounded by concrete and dirt and still expect to have the same level of reception and transmission.
Problems - Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	You know, it really depends. It could be weather affected, you know. You just never know what you are going to get with our current radio system, quite honestly. [short laugh]. We don't - historically, we never learn from our lessons, we just don't, you know, and I know that you mentioned, you know, 9/11, and this being part of what has following from 9/11. I don't think that we have yet learned our lesson from those talking points that were brought out of 9/11. We are talking about the same exact thing, you know, how many years later, fifteen years later; sixteen years later now. That is not acceptable, but again, it is not because we haven't identified the problems, it really truly comes down to is the technology there to connect? You know, if I were to jump on the state 800 system right now, we have the ability to talk from [City] to Guam, okay, but you know, I just - it's the dollars and cents in order to make that happen, and until - and I am not sure what it is going to take; if 9/11 didn't spawn enough, you know, upheaval to get us some funding to accomplish that, I don't know what is, honestly. This is just like I said, we just don't learn from our history, and here we are still in the same place, you know, sixteen years later, so..
Problems - Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	in any type of critical incident, that is one of the first things that goes is the communications on cell phones. While we have become so reliant on that technology that it is very, very scary to think, you know, how do I get the resources I need if I don't have that ability? So, again, like I said, we try to have the redundant systems in place, probably more so in public safety than any other profession; we try to have those redundant



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								systems but it still doesn't mean that, you know, some of them haven't been utilized in years and we are not sure that they are going to continue to work if we need them to do so.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	I mean, I think technology does have a component into just basically how everybody is so connected where it used to be divided, but now with social media and the different apps that you know, while connectivity I think we use the present tweets. Okay, that is always positive, right? So, normally - I shouldn't say normally; historically, you didn't really have that kind of medium to be opinionated; there were some filters before it actually got out the mainstream public. We don't have that, and as far as police work or firefighting and public safety in general, you have people YouTube, you know, traffic stops and so forth and you know, the problem with that is - I mean, I don't mind if somebody wants to videotape me. The problem is they might only get half the story, and nobody wants to listen to the other half.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	[RE: personal cell phone use] What is foible and who would have access to that phone if it... Generally if we take pictures, we email them right away to our department email and then delete them.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	S2: I mean, I can't call [County], call on the cell phone. I can't call [County]; we don't have their frequencies available, so it would all have to be relayed from us to here to County, to their dispatch to their officer and then back to the state again. S1: Which creates the delay you talked about earlier. S2: Right. And what is lost in translation.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	So, cell phone text. We use Facebook as a department so put out information on Facebook. So the radio, computers; there is not a whole lot of - they do have a message capability county wide through the MDTs through CLEMIS there is supposed to be but we don't know how to use it. We are just new to CLEMIS so I don't know exactly how to send messages just yet. E-mail.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	We, if we are in the building and say that a call comes in right now and [Name] dispatches it, they don't hear it... So we either have to be close to

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								the front or have our radios on and the portables dont always pick up inside, so there have been cases where somebody would be in the bathroom or in the kitchen and not know what's going on.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	I think it's when they switched from - they just did a switch not too long ago; narrow band, I'm not a big technology guy on that - the radios, but I can be - for instance, if I am at [Street], I can't talk back here. I can talk to the county but I can't talk back here sometimes.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Pretty much can't get out in any building. If you are on a porch or something, that is not a problem, but if you are inside the home, had a heroin overdoser snoring and couldn't really get out from the basement.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	So they are thinking about going to 800 but that doesn't solve that problem; it probably actually increases that problem because 800s are nice outside but you get inside, then they are not really that powerful.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Yeah, because everybody wants their own password and it can't be the same as the last ten and I use a password generator now so...but it's a pain.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	[RE: technology getting in the way] Oh, for sure. When it doesn't work, it always becomes a problem because we are so reliant upon it that - you know, if [unintelligible] goes down because they are doing an update or whatever, can't run bad guys... So we may let somebody go. I mean, you are stuck in the dark because you dont know who they are.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	[RE: hardware (e.g., radios, mics, MDTs)] I mean outside of them having performance issues, no, not really. I mean, I prefer the enhanced technology.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	...Again when the technology is working, it makes things easier but when it is not working, whereas when you used to write everything, nothing is going to break that you can't fix. So now if the reporting software goes down, we can't utilize it until it gets fixed. So we are not doing reports in a timely fashion which dictate when it gets to the court and so forth. But when it is working nice, I enjoy it. Some people are a little technology averse here but.

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Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Lack of exposure in their personal lives, so they get - so we get a technology upgrade here, you know, and they are just used to a flip phone and we are using an I-Phone here, you know.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	[RE: relying on technology] Oh, potentially. For sure. You know, we usually are pretty good at adapting and deal with it, but you know, it definitely could become a problem. You know, for instance, you have a mass casualty or something and cell phones aren't available; I mean, if you rely on your cell phone a lot, then, you know, it's going to be an issue.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	[RE: cause of communication issues] You got different people in different frequencies and that becomes an issue, especially - I shouldn't say especially but the way the county works is they have got one dispatcher on Fire frequency and one dispatcher on Police or, you know, two and two, whatever, but it's separated, so we find a lot of times doing both; [unintelligible] Fire gets information that isn't sent to the police and vice versa.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Oh, absolutely. You know, computer programs would be nice to enter the person's information one time and have it populate across the applications... No [unintelligible], so you are duplicating, which is time lost doing other things.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	You know, you mentioned after 9/11 there was this big push for interoperability and here we are seventeen years later or sixteen years later and we still dont have it. We are not even any better than I think we were sixteen years ago.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Which was identified as a big problem then and it still is. You know, our inability to have dedicated channels to talk to different folks where the Fire has the capability to go to different channels, so for instance, there is the main Fire frequency that everybody gets dispatched on and then if there is - if it is a big enough incident, they might go to a secondary channel, but once they go to a secondary channel, people that dont have that, whether they are, you know, coming in or not, you know a lot of time, agencies that respond in won't have that secondary frequency so

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								they won't know what's going on. And there are certain things you have to do once you arrive on scene, so how do you get that? ... And interoperability would be a big piece.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	You know, because the big push is to stay off - we really only have the main frequencies in all - I shouldn't say all, like we have our own frequency, [City] police have their own and the sheriff's department those are pretty much the three. But every fire department has the main, so everybody tries to stay off the main because you don't want to tie it up, so they go to their second channel, and not everybody has those. Fire does, to a degree. At least the frequencies are variable, available for them if they want to put them in their radios, but nobody else has them... Access and you know, the ability to transmit and receive, you know.
Problems - Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	When we talk about, you know, we got all this technology people, you know, things that fighting cancer by training different cells to attack different cancers but we can't talk to our neighbor, you know. It seems kind of foolish.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Well, originally when I first started, there was like a north and south PD as far as, you know, channels. I mean, it was like six of us on the same channel, so we did know what is going on, but once they went to 800 MHz and they kind of switched up to everybody having their own channel, it kind of just isolated everybody.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Our cell phone use policy is basically nothing within the public view, - obviously not on the phone while you are driving, anything like that, but for the most part, a policy like that isnt possible to enforce; I mean, unless I got a citizen coming up showing me that he is on his phone, you know, in a parking lot for an hour, we have no way of knowing that, so, yeah, that's definitely a negative impact as far as technology.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	We got body cameras. I think they are phenomenal. I would like to have some better ones. They dont have any night vision capability and that is a big damper. I have noticed definitely the way officers talked to citizens as my complaints have gone substantially down. So that is definitely a

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								positive impact. On the same note, I dont know if anybody has ever said this, but I believe the cameras have kind of had a negative impact also. I dont believe that they are more - I dont want to say caring, but more open with somebody when they are on call when you used to be able to go to a call and like freely like, listen man, come on, which, you know, you really dont wanna do this, let's do this or do this or maybe- hey, just separate for the night. But now, since everybody is videoed, it's yes ma'am, no ma'am, and they are afraid to make a discretionary call with the fear that you are gonna get in trouble and because you are being recorded... So sometimes it takes - it almost kind of takes the human-ness out of it because instead of just talking to somebody on like a one-on-one thing, it's like yes sir, or - you can't do that sir, and you lose that, I think.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	The problem is that with any technology, it goes down because of age and a lot of times - one of the biggest problems we have is interfacing different devices with different car printers with the computer and stuff like that because we cannot afford to buy all one brand at the same time.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	So we gotta take an old printer, take it into a new NDT and it won't recognize it and we are kind of rigging it up so it will and so in that aspect we spend a substantial amount of money on a private IT company to come in and do work and you know, it's a never ending battle.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	You know, but random computers will go down and then they will come in and switch cars and stuff like that because they can't do police work without a car computer. So, but, yeah I think they are relatively very dependent on it.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Yeah. I mean, our current computer system [unintelligible] is phenomenal and user friendly and I have had limited use of CLEMIS just getting ready for training but I think it the system that we are going to is going to be a disaster. I think the guys are going to really be complaining.

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Problems - Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Well, face to face in terms of the diagram, we put something on the board, there is no way to diagram or make a drawing on the MDT and send it to somebody and as far as us here at [City], you know, you say you take the east side of the house, you take the west side, north, south; we all know what that means. But if you get some agency from out of town that doesn't spend much time in [City], you know, they are like, it's a grey day and there is no sun for reference, and like...what is the west side and which is east, you know?
Problems - Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	[RE: info dissemination on MDC] ... The downside is that every once in a while, if you are sending it with the MDT, sometimes these things will crash, you got to restart the computer, this and that, so you may be dispatched on a call and if somebody is sending over the airwaves or they forgot or too busy whatever, it may be 2 or 3 minutes by the time your computer is back up and running and then instead of being at that call, you are parked halfway across town and just realized you are supposed to be over there with everybody else. So, sometimes when the technology goes down, we have issues.
Problems - Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Our computers themselves are really good, our printers are good, the radio unit, all that stuff is good, but the technology we use and the brand of modems that - there is so much to choose from as a police agency but like the modems are not just that great, so at times it will lose signal and it will look like your computer is up and running and you look down at the clock and you realize it froze up 20 minutes ago, lost signal, so, you can still do stuff, but if you gotta actually transmit something, like, oh, nobody can send you a message. So there are reliability issues at times with that. It's almost exclusively due to the modems.
Problems - Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	For the most part. I think most of our - I mean, you print something; it's almost always instantly printing. There is one car for some reason we can't figure it out but you know, we will print something and it will be 20 or 30 seconds before it actually starts to print before I can take it, but everything else is immediate.
Problems -	LE	S	Field	26-35	6-10	Male	LE-S-062	The radios are very good. I do actually want to upgrade mine. They sell a

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Technology			Responder					shorter antenna - these antennas a long and they get caught on stuff; I mean, everything from door frames to seat belts to you know, on uniform, and they sell a shorter antenna, it's about half the size and it's about \$20 and some of the guys have invested and bought one and I think I am going to do that for my radio. This radio has a very poorly designed "on" switch. A lot of times you get in the car and it turns on and off on you, sometimes it will turn on accidentally when you are getting into a seat and all of a sudden you get this blasting in your ear [sound of radio traffic].
Problems - Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Yeah, we get that. These are not the radios I had when we started here. Those were actually better and less problematic as far as design goes, but then the batteries all wore out and they didn't have quite the signal strength. These are very good radios, they just, I dont know if the switch moves too easy or what, but [unintelligible] a little bit, everyone here has got their complaint about them and as well as every other department who uses them.
Problems - Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Our computers are. Our printers are. Like I said earlier, we have a lot of problems with the modems themselves, not as bad as it used to be but it is still problematic. Our radios, these are 800 MHz, they are pretty top of the line; we just got those a couple of years ago.
Problems - Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	The body cameras we got, there is no old body camera technology, it's all newer. I dont like the brand we got, they are horrible cameras for what brand they are. They die all the time, they break easily, the battery is supposed to last for a shift, a lot of times I will have to change out cameras 2 or 3 times in a shift.
Problems - Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	[RE: technology getting in the way] ...Then we upgraded to like the \$75,000 touch screen 911 system and all that, and for all that money, you know, they give you the receiver, they dont give you a place to hang it, you just set it on the counter and I can't tell you how many cords we have been through, how many receiver hands have been dropped and damaged and for all this money, they couldn't spend you know, 10 cents to make some plastic mould to hang it on but and there is a big learning

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								curve for me to figure that out and sometimes the glitches - it just freezes up and then, you know, everyone is in panic mode, how do we fix this, because, you know, with the old stuff, if something goes wrong, you hang up, you pick it up, everything is fine and we have a phone that we use to dial out on, you know if you gotta call somebody to ask, you know, whatever, or even call for a lunch pickup order, I mean, just anything.
Problems - Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	[RE: body cameras] Well, theoretically, yes but like I said, it's the brand. The battery life is horrible, they die all the time, they break easy, sometimes they say they work and then they dont but when they are working right, they are fantastic and if we had a different brand of cameras, I think we would probably be a lot better off, but it is nice to have [unintelligible]
Problems - Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	A couple of things. Number one, I would want better body cameras. The ones we have suck, plain and simple. And I thought of this in my mind many times, I dont know if it exists out there with some rich departments or not, probably not, but I envision a system where you are driving down the road and [unintelligible] patrol car and what you would have would automatically scan license plates and then almost kind of like a video game where you see [unintelligible] square floating above their head or something of that nature if you are in the car, how much gas you got, whatever.... I don't really like our 911 thing, the way that it is laid out with the phone that just sits on the desk and falls on the floor, it falls in the garbage can sometimes which is out of the desk, you gotta try and wipe the pudding off of it or whatever and, you know.
Problems - Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	It does make us change our password every 90 days. I just make it something like one digit off from the last one and then.
Problems - Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	We - I know some departments have it but we do not have internet in our cars, so if we need to look some information up, we usually use our personal phones. It's only the detectives that are issued city phones, so; look at our numbers or addresses or other resources like that, calling on people's behalf...



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Problems - Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Generally it's kind of - generally our equipment is fine but we are not a big department. We don't have a huge budget for maintenance or replacing equipment or kind of maybe venturing out with emerging technology or something like that, so a lot of the higher end equipment that we have we got on a grant from either the government or the state or the DDA or something like that, so, I would say it is generally dated equipment but it still works for the purpose of what we need it for currently, so - like both of our [unintelligible] unit's are - they are functional but they are kind in rough cosmetic shape and some of our modems in our cars go down frequently so it's always kind of balance of in the car that you want that is still working fine, so.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Sure. Body cams when they work.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	MDTs also don't work very often; they lose connection quite frequently and if you are trying to do something and it drops the signal so it's frustrating.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Yeah. It - I mean these things half the time don't work. They fall, you know [unintelligible]
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Body cams, the computers do not work when the signal goes out all the time, like multiple times a day and I would be trying to do something and it will lose connection. It's frustrating.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Radios - I have no issues with radios for the most part as long as they have the newer batteries that are conditioned. In some of the older radios, the batteries wouldn't last and they would, you would have the radio on for 15 minutes and the thing would start chirping that it has got a low battery. These have been pretty good so far. These are new, within the past 5 years, so.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	The only other issue with the radios would be - I think it would be more beneficial to have like a - you have only so many frequencies on this radio that are programmed into them. Like you got this city, you got [City], [City], [City], [City] I think, maybe a handful of other ones in the

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								[unintelligible] area but if we ended up going into [City] for anything, we wouldn't be able to communicate with [City]Dispatch at all, which is dangerous. Like I have gone into [City] and had people coming out of the woodwork and can't get on the right frequency to call for assistance so you are pretty much at the mercy of the other - like [City] usually backs us up pretty and I got in a chase and I crashed in [City]. I was there for an hour, still in the car; [City] never showed up. It would have been nice to be able to switch over to [City] and call them and say hey, you know, send a car over here.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	S2: I have used Google maps before to find the location fast; I wasn't 100% sure where it was. S1: Okay. And that is better than using the MDT because the MDT doesn't have connectivity or - S2: That; and the MDT map program is useless.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Most of the agencies out there all have different systems and I think it would be nice to have something across the board that had all the functions that are user friendly. There are different computer systems out there; like the one that we have currently is pretty user friendly; it's real easy to use, it has kind of a lot of new features, one that they might go to if there is a merge with [City], that it is still going to go to a different system that is not as user friendly and doesn't have the features that the current one has and we will have to learn a brand new one over again that is not going to have the same features, not gonna be as good, in my opinion, because it is not going to - we are gonna lose the functionality that we had before that we took for granted, like the large database of names and stuff that we already have for the downriver area; not in that system anymore, we are not gonna have that anymore.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	So it would be nice to have like a fully functional system that everybody could communicate with anybody in the state, you know, if you had to easily, without, you know; I mean obviously, you can send like a LEAN message to anybody in the United States, but I dont have the access to do that in the car.
Problems -	LE	S	Field	36-45	11-20	Male	LE-S-064	[RE: station merger] They were just going to take over our Dispatch and

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Technology			Responder					our housing of prisoners and then we would use their computer system which, to my understanding, is pretty barebones basic software. It doesn't have a lot of bells and whistles, so it's kind of like a downgrade in my opinion.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Just the ability to have user friendly report writing functions and search functions and stuff like that, you know; when it is not user friendly, it becomes frustrating because it is time consuming and then if it doesn't work that's even more frustrating because then it eats up your time by trying to get around - it's easier if you could just write your reports in the car when it works, instead of having to come in here and do it. It is faster, it is easier. If the network is down, then that's impossible.
Problems - Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	And add functionality, I mean, if you have one that doesn't have a lot of features that you take for granted with the one you currently have, then that's kind of frustrating too because then you - for example, the one that we have got now has got a huge name database that - and if you have a first and last name and that's all you have for somebody, like oh yeah, [Name] did it [unintelligible] there are a million [Name] but all I gotta do is type in the first and last name and it comes up with a list of all the contacts if they have ever had, like if they were even arrested or got a ticket or say been a name in our record, it pops up with all those options to choose from. Now you go to a new system all those names are not gonna be in there... So it hinders our ability to investigate stuff and it takes us a step back.
Rules-Politics	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Yeah. I guess one of the biggest things is, I guess, stop letting politics run the fire department, and start focusing on doing what's right for the citizens and for us, the firefighters.
Rules-Politics	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	The county line splits them if you have a rectangular it splits them like this and this is [name] and this is [name] and we had to decide who was going to take that house so if they paid their taxes to [name] we put the line like this and if they paid their taxes to [name] we did the line like this so we had a lot of little spaces where we needed to make sure that our lines matched up. In more rural areas a house may sit in one jurisdiction

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								but they have a very long roadway to get to them that goes into another jurisdiction five or ten miles down the road so even though that house lives here insurance is way down here so we had to come with grievances with all of the GIS.
Rules-Politics	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	It doesn't mean that they're not going to get the right police department or the right fire department, it doesn't mean that they're not going to get the same responses the same service we're just saying that this particular house should their 911 calls should reach this primary app so in this whole region we all got together in a room and put together all of our information and then once the information was together we meet on a quarterly basis. We all got together in a room and looked at computers and said yeah this line needs to go here, this one needs to go here, this one needs to go this way so there was a lot of collaboration because with the new next gen 911 with the ezenet it's all going to be Cloud based, IP based and that's how calls are going to be routed to us now.
Rules-Politics	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Q: Interesting, okay. And so do you have to live in the [County] to be a dispatcher here? SME: No
Rules-Politics	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Not really because I think the boundary lines if you will, the areas of jurisdiction are pretty clear-cut. There's no gray areas.
Rules-Politics	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... And when I say that, it's the way the [state] Disaster Act is written, is that the emergency preparedness director is also the Homeland Security director of the [County]. We have always had the posture of it's law enforcement. There's a law enforcement side of it, and there is an emergency preparedness side of it or emergency response out of it. And we draw a line of demarcation, if you will, between those two facets.
Rules-Politics	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... And we activated our point-to-point, but we have already agreements in place with the school board of [County] through the Office of Homeland Security in [County]. We brought toward 289 residents to [County] to get them out of harm's way.
Rules-Politics	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	911 inundation, we have three 911 trunks. Like I said, we average about 16,000 911 calls a year. Me being a fire [inaudible] that I am also, we

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								have to, we have the Property Insurance Association of [state] which is ISO in many other states. Property insurance kind of takes some of the ISO and kind of puts a spin on different things. But we do have to file an NFPA 1221, which is the answering, one part of that chapter seven I think it is, is the answering section of it to where all incoming emergency lines have to be answered within 15 seconds 95% of the time, within 40 seconds 99% of the time.
Rules-Politics	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	If you read the book, the book says somebody from that facility is supposed to send somebody to EOC. But we're so small that we can't fill every SF [phonetic] role. So we fill, and it's always been a practice in this [County], that we go to their facility. Granted, if it's a natural disaster, hurricane, tornado, yes, we do [inaudible] our EOC. But it's mostly for the EOC staff.
Rules-Politics	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	... So that tends to be frustrating. And other times you have other agencies, if they're calling for a warrant, before they even handcuff the guy, even if they're in danger from this man, they want the warrants in their hands, when we're trying to express you're putting your officer in danger. It's just different ways, different agencies communicate, which this agency, we tend to be more, best way to describe, I just described it to one of my trainees. You have siblings?
Rules-Politics	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Yeah, because we work. We flow with all agencies, and then we find at other agencies if you don't do it this way, we're not going to help you.
Rules-Politics	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	It's a little different in dispatching for the police. With the fire department they have to understand that there are property insurance rules that we have to follow. It has to be done in so much time from receiving the call. Besides that we actually set up tones prior to dispatching them to where they need to go whereas in the police department we don't set off tones for the most part. We do have an alert tone that is used if there is endanger of life in the call, like someone threatening someone with a gun or a report of shots fired or anything like that. We do set off an alert with our police just to basically tell anyone that's got a radio on I need to turn it up and I need to listen to what's going on. It works great.

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Rules-Politics	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Yes, but you don't have to live here.
Rules-Politics	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Q: All right. And are you deputized or civilian? SME: Yeah, we're deputies.
Rules-Politics	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	It's easy 'cause we have access to their radio and also we have their phone numbers, we can call them.
Rules-Politics	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Well we have some downtime but most of the time if we do have downtime we'll go through like our NCIC book and make sure everything's up to date in there. We're in the process of trying to write out new policies and procedures so we kind of do that and then I'll talk to my partner basically.
Rules-Politics	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	[Sighs]. Busy. Many times overwhelmed with... with the amount of responsibilities that they have. They are expected to do so much with... with not just the technology but with learning new things, keeping up with multiple policies and procedures and being able to apply them in a situation that is very, very fluid. An emergency situation is not just, oh, it's the same old thing.
Rules-Politics	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	They are civilian deputies. So they are not commissioned post certified telecommunicators as far as that. But they are commissioned deputies of the sheriff.
Rules-Politics	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	... But I think, [sighs] one our biggest problems is... that I believe with any system, especially radio, is that our local laws, our local regulations and building codes, we're building all of these buildings and then a lot of it is the government building them, schools, that when they build it there's no radio coverage in that building. And then all of a sudden we go to do a school shooting drill and we find out the police can't talk to each other. They can't talk to dispatch. Nobody can talk but we've got this huge building with 1,000 or 2,000 kids in it and your first responders can't talk to them.
Rules-Politics	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	That's not the federal government's responsibility. That's not the state government's responsibility. That's the local government's responsibility

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								to have put into place regulations that said when you build a building like that you've got to have some radio coverage for public safety. That's where those rules and regulations come from.
Rules-Politics	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Well I'm one of these that believes in our civil liberties. So I think we're bumping up against some of those civil liberties now. And I'm not really big on that. I think that there needs to be a lot of personal responsibility rather than additional rules and regulations made for us. So I don't think that--I think that being able to mine the data that we already have access to that's public in nature to help people is probably one of the good things that I'm seeing. I'm just really leery of that because of the civil liberties.
Rules-Politics	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	...We're not really supposed to interact with people. We have a bulletproof glass for that purpose.
Rules-Politics	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Yes and no. We're actually supposed to be plain talk.
Rules-Politics	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	... We do whatever we need 'til about 12:00. We do not get to take breaks, really. We do leave and go stuff. Like I have to go get lunch later.
Rules-Politics	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	... We have a playing computer that we're only allowed to just play on. The rest of it we're not allowed to play on.
Rules-Politics	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Most of the time if I can give them a call back, 'cause you have to call them back, and most of the time if not, I have to send out an officer to that last location, 'cause EMS will tell us where it happened at. And if I can't get a contact back, then I have to send them. Like they'll say it's next to the tire cage. Okay, well I'll send somebody, and they'll be like okay, I don't see anything, [inaudible], case number.
Rules-Politics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: You know that's illegal in Texas, by the way. They cannot be associated; they can't even roommate a dispatcher with an officer or a fire fighter.
Rules-Politics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: Illegal. You will lose your job. Period. [talking about that it is illegal in Texas to get involved even if a roommate as a dispatcher with an

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								officer or fire fighter]
Rules-Politics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: I would too. They found out – we just hired a girl that spent her whole career in Texas and she had two friends, had nothing relationship-wise going on other than they shared rent and they were quiet about it, although they found out and they both lost their jobs.
Rules-Politics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: No. No, we just have to know their policies...
Rules-Politics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: And if there is new FCC rules already pertaining to that, it's becoming now where the carriers are trying to narrowing it down to within 50 feet or 100 feet, so it is getting better in other words.
Rules-Politics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5] ... Okay, so, you know, the funding and all the stuff. And so okay, we are going to upgrade the phone switch, which we did.
Rules-Politics	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...And we used to be two separate agencies. One in the west end. One in the east end. So there was a little bit of cultures to mix when we merged...Around 2012, 13. It was kind of a slow process that was happening behind the scenes without the people knowing that it was happening. We all kind of had our suspicions [laughter] that it was happening, and then it was announced that it-- I think they had to do some legal things behind the scenes to make sure that it could happen before they told us it was going to happen, and then said, "Oh, never mind. It's not going to happen." So there was that. And I worked in the east end first, and we had three stations, and they had two and we merged. So now we have five. But it's gone fine. It just took a couple years to transition into and changed things for both ends of the county when it happened.
Rules-Politics	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	And you're coming from the slow end and this sort of seasonally busy end, and that never end transfers and their end transfers, and had a way higher property value, and that was managing themselves okay financially. But because of financial downturn, and because a lot of our money is based on property taxes, and because it takes two years for the property taxes to actually trend one way or another, even if they're



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								going down, it still takes two years. They were in trouble financially. So it was to their advantage to merge with us. And their person that was in charge of them, saw all of that. And I think it also makes us stronger overall as an agency, to be together with five different fire departments. Fire departments sometimes like to take over EMS agencies, and if you have one through out the county with five different fire departments, it's a lot harder for one fire department to say, "I'm going to take your whole thing over when they only cover a certain part of the district."
Rules-Politics	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	And so when they first did the system, we had a lot of interference because of cellular, because we're moving closer to cellular bandwidth. We had a lot of bleed-over from a cell tower. And they brought out a company that did monitoring around the entire city for about a year and try to find all the cellular bleed-over. And it was actually a digital system that was between two points. And I don't know the exact information. [Name] may be able to tell you. But it basically sounded like it was sending a Morse code between two points. And depending on the weather and other things like that that affect radio signals, we would get the beeping of the Morse code, the dee-dee-dee-dee-dee-dee through our system. Or it would either just be this low-tone static through our system that was just bleeding over because the bandwidth has become so used. Or not the bandwidth, but the radio waves had become so used that it's just saturated. But it's gotten really cool, because when we were in the other radios, we couldn't talk to anybody. Now we have the ability that every one of our radios has FERN on it. Everyone of our radios has--that's the Fire Radio Network.
Rules-Politics	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...We don't have all of the equipment. If someone offers it, we have to decide whether or not we're going to take on that liability. That's a pretty rare occurrence, but they handle everything. But we work together. River rescues, any time we go on a river call, we're always going to be first because we're right there and mountain rescue's always notified and they may or may not respond.
Rules-Politics	FF	R	Field	36-45	21-30	Male	FF-R-052	I know at the fire department I work at full time, we do that through an

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			Responder					app on the tablet in an iPad, go in and do inspections and we can even, you know, if we find some kind of life safety code, we're not the enforcing agency, we just doing like a courtesy inspection, say the exit sign is not working, whereas if the [Job title] comes in and finds it they're going to say all right you've got so many days to fix that. And then they're going to send somebody back in so many days and it had better be fixed, if not then they may fine you or whatever. Whereas when we find it all we say is, hey, this is an issue, you need to take care of it.
Rules-Politics	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] You have a trash business that collects trash for money, while we put out fires or we are in service to community for a certain amount of fee. That doesn't mean we wouldn't respond, we are required by law to respond no matter what the incident is, based on the jurisdictional acts of the state laws and federal laws that we have to act. We don't get paid by taxes. We are supported by each community; each community who is a member of our department pays a certain fee based on the square footage on their home or any other structures on the property. How they come up with that I don't know. They do research studies all across the country with fire protection, fire departments to come up with a fee for that.
Rules-Politics	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] You have the option whether to subscribe to us or not; if you don't that's fine, it's okay. If you have a fire incident then we will respond, we charge a certain amount of time for each truck per hour on the scene.
Rules-Politics	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4]: We don't bill for EMS because our company is also merged with the ambulance company that is exclusive to 911 calls so we support that, so the fire department doesn't bill for emergency medical calls.
Rules-Politics	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] Well you know you gotta - we try to educate people how to look at it. If you live in the [City], you pay city taxes; the city taxes cover your police and your fire and your trash pickup or whatever. If you live in a volunteer service, I have seen more cars or some of the volunteer, you get a lot of door to door sometimes you know. Per year the fire department asks for some help and then people usually donate a little bit of money because it keeps them there, keeps being able to respond if you do have an

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								emergency. We look at it the same, way but how it is worded as subscription based, people look at it oh my god it's a magazine subscription, it is terrible.
Rules-Politics	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] But in reality they would be paying something for fire protection no matter where they live. It may be little bit more that what you would pay for volunteer services. It is pretty comparable to what you pay in the municipality so.
Rules-Politics	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] And once I am on the scene and they see my face and they take a head count for accountability, then that's how we get our payroll. But I can use that app to respond to that call.
Rules-Politics	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] That's a hindrance of course. We can make it work but it is little bit more red tape
Rules-Politics	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] We are required by our company, our fire department to be familiar with our response area.
Rules-Politics	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	...I mean, there is just different ones but they don't want us to be part of another department in our county because they don't want the conflict and all that and a lot of people will -- Oh, we've got a wreck or a fire and now run to that and then this other -- my department or somebody else's department will get to something else and they will just over there and won't come to theirs. SO, you know, it is kind of a touchy thing.
Rules-Politics	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	You have to show up, our department -- yes, you have to show up for so many meetings and so many calls, percentage-wise. Now the state requires you to show up for so many calls percentage-wise and you have to have so much training, so we have to have and it is getting further and further up to the state that 240 hours is not becoming enough man hours. They want us to have the same as paid fire fighters and that is 300 and something hours.
Rules-Politics	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	So, it's getting up there and now we have to take a course on wild land fire-fighting because of the [City] fires which I was in. We have to take a course -- a 16-hour course for wild land fire-fighting now, that is required by [State] to go on any calls that is wild land.

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Rules-Politics	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	S1: Okay. Does everybody who -- everybody will take the radio with them then? S2: You will have it at home.
Rules-Politics	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	...We have to give so many hours for the state. You have to take tests and if you fail the test, you got to, you know, look at re-training on it and then kind of take it again to make sure you understand it so you are not just saying -- Oh, that guy knows how to do this and he is out there fighting fire.
Rules-Politics	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	That was just [Organization], you know, covering our ass. Because if a fire would have broke out and the hydrant wouldn't have worked, because I mean you can go back and find why the hydrant didn't work, we didn't have water for the tanker or the engine, so -- sorry, but we couldn't put your house out.
Rules-Politics	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	...They have their own board of commissioners three rule district commissioners and they have contracted since then with the city for personnel services. So the rule district has equipment buildings live in quarters for firefighters but they have no employees. They pay a contracted amount to the city each year for all the employee services.
Rules-Politics	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Because of [name] there was a little blow up about us being linked to them all the time so it's not a link that's on anymore all the time and we have to ask permission before I can link the two channels together.
Rules-Politics	LE	U	Manager	46-55	31-40	Male	LE-U-020	What they did is they've put up a silo because now the officers, boots on the ground, where they had the ability to talk to each other. They back each other up. They knew when each other was in-- that because they went on a different system, even though it's the same system, but it's theirs. And now the two cars can't hear each other. And it's been very difficult on the boots on the ground to say, "We lost this, and we can be right here and this other officer can be getting his butt kicked. And we don't know about it." It's going to take multiple phone calls to-- and then dispatches, and time. And it wasn't a good decision, but it was a political decision that they created our own silo. And that's tough, but that's what I'm hoping that FirstNet won't become as well.

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Rules-Politics	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	[RE: cell phones] The deputies have personal, each shift lieutenant and certain section supervisors have department issued.
Rules-Politics	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	There's certainly, we were brought up recently with legal updates and some, through the years some of them are concerned about using their personal phone for office business because there are some lawyers, defense attorneys who will try to subpoena that information. And then you're worried about your private messages on your phone, family pictures or something. Just stuff they don't need, but I don't know if it was a scare tactic used by these defense attorneys, but it's just something that comes to mind for the deputies. But again this is a department phone so any time they want to look at it it's their phone. They can say, turn it in tomorrow, or whatever.
Rules-Politics	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	The only challenge we have is, you have different thought processes, visions, the way things should be carried out. You have different leaders, policies, their policy, maybe like for instance in here in the City of [City], just for instance, they don't do lock jobs. Their chief said, no, that's not our responsibility, we're not doing those. Where our sheriff is, we would do whatever it takes to serve the public. If they need their car unlocked, we'll go and unlock it for them... At nighttime, their Chief of Police is at home asleep, he has no chain of command other than the two deputy or two officers that are working that small area, so if they get in a high speed pursuit, our policy is our shift lieutenant controls all of this, but they don't work for our agency, so it's hard to control.
Rules-Politics	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Yes, ma'am. There's an app we use on our shift, it's just our shift it's called GroupMe. And it allows us, it's like a large chat program, and we basically we'll send a message out, hey look, instead of coming out tomorrow early, take a short shift, or hey, somebody's having a birthday party this week. It's more of a talk, we call it talk around channel where we can just talk and without people controlling it, they can't say let me see it because it's a private app, and it's just something... They've been given the rules, they've been given limits, don't post this, don't post that kind of mess. You want to talk about your family, kids, or party this

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								weekend planned or something, that's what it's used for.
Rules-Politics	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Cell phones, absolutely. I mean now the city doesn't buy everybody cell phones, only the command staff has cell phones but we do have, we do allow the officers to get onboard our paging system at the police department to where every time an incident happens we send it out over text messages, whether it's a natural death or anything that goes on, our dispatchers automatically send out a text alert like shots fired at this location, or a medical emergency at this location. So yes, and we have a structure that the dispatchers go by on any type of incident that's being sent out.
Rules-Politics	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	I do believe it is. I do believe especially across jurisdictional lines. National incident management says that we all should be doing the plain talk version. Some agencies still are doing the 10 code so if I'm trying to communicate with somebody from a different agency; they're not necessarily inclined to what was going on here... we need to become more standardized in radio etiquette especially when a major incidence goes down that we can communicate between police and fire and ambulance and all be on the same page. And I think national incident management has done some of that for us but we still have a long way to go.
Rules-Politics	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	I think it's kind of, in my view, it may be I'm a little more removed than maybe some of the other people that you'll talk to. Most of my interaction now is through email or text. I'm very little on the radio unless there's a major incident or we're working some large event. From the department side, hmm, we put a lot of emails but not... not critical information. Yeah, if we have a certain call or a certain thing that needs to be done then we're going to do that either via radio or pick up the phone and make a phone call. So I think it's maybe the shift is just mine and not necessarily the trends of what's going on in the department.
Rules-Politics	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	And so it's--it's unique. You know I think we're blessed in the fact that, you know, we don't deal with a lot of domestic situations. There are some and now that dating violence laws are classified under the

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								domestic violence laws that number is going up but you don't deal a lot with custody disputes and so it's... it's challenging in that you may be talking to the president of the university at one point and then 5 minutes later you're talking to a homeless person who's begging for change in the next 5 minutes. And so it takes a really unique officer to be able to thrive here and figure out the nuances and, you know I think if you talk to officers who are working with us now who came from municipal departments it's just a completely different kind of police work.
Rules-Politics	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	I think it's in pretty good shape. We just purchased new portable radios and mobile radios. We've been cycling those in for the last 3 years so they're, you know, hardware-wise they're up to speed. The MDTs are-- seem to be working good. But those are only available to our patrol officers. So you have another component: our detectives, our administration, our satellite locations, those people don't have access to that so they're not seeing that information come in like the patrol guys are.
Rules-Politics	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	Most of it is radio communication. I stress with my guys, I like to keep the net as clear as possible, I don't like a lot of radio traffic that doesn't need to be there, if it can be sent in an email, or we can talk by phone, or we can meet face-to-face again, we're small, so I can usually--at the office and go find them and meet with them in about five minutes. Important information, emergency information over the radio, I don't need an entire synopsis of what they did back over the radio, it just ties up the radio for an actual emergency.
Rules-Politics	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	I mean, the situation on a football--responded to a domestic, and we had--pulled out the camera, I had to get another officer to get it out to me, in the game, so there's contra flow, so we tried to take a picture, camera stopped working. Apparently, we didn't have enough room. We're not supposed to delete anything, so we couldn't do anything about that, and there was no way for us to get back to campus. Everybody, every road for contra flow becomes a one-way road out, so there was no chance for us to go get another camera, so we had to take things on our

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								personal phones and email it to ourselves and load it into the system like that. But now we have body cameras, so--
Rules-Politics	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	... I'm just waiting on a record, this person is in another car [inaudible], do I need an hour and a half of a video, do I turn it off, do I turn it back on when they come up to me? Do I leave it running continuously, do I mute it in that time period if they're not talking to me or anything like that? We've--I've watched videos, an officer will turn it on, but they'll get back in their car and it'll be an additional 30 minutes or so, or--it'll chime if you've left it on too long, or it'll chime every so many minutes that it's on.
Rules-Politics	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	... A lot of training, I find most technology errors are interrelated, so--and people just calling things out of order. It's from raising 10-4, people love to say 10-4, it's like, oh, 10-4, what 10-4 means is something very specific, you're not supposed to say 10-4 before you start your conversation. A lot of training, I find most technology errors are interrelated, so--and people just calling things out of order. It's from raising 10-4, people love to say 10-4, it's like, oh, 10-4, what 10-4 means is something very specific, you're not supposed to say 10-4 before you start your conversation.
Rules-Politics	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Everybody carries personal phones but they have been, there are a lot of different issues with utilization of personal phones. Our folks are - we still have more of the sense of being for the community and allowing the department to have access to those phone numbers and utilize their personal phones for business activities. A lot of other agencies are not quite as receptive to that; again, we still have a little more of a working relationship between the officers and the actual department in regards to that.
Rules-Politics	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Yes. Back in 2005, we had a pretty mass retirement. It was the guys that all came on together back in 1975 and they all left. At that time, the city felt that it was more profitable for the city to save money by lowering the pension; they eliminated the pension for new guys and bringing in 401K. Then they decided to pay a substantial amount and the new officers pay a substantial amount into the healthcare benefits. So at one point when



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								we started hiring officers, for about a good solid 7 to 8 years we were probably at almost a 60% turnover rate.
Rules-Politics	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	No. We are the same standards, hiring standards as everybody else you know. You know, you have to pass the background, then psychological, then the physical but with the 401K, they come in, they don't work and then they say, okay well, you know what [inaudible] is getting 50 more an hour. They have got no investment here because they [unintelligible], where me, I was the last one with a pension, so I do have a good pension and never - I don't care down in [unintelligible] offered me ten more thousand dollars a year, I am gonna leave it. And so that is why it is directly related to why we have such young car men. It's our turnover rate because of a poor benefits package.
Rules-Politics	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	... [city] received a \$3.5 million grant from the state to build a new dispatch center with the premise that they bring on somebody else to combine and consolidate dispatches. Now, with that being said, there are positives and there are negatives on that. The positive part is going to be - if this goes through, it is going to save the city a substantial amount of money. I am going to be able to take manpower off the desk and put it on the road over time.
Rules-Politics	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	We have never run across that issue. They have all been made aware that if you use your phone for taking pictures and stuff like that - and we supply them with a patrol camera that one of the officers has to have on the road with him at all times to respond to whenever they need to, we kind of discourage it, but they still do it because it's easier for them to take the pictures with the cell phone and email it. So - but we have never run across that problem. I imagine the first time we do, that will put a stop to that.
Rules-Politics	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	That is the absolute way to go but again, when you bring politics into it, nobody is going to give up their own individual kingdom. If I could have one thing, it would be one centralized dispatch for all the police departments where we have dispatchers able to communicate with everybody on the same - so they will need one room - knew everything

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								that was going on in entire communities and could relay and use departments appropriately. I mean, I am a huge proponent of I think they need to combine all the downriver departments; having 16 separate community police departments is redundant, it is a waste of money, it's a complete communications disaster and the only way that will ever change is the state would come in and just offer up a grant where it would make it worth these guys to give up their kingdoms.
Rules-Politics	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	S1: Okay. It stays in my gear every night. I don't - unless something breaks or needs to be reprogrammed or upgraded or updated or something like that, like a cell phone they do software updates; other than that, yes, it is in my possession all the time when I am here. S1: Okay. But if you wanted to, for example, upgrade the antenna, that is kind of up to you? S2: Correct. Yup. As long as I get the proper one, they don't mind. S1: Okay. S2: I mean, you gotta pay for it out of pocket, so -
Rules-Politics	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Not currently. I mean technically I recommend they not put that in the reports or anything like that because we're trying to make do and get what we can get to do the job.
Rules-Politics	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	I go alright that's you so okay buddy have a good day you know just the whole point of make sure you have the right person and technically that's the use of your personal cell phone to do business with and you can come into some issues with that if you start doing stuff with as far as courts and stuff being your personal information and stuff and guys are a little leery of that so what I do is I have everything text through my Google number. If you want to subpoena something you can subpoena my Google number. That's what I use business for. I try to tell my guys the same thing.
Rules-Politics	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] The fourth amendment. The whole fourth amendment right to privacy and stuff you know.
Rules-Politics - Budget-purchasing	FF	S	Other Public	36-45	11-20	Male	PS-S-001	... So I'll show you my radio here in a second, and that unit is, I think, the digital. It's not the MTS2000. It's the 7000. So it's a Motorola base. And

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			Safety Personnel					this \$8,000 piece of equipment-- which is very expensive, mind you, and so you researchers got to figure out how to make things cheaper, okay?
Rules-Politics - Budget-purchasing	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Right? And so price point is everything in our business. If it ain't cheap, we aren't going to buy it. I mean, and I say that openly because we work for the government.
Rules-Politics - Budget-purchasing	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	And the feds have got a little bit more money than the states and the local people have a little less than the state, and so when you're really talking about municipalities and how do we integrate, it's really cost-based. And so that cost-basis, right, has driven this and a lot of federal grants. Local grants have supported the build [out?] of this robust system.
Rules-Politics - Budget-purchasing	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	And I think at the local level, we have such a problem, right, with budgets, right, because we don't have a pot of gold. We have a very structured financial [inaudible]. I can't replace this every five years. This thing's got to last 15-plus years. Right? Otherwise, I'd break the bank. And so when that new technology comes on board, typically, we are really kind of the last piece in line to actually adopt it. Whereas, it was really proud of our department to really see kind of some forward momentum and forward progress. But a lot of this was driven in part, is we just built this brand new Levi's Stadium next door for Super Bowl 50.
Rules-Politics - Budget-purchasing	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	And I'm like, "Okay. I got to push that [over to the side?]," and I grab my clipboard, and I just start writing. That's okay, too. I mean, nothing's perfect, and I totally get that. I've never had my iPhone die [laughter]. Imagine. Imagine that. But I pay a premium for that service. I use a Verizon carrier. And I'm telling you, it's the most expensive phone, it's the most expensive carrier, but I've never not had cell phone service in the entire continental US. Sierra Nevada mountains, I can still talk. So I'm a true believer, you get what you pay for sometimes. And sometimes, because of kind of the limited robustness of some of our contracts and things like that, we're not getting top products, whereas maybe some elite units in the military might be, but we're not.

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Rules-Politics - Budget-purchasing	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	So our iPads [on our rigs?] are kind of-- even though they're our EMS Portal-- those are all paid for with other funding from our local dollars that are not [City] specific. So our local EMS agency kicked down some money for iPads for-- and we use ImageTrend ePCR, so ImageTrend's a provider like Tiburon
Rules-Politics - Budget-purchasing	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	I've seen [laughter] some of the most incredible VR stuff up in some of the labs that are around us. It's amazing. Technology is amazing. It looks really neat. But with a \$100 smoke machine and a tower that I can lock down, and train with zero visibility, and then use a thermal imager in their hands, I can do the same thing. And so I couldn't afford VR, even if you discounted it to a point where you weren't making any money. And it's frustrating, right? Because everybody goes, "Oh, this is so awesome." [Jet fighter?] [inaudible]-- yeah, but the helmet on the Raptor is like 3 million bucks. And [laughter] that's why it works really well. The version you'd give me would be like the \$1,800 one, which there'd be no way I could, one, afford it, or number two, it wouldn't be robust enough that it'd be actually good.
Rules-Politics - Budget-purchasing	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	It really brings it back to, you can over engineer it to a point to where it's so cool and so awesome, but your price point's going to be out the window. And, really, if you can do it-- think about the T-Card example. Have I made a better T-Card? And the answer is no, because those are cheap, and they work great. And I always joke, because the guys that laminate their cards and come to the fire scene-- at the end of the fire scene, if we have to mess up their card, they have to go and buy a new super card, right [laughter]? But, I mean, yeah, okay, there's not much else you can do to a T-Card, other than laminate it, to make it better. But, likewise, on some of the technology and like virtual stuff, that'd be really cool, but I mean, I just don't see it happening. Only because price, right? I mean--
Rules-Politics - Budget-purchasing	FF	S	Other Public Safety	36-45	11-20	Male	PS-S-001	Hey, it's an invasion of my-- there's a lot of concerns with that type of program, and I completely understand that. But for that fire, that gave it an overhead perspective. It was a large building fire, huge, of which, the

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			Personnel					operation section chief could look down, and he's like, "Good, we've got everything in place." But for us to get a helicopter up and do the same shot, it's not only thousands of dollars more per hour, we just don't have those resources. I mean, they're busy. They're doing other things. My buddy's a helicopter pilot for CHP, and they get to fly just a few hours a day because of the cost these days. It's just expensive. So, yeah, drone technology is pretty amazing.
Rules-Politics - Budget-purchasing	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	... As you got towards the 2000s, you started to see some of the failures of the systems because they weren't maintained properly or they started to not spend money on them. And then you had this window in the early 2000s where broadband was becoming big and people were saying, "Well, you know what? You don't need these super costly Motorola systems to buy something that you can communicate with."
Rules-Politics - Budget-purchasing	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	..You're going to see different styles of portable or things that would be different types of form factor. I think you'll probably see a reduced cost in some of those.
Rules-Politics - Budget-purchasing	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Well, the phone in the car, that's just because officers share cars so we don't issue them all.
Rules-Politics - Budget-purchasing	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	It is. Overall, I mean, our radio system, we budget-- so [City] is somewhat unique. We do a 20-year plan. So we do a 10-year budget, 20-year plan, and then we do a 2-year budget cycle. So every two years we budget for two years out. We have some flexibility in that. It's more difficult to move money. But then we budget for the 10-year realm and then we put a forecast for 10 years. So that gets us 20 years out. Microsoft actually adopted our budgeting process.
Rules-Politics - Budget-purchasing	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	..She was in [City] and [City] prior to that. And she's changing some of the way we do business that makes it a little bit more effective. So money is not necessarily the issue if you can make the business case [laughter]. And we--
Rules-Politics - Budget-purchasing	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	...We just bought phones that are on the Inmarsat system, and we're paying whatever service fee we are. But if we had a FirstNet service, that

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								their phone not only could work off of the land system and that, then they wouldn't have to carry the phone in a box in the trunk of their car. We can cut those costs.
Rules-Politics - Budget-purchasing	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	You're eliminating very expensive costs. So I think that that's-- and I think that's within 10 years. I mean, that's--
Rules-Politics - Budget-purchasing	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	So the mobile data computers, we're going out for a bid right now. So we replace those every five years. So we have a-- part our budget, we have a replacement project every five years. So the radio stuff, that's all budgeted. The minute we buy something, we budget for the 20 years.
Rules-Politics - Budget-purchasing	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	...Well, geez. If I do that it's \$10,000 a year, if I do that it's \$20,000 a year, and by the time I'm done it's \$50,000 a year and now I got to ask for the money." So I think it's figuring out a way to really know what's reliable, what works, how it works. In most law enforcement agencies that I know or even fire agencies where something like that gets implemented, it's usually the one guy that's the hobbyist that loves it and then he gets it implemented
Rules-Politics - Budget-purchasing	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] It's a personal phone that they pay a portion towards.
Rules-Politics - Budget-purchasing	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] They don't have the we haven't purchased the software yet for the fire and police but the fire's getting purchased this year for the line of questioning that they'll be asking. So yeah it's really call specifics but in order for them to get help on the way they have to have the address and the call type.
Rules-Politics - Budget-purchasing	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Well just having come out of the radio discussion for radios I would want the responders to not only be able to have a radio in their hand but for all of them to be able to operate on frequencies that they can communicate with each other on. We just we see it time and time again that the left hand they can literally almost be standing next to each other and they don't know what the other is doing if it's not fire and law. Sorry. And so that would be I think my top priority is that funding. You know the first 911 event that caused that movement needs to be supported in a

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								higher level. I think the responders should be able to communicate and I think there should be grant funding for that not just now I know it was out there in the beginning but it kind of just went away. With our state they now the [state] Public Safety Communications Commission now oversees the radios as part of the umbrella of not only 911 but also the radios and my goal this year is to make sure that funding those system is made a top priority because the repeater sites cost money, the radios cost money, the consoles or the base stations or whatever they all cost money and that's where some of the argument comes from. You know where 911 is trying to prepare for the next generation and there's many agencies that are still using funds for radios or whatever because there is no funding for that and so 911 ends up kind of behind the eight ball just because of the funding aspect alone so funding for the next generation 911 also has to be those are going to be the top stuff that will be happening in the state of Idaho I know this year so it's always having to do with funding I guess. You can't tell people to do things and then not fund it it's kind of hard.
Rules-Politics - Budget-purchasing	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S3] Another technology initiative that we saw fail in this valley was the fire several fire agencies were trying to get mobiles in their vehicles and right now there's very limited capabilities for fire to see the important information in their mobiles that law enforcement sees and again it comes down to just lack of funding and ability for them to tie into these calling systems and so I think that interop just isn't radios there's more to it with these officers, these first responders need to have certain information, they don't need to see arrest records and things like that but there's a lot of information that they crave from dispatch and they just don't have any way to get to it because they can't have the tools that are funded by the law enforcement side.
Rules-Politics - Budget-purchasing	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] 2008 or 2007 well actually 2006 is when they actually started talking . 2007 is when I think it got purchased.
Rules-Politics - Budget-purchasing	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Well, right now we're in budget season, so I'm doing a lot of budget work. Our budget process goes through the town of [City]. So everybody

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								pays them, and then that goes into a dispatch services fund. So right now what I'm doing is, I have to do a report on my report on my payroll. What's that going to be? Because that's our biggest expense usually. And then we're writing some supplementals. We're getting a couple of new radios consoles in dispatch this next year.
Rules-Politics - Budget-purchasing	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Last year we did a complete remodel. Actually this year in May of our comm center. So we took everything out of it. Moved it into a different room for a couple of weeks and we stripped it down to zero and put new furniture, new computers, new everything pretty much.
Rules-Politics - Budget-purchasing	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	...Yeah, so we just did that big change and then re-cabled everything for all the different computers, and we finished that, but we replaced six dispatch consoles with eight. But we didn't have enough money to put the radios and phones in the two extras. So that's what we're looking at for next year
Rules-Politics - Budget-purchasing	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Yeah, we did almost \$400,000 this year. So pretty cool. [talking about upgrades]
Rules-Politics - Budget-purchasing	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	It's going to be-- like I said, we've been working on it for months, so I think it's close now. The town of [name] has been very proactive with the technologies. We have fiber everywhere, and we have cloud servers, so we have everything we need. They've taken care of that. So I don't think it's going to be that big of a project. We're hiring an outside company to do the initial set, and so, she'll provide us with that, "Okay here's is your base."
Rules-Politics - Budget-purchasing	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	...The number one thing is funding because we get paid differently for cell phones than we do for landline phones. So everybody's losing their landline phones, we lose that tax. There's a \$1.25 right now per phone that goes to 911. And as those phones go away, we need to raise that tax because we don't get as much funding.
Rules-Politics - Budget-purchasing	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	...And the way that it works is it's hooked up through dispatch, so they have to have this equipment in order for us to dispatch for them. They don't want me to-- I can't pay for it because if I pay for it, I have to go ask



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								them for the money anyway, and they just don't have it. So if want to give my people a raise, I have to go ask them for money, they're getting tax.
Rules-Politics - Budget-purchasing	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	And when I looked at it, it was a quarter million dollars. And in 10 years, I'm going to need a new one, which is stupid to me because we found another company called [name]. And they make a voice recorder that is very similar to [name]. It runs on a server. It's web browser-based and never sunsets. You pay a maintenance fee, though. So every year, you don't never buy another \$167,000 purchase. But every year, you've got to get another 10 grand so that they can maintain and upgrade the software.
Rules-Politics - Budget-purchasing	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Yeah. I don't like having to buy the whole system and forklift completely in. But that's a lot every year that you have to come up with.
Rules-Politics - Budget-purchasing	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	So in 10 years, I've still spent 100 grand.
Rules-Politics - Budget-purchasing	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Which is not good and there's a perfect example I don't remember the year before my time but a couple of years ago there was a suspicious vehicle that they thought may have contained a bomb and that was parked right on the street between the backup center and the main center and if that had gone off [city] would not have a public safety answering point, it would not have a piece up. So that is great and that's something that's been expressed to the county but one of the frustrations I feel like that we have here is we do feel like they don't the county does not prioritize public safety as much as you know maybe we should and so when we've expressed that we need a geo-diverse separate building for public safety specifically for the piece app they're like you know interested. They don't want to pay for it because it is expensive to set up and they just don't really see the value because they don't think the way that we have to think.
Rules-Politics - Budget-purchasing	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yeah so we are required as employees here to work eight hours overtime a month which is not a lot especially considering we work you know 12 hour shifts so you can just pick up one day and not even a full

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								day and you thought you'd be satisfying your overtime but a lot of people work overtime because the pay in this job is not as great so that's where a lot of people make their money and then also a lot of people also work to help out other shifts because our staffing is so poor. So a lot of time even though it sometimes has a lot to do with money it is also to help out other shifts so that they can get breaks and stuff because if you don't have the appropriate staffing you're not going to get an hour break. You know you're not even going to get a half hour break and also the people that need to get trained are not going to get trained because we do all basically one on one training here.
Rules-Politics - Budget-purchasing	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So unfortunately we are limited in our ability to move forward with this technology because of outside entities. Carriers, the jurisdictions having the budget to join the [name] as ezenet. For us because we are built so up we have a lot of infrastructure that we need to build in order for us to fully connect into the ezenet so our budget is much higher than the rest of the northern [name] area.
Rules-Politics - Budget-purchasing	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Because of the how up how Z our jurisdiction is. So it's finding the funding for that, finding making sure that the carriers meet their goals and I believe that there's a 15 year goal---
Rules-Politics - Budget-purchasing	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	We have to have those built in. It has to be it's something that we're looking into adding into our building code where when new builders build things in they need to have the radio redundancy built in. Our issue right now is we don't have anybody to go and check to make sure that they're maintaining that.
Rules-Politics - Budget-purchasing	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Some of them are very disappointed that we don't have certain applications that are out at the moment. One of those being smart 911 and the reason that we chose not to purchase smart 911 it is free to the citizens but it costs the county an annual amount. That annual amount for [county] is large and that would come out of our budget. Out of the budget in which we need to pay our employees, in which we need to buy new technologies all for an application in which [City] who has had it for several years now still only has 2% of their population signed up. It does

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								have some great features in it but it is expensive and it is not used very much.
Rules-Politics - Budget-purchasing	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Have downloaded it and it's not cheap for the jurisdictions to pay for. So we do have citizens who are upset that we that [county] is not purchasing it. [name] has it, [City] has it, [name] might get it and they're like you're right in the middle of all of them why aren't you purchasing it?
Rules-Politics - Budget-purchasing	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	They want us to do more but the county itself cannot afford to give us additional bodies. We can't get additional positions to hire somebody so it makes it difficult because we are doing more with have to less than half of what we should be having as operations.
Rules-Politics - Budget-purchasing	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	And they may not want to view those things so we're working really hard on making sure that they don't have to view them. Do we need to have additional bodies hired that are paid and they know and they're trained how to deal with what they're going to view? It's one thing to hear it on the phone it's another thing to view it and hear it on the phone. So those expectations from the citizens have to kind of be managed and then we have to then put it into place but also protect our people.
Rules-Politics - Budget-purchasing	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	...with CAD's when I first started here we've only been through two CAD's and we are we have the budget right now to go and search for a new CAD. It's time for us to upgrade again but that's a five year process roughly so technology can come slow and if you don't involve the right stakeholders you end up with something that may work really well on the technology side but not very well on the operations side.
Rules-Politics - Budget-purchasing	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	...And we're going to give you money and funding and that kind of stuff so and our situation has been a little bit different than what we found around so it's kind of stepping on a little bit of new territory but it's also some stuff that has been done.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	I think probably the biggest problem in this county, and I think they're trying to rectify that, is our radios are really old. And they need to be upgraded, but sometimes the money comes into place where there isn't a lot of money for today's technology.

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Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	...There's also a dispatch side to it where the whole system would be incorporated, but we can't afford that part so we are dispatching on the old system, the New World, so then what happens is we dispatch them and do all of our traffic on the CAD through New World, but then the guys have to go back into [name], which is a completely different program and then they have to write their reports and do all that documenting, so there's like all this duplicating of work because it's so expensive to get the whole system.
Rules-Politics - Budget-purchasing	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah, it is a bummer. But they know they kind of got you. So we did not opt in for that. So everybody gets their own set of credentials and then we just time them out for security reasons if they don't log in or whatever. We also go through a process of making sure that their managers get to review their list of active users or whatever. So that encourages new users, right? And it also gets rid of the people who have moved on.
Rules-Politics - Budget-purchasing	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] RGIS is so expensive that--
Rules-Politics - Budget-purchasing	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah. Contrast that with a single-seat license for RJS. If I want it on my work station, it's like \$9,000.
Rules-Politics - Budget-purchasing	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] I know that there are times when people who aren't technically savvy get sold something technical, and then they get stuck trying to implement it. Those are really difficult situations. They typically cost a lot of money [laughter]. And so those are the challenges. Implementations like [application], if they aren't done correctly, can be a significant hurdle to communication. All the problems you were trying to solve you just make worse if you don't do it right. It's my understanding on average an agency does two to three implementations of [application].

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Rules-Politics - Budget-purchasing	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Right. Yeah. And there's limitations because you have to be able to see the drone while you're operating it.
Rules-Politics - Budget-purchasing	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3]And then if you have to deviate for certain conditions, that's fine. But we can weed out the manufacturers that are just are not going to be any good for the county - it would all just big waste of money and cause problems - and do that together. And then, taking a deep dive into what those technologies are. I know, it's off from your original question [crosstalk]--
Rules-Politics - Budget-purchasing	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] There hasn't been any interest that I've seen. County is really cautious about spending money and a cost benefit analysis on those kinds of things. There's also a limited sophistication of IT support, so you start introducing encryption everywhere, biometrics, all those kinds of things, that's above the pay scale of 95% of the workforce. I mean, those are advanced things so that causes a problem. If those things should be there-- right, we should have encryption of all information but we're far from that.
Rules-Politics - Budget-purchasing	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah, you've got to follow chain-of-command. Some things have to be formal, some things can be informal, but you just need to inherently know that. And so I think culture really is our biggest inhibitor to having better communications. One of the things that on the incident side right, out there, cost of technology is a significant inhibitor to-- not everybody can have a radio. Right? Even though they really need it for their job. To spend \$7,000, 8,000 on a portable radio is just, it's wrong.
Rules-Politics - Budget-purchasing	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] It's wrong, [laughter] just to be honest. To spend \$70 million dollars on the infrastructure is just mind-boggling to think about it. But there are other technologies emerging. Software applications that you put on your phone, integrate with those. What's inhibiting from that happening is, we really wanted to have a completely independent radio communications infrastructure from the internet. We don't want to open that Pandora's box from a security perspective. And so in order to facilitate that you

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								stuff you actually have to have networks converge. That would make it more cost advantageous. And then people don't like to carry big bulky radios anymore. They'd rather have it on their phone. Now you spend a bunch of money to give all these people radios and now they're just going to use their phone. So it's cultural but it's also cost. And grant funding has been the primary stream for all that. Most if it didn't come out of budget. Once this starts to need to come out of budget because grant funding isn't available or needs to be for other things, then that becomes kind of a challenge. A tug-of-war over what gets priority.
Rules-Politics - Budget-purchasing	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[RE: source of funding for new technology projects] [S3]: I would say 90% is through grants.
Rules-Politics - Budget-purchasing	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah. Yeah. So we've been really lucky. We've been the beneficiary of a significant amount of money from grants.
Rules-Politics - Budget-purchasing	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] So I mean, they did buy the tablets with the biggest screens possible. Those kinds of things.
Rules-Politics - Budget-purchasing	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Well I monitor the schedules for the four dispatchers that we have on our 911, in our 911 COMMS center. It's both sheriff and EOC, which is [County]. And it's manned by the both of us. We are cross-trained, so either one of us can run whichever console that we're on. It's just a different pay by different entity.
Rules-Politics - Budget-purchasing	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Not, it does. They bring the invoice to me. In a nutshell, I guess if you were to [inaudible] my job into one, it's public safety more than just emergency preparedness.
Rules-Politics - Budget-purchasing	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	...Our dispatch center is a little unique in that we have a consolidated dispatch. However, we have a law enforcement, sheriff's office

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								dispatcher, and a [County] dispatcher both cross-trained in each other's jobs. The only difference is one gets their, one's on the payroll of the sheriff, one's on the payroll of the [County]. There is a supervisor for each shift or each, I'm sorry, not each shift, each discipline. We are 24 by 7, 365, two position [inaudible].
Rules-Politics - Budget-purchasing	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... The two municipalities, one's a little bit smaller than the other, so naturally would not have the funding sources the bigger one has. So it's a little hectic sometime on the dispatchers insomuch that the smaller municipality does not always have a sheriffs, a law enforcement officer on call, and t may have to be the [County] backing up the municipality. So it can be frustrating at times, but I have to say they hold their own, and they do their best.
Rules-Politics - Budget-purchasing	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	So lots of time, it is very, very, very stressful that people are not trying to help themselves. And I didn't grew up in a culture like that. And it's, granted, times change. But at the same time, it's like folks, we cannot buy 9,000 tarps for 9,000 residents in [County]. [Inaudible] residential structures. I mean it's just, can't do it.
Rules-Politics - Budget-purchasing	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... So kind of like my job is to where it gets, they get bogged down or have something else or priority, they can switch up. So it's work in progress, but it's come a long way. We've shown it [County]-wide. We've shown to our Homeland Security region also. A lot of people like it, and they're also looking for some guidance. So it was pretty much something that we already paid for through our GIS department that we didn't know we were paying for. So it's a pretty neat application.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	If you are a full-time employee in the dispatch center you actually attend what is called the 360 post academy, just like a regular police officer. We have a night academy and a day academy hosted at our agency. Our communications officers attend the night academy from 5:00 p.m. to 10:00 p.m. Monday through Friday after shift. They get paid and compensated for that. And at the end of it you are a post certified deputy just like a police officer on the road.

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Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	And we had just signed a contract to construct this facility that we're in now which is the third floor of the new courthouse. And so that kind of sped that project up to get us moving into a new facility quicker than what we had planned. But also gave us the opportunity because we had planned on moving some equipment and purchasing some new equipment with having insurance we were able to apply those savings or those insurance claims to the new facility.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	So we were able to upgrade our communications better than we had. We are currently on our own 450 UHF radio system for the sheriff's office and fire departments locally. But in that move and upgrade to this facility we went on the 700 system with the state which is the statewide [State] radio system. And then our CAD system is several years old. We have a pretty new--I mean it's a new version, we keep it upgraded. We have a very new 911 system that was put in just before the flood, I think a year before the flood and then we upgraded it when we moved into this facility to have a backup center at our emergency operations center and this facility so we've got a diverse back room. We staff 7 positions on a normal basis: 5 radio positions and 2, well, a sergeant to supervise and a call taker for most of the time.
Rules-Politics - Budget-purchasing	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S1]: Well, this and keep up, and you've heard this before I know. But what didn't keep up was the funding mechanism and of course that was a problem all the way around and when we will get in more into FirstNet, I will all have more to say about it but.
Rules-Politics - Budget-purchasing	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S4]: Oh yeah. And I think the mapping is a little -- like if we could somehow manage to afford, like live mapping or whatever. Like Google Maps or whatever.
Rules-Politics - Budget-purchasing	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: Well, I am charging you \$ 300,000 a month and now you are going to get something that the state is giving you for free. So, I am going to recommend that you keep what I am selling you.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	But we run it together. So by being efficient and me being able to be involved in all that stuff, we make that more cost effective and more



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								efficient. I don't know, if you got to go inside but when you are done, I will take you into the center and I'll kind of show you what we're talking about. So we have a fire dispatcher, we have an EMS dispatcher, we have a call taker and then I have what I call a [Job title] that sits between the Fire and EMS and then we have two IFT dispatchers; one is out sick today and then I have a couple of trainees in there today too. So each one of them have a job, but all of them answer emergency phone calls and take emergency calls.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So to keep from having this separate, my IFT could be down and our ambulance build and setup, but with them being up here, they help out on the 911 side. The 911 side also takes calls for IFT; we can get more done with less people, it's more cost effective, those type of things.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	...We are, I mean our business guys so anyone in our meetings I tell these guys that "you guys have got to understand we're a consumer. At Dispatch we're a consumer, EMS is a producer, and Fire is a producer. We make no money. We don't do anything that provides any income for this business." S2: I would never have thought about it that way. S1: But we can save them hundreds of thousands of dollars. S2: Yeah. Yeah, yeah, yeah. S1: So we produce savings for them; but we produce nothing, we make no widgets, we don't do anything.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	You know we do things a lot different than the other -- how do I put this? I am not a government agency, so I don't have government money. I have to be a fish, if I want my money.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So we have to, we do more work with less people than government does. So if you go in and look you will have people sitting around on that side, that's government, not doing anything, now [indiscernible] you can see on our side too, the phones are ringing, go off, but they're usually doing some training or something going on. So we do more with less and we have to because if we don't make a profit, I can't buy new radio systems, I can't do all that stuff, so we have to be frugal with our money.

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Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	At least that's my personal look on it and it's got to be cost effective so for me to go to a board and sell, which I just did, so ATCO, if you are familiar with that.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Part of it is our fault because our dispatchers quit using it because it doesn't work 100% right, so they quit and we had a meeting yesterday by phone, I said, I gotta know what's wrong or I can't fix it, you got to use it, and by buying this CAD we spent just as much money for our small corner as they did. We spent over three million dollars in buying the new CAD and OPTIMA and First Watch.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So I also have the third party compliance software called First Watch. We worked with them and we built a lot of triggers, we also built triggers for the health department. So there's things they watch during the year, such as heat emergencies during the summer, cold emergencies. Right now it's narcotic overdoses we're looking at, anytime those things come up, and they'll trigger in First Watch and they'll be able to go in and get that data out of our CAD immediately and by going through that third party there's no HIPPA data exchanging, all that stuff's clean, and I also pull my daily reports, hourly reports, compliance reports, because we have a county contract. We have to be at all emergencies in 10 minutes or less, 90% of the time. If we don't, we pay fines. We have another thing set up to where we have first response for ALS engines in the county. So if an ALS engine gets there in 10 minutes it bumps the ambulance time up to 17 minutes, so we still got Ucare in 10 minutes, and if we don't make that in 17 minutes it's a fine of \$250 and in a minute it's \$500 and then in three minutes, it's \$1000 and it goes up, to be allowed to do that; so there are economic reasons for us to be efficient. Unfortunately, the reasons that was in place is because a lot of places contract ambulances and nobody paid attention to that and at one time the county paid ambulance services, so we get no money from the county, we're held under that contract. I get my overtime, every time we are in with the county; I tell them they gotta pay my Mafia money. I say this is the only business I've ever worked in where I pay you to be here and

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								they're like stop saying that, like its extortion. [Laughter].
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	The reason for that is politics. So the people that ran rural metro helped create some of the bankruptcy issues. They all quit, walked out the door one day to go start a new ambulance service and part of that they knew what was going on, so they entered into this contract that we're in now, some things to make it difficult for us to remain here, but we're smarter than they are; we're doing financially well and they're suffering so, but it's politics, so they got in and they agreed, 'we will do this for free, we will pay those fines if we can't do it', so it's a mutual agreement from our side of the company, those people don't work here anymore, so that's how you end up in a thing like that, but if you look at a lot of -- we've gone full circle so, we used to get at one point if I can remember \$90,000 or \$100,000 a year to pay for the indigent people in [City] who couldn't ambulance, to offset those possibilities. And then negotiated a way and it went down to \$ 30,000 and then it totally went away. So we get no money for anything, for indigent.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Well it's a bill; you'll get an ambulance bill, we'll bill your insurance company.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	But the subscription doesn't cover emergency calls. They'll cover fire, so then we will come out and it will cover. So if you had our subscription and you're having to go to dialysis or radiation treatments or chemo, or something where you cannot drive or function and you're truly bedridden, there's a huge discount buying that subscription.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	We don't make any money out of this, it's just a nice perk to help people out.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Indigent is huge here in [city]. We have a huge homeless population. We have a huge psych [crosstalk]. It's...so if you're in jail, you're supposedly deemed indigent, which I still argue that, if you're in jail and you have the insurance, why am I taking you for free. We should be able to bill your insurance, you know, but by the law, you are deemed indigent when you are in jail.

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Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	It's not a nationwide thing it's a State thing, and some county thing, but the Sherriff's department is supposed to be responsible for that, but because of the contract we entered into saying we take no money, we can't bill the sheriff's department for that, so it's another one of those contract things. So as everyone knows, that cost gets passed on to the consumers without money. Medicare doesn't pay for full boat. Medicaid doesn't pay anywhere near full boat, so that gets passed on to the other insurance companies, it gets passed on to you, the consumer; you know the drill.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	EMS is not. So we're working on some legislation changes. So in the ambulance service requirements for the [state],there are certain frequencies that we have to carry - VHF, 155, 205, 295, and 304 those are the disaster frequencies. So the State does not migrate it, but all the hospitals are on UHF to talk to them. Now we're going 800, so I've been meeting with the State and other people so we got to change the laws, because all you're doing is creating expense. So for EMS to go to 800 right now is an added expense, because we still have to maintain those older channels because we can't get rid of them because the State requires them. And there's no funding for us because we're a private company that is not getting grants, and I'm like we got to work on this, and not only for us being a private company, but in [county names], where there's three ambulances and they're already squeezing every penny out of that county's budget, they can't afford to go buy three \$20,000 radios.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Forever, and I can't get parts for them. So we're going to a new radio system. So for one console from Motorola is \$110,000. Through another company, I was able to do the whole center for a less than \$100,000.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Because I found something that is Motorola capable, that's just as capable, I can tap into that system and I've always been one that goes do we care who we use? I am like, I want it to work. I don't care what name is on it. I want good customer support. We run 24/7, internet is important to me, phone system working is important to me, radio

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								system working; those are my top three priorities. Fourth is that my employees and their needs to make sure they can do a good low stressful job because without those first three they have no job. So those are my priorities and how I take care of things. So yeah so, for a lot less than \$110,000 for one console, I'm doing nine.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Stressors. There are some and it ebbs and flows, so most stressors...all stressors are tied to money. Well there's a stressor for the employee, there's stressors for me, there's a stressor for the system. It's usually because we don't have the money to fix something real quick that we need to fix. Not that it doesn't get fixed or taken care of, but if it's more than \$10,000 it's a capital request. If you don't get capital approved the year before, you don't get it, so then you have to declare an emergency and you have to go before the board and you have to do all this stuff to get it done. So that takes time. AMR is a lot better with this new company. The radio system as well is unbudgeted, totally unbudgeted and we got to a point I couldn't get a part, I called them and said I can't get parts for this, one other failure and I'm in trouble, we do. They found the money, so they're really keen on keeping technology and stuff up to date too. It's not been as difficult. Right now, it's probably the workload for them; it's a stressor for them.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	And it's more a stressor probably for our new people than it is for our old people. What I mean by that is when I said earlier, so one of them went through the whole training program got a child CPR call, had to give the mom direct instructions on how to give CPR to a 2-year-old, went through all that, that was it, she quit, can't do it. So if you're a parent and you have a 7-year-old and you have the 7-year-old call that day, it's close to home, it's a huge stressor. It's the same when I was on the fire truck and the ambulance, you know there are many times I've walked up and seen the back of a kids' head in a car wreck and it looks just like your kid and it triggers that in your mind. The longer you do this, the more callous you get to those things, the more cold you become, which can also be a stressor for other things at work, so it is, and its different triggers for

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								everybody, just like people are motivated differently. And employees that - money, I'll cut your overtime off and I'll get your attention quickly, but the other guy could care less and never works any overtime, so I can't use that to motivate him.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	We'd get Narcan because we give directions so we had the direction cards: how to give CPR, how to control bleeding; so if those things are going on we will give those instructions to the layperson on the phone. So we will ask, he's not breathing and I can't wake him up - do you want to do CPR? - I don't know how - I can walk you through it, do you want to do CPR? And we walk them through to do CPR on the phone. So we had to add Narcan administration because we've never done that before, so it's really simple with them. It's easier with that; with cards, you had to pay money and print out all the cards. With the new, we will pull off a script, we write out what we want it to be, how we want it to flow, we send it to our medical director, he approves it, same as we do with our policies and procedures for standards of care and then we send it to APCO, and they add it and we load it into the software.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So (unintelligible] says, hey, we want you to stay with us; APCO says if you want it to be APCO, you're going to have to go build this new software. It's a \$20,000 cost to me. Either way I go. I've got to pay 20 grand or I'm not going to have nothing. I'm going back to cards. So I go to my boss prepare to settle on how I can save money and you know, one fine is going to pay this \$20,000 and this and that and this is what we need it, and he is like yeah, all I want to keep up with technology, I don't want to go backwards and I'm like [sigh of relief] thank you.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	S2: So how will you communicate with them? S1: We're going to have tri-band portables; we'll have VHF, UHF and 800 on the same radio. S2: Wow. That's going to raise the cost of radio. S1: Yeah, they are like \$4000 a portable.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Right, for us it's uncommon. [state]? They do it all the time. They do it all the time, so they're set up with a lot of grants and funding and all that.

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								We tried to take those lessons, but how do I sell to somebody that we need to buy a half a million dollars' worth of radios that we are going to use twice before they have to be replaced because of upgrades. That's just hard to do.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Lack of preparedness... It's due to the financial - so if we want to prepare we need 200 radios; nobody's going to pay for 200 radios that sit there that we use twice in 10 years before it goes out of date. So that's a lack of preparedness. It's a broad term; there are many reasons for it. We know we need it, we can't figure out how to fund it.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	The other is, is if somebody would do that and not communicate. We're really, really fortunate here. So in [Cities] and [Counties], we all meet all the chiefs; we have the LAPC meeting once a month. After that meeting, all the chiefs, we have a meeting and we talk about these things. Fire department, police department, sheriff's department, rural metro, we're all there. So we do great; our EMS region, Region 2, our 16-county region, we meet monthly. We have the best of the best people to work together. I'm a private ambulance company, and we work great with all the other private ambulance companies and the other government ambulance companies. We meet and we take care of each other, we pool our money, sometimes we get money from the health coalition. We just bought those Broselow tape for years for babies. We still have one, but you have to replace them every so often and they're expensive. So Broselow tapes, you lay a kid out, and it not however long they are, and then it'll say they weight this and this is the color of the kid and here are the drug dosages for that weight, so it's a really quick thing for the [indiscernible]. So there's a new program called the PD-SLEEVE, because in a Broselow tape if something changes, and I just bought 10 of them, I got to buy 10 more because it's a prank call.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	The PD-SLEEVE's you can change [indiscernible] it's the same thing as the Broselow, it's got the dosages from the weight and the size, but we can individually change and update and it costs half as much. So it costs half as much on the front end., but we got a grant through the

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								health coalition and we just brought those for every ambulance service in 16 counties, through that grant. So, when we do stuff we don't do it just for us, we do it for everyone on the region.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Honestly, what it comes down to, we all got to go to it, so we got to find the funding so that we can get there and it'll be and it'll work, because there's going to be some small counties in this State that can't afford to do this, and that funding's got to be there for them.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	And that's what we have you know, they went to a new system and we didn't because it wasn't talked about, planned financially, or any other reason to plan and then now the ones with the most money [indiscernible] the technology get farther and farther away from those who can't afford it, or have the knowledge, I mean they may not even have the -- I wouldn't be surprised that there are some [City] 911 centers that have no idea about next gen.
Rules-Politics - Budget-purchasing	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	It does. Staffing is all about money. You can either sell it and get the staffing you need. But again, do people do true studies on what staffing should be. I know what I need in there, but there is no magic number that if you take his many calls, you need this many people. We tried to do that, we tried to use that as a number, but we could every one of those calls in four hours.
Rules-Politics - Budget-purchasing	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Technology advances can be an issue, maybe as not catching as fast as we want. Or maybe we're using a system that's one down from what's already happening because I'm sure you know as well as I do, technology is always moving, and a jurisdiction has to operate under here because they've already spent a lot of money on a particular ends, and it may not communicate with that technology because it's outdated...
Rules-Politics - Budget-purchasing	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	[RE: involvement in purchase decisions] Very, very little. I know I was involved in a meeting with some of the technology groups just to see from my vantage point. I'd very little input with it all. The fire chief has his people that he goes out and does a lot of these meetings. So I have



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								very little role when it comes down to choosing these products, but certainly, I can give my input as to, "Hey, I've got this radio. It works great for me but I wish I had this." Very little for me.
Rules-Politics - Budget-purchasing	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	[RE: current state of technology] I would say we're probably at a happy medium. There could be bigger, better, faster out there. Knowing a little bit more than I probably should with some things, it takes a while to be current. For the size of the department that it is, it's not like you can just walk into Best Buy and buy thousands of radios, and there's obviously a price tag and a budget that comes along with it...
Rules-Politics - Budget-purchasing	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	[Q: is protocol a pdf?] No. It's split up. And actually, the department just provides the current copy of the current protocols to the software development. The app is actually developed by a third party and they do protocols not only for [City]. It's a protocol app, but they provide protocols for various places in the country. So basically, anybody who wants to connect with them or whatever. The only thing the department does is they have some sort of agreement with them. I'm not sure exactly how all the agreements work out to. but the app normally costs \$10 and with us, somehow the agencies will get a deal with the developer so we can actually use the app for free.
Rules-Politics - Budget-purchasing	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	So, yeah. [inaudible] the app for free instead of paying the \$10. A lot of people were paying the \$10 before the department did that so [laughter] [inaudible] feel like It's a one-time \$10 fee. It's not that much so a lot of people went ahead and did that, but then the department, they-- [inaudible] [how much and how that works out?]. That's something between the agency and the developer. I mean, the developer, there's two [inaudible] versions of the app. There's Paramedic Protocol Provider and there's Paramedic Protocol Provider Agency, which is the one that we can [inaudible] and do and use for free. So, again, the specifics of things, I don't know how that works out, but.
Rules-Politics - Budget-purchasing	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	At a basic level, yeah. And then, I guess, was around 2000 or 2002, somewhere in-between there, they actually started working on putting paramedics on the engine companies. And the first way with that was

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								actually taking paramedics who were already paramedics in the EMS division or the EMS side of it and having them run on a couple of the engine companies as a pilot program. But since then, they've started actually hiring firefighter paramedics. And when they initially started putting medics on the engines, those medics were still just single-role medics. They weren't trained for firefighting at all. They were just riding on the engine to say they had a medic on the engine, that they could possibly get to the scene faster than a actual ALS transport unit with a medic on it. But as I say, since then, it's become a lot more. [As I said?], almost everybody the fire department hires now is cross-trained...
Rules-Politics - Budget-purchasing	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...they're hiring both firefighter paramedics and firefighter EMTs. I don't know exactly what the proportions are and how the numbers work out. And as far as I know, I don't think they're hiring more single-role EMS providers at this point. The ones who are here-- a lot of the ones who are here are actually crossing over and becoming firefighters. And the department, every so often, will have a class specifically for EMS people looking to cross over to the fire side and do both.
Rules-Politics - Budget-purchasing	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	There's private ambulance services in [City]. In the past, they haven't been used for 911 services at all. I guess it was starting about a year and a half ago, I want to say - I think it was last March - they did start using a private ambulance service for some of the basic calls to try to reduce the load on because it was getting to the point where we just didn't have enough ambulances and personnel to transport everybody.
Rules-Politics - Budget-purchasing	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	And you're coming from the slow end and this sort of seasonally busy end, and that never end transfers and their end transfers, and had a way higher property value, and that was managing themselves okay financially. But because of financial downturn, and because a lot of our money is based on property taxes, and because it takes two years for the property taxes to actually trend one way or another, even if they're going down, it still takes two years. They were in trouble financially. So it was to their advantage to merge with us. And their person that was in charge of them, saw all of that. And I think it also makes us stronger

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								overall as an agency, to be together with five different fire departments. Fire departments sometimes like to take over EMS agencies, and if you have one through out the county with five different fire departments, it's a lot harder for one fire department to say, "I'm going to take your whole thing over when they only cover a certain part of the district."
Rules-Politics - Budget-purchasing	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	In a lot of places, they work in a fire station. They're a part of the fire department. They're either cross-trained as firefighter paramedics, and then they work in a fire station and they do that. And then what we have is a county-based, tax-supported system that is separate. It's a separate tax district. So it's a special tax district, a health services district, and it's a-- I don't know if that's only a [State] thing, or if it happens all across the country. But they had to go and create this thing 30 years ago. We used to be part of the hospital. The hospital thought we weren't revenue-generating enough, and they didn't realize [laughter] the potential. And so they dropped us and then they created a special tax district...
Rules-Politics - Budget-purchasing	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...So we are not fully funded by taxes, but I think the budget that we have - I could be wrong about this - but roughly half of it comes from taxes and is property taxes. So on whatever hundred thousands of dollars your house is worth, you pay - I don't know what it is - \$28 per hundred thousand-- it's not a phenomenal amount of money but it is every year. And it's a couple hundred dollars if you own a regular house, a year-- I don't know. I don't know what it is. \$100,000 if you own-- anyway, but we have some houses in valley that worth a lot of money. So they pay more, but that's how that's worth. And then the rest of the money we collect from billing. So we bill patients when we take them to the hospital, and it's not cheap.
Rules-Politics - Budget-purchasing	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	And then we also take people to [City], and that's even more expensive. And there's different level of care within the valley, and then there's different levels of care when you take them away to another hospital too. So that's where we get a lot of-- and then there's a very small amount of money that comes from grants and stuff that we get, and I'm certain that they only last for a certain period of time though. And then

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								I'm sure there's other money that we literally-- we have leftover and we invest. We try to make it so that when things go down, property value wise, we still have enough money to function [crosstalk]. So that's how we work.
Rules-Politics - Budget-purchasing	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...the radios have gotten smaller and lighter throughout the time that I've been doing this. I mean, they used to be like-- you could them as a weapon if you had to [laughter]. And now they're as big as old cell phones. It's happened so slowly that-- I can't really think-- I hated the chirp-chirp thing because I'd like to know what other people are doing, and where they are, and that kind of thing. That was the biggest reason why I hated it. And I also thought it was just-- they only did it for financial reasons. I mean, it was cheap, so that's why they did it.
Rules-Politics - Budget-purchasing	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	But I think we've gone way more towards phones. Everybody has a phone, everybody texts. So a lot of that. And then pagers are gone for the most part. I mean, some services use-- the volunteers, use pagers, or very rural places use pagers because they can reach places that phones might not reach, or radios might not reach. But the pagers cost money for services, so [City] got rid of pagers. So now, you can get a pager but I would say 5% of the crews use an actual pager. And they almost all get texts. So they can just get a text instead. And you get all your information on a text and or on the radio...
Rules-Politics - Budget-purchasing	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Yes. We use laptops for trip reporting. So every patient, we have a trip report that we have to write about them. And then it goes to a server, and it goes to billing, and it goes to the hospitals. So they can have a report of what happened before they ever got there. And different places have different abilities to make it better for the crews. And some places focus on-- I mean the billing is important because you need the money to keep doing the job. But some places it seems like a little higher priority [laughter] in making it better for billing, or QA, or research, versus the people that are running the 10 calls a day, who have to write the 10 trips reports per day...
Rules-Politics -	EMS	R	Supervising	46-55	11-20	Male	EMS-	[RE: new ambulance setup] ...It's not a challenge to be up as much as

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Budget-purchasing			Field Responder				R-007	possible during the call, but when you're running 120,000 calls as a system a year, you need to kind of-- spending an extra 10 minutes on every call makes it that you're going to need more ambulances, and that costs you millions of dollars a year. And the more ambulances you have, the less calls you're on. That makes your paramedics not as good as the ones that are on more calls. And so it's not like-- they're trying to solve a problem, but I don't think they're doing it in the right way. And some company came, a couple years ago here, they were all excited about this thing that they had with, "Let me show you how we can do this," and it was the beginning of this. I saw it coming, and I was all like, "Oh, no. Here we go."
Rules-Politics - Budget-purchasing	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: new ambulance setup] And now they've started to implement it, and the government's enforcing it. So if you get a grant for an ambulance and they have certain safety features that they want to implement, you have to get the safety features with the grant, whether or not whatever...
Rules-Politics - Budget-purchasing	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...so we used to have a technology here that would, you had fog and you would beep it in when you would drive, and it would keep track of your driving, your speed, around the curve thing. I'm sure it had some kind of driver scope inside the ambulance to tell you if you're taking the turn, all that stuff. Everybody hated it and the day it got uploaded every month. And they didn't really use it punitively. But it made noise. So it clicked when you come around a turn. And if you take the turn too fast at all, it would alarm. It was so annoying. And even if you were hitting this at a normal speed, it was telling you you were taking it too fast. Let alone when you were actually going fast, then it would just alarm the whole time. So everybody hated it. We kind of mutinied. And when we merged, we got rid of it...
Rules-Politics - Budget-purchasing	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: new ambulance setup] ...But now we're getting a couple of new ambulances with a multi-hundred thousand dollar grant that we got. The grant's awesome, the technology is kind of back with the new ambulances in some form. So there's technology that isn't good, or that we don't understand the use for it. It doesn't make our job easier. The

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								goal is safety, but it doesn't really seem to make it safer.
Rules-Politics - Budget-purchasing	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	we've gone from-- so I've started where we had van ambulances, which they still use in some places, but they're all diesel, and they've slowly, slowly moved. If you want a certain size ambulance, specifically one that works best in a city or isn't huge. And mostly, people that buy the huge ones are firefighters, and I'll leave that alone. But a normal size ambulance, like we have, that's basically a pickup truck [inaudible] or whatever, nobody wants to make them anymore. So Ford and Chevy are the last two-- Mercedes makes something, but they've gone from diesel. Nobody makes diesel anymore. So now they make gasoline like a V10 engine. So they get five miles to the gallon. But they're powerful enough and they're more reliable than diesel, but there should be so sort of incentive for companies to keep creating ambulances and there's not. They've stopped. There's no money in it.
Rules-Politics - Budget-purchasing	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	So I'm very reticent about-- I mean, I am, in spirit, an early adopter. I mean, my first computer had an 8088 processor on it and two floppy-disks that I traded back and forth, and I did all kinds of stuff on that and I think that's great. And it's fine for me to play around on, but if I'm-- my service is going to depend on a technology. I want to be damn sure that, number one, they're going to stay in business; number two, it works the way they say it's going to; number three, I can afford it; number four, I can support it. All those things, they don't say those things in the ads. The salesman just doesn't bring that stuff up for some reason.
Rules-Politics - Budget-purchasing	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I mean, we just signed on to a new billing add-on to our technology and basically, it's just an aggregator. It takes information from multiple different places, that their billers have to open, one screen for this and another screen for that, go to a different program for that. It brings all of that into two screens. So that you don't have to keep changing screens, looking back and forth, going to different websites, to get this bill ready to be sent out... So it has great promise, like all technology. It's affordable, we think we can support it because it's written by the vendor we already use. So we're going to try it.

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Rules-Politics - Budget-purchasing	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: billing] It's how we get paid. It's how we stay in business.
Rules-Politics - Budget-purchasing	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I mean, I can't make any of my employees do anything. Okay. They're here 24 hours a day. I've done their job. It's not easy. If you throw all kinds of harder stuff to make their job harder on top of it, it's not going to work. I mean, I can put all of the sanctions and rules and everything I want on it, but I have to motivate people to want to use this technology and show them the advantage of using it. We get paid faster. We can post statistics that show us what we're really doing, how it's useful. But if it's not to them, what's in it for them [laughter]?
Rules-Politics - Budget-purchasing	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	So the cost of doing business keeps going up, and reimbursement keeps going down, and cost of living keeps going up, so--
Rules-Politics - Budget-purchasing	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Ask anybody in this county or anywhere [inaudible] area, really. I mean, you could go to Martha's Vineyard, same thing. It's a nightmare [to?] staff because how do you staff full-time, qualified people when your call volume in May might be 200 calls in a month, and my call volume in January is 700 calls in a month. So I have to be able to expand and contract responsively, because you can't build [the church?] for Easter Sunday [laughter]. Taxpayer's money, it just doesn't work. It's not sustainable. So I have two paramedics in every ambulance, and then in the winter, I hire EMTs who do seasonal work, and have some other job as their main job. You have to get very creative about staffing around here.
Rules-Politics - Budget-purchasing	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...you got districts in this county, like us, who are pretty well funded. You get districts in this county, like [City], they are completely volunteer. Their budget is, I mean-- we give them our used equipment because they need it. They have no money to spend on anything, so how are you going to apply technology evenly across even as small an area as our county and

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								make sure that it benefits everybody?
Rules-Politics - Budget-purchasing	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	there's a separate governance to kind of set the policy and how much we're going to spend this year, and how much we have in reserves, and all that kind of stuff.
Rules-Politics - Budget-purchasing	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	As you know, technology is very expensive. You don't just buy it and you're good. You've got to maintain it... You've got to upgrade it. And we deal with some very challenging and physical conditions. A lot of our computer sites are above 10,000, 11,000, 12,000 feet. You can't get to some of them unless it's summer. If one them breaks down, well, just have to wait until the weather clears [laughter]. I mean, we have ice loading on some of our tower sites such that it shuts them down. I mean, it's just--
Rules-Politics - Budget-purchasing	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...But if you're working on the interstate, most people expect to be [laughter] able to use their cell phone at least. There are just dead areas of this county. And a lot of counties, frankly... There's lot of parts of the country there's no cell service. And it's because there's no people [laughter] to pay for it. I mean, AT&T doesn't put a cell site where there isn't anybody to pay for it. It's the interstate corridors and even then there's places where, like I say, you don't have power, or you don't have fiber, or you don't have a microwave link, or something, you're not going to have anything. And the geography just makes that impossible some places.
Rules-Politics - Budget-purchasing	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	But from the EMS side, we do so many things where we talk and we experience, based on what we see. Whether your face is drooping or if I'm talking to you and you're not quite making sense. You are making sense, but I'm picking up on something that isn't quite right. So how do we portray that to the hospital sooner? EKG monitors. Our monitors don't have WiFi or Bluetooth capability. They purchased them right before I got hired here, so I think they bought them in 2006 or 2007. And if you think back then, WiFi was still kind of limited. We can't send our 12-leads. We can't send our heart monitor pictures to the hospital. If I



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								thought it was important, which I never do, I could lay out their EKG and take a picture of it and send it. But again, we don't have that capability with the department...
Rules-Politics - Budget-purchasing	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: EKG transmission capability] ...The ambulance company does, but they don't utilize that either with telemetry and stuff like that. So there's a lot of underutilization. Yet, because those things are so darn expensive, they want to get 10 years out of them. It's kind of like a car, you know? ... You want to get as much time out of them as you can before it's necessary to progress. So labs, blood draws, stuff like that, we just can't take advantage of that due to that limitation.
Rules-Politics - Budget-purchasing	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...Our engineer is the one who does the documenting on our EMS calls because we're fortunate with staffing...
Rules-Politics - Budget-purchasing	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...We're currently just finished up doing an RFP for a new LMR radio system, so I was involved in that. If anything breaks, I get involved in making sure the right people are coordinating to fix it. And then just the everyday stuff, too. I just listen to the radio, I make sure ambulances are behaving themselves on the radio, dispatchers are behaving themselves on the radio. When mistakes are made, I send a lieutenant out to investigate, and then I take the results of those activities and would go ahead and take whatever action's appropriate there, so.
Rules-Politics - Budget-purchasing	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	So we just message each other, so standard commercial messaging systems. Again, at an enterprise level, for sharing files around, we have our own intranet with shared central drive systems. That gets heavily used. We asked for something more mobile-friendly, and we got access to the box.com platform which is very nice...
Rules-Politics - Budget-purchasing	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: cell phone use] To communicate with the hospital, to communicate with each other, to communicate with their field chief, with their higher ups, whether it's a text message, whether it's a, "Hey, we're going to be going to get some fuel right now," and their chief responds, with their personal phone, "Okay," because they need their permission basically. "Hey, by the way, [Name] not feeling well today. I going to take him to the

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								hospital." "Okay." So they're using their personal phones for business, which is sometimes some people have an issue with that because they're not getting paid to use their personal phones. And they believe that we should be providing a phone or some sort of communication to them so that they can communicate easily with their chiefs, and sometimes that's difficult on our side because now we would have to supply phones for everyone and it's just not; money-wise, it's not going to happen.
Rules-Politics - Budget-purchasing	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	The one thing that seems to have been lacking on our ambulance for years is a built-in GPS. So we don't have the ability to open CAD computer and sort of GPS ourselves if we're confused of where we're going. They did buy everybody like the old, individual ones that kind of set up on the dashboard with the small screen. But I'd say if there's one thing lacking from our CAD that I've seen other systems have integrated is, everybody goes around now with their iPhone or whatever they have and UGPS and it tells you where to turn or where to go. But for [City], we still don't have that component in our ambulances. You're still relying on street-smarts and if you have your own second device to find your way around.
Rules-Politics - Budget-purchasing	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: community visibility] No, no, and that's sad because we don't have enough manpower to do that, at least on our end... I would love to go out when it's not really busy and drive around and talk to the community and see what they think of us or what do they want from us. I do notice our sirens are really, really loud, and it's for a reason. And they tend to put their hands over their ears, and we do get a lot of bad civilians that are very unhappy about that, but we need it because the cars don't pull over.
Rules-Politics - Budget-purchasing	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...I see very often folks will pull a phone out and they're using Google, using their phone to find that because we don't have a solution for them to have a-- we don't do smartphones on the ambulances. They're just cost prohibitive. We can buy them cheaply up front, but for us, the part that becomes cost prohibitive is when they're lost, or stolen, or broken which happens--

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Rules-Politics - Budget-purchasing	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	Okay, our radios, our chief's really cool about that. He buys the best radio stuff. So we were having an issue with our microphones. They weren't as clear, so he actually got us better mics for our radios, and they were way clearer.
Rules-Politics - Budget-purchasing	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	...So that's really important to have, I guess, the latest technology helping you. What else do we use? So he doesn't skip on lights for our gear. I guess that's technology related, right?
Rules-Politics - Budget-purchasing	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	So we have everything we need to do as far as the truck company does. We have two saws, two chainsaws, two K12s. The best cutting tools and extrication tools known to man. So I think that's super important, because if you skip out on things that save people's lives, it could take you longer than the [inaudible] if they break.
Rules-Politics - Budget-purchasing	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	I'm trying to think of what else we've had. So our fire department's really big about technology advances. Our chief is really cool about that. He sees something he likes that's new and he goes like, "Let's try it. Let's do it." And that's awesome because I feel like some fire departments are a little old school, and like, "No, we're going to do the same way every time." And honestly, I've seen some of the things change around here for the better, because he's not against pushing the envelope to try new things out and see if it's faster. The biggest thing with our job is you pay us to be fast and efficient and be professional. And if something old school isn't as fast as something new school, I'd rather save those seconds to help somebody. It all adds up
Rules-Politics - Budget-purchasing	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	... I mean you use data you know that you're paying for but and we have GPS's but the GPS's are spotty.
Rules-Politics - Budget-purchasing	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	It depends on what software you got on there. Some software's are real difficult to use. They're not at all user friendly. Some of them are very user friendly and but it's all you know a private enterprise deal where whoever's the cheapest price and whoever's direct their license the most that's what they do.
Rules-Politics -	EMS	R	Field	18-25	5 or less	Male	EMS-	[Date] is what I was told today. We because of the problems with the

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Budget-purchasing			Responder				R-018	copyright or whatever it was on the old system we had to stop using it and they've been testing out other systems trying to figure out what's going to be best between the field to the billing to you know our records and I'm sure that that's a balancing act you know that the director has to work on but that's just not my thing.
Rules-Politics - Budget-purchasing	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	At my other job the stretchers on our ambulances are not like here. They lift up on their own and all you do is just pull them out and then you press a button and they go down so you never have to lift which is a huge deal on your back. I mean they'll lift 700 pounds or 800 pounds really so that's huge. I mean you don't have the issue of throwing your back out you know trying to lift a big patient, having to call for extra trucks but it's just you know it's money. I mean it's a \$30,000 system.
Rules-Politics - Budget-purchasing	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	... Funding is an issue everywhere I would say. You have to prioritize where you're going to put the money that's you know set aside for you. You have to have somebody that's going to keep the interest of the personnel as well as the county taxpayers in mind when they're buying stuff for the year, when they're budgeting out their year.
Rules-Politics - Budget-purchasing	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	They don't have enough money to proactively do much of anything so you know there's no tax space out here relatively speaking.
Rules-Politics - Budget-purchasing	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Not until the county builds a plan and lots of money for it. I mean there's nothing you can do other than make it work which is a lot of what emergency services does that nobody understands.
Rules-Politics - Budget-purchasing	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	...They'll take their own box that they pay 10 bucks for at [name]and they'll bring it in and put everything in there you know so it's organized and easy to get to help everybody out. You see us just working with it you know making it work but nobody really sees that unless they are told or are shown because they just think oh that's the way we paid for all that. You know we pay your salaries, we pay for all of that. No we pay for like we pay out of our own pockets for a lot of this stuff so you know that's just something that we do. If we need it we'll pull money together and we'll do it you know.

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Rules-Politics - Budget-purchasing	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	We're pretty far behind compared to other counties in the state and elsewhere I'm sure. We're one of the few I think that even do paper reports. We did have a system they finally got one last year and it was horrible, didn't work out so they've done away with that so we're waiting now to see if the county picks up something different.
Rules-Politics - Budget-purchasing	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Yes especially when we had we had like an iPad system to do our reports and they were absolutely horrible. You know and the bad part is is that our county tried to get us a good system and unfortunately we can't afford what some of the other counties can afford so it is a price thing and it ended up being more of a headache than anything.
Rules-Politics - Budget-purchasing	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Yes ma'am. I think that when they're bringing in technology I think they and maybe they look at this but it seems like they don't to me because I'm on the outside. I'm just the person that uses it. I don't know the ends and outs but it seems as though when you're in a rural setting that those things should be considered when they're choosing yes. There may be a cheaper way to go and it maybe budget friendly to our county but when we're one of the more rural counties and we have all of these areas that we can't even get radio reception, we can't get cell phone reception then you need to recognize that some of these things are not going to work for us.
Rules-Politics - Budget-purchasing	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	But if it will help keep all of our information tracked because that's information the information that's put in the PCR's is where we also get our grant money so when it comes to needing money to get new supplies or trauma things for our trucks they look at all of these numbers that are entered as far as our patients go and if you can't keep track of them well because we don't have a system then it makes it more difficult for us to get money for the things that we need to be progressive and become a better service and better serve the community.
Rules-Politics - Budget-purchasing	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	he works on a really neat program that actually lays out where our call volumes happen, what time that they happen... He can actually show you a density map that shows the densities of our calls. He can show you

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								the unit hour utilization. So that's the time that we actually spend on a call. So from dispatch until checked back in service, they track the times that we're busy and the times that we're not. And then that helps position fire apparatus, helps position ambulances, so that we can be at the right place at the right time by statistical data. And then, also, where to put our next firehouses and things like that, so... It helps for funding, and it helps for grant money.
Rules-Politics - Budget-purchasing	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: data analytics program] it also shows where the need is and where the need isn't. And so that's been one of the big changes in the last 10 years that we've seen, is a lot of stuff went on paper, or a lot of stuff went into unusable databases. And now, we're finding that there's programs out there that we can extract some of that information. But we're also finding that there's 50 different vendors, and nobody wants to work nice with each other. And so you have to then hire-- you have to hire a programmer to make the patch from program A to program B so that you can get it to spit out some information that would be usable...
Rules-Politics - Budget-purchasing	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So, I mean, like I said just a minute ago, that when you talk about technology in the fire service and our rapid adaptation to it, we've never found anything to bring everything together. So there's inventory of equipment, and tracking the equipment from birth to death. And then the costs of repair, and when is it time to replace? And then inspection, and service tests to show that you've inspected it, and how it's lived...
Rules-Politics - Budget-purchasing	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: switch from Gmail to Outlook] The reasons were financial, because we're also in a weird-- I mean, I'm sure you know that, doing interviews about technology, there's a weird transition right now between gen X and gen Y, who are very technologically savvy, and the boomers, who are on their way out into retirement. And so I think that that older generation is still stuck on Microsoft Word, Microsoft Excel, those types of programs, because that's all that they were exposed to for 15 to 20 years. And Google and the cloud-based softwares don't work exactly like the software that they were used to. And so they have this big affinity to going back to what they know and not learning something new. And

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								even though Google Sheets worked as well as Excel, it's just things are in different places. You don't have the ribbon on the top or whatever. You can do everything you need it to. It's just different.
Rules-Politics - Budget-purchasing	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: switch from Gmail to Outlook] And then there's just the compatibility issue. So some of our admin is pretty old, and they would do something in Excel and then send it out for the membership to look at or to use. And then that creates a compatibility issue of having to upgrade it or change it. And then, when they would get something back, they would get it back from Google Sheets, not in Excel format. And they didn't understand how to change it back. And so, finally, they just said, "Okay, we're going to buy Excel for everybody." But then you could buy one for every desktop and then still continue a cloud-based service, which is now buying two programs. Or they just buy Microsoft 365, which gives you the web version, but then also gives you five free licenses, or desktop, or whatever. Then, that creates a whole nother problem for our IT department because there's-- and I don't know what your background is in computers... But you have to support them, and you have to load it on the computer. And then access and all of that, so.
Rules-Politics - Budget-purchasing	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	We explored a TIC that was integrated into a helmet. It was about \$1 million a piece when we were looking at, and it proved to be a very cumbersome piece of technology. It was 10 years ago, so the screen was really thick. The camera was really heavy. It added another 10 pounds to somebody's head... it was an extra 10 pounds on your head. And if you'd look like an orange sitting on top of a toothpick, that's basically what it was. So it just proved that it just wasn't a good technology...
Rules-Politics - Budget-purchasing	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	The mic in the fire service has become kind of a big issue. We're pretty early adapters at [City]. We tried a Bluetooth system. And the problem with a Bluetooth system is it has to pair every time you turn it on. And it doesn't always pair. And then you're trying to smash the button to make it pair. And so we got rid of it [laughter]. We also tried to do a Bluetooth system in the cab of the truck. So as the engineer, my position, we tried

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								to buy one so the engineer could jump out and still have his headset on. And he could listen to the radio and then be able to operate the truck, not be exposed to the noise of the truck and all of that. And same thing. So you'd have to pair it, and then the battery died. We ended up with a [Name] that's MIL-SPEC that works really, really well for the military. Because they get in in the morning, the HUMvee, or whatever it is, put in a new battery, pair it up, and they can go about their day. But it wasn't built for the fire service. So it's not built for the truck that gets backed in, gets turned off. Then, you get a call, start the truck up, it still needs to be paired or connected.
Rules-Politics - Budget-purchasing	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: radio mic placement training] Absolutely. I mean, we do it all the time. But still, you can get in a unique situation, just like we do in TRT and SET. And you get in that one space, and you can't actually be spread out like that. So now you're communicating like this, where maybe [this?] your choice. And they've tried this. [Name] said they actually have headsets built into the masks. And there's a cost affiliated with them. And I'm not sure how those work. We haven't had them. I think we tried them and messed around with him, but didn't really come out.
Rules-Politics - Budget-purchasing	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Well, and that's why the big push was for the in-mask communication. But then it had the Bluetooth pairing problem, and we abandoned it. And then we went to this radio, which has a microphone on the back that's supposed to do noise canceling, but it works 50/50.
Rules-Politics - Budget-purchasing	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. Some of them are paid. Some of them are free. Some of them are mandated, like the AskRail is a mandated app. And so the railroad companies actually maintain them. But you do have to send in an application to get access to it. And then they'll send you a username and password.
Rules-Politics - Budget-purchasing	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...And we've actually just got a new program from the county, which is kind of an-- it's an interesting concept. They pay a ton of money to a company and they gather all of this free data and put it into one piece of software. And so you type in ammonia, and it brings up the ERG. It brings up the NIOSH Pocket Guide book. It brings up all of these free



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								pieces of information but it's all together. It's called PEAC Software. PEAC-WMD made by AristaTek. That's out of Gillette, Wyoming. So it's really cool, but it's unfortunate that it's that expensive. So it is kind of cost prohibitive for other places to probably purchase...
Rules-Politics - Budget-purchasing	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...But to have all that information in one piece of software that once you click on Ammonia, it just gives you a bunch of tabs. And you just click on every one of the tabs, and you can get all the information, so. That used to take half an hour to pull up all of these books to find that one particular product... And now, it's all there in one place, so.
Rules-Politics - Budget-purchasing	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...we have one thermal imaging camera. We send one in with every group of firemen that go in. So they have that technology there. But the people in the front that are on the nozzles that are doing the job-- to be able to talk to them and to tell them, "Hey, I see this," or, "I see that," because you're focused on your one job. I think that would bring more value than everybody having \$50,000 worth of stuff attached to them... When maybe not everybody needs that. Everybody needs to be in contact and to be able to communicate everything that's happening. Because I think now, everybody wants to have a TIC because they can't see it. But if you were just being told in a regular voice where, "I didn't have to push a button. I didn't have to do this. I didn't have to do that," you wouldn't feel the need to have to have everybody have a TIC to be able to see...
Rules-Politics - Budget-purchasing	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. There's a huge cost issue. And so I think that a lot of things can be done on a lesser scale. You can give one guy the \$10,000 TIC, but then give him \$50 worth of communication that he can now more freely speak and be able to communicate to get out what he needs to do that doesn't take over precious radio time. Because we're getting dispatch. We're getting command. We're getting all of these things that-- it's turning into a lot right now. And I think we're just trying to figure it out.
Rules-Politics - Budget-purchasing	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: prams/automated stretchers] I think that's huge. I mean, just the amount of injuries that that prevents. It's worth it... . I mean, you could lift up an 80-pound person and just lift her on and hurt your back. But it's

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								just that there's a cost affiliated with that. And we're gradually getting there...
Rules-Politics - Budget-purchasing	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	That's a happy coincidence. So that's some of the neat things that are happening with EMS. I know all the monitors now have the ability to send the EKG to a hospital. But it's just the receiving hospital has to have the right technology to receive it... And somebody looking at it. We're getting there. One of the hospitals we go to, they're only a trauma... so they don't have a doctor on staff for strokes at night. But they do have this little robot that drives around. And then it's got the camera, and it has a screen. And the doctor can actually drive it around, move up, move down.
Rules-Politics - Budget-purchasing	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: stand-alone ERs] You save that money. You save that ambulance transport... Puts us back in service quicker for the next patient. There's still a lot of kinks that need to be worked out. A lot of it's insurance and what they're paying for, and what they're not paying for. So I don't know how it's going in [City], but we've had it here through a private agency. It's called a CCT unit... Critical Care Transport. So that unit would show up and then, like I said, based on what it is, they [would either?] take care of you right there and send you a bill or transport you. So I really think that's the wave of the future for multiple reasons, and I think it's a great idea. You're going to have those people where you absolutely have to transport them... But from the hospital's perspective, they don't want you to do that. They would rather see you in their building...
Rules-Politics - Budget-purchasing	FF	S	Manager	46-55	21-30	Male	FF-S-023	Yeah, when we look at our data, when we look at our-- we've got two properties out there that we had our board, many years ago in the 60s decided that when we had that area, they bought this land... They were very smart. We have a bunch of little places of property that's pretty cool.
Rules-Politics - Budget-purchasing	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: medical supplies] Yeah, it's all about the money, I think. So anyway, so we're trying to reduce the waste that way, by using data again, to analyze how much they need: what they really need at the station, what's expiring, and maybe move stuff that's not expiring, or expiring to a more

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								busy station so it can be used up. Yeah. Exploring things like how do we, maybe, partner with a hospital to get the stuff that they're going to use in a heartbeat, and just do a swap with them so that it doesn't expire, because that's just a waste of money.
Rules-Politics - Budget-purchasing	FF	S	Manager	46-55	21-30	Male	FF-S-023	...We're now moving to a web-based PCR in [inaudible] reporting. So now I've got all of this historical data that is out in SQL and other places, and we're going to this other thing that-- when we were buying this system, they swore up and down that they had two systems, that PCR and Fire weren't just going to be the same, and that is not the case.
Rules-Politics - Budget-purchasing	FF	S	Manager	46-55	21-30	Male	FF-S-023	So now I still have two separate systems out in the cloud that I have to figure out how I pull that information to a place where I can analyze it. They keep saying, "Well, we've got great analytics," which is true, but it's not going to give me a holistic picture in the long run.
Rules-Politics - Budget-purchasing	FF	S	Manager	46-55	21-30	Male	FF-S-023	Correct. Correct. And not only that, but I think when we really start looking at data as we go, we can start looking at things like, well, how many miles does engine one put on versus on-calls, and what is that costing us maintenance-wise? How can we project out what that maintenance cost is going to be over the years? So I have to bring on my finance data, my fleet data, and my fuel data, and it all has to somehow coalesce into something that we can look at.
Rules-Politics - Budget-purchasing	FF	S	Manager	46-55	21-30	Male	FF-S-023	And the same thing with even facilities. How often does that garage door go up and down and is that counting as far as our financial commitments for the next thing? So we have to really project out into the future where we're going. And again, that first year's good, then that cone gets really wide, but if I can budget out that one year-- there's nothing worse an apparatus getting a call, getting to that garage door, hitting it, it's dead. So if I know that I'm that only going to get 50 garage door up-and-downs, I'm of course making it up... but if I know that I can put a thing where it says, "Boom, we're getting close on this one, we need to get somebody out to look at it," preventative maintenance, zero failure. That would be the goal...

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Rules-Politics - Budget-purchasing	FF	S	Manager	46-55	21-30	Male	FF-S-023	Money is tight. And a lot of that comes down to how much can we, in your purview, how much can we research? How much can we figure out what we need? And will departments adopt it? Vendors will go where the money is at. So if nobody is going to adopt it, they're not going to put their time and money into it.
Rules-Politics - Budget-purchasing	FF	S	Manager	46-55	21-30	Male	FF-S-023	So there's several different facets to that I think. I've been trying to look into the future, my IT administrator is futurist. So we talk a lot. There is technology that's coming, that's going to make us safer. Robots, drones, that kind of stuff actually doing some of the hazardous work. So there's that kind of technology that's coming. And it makes sense, you've got building on fire, it's just like a bomb. We sent robots to go defuse bombs, why not send a robot into a burning building? If it's not something we have to actively go search for somebody. That way if it collapses, what do we lose? ... A million dollar robot, who cares? It doesn't have a family, so there you go.
Rules-Politics - Budget-purchasing	FF	S	Manager	46-55	21-30	Male	FF-S-023	...Sadly, most of the money we have to spend has to be in that ideal [inaudible] that immediately dangerous to life and health environment. That's where we put our money and that's good.
Rules-Politics - Budget-purchasing	FF	S	Manager	46-55	21-30	Male	FF-S-023	So the unit hour utilizations came from the ambulance community. And what they try to do is if they can get there-- what it is is how many hours you are on calls over available hours. It's just a percentage. So in the private ambulance industry, they try to get that as high as they can because that's profit and that's them getting things done. In the public sector, if you look at an engine or anybody else who's located at a specific geographic area, and we're at this 90th percentile, is how we rate everything, anything approaching 10% means that they're giving into that 90th percentile. They're going to be ineffective. Medic units, we try to look at that because there's more than just responding: you've got to recover, we required to work out, we're required to do training. We require all this stuff--
Rules-Politics - Budget-purchasing	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: UHU] So we're looking at like 30% during the day and 20% at night. That's kind of where our cautionaries are. Whereas private ambulances

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								look at it, not as cautionaries, but as profit areas. I'm not trying to be negative. That just... --that's how they use it. Yeah, they use that to see their effective force and how it's making them money. We're looking at it as to how we're burning our people out. If we go too high, tired people make bad decisions; bad decisions kill people. So we look at it from that direction. So it's just really time on-scene over overall time.
Rules-Politics - Budget-purchasing	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So some of the projects I'm working on now is working with the training bureau and the engineer that has oversight of our fleet. And we're purchasing new hose. So, inch and three quarter and two and a half inch hose. Purchasing new nozzles. We're looking at the way we do water supply. So we are looking to changing and adding gate valves on to our hydrants so we can get more water out of our hydrants than just using the five-inch supply line. So working on those projects to do the R and D. And there's crossover between training and operations, so working with them to kind of make-- right?
Rules-Politics - Budget-purchasing	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	I think really good. We work very closely with a similar size or smaller departments. We have a good working relationship with [City] Fire, but they're big city fire department, with a lot of big city calls, a lot of issues going on. We have some border calls that we work together. We don't do a lot of aid back and forth to each other. But I would say, otherwise, and especially now that we've improved the radio systems, that's made it even better. I think as our technology opportunities change, if we get to a point where our CADs are talking to each other, we could look at some-- we have some areas where dual responses, coordinated responses would work out really well for us. But it takes some time for us to have the comm center, notify a comm center, and then they process it. A call gets shipped out, and there seems to be some delay. Whether it's a training issue or a technology issue, not super sure yet because we haven't pushed that far into saying, "Yes, we're going to run dual responses together." But I think there's some opportunities in the future as money gets tighter, and that you just can't build fire houses wherever you want anymore. You have to figure out how can we work

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								together to cover areas on the fringes of your protection area. So I think there's some opportunities in the future. It's just, okay, how do we work through that?
Rules-Politics - Budget-purchasing	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...back then, the neighborhoods were kind of smaller. You've got a neighborhood firehouse, and if you look at our fire stations in the older parts of town, their response circles lay over each other so they're 6-minute, 30 or 8-minute circles lay over the top of you. And you have circle over circle over circle over circle. When you get out to the new portions of town, the circles just barely touch each other... You've only got a certain amount of money and you've got to have fire protection police, and water, and IT, and parks, and streets, and all that. But it's been a challenge because you're trying to push infrastructure so far away from the core of the city. How do we deal with all that?
Rules-Politics - Budget-purchasing	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	My personal cell phone, I get a small city stipend for carrying it.
Rules-Politics - Budget-purchasing	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So, here in [City], primary dispatch channel, and then we have TAC channels two through six. TAC two is almost always medical. TAC four is almost always fire. If there's a lot of medical, so six or more are going on simultaneously, they can open TAC three. If there are two simultaneous fires going on, house fires, then they'll open four and five. The biggest issue is the comm center has to have certified or trained people to function on those channels. And a lot of times, we can't get extra channels open. They just don't have the staffing to-- either the people trained or the people period to open extra channels for us, and that's where it becomes difficult. And you can hear-- they'll open it, but you can hear a dispatcher working multiple channels and trying to handle the call volume that's going on...
Rules-Politics - Budget-purchasing	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: working in Arson] ...we struggled back then trying to move to some kind of automated-- we really wanted a tablet back then, when I was in there, where you could do your sketches, and you could take your pictures, and you could do your notes. And we really struggled back then

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								trying to find something that could meet our needs and could be supported by not only the organization money-wise, but by the IT department who already has a ton of stuff going on. And then here we are going, "I want this, it's special." And they're going, "Right. You're not special. We need to meet the whole need of the whole city."
Rules-Politics - Budget-purchasing	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Me, personally. I would love, at some point, whether the technology exists or not, the bigger issue will be funding and working with IT. I would love to have a tablet that I could get my calls on, that I could do my maps on, that I could do my pre-plans on, that I could have my inspection ship too. Because we still get stacks of dot-matrix-printed paper inspections. That I could do my EMS reports on...
Rules-Politics - Budget-purchasing	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	I would love to see that. I would love to have that where everything was just on one thing. The officer could carry it around. He could use it. A caller comes in, you could go to the rig and just put it in the dock. But we're all fighting for the same dollars. And IT is doing the best they can to try to keep up with everybody's needs right now.
Rules-Politics - Budget-purchasing	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: switch from Google to Office 365] It was a bunch of-- well, I don't know if through the grapevine, you hear stuff. It was a budget thing. We're paying for the whole Office Suite and we're paying for Google versus this. We just paid for 365. And it's a money saver, I believe, which obviously has to account for stuff. We're not just going to waste money on two separate programs. But they're similar, the two programs.
Rules-Politics - Budget-purchasing	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Financial and staffing are the two biggest-- volunteerism across the country, we know, is plummeting. The expectancy or the expectations of firefighters continues to astronomically grow, and so it's becoming more and more difficult to have volunteers who have time, commitment, and ability to do what's expected. And then with all those expectations comes enormous cost and trying to keep up with everything.
Rules-Politics - Budget-purchasing	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We also live in a resort community, and we have a lot of transient population. And so as a volunteer comes in here, and the society expects them to have the same certs as a paid individual, even though

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								they're volunteers. And we live in a high-cost area, so they have two or three jobs in order to maintain a minimum standard of living. On top of that, they're now required by the public to have the same certs as a paid guy, which takes time away from their job. We also live in a... very beautiful place, so having time off is super valuable. That's why you come here. And like you said, the life expectancy of a volunteer to maintain that internal and external standard is really, really difficult.
Rules-Politics - Budget-purchasing	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Everything's different. We have certs that expire at two years. We have certs that expire at three years. We have certs that "never" expire as long as you train on them every year. So everything's different. Everything is at a different cost. Everything is at a different educational facility. Some things you can get renewed through the college. Some things you have to do it through the Green Machine or the Forest Service. There are some things that you have to get renewed at a local level or by a specific certifier, like ice rescue. It can only be done through two different certifiers in the nation. So that's a struggle as a volunteer. That's tough.
Rules-Politics - Budget-purchasing	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...So our average for volunteer retention reaches right about the time [inaudible] get to Fire 1, EMT, Fire 2, CDL, all these certs. So now they can get plucked and away they go. So yeah, it's a very high turnover. And that comes with costs. I mean, several studies out there, and we kind of did our own assessment, and it's right around that \$17,500 for a volunteer, to get a volunteer. And then they go. So it's really expensive.
Rules-Politics - Budget-purchasing	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	My long-range planning is really what I spend a lot of time on because it's hard to determine, again, with our transient volunteers, again, through no fault of their own, what are their needs going to be. How do we need to make them successful in our organization? What classes are going to be available and at what cost? Classes are getting more and more expensive. We were just talking this morning. There is a class-- we're getting our last guy through it, which as we've gotten everybody else through, was 100 bucks just to-- the tuition to get into class. That doesn't include the supplies, and hotel, and everything to get through it. But that class is now 500 bucks.



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Rules-Politics - Budget-purchasing	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	So, I mean, everything is getting more and more expensive. There are classes out there that are 1,000 bucks for a week. There are classes out there that are 3,000 bucks for the week. And so the more active the volunteer, the more we're going to be able to throw at them for training, but anticipating those needs is really long-range...
Rules-Politics - Budget-purchasing	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Email, text. We use our radios for incidents, but we don't use our radios for just communication. Some of that is-- well, we get charged. The way our radio system is up here, we get charged for every push-to-talk. So it costs us money... So the more we talk on the radio, the more it costs us. And with our financial situation, we don't. So we find that we don't use our radios as much because of that.
Rules-Politics - Budget-purchasing	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: password manager] We use a program called LastPass that we pay for individually.
Rules-Politics - Budget-purchasing	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[County] works because we've always gone into everything as a county, and we continue everything we do, technology-wise. I sit in the same-- the reason I know [Name] here, we all have that tech ops group, and I happen to be the chair of the group. So we make sure that we include everybody in the county, and so we're as a whole. And then that ties into the state. So our state has gotten better. The state spent a lot of money in investment into a state digital trunk system, and it helps...
Rules-Politics - Budget-purchasing	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Currently, we use Motorola as our vendor, and that can change any day. We're not stuck on them. We use the digital trunk system because that's what we're on in the county, so whatever best works there. We issue radios per person, which is very expensive, especially with the cost of these radios. But we've found that then you can ensure accountability of them...
Rules-Politics - Budget-purchasing	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	it has to be affordable, and that's the challenge. Of course, they're loosely related. I mean, there are companies out there that sell all this stuff, but it's never achievable for us. We'll never be able to spend \$10,000 on a radio. We have a hard enough time spending-- right now, I mean, our radios are costing almost 4 grand for radio. And that's why we

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								have older radios because we can't afford the new stuff. So, I mean, we're barely-- having a hard enough time buying cell phones. So it's one of the challenges, I would say...
Rules-Politics - Budget-purchasing	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: tech support when computers go down] We just don't have money for that. So we don't have IT.
Rules-Politics - Budget-purchasing	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We're sitting in the million-dollar addition that we had to build because we were no longer getting volunteers from the town. And we were having guys coming here from [City] and [City] sleep in bathrooms because there was no place for them to stay here. Because prior to that, everybody had a house relatively close to the fire station. They used to respond here and grab a truck. Well, nobody lives in town, and we're still getting calls, so--
Rules-Politics - Budget-purchasing	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	And it had to change. And that wasn't budgeted. Our budget certainly doesn't support a million-dollar building. And it's obviously not a Taj Mahal. We don't have marble. We don't have all this stuff that really costs a lot of money. This is bare bones, drywall and wood addition, so.
Rules-Politics - Budget-purchasing	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So we're currently moving forward with our drone program. We haven't actually purchased the drone yet, although we are in the process of purchasing several drones. We've done all the research on it. The other captain and I have taken several-- we've gone to different conferences and have talked to various people around the country in the industry, both from a public safety standpoint and the commercial user kind of TV commercials, bridge inspections, and we've collected all of our data and kind of-- we're at the point right now where we're actually next week sending out for bid the drones that we actually want to get, so.
Rules-Politics - Budget-purchasing	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...So we have some venues like [Name] Park, which is right across the street from the City and County of [City]. And the fire department that serves it has got like three fire trucks. So, obviously, if something happens there with 50,000 people, they're going to be overwhelmed. But in our policies, procedures, and protocols, that's not in the city. We don't really concern ourselves. But it is a shortfall to say, "Hey, if there's an

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								active shooter, or there's a bombing, or if there's a drone that just crashes into it because a hobbyist is flying it around and it just happens to hit the crowd and a bunch of people start running for the door and start trample over each other, we're going to respond." And so we came up-- we were given some money. We presented to the city council, and what's called the [Name] Committee, to invest in technologies that would allow us to create a situational awareness tool. We brought in several companies. One of them was IBM. And I think they said something for like 850 billion-- no, I'm just kidding... So, for some extraordinary amount of money, they could work and create a tool. What happened was that it was just too much money...
Rules-Politics - Budget-purchasing	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	He's very interested in advancing the department. A lot of times we don't have firefighters that stay in key critical positions for a long time because we love to get back out and do the firefighting thing. And so those key positions that keep the organizations moving forward, in the fire service in general, we get huge amounts of turnover. I'm a brand new captain. A brand new chief. I'll do my 18 months in hell. Go work in an office and then I want to leave. But anything, if you want to advance the organization, if you want something... If you want to increase your budget, get a new piece of technology, those things aren't just like--
Rules-Politics - Budget-purchasing	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Yeah. And I think especially when you're looking at a lot of city projects, everybody's competing for funding. So even with a very well-laid-out, high-priority project, the timing on it may be--the city could have other really-- in two years from now, this project could get pushed right through. But right now, there's three other projects that are super important. So it could just be killed. So, by Chief [Name] being where he is, he understands what's going on in the city and going, "That's a great idea. We need to push it. We're not pushing it right now." ... Because the timing is bad... And so he understands that. And he's a master at that.
Rules-Politics - Budget-purchasing	FF	U	Manager	46-55	11-20	Male	FF-U-021	Basically, under the umbrella of administration all of the administrator components of budgetary, HR, all of the department directives and guidelines fall under administration. We also oversee all of the

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								recruitment efforts, all of the PIO efforts of the department, also internal investigations, external investigations, anything to do with on-duty or off-duty behavior. We deal with City of Attorneys Office on litigations and lawsuits come this way. Claims against the city from accidents so on and so forth. We get all the citizens complaints, and then also around arson. Some of the arson investigations everything from fires falls under the administration as well.
Rules-Politics - Budget-purchasing	FF	U	Manager	46-55	11-20	Male	FF-U-021	...then from there, I'll go to speak with all the rest of the team in administration of what's going on with modified duty because we're in charge of that. So every day, how many bodies do we have broken, who's off, who's not, when do they go back to the doctor's, our paperwork filed properly, am I going to have any problems with risk management? So we try to stay on top of that. And then I'll meet with or get on the phone with risk management because obviously, cancer is something that's, unfortunately, becoming very prevalent now. And we've got quite a few people that have cancer right now. So I kind of give them updates of people having a problem with billing and things in that nature, so we can get that taken care of. And then kind of, just start the day after that, so.
Rules-Politics - Budget-purchasing	FF	U	Manager	46-55	11-20	Male	FF-U-021	...We can always use a little more help with budget or just like anybody else, the staffing... We feel like we're definitely at the bottom of the totem pole when it comes to safety agencies, when it comes to money. But it's difficult, I'm sure when you're making those decisions at the top because we're not bringing any revenue in. A little here and there but for the most part, we're just a cost, a pretty significant cost.
Rules-Politics - Budget-purchasing	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: in-mask TICs] And generally it's on a truck, engines don't have them. And we have them in chiefs' cars but it's one of those things where it's better to have and not need in my opinion than to not have and need it. And they are costly but the benefits of having it integrated into your mask rather than having a hand that's taken away from you that can be utilized for other things... So to me that's a technology that's up and coming that I would love to see us be part of.
Rules-Politics -	FF	U	Manager	46-55	11-20	Male	FF-U-021	A lot of things that are important, and airbags. So that's technology

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Budget-purchasing								that's there. But again, it's on an app and that's costly, but that's something I would like to see us go to eventually where you should be able to pull up on a scene and either on your computer in the rig or an iPad automatically puts in the first ten of the VIN number, it'll pop up that car. And you'll know right there that you have in your hand where it's safe to cut, where it's safe to stabilize, how many batteries there are, if it's electric, if it's partial hybrid, if it's even hydrogen. There are a lot of different vehicles that are out there. That'd be beneficial for us.
Rules-Politics - Budget-purchasing	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: communications technology] They're generally improving but, just like anything, we only have so much money and we've got to prioritize and technology is not cheap so it's always changing. So what are we going to get the most bang for our buck? ...
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Yes, Evenza Maps is pretty awesome. You can go in, and basically individuals will create maps. And then they can then make them available, so some of them cost money. Some of them are free. [Organization] has all of their maps on there. So you go in and pick a region. You download the maps you want. The other cool thing about Evenza Maps is for crews that are deployed to, say, a wildfire anywhere in the country, the [Job title] team can send those maps to the people's phones of the area they're working, and so they can interact with those maps. It's pretty awesome.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: Evenza maps app] Well, it's free, and then you can either buy maps individually, or I just saw an email where the state of [State] has worked out some deal where we can purchase multiple subscriptions, I guess. I haven't really looked into that. But yes, I believe if they're being sent out, anybody can get them as long as they have the app.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: laptops] So the battalion chiefs and upper issued them. It allows us to work remotely. We can bring them to meetings. I can do work at home. I try not to. I don't get overtime. We're exempt. But really, it's a way to kind of free us from the desk so we can work at the table. We can take it to the stations and use it for training if we want or whatever.

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Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[City] has a resident program. So [City] is all career, and then they have student residents. They live in the station for free, they get their own room, their own kitchen. They pay for their schooling, and in return-- and now, they get an hourly rate of-- some sort of hourly rate. And then, in return, they work at that lower rate for the fire department. I went through the same program in [City] 20 years ago, and it was-- they paid for my schooling and that was it. They didn't pay us. We had to go get jobs, and then we would work two days a week, but it's gotten a little bit better than that. I thought they were going to get rid of it, but it's just too much potential savings on paper for the town council. They just can't ignore it, even though it's-- anyway, we got rid of it.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...VHF, UHF, I mean, that was awesome, but the voters-- in '96, the voters said no and then sheriff was-- we're three sheriffs away now. Then sheriff said, "Okay, we're just going to pay for it and just do it."
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Oh, yes. I mean, yeah. We've got TICs. Our equipment is very well taken care of, very new. We're on replacement schedules now.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...So if Motorola decides to change their portable radio, it doesn't mean we have to change, but if we have to replace any with the newer model because they don't make this model, that's when we will make the change. So they're pretty good about giving 7 to 10 years before they make changes. This one has been pretty good. I don't know if they'll do that even at 10 years. Bu anyway, so we have an equipment replacement fund where we will take that amount that we paid for all these radios, we add a 10%, and then we divided it up into 10 years. And then every year, we have a budget, a line item for that, and we apply funds to that so that when we get to the 10-year mark we can just pay cash and we don't have to fund it.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: station alerting] So anyway, they send out this high-low sound to alert people. Well, the problem with that is that it's the same sound at three in the morning as it is at three in the afternoon. So you are startled up. I mean heart palpitations, it sucks. And so what station alerting

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								does-- there's probably four or five companies that are actually really good at it. Unfortunately, it's very expensive, as all of it is, but basically, it is a system that is embedded into the CAD at dispatch and then at each station then has equipment that receives the call. So instead of this high-low thing, it will provide kind of ramped tones, so it's soft, louder, louder, louder, louder. And with that is a ramped LED lighting that's red...
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: station alerting] ...So each bedroom, for instance, will, when there's a call, the sound will come over, the light will come out-- will also come up. The red light's important because it preserves your night vision so that you're not turning on the light and then going right back out into the dark. There's a lot of components. They add a lot of bells and whistles to entice people to buy it, but I just want us to get away from this high-low thing. In the '80s and '70s it was a bell, like a bell, a buzzer, so we've come a long way. But we're just stuck here because with station alerting-- because it's an all or nothing thing. Everybody has to have it or nobody gets it. And so then you go out west to [City] and [City], where they don't have a lot of money so they can't really invest in it. [City] doesn't even have people in the station every night, so what use it for them? ...
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...So anyway that's kind of my number-one thing is getting station alerting. Our chief is to the point where we may just foot the bill for, say, the dispatch end of it and then figure out a system to-- because if we put in the dispatch part of it, everybody's going to be enjoying the fruits of it, if you will.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Oh yeah. So, US Digital Design is the one we've chosen. G2 is their alerting system. And the reason we chose them is because the dispatch module is far less expensive than the other companies that offer it, and so to be able to at least do that part of it and get the quicker tone time was huge. And so for \$43,000 or \$63,000, we can get those quicker tone times. And that's the other thing, too, is the higher priced version-- which, \$63,000 is nothing in the technology world. For that version, it's automated. So now there's no dispatchers trying to talk. So as soon as

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								you hit the button, it alerts the stations, and then an automated voice gives the whole dispatch. And so now dispatchers can concentrate on EMDing, which is the giving of direction over the phone, CPR, if you will. The other dispatcher can work on collecting the information, updating the firefighters.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	We have a system for callback, but we don't require it and it's rare. We might get one or two. But now, with five-staff stations, we have a minimum staffing of four, which is [Organization]. The chief, we spend hundreds of thousands of dollars in overtime to make sure that these engines have four. So we can do a lot more now than we could 10, 12 years ago. 10, 12 years ago, we were doing callbacks for a lot of things, but it's rare now.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Well, I mean, I think, I guess, for me is if we're going to explore technology, let's explore and keep it and quit jumping around or trying to solve this with that. I mean, technology evolves so quickly that I don't know how anybody keeps up, but we're not going to slow the private sector down. They're going to keep evolving and keep creating all of these incredible, awesome things, and we're just going to keep shelling out the money for it. Yeah [laughter]. We can't keep up so.
Rules-Politics - Budget-purchasing	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...At the local level, our region is replacing their 800 megahertz trunked radio system [with] a new P25 Phase 2 system. But I chair the operations committee, which is all the end users kind of advising that project as far as, what our needs are, what our problems are, shortfalls, training, all of that... I believe the ballot measure was passed, I want to say like two years ago, so it's an expected or anticipated completion date somewhere in 2019, 2020.
Rules-Politics - Budget-purchasing	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...When Sprint/Nextel for example were looking at adopting the iPhone platform, they had to figure out are we able to move a million of these devices a quarter? Or I think the numbers might have been even more inflated, like a million and a half a quarter or something, a month. If you total up all of public safety in the United States, every cop, firefighter, volunteer, numbers estimate, you may have three and a half million of us



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								total here in the entire United States and we're certainly not replacing our radios every two years like average customer is with their cellphone.
Rules-Politics - Budget-purchasing	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	And so the whole idea to have public-safety technology, public-safety equipment that is free with a three-year signup [or?] lease, whatnot, has been a real interesting paradigm to try to address with public safety as far as technology: how we have it, what we do, what do we need. But it's for no lack of needs. Public safety definitely has technology needs, but it's always been kind of this push pull as far as, "Well, here's what's available," or, "Here, how can we make this work for us?" versus just saying, "Industry thou shalt do it for us because--" I mean, we just won't buy enough of them, they think, so.
Rules-Politics - Budget-purchasing	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: current technology] Some are better than others. Satellite communications tend to be very expensive. So they don't get used a lot. And when things don't get used a lot, then they can kind of get a little buggy... Just because people don't know. So then that's from the cost of it...
Rules-Politics - Budget-purchasing	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: NG 911] We have not rolled out, yet. So in this area, the 911 services are administered at a county level. And so we have, I want to say 12 to 14 PSAPs in this county. And so trying to coordinate those and getting everybody going at the same time has been kind of a challenge. So I know that they started buying some equipment for some of the 911 stuff, but they have not installed and configured it as of yet.
Rules-Politics - Budget-purchasing	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...I think the tablets may have its benefits as long as they're durable. That's big. That's big. And when you get to talking about us, if I have a radio that's expensive and something happens, I lose the radio or it gets stolen, the officer gets time. So it comes out of his pocket or he gets time with suspension. So that's a big concern, is that, say I'm an officer in engine, we get these new tablets that are easy to break. I'm not going to be happy about it because then now, that's something else I got to worry about. And when you're slinging tools around and your big concern is getting off this rig, putting your stuff on, and getting in there, you're less worried about delicate things. We're not delicate. We're just

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								not delicate people. So when you put something on there that is a level of technology that is where we are today but is not durable, that's a concern for us as firemen.
Rules-Politics - Budget-purchasing	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: SCBA with built-in HUD] It would be a potential but then you go into cost. You can only buy what is allotted to you. And you got to address what your needs are, not what your wants are. There's a little money extra at the end. But in today's economical environment, there is no money... unless that technology becomes a mandate.
Rules-Politics - Budget-purchasing	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	It is. But it's expensive. [talking about a helmet cam for every fire fighter]
Rules-Politics - Budget-purchasing	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	...So we didn't get a replacement. It melted, but I think it still records. So I think it still works. It's just they're super expensive for those. So just taking the ticks, just an example, the one on the quint is really- I don't want to say it's really expensive, but it's a lot more high-tech than the ones we have on the squad.
Rules-Politics - Budget-purchasing	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...So when a bad thing happens like Hurricane Irma or Hurricane Harvey, two very recent events, what happens if FEMA calls those organizations, there's a whole rotation with everybody and all that, and they look at who's closest and who's up in the rotation and they start going down through that list and activating resources. Like for Hurricane Harvey, all the task forces, all 28 task forces, sent some elements to help with that response. So then the local folks like me, I become essentially a federal employee and I get paid by the federal government for my time. So it really doesn't cost [County], or whoever the sponsoring agency is, anything in that moment to sponsor the team. Now, there's other associated costs that the sponsoring organizations do bear to some extent but they also get other the benefits because they get access to training and equipment and resources that otherwise would probably be beyond the means of most organizations to be able to house organically because they're really expensive assets to own and maintain for the very infrequent time you would ever use them in your own home jurisdiction.

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Rules-Politics - Budget-purchasing	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	So we had a warehouse loaded with 8,000 radios sitting in a warehouse in [City]. So the [County] rep said, "Hey, I know where there's a whole bunch of radios sitting in a warehouse. Let me talk to [County]." The [County] rep came to us and said, "Hey, [City]'s wanting 1,000 radios. You've got 1,000 radios. Do you mind if we take them?" And [County] said, "Sure. Take them. We don't care." As it turned out, our warehouse provided not only radios to [County], but also to [City]. And they ended up pulling a couple thousand radios out of our warehouse and sent them to both incidents. Then they just replaced them with radios ultimately. But that taught the region that we needed to have some organic capability to surge radios into a significant incident.
Rules-Politics - Budget-purchasing	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	There's always the desire, and I understand the engineering constraints and materials constraints that cause us to have what we have. There's always a desire for it to be lighter, smaller, cheaper because they're very expensive devices. It's hard to explain to folks why I can get this cellphone that does all this stuff for a few hundred dollars, but it costs thousands of dollars for a radio that does not near as much as the cellphone does with current technology.
Rules-Politics - Budget-purchasing	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	--very high. They've decided that they don't want to be accredited because they can't be accredited because they'd have to retrain everybody and then that'd cost.
Rules-Politics - Budget-purchasing	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	All these CAD vendors spend so much money. There's so much money in the development of the products. There's so much money invested. I mean, you're talking hundreds of millions of dollars that they're--
Rules-Politics - Budget-purchasing	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	Right now, it's me and a lieutenant. And I think we're way understaffed... I mean, there was a group that was doing it prior to us, and it was a lieutenant and like five sergeants. So they all could kind of take little areas and share-- right now, what we have to do is-- the program we came up with, we have to find people to do the training. So we came up with the program. Now we have to find people to do the training. And they'll come in on overtime and kind of be adjuncts for us and work for us as adjuncts...

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Rules-Politics - Budget-purchasing	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	... Your tablet or your computer had its own cell card. In an effort, my understanding, to make things cheaper, we decided we were going to buy routers, put a cell card in the router, tie two laptops or two tablets to a router. So we'd pay for one card as opposed to two cards, right? We had a ton of issues getting stability with the BPNs and everything. And then tablets wanted to connect to other-- and it's better now. But what ended up happening is we ended up-- our patient care reports, because those things tend do come out of the vehicle, they ended up having to give them cell cards.
Rules-Politics - Budget-purchasing	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	... I don't think are as up-to-date as some of the newer ones because it would cost so much to change the-- but that would be tremendous. I can't think of-- I mean, every year there's new-- there's masks that are coming out now. They have heads-up display as far as what your-- what your air is left. And there's heads-up displays for cameras where you can look in your mask without holding the camera up. The camera's built. I mean, there's technology out there but it's all so expensive.
Rules-Politics - Budget-purchasing	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	.... But if I had a display that was very legible and easy to read on board, and obviously the way the apparatuses are - and they can be different from different firehouse to different firehouse - because budgets don't allow us to buy the same thing throughout the city.
Rules-Politics - Budget-purchasing	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	... And again, it goes to budgets and accessibility to more money because there's heads-up displays in masks where-- let's face it, even big departments like this one are going to have a big problem coming up with the money for everybody to have that kind of technology. So that's the big one, it really is, because we're mainly about saving people.
Rules-Politics - Budget-purchasing	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	I know that I'd submitted an AFG grant, this year for additional portable radios and mobile radios. It was unsuccessful. We haven't received any notice yet, that we've been awarded that. But, we're looking at alternative ways to fund for our radios in our department.
Rules-Politics - Budget-purchasing	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	I guess it would be stable funding of the fire service. And I don't mean just more money, what I mean is stable funding so we're not reliant on

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								levy's and votes. And we have adequate staffing, so we're not-- let me just close this door. So that we're not trying to get by with the very minimums.
Rules-Politics - Budget-purchasing	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	I think so. We definitely are short staffed because of injuries, because of vacations. But overall, if you're looking at staffing models, based on the population density, and the call volume, we're still under staffed. It's a delicate balance with budgets and revenues from taxes and other means. It can have a detrimental effect.
Rules-Politics - Budget-purchasing	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	I don't know if it's-- I can't think of anything that I got to tell you, that maybe we haven't already discussed. Unless if you're thinking of anything specific, question-wise? I would just think more probably where we could really, really jump forward, but it's all money, right? Because it's-- that you want to talk about being leading edge, that's where I think it would be advantageous, is the fire scene.
Rules-Politics - Budget-purchasing	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S5] ... But people want to know where their tax money is going, so often when we go for these levies a lot of people, all they see is, "Oh, gosh. More taxes." We have had such a great response with our-- every time we've gone to pass those, so I feel like my job is to make sure they know where their money is going. To make sure they don't just see-- we do a lot of community events. But I try also to show what we do on a day-to-day basis by taking what I know they're going to be doing in a certain drill over the North Shore wherever it may be. I
Rules-Politics - Budget-purchasing	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4]... And the other thing is the expense associated with-- when you look at our computing, let's just say the GIS files from NAS and so forth like that, we don't have a revenue base other than the basic revenue base that we have, to generate high-technology solutions for mapping and things like that. Whereas on the commercial side, where reliability is not as critical, they can move a lot faster. And they have a lot better resources to develop those technologies.
Rules-Politics - Budget-purchasing	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4].... We're kind of here wedged in between. [City]'s a completely different zone, different dispatch center. [County] county's completely a

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								different zone, different dispatch center. And then ours, it goes that way. So we have a lot of interoperability challenges. The technology's there. Ask of any technology, "Can I do this?" The answer is always, "Yeah. It just takes money."
Rules-Politics - Budget-purchasing	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4]... They don't have to have Microsoft and Apple on the list. They don't have to use the common emergency speak. And then everybody has to-- the other issue it has to be funded. Everybody has to be sort of on the same version at the same time and that requires money. That's the reason that we don't have this version versus they have that version is funding. And we're at capacity support, and it's all this. And it's all very expensive. And the company is out there making a lot of money and the reason they're developing all this is new wristband things is because people are going to want to buy it.
Rules-Politics - Budget-purchasing	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] And one of the difficult things, I think, is you're developing standards, but sometimes standards come out, and we don't have the funding to meet some of the standards. That's one of the challenges we have when standards are created. As the federal government and the state government, there's a lot of unfunded mandates, and it's very difficult to do sometimes.
Rules-Politics - Budget-purchasing	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] Because we are taking up airtime and it costs money at dispatch centers.
Rules-Politics - Budget-purchasing	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] Yeah. And a lot of that is public education, but we also know as a fire district we go out to our voters for money issues. And the more positive and the more communication we can have with our citizens, the better off at election time obviously we're going to have, too.
Rules-Politics - Budget-purchasing	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] Yeah, we're getting short on radios, but we don't want to order new radios when-- we're probably going to do some type of a countywide bond issue to pay for it. We don't want to go spend hundreds of thousands of dollars replacing all our radios when number one, we can get the taxpayers to pay for it and not come out of our other budget. But

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								number two is, we don't want to buy radios that aren't going to work with the new system.
Rules-Politics - Budget-purchasing	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] Yeah, I mean, there is some out there that, I guess, I'll go one step further. And financially feasible, I guess. So I've got-- I don't know how many apparatus we have on that, on the streets. 14 station of 25 to 28 apparatus are out there all with air-packs on. They do have some communication one that do work better throw mics and things like that put on that help, but they're really expensive. And to outfit every body with that is not financially feasible at this time.
Rules-Politics - Budget-purchasing	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S1] So some of it, it sounds like, is not necessarily technology that's not out there. It's bringing the cost down on the technology that is. Which is another piece of this, right, to make it feasible? And if the goal is to make this feasible for agencies, then maybe that's part of this is saying to folks who are developing technology, "Not only do we need you to develop it. We need you to develop it at a price point that people can afford."
Rules-Politics - Budget-purchasing	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] And if we're going to teach a bunch of people here to use drones, it's going to be a lot of overtime to get them up to that pilot level for a commercial pilot.
Rules-Politics - Budget-purchasing	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	I actually have a personal phone, and the department gets me a stipend.
Rules-Politics - Budget-purchasing	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Yeah, yeah. And then there's that whole cost benefit of do you train more for something that you don't use, and then that's the time that you could be doing something else too? So it's kind of that balancing act of, well, it sounds great to train more, but in reality it's-- yeah.
Rules-Politics - Budget-purchasing	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Not for work related communications. If the battalion chief needs to call and talk to the crew up here, he would call not the personal cell phone but the company phone. So it's not expected that employees need to use their personal phones at work.
Rules-Politics -	FF	S	Supervising	46-55	31-40	Male	FF-S-038	Yes I would. And we are a-- as far as how our department's funded, we

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Budget-purchasing			Field Responder					get our regular taxes, but we also have an excess levy that we go out for every four years, and that's a vote of the citizens. And we have to get 60% plus one vote to get that to pass. So we put a lot of emphasis into that because we know that when it comes time for the citizens to-- basically, they're grading us. When they get that ballot, they're going to see [City], "Yep. We're going to vote for them," and then we're going to continue on with our operation and get the funding that we need, so.
Rules-Politics - Budget-purchasing	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	It works but it could be better. The city, the way it works, they always go with the lowest bid. Whoever. So the better technology, we could have, and it might be useful, we don't know, but we have to deal with what we have.
Rules-Politics - Budget-purchasing	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Yeah. Yeah. It's all of the police channels, all of our channels. No matter what, only 24 people can be speaking on all of the frequencies at any given time. The 25th person gets a busy signal. And I know that we're talking about a radio upgrade, but we're still several years away from that happening.
Rules-Politics - Budget-purchasing	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Their budgets have always been much higher than us. [referring to the cops]
Rules-Politics - Budget-purchasing	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	...I mean, the cost of our equipment, like a fire engine or fire truck, is way more expensive than a police vehicle, so they can buy-- and they always want to stay ahead of the power curve in dealing with the bad guys and so they can justify it. I mean, let's face it. Being facetious, fires haven't changed, right? Fires start; we put them out. Fires have changed in that they are burning hotter because of what's burning compared to 25, 30 years ago. But the fire service has always been able to get by and skimp a little bit compared to the police department.
Rules-Politics - Budget-purchasing	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Yeah. I mean, that's a huge training issue. Yeah, you can have it here, and if you let go of it, it's still attached to you. And if it's here-- I think that's great technology if it works, but like I said, that all comes down to the training factor. Yeah. And the other thing when it comes to radio budgets



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								in a department in a city this size, is that any change to technology takes-- or not technology. I shouldn't say it that way. If we were to change our radio system, it's going to take 15 years for that to happen, right?
Rules-Politics - Budget-purchasing	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	And once again, you know that technology exists. It's just, how are we going to convince somebody and who's going to pay for how that's going to get transmitted?
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Budget time is a nightmare.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	A new CAD system for dispatch. I know they're working on it but of course funding is a big problem for everything we'd like to see in a CAD system.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	...think they pay out of our tax money that we just recently got for this system. I mean the app's free for us but as a department we have to pay our portion to whoever it is that has or owns it you know.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	...I can have up to 25 [staff] that the town will pay for but anything over that as far as their dues because we have to pay yearly dues on each fireman then I mean that's the max that they will pay for is twenty five.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	the fire department puts it on and that's what we ran off of the whole year was the money we got donated at [name] Day because I guess the state or the government or the state they give us used to be I think about \$5,000 a year and that's got to be all itemized so you can only buy gear or flashlights and every penny has to be written down. And like I said and you know scrutinized pretty hard but \$5,000 doesn't get you very far you know when tires are \$150 or \$200 a piece or a nozzle is \$400 you know I mean it doesn't get you very far at all so there was times like I was saying earlier those older folks they took our town pump to go help another town that was on fire they blew the engine in it. It was \$10,000 to replace the engine. The department didn't have any money to replace that so they had to I really don't know what they did.

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								I think they took out a loan and everything else. I guess since I've been chief I've always remembered that and actually probably been a little too tight with money but I'd rather have it there than not you know and this sales tax I thought was going to be a great deal and it is don't get me wrong but it is a pain in the rear as far as being able to use it because I had it in my head that you know between those seven departments actually there's eight...
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	...You have to go to the chief's meeting and if you want if it's over x amount of money you have to get three bids, you have to get approval by all the other chiefs by everybody in that meeting, you have to then have your own money, pay for it and then get the receipt and then it'll be not until the end of the next month before you get reimbursed for that. So it's kind of a pain to be able to use it.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	) In this department not much. If we had more money we would have other things. Thermal imaging camera would be awesome to have for structure fires but I mean that's a lot of money for one of them you know...Well it's to rig out one fireman is almost eight grand completely that's boots, hats, bunk gear everything. So I mean you know our little department didn't have that you know. We're getting money now because of the tax but we need to use it in other places.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Training in pay. I mean if and that's not putting anything on [County] or the department I'm sure that's just the average pay that they pay them but you know as well as I do the more you get paid probably the better you're going to do your job or the more willing you are to take training or learn.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	My wish list would be newer trucks. I mean newer gear. We probably got some of the oldest equipment. I mean we need new jaws of life, we need more time, more training, more time to take training, a slower paced life but I guess that's kind of my biggest deal maybe a little bit bigger, I'd like to have a few more pieces of equipment as far as vehicles and I mean I'd take all the new technology they got out there for fire or EMS or anything like that I mean you know we've got well even training

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								stuff.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	I would yeah have more volunteers that don't have to have a day job. I'd love to have a full time probably and I am paid like I said but I guess when I became chief the old chief decided that the town pays \$45 a month to the chief well he decided that wasn't enough so he the department agreed that they would pay \$45 also so I make \$90 a month which still isn't I mean you ain't here to make the money because it ain't going to get you very far but I mean I really think it would be awesome to have anybody that just didn't have to work
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	That's something else though as far as technology would be nice to have but it's very expensive is being able to communicate from the driver to the guy on the back of my truck. Now they make the headphones and the mics but I think last time I priced them it was like close to \$3,000 per maybe set for truck but there's times that fire is roaring so hard and fast and loud and cedar trees are blowing up depending on where you're at you know but especially if you're out west on those big task force.
Rules-Politics - Budget-purchasing	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Yes ma'am. There is additional training. Our EMR is mostly done through the area vo-tech which is paid for by the department and I think we had two guys just do that and I think it was I think \$350 if I'm not mistaken that we just had two new guys just finish the course.
Rules-Politics - Budget-purchasing	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	...I mean but you know we're working on a tanker right now to replace the one we've got and it's going to cost over a hundred thousand dollars just for the tank part and the bed and that's not including the cab and chassis on the truck which was donated thankfully and like our jaws you know ours are hand me down, hand me downs and I mean you're looking at ten to twenty thousand dollars for a set of those you know stuff like that you know there's always things like gear.
Rules-Politics - Budget-purchasing	FF	R	Other Public Safety	26-35	6-10	Male	FF-R-048	It is a huge issue. I mean funding is a huge issue. Up until I think we're coming up on the first year of having the sales tax for our county and other than that we were funded by a yearly fundraiser. It was basically

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			Personnel					the town donating their personal money to protect them basically you know and that was I think the state did allow some funding but I mean it wasn't enough to make a difference. If a truck went down that truck's gone until we can save up the money or get a grant or figure out something to fix that truck. I mean we were living year to year as a department you know and that depended on the size of the department and the size of the town.
Rules-Politics - Budget-purchasing	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	...I mean ours are getting we're able to still do them but I don't know the price wise on those but I know they're expensive to replace and I know ours are getting old you know I mean because I can't afford to have a guy in a building in a structure and that thing messes up because then we've got to focus all of our attention on our firefighter and that's what it's going to be.
Rules-Politics - Budget-purchasing	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	...Educators, advocates which there's a line there you know you have to educate the public a lot of times on what you do because we are public service, we're funded by the public. Being an advocate that means let's just say you're in an area where you work you know you have different demographics pay scales on what people make.
Rules-Politics - Budget-purchasing	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	We have so many limitations here. Again communications, funding for equipment, for apparatus and I mean equipment as in safety gear. There's a lot of people out here who take the risk using nearly expired gear. We have some apparatus out here that probably shouldn't go down the road and right now we've taken some unfortunate steps to make sure those apparatuses are not being put in service anymore and that's a good thing but at the same time it's a bad thing. We're limiting our suppression capabilities to fulfill the fire service admission which is to preserve life and property. Out here you have to become a very good fundraiser. We do get a little bit of funding from our county but considering the funding that we know could be available to us we're very underfunded.
Rules-Politics - Budget-purchasing	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	It's the general picking on each other, complaining about this, that and the other and the topic is talking about how to keep it running out here.

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								What our next fundraiser is going to be, how bad is the county going to short us this year with money you know.
Rules-Politics - Budget-purchasing	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	It can be difficult at times. Our EMS is paid, our SO is paid, our volunteers are not obviously. There can be same type of confrontation between those entities and a volunteer setting as there is a professional setting. I'd say 80% of the time things go great. We all get along, we get it right and it does great but that other percentage left over when we get it wrong we get it wrong big and you know we have to mend some fences and the thing about out here is the mending fences happens and it has to happen because we all know each other.
Rules-Politics - Budget-purchasing	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	It is and I stated maybe antiquated I'm not savvy enough to say how antiquated it is but we've had some upgrades but I think its been band aids. It's not been good fixes. We've been initiated some repeaters for the fire side of our county and you know been limited funding.
Rules-Politics - Budget-purchasing	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	We have that was like dogs begging for bones but we went and talked to these people who were controlling the money out here and said this is what you can use this for. This is a fire prevention tool. This is a life locating saving tool. A lot of people just thought TIC's, thermal imaging cameras worked to find fires no.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	There's not. And the... hmm, the only way that's going to happen here is you have to come in--us affording to put the terminals in the truck is no big deal. Us affording to put the data linkup is where the money comes in. We're looking now at when we replace the equipment on the 155 system or 154 system that with the new digital repeaters it's a little easier to do but then you've got to get into all the computer part that backs that up. And that has to be a [County] function not just a fire department function to make it feasible because our call volume is about 1,000 a year, a little--it's under 1,000 call a year and that's for everything.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field	46-55	21-30	Male	FF-R-051	...these things also, we have issues with some of the new equipment coming out will not--you can do a... a remote... a mask mounted

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			Responder					microphone and communication. This radio does not do it. They're going to obsolete these radios in a couple of years according to what they're changing. So they're expensive. And in a [Job title] role that radio right there is a budget buster. I like the fact that I can talk from almost anybody I want but that's not as easy as they make it out to. You have to go through this, that and 16 steps.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	The [County] next to us, I don't even think they use it. They don't use the 700 system. They don't have the money to buy them.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	They'll have a few over there but in terms of me dialing into the [Organization], I have to go to my old radio that I'm not always carrying 'cause they're on that kind of system. So. The biggest problem with all of this is money
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Yeah, and the subscription to is it not a lot of money.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	But we... you know, our biggest problem is limited number of people. But we have a large area, spread out, without a water system that covers the entire thing. So we have to bring a lot of our water to fires. So that's what we deal with here.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	We only have... we had 4, we're down to--well we're fixing to be down to 2 career people because the fire chief is retiring to take a private sector job. We lost our deputy chief. We will figure out end of the year what we do about replacing the chief, replacing the deputy chief or what position gets filled after that. We staff 3 people 24/7 right now as part-time people. We're discussing going out--we've made the steps to go out for a tax, to see if the voters will give us some money to put some more career staff on. And after that we have 60-something-ish volunteers.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Money which is you never have enough of. And... money gets you the equipment that you can put the technology on that can take some of the human factor out. If that person is sitting over there typing in dispatch

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								notes and it's showing up on the terminal in front of me, I don't have to wait for them to tell me what they have. And I--and I know departments that have that. They've got dispatch terminals, you know they've got a terminal sitting right here. And let's say that I go out and you know if I'm doing law enforcement stuff and I want to run a license plate or a driver's license, type it into that machine, boom there it is. That technology is available, it's just a matter of do you have the money and the infrastructure to do it and the bandwidth to do it?
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	And if you deploy the data you kind of--the data distribution, you kind of solve more than one problem. The [County] has terrible internet service. When you get out town you either got to the cable system who they ran some fiber, they buy their data service from AT&T. So they can only afford a certain speed. They're not being fed by, you know, a T-3 or something. They're getting X number of gigabytes and that's all they can do. AT&T and Verizon both have excellent--I don't know what Sprint has. I just have AT&T and Verizon devices. I can get 4G service all over, 75% of the [County].
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	I can sit in my house with a hard line coming in and get maybe 6 mg service. I can go to my phone and get 25 mg service. That's stupid. Why are we spending the money on one when we can do the other? I got a price to put... I got a price to put fiber to my house from AT&T. \$64,000. I am a mile from the fiber. There are other things on the road and I'm stuck with 6 mg DSL instead of I was going to buy a 10 mg fiber fed digital service. I don't mind the \$500 a month for my business but how--you know I can get almost the same thing with an over the phone system, over the wireless cellular system. It's just you've got to build the backbone for it. What's cheaper to do? And you know the government maintains this on a budget.
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	If you let the private sector build it out and give them a break for what they supply to you, I think it winds up cheaper because they're getting 2 uses. They're making money off of one side of it, you know, but by the way I could--oh, I could design a Cadillac of a system of--but I can't

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								afford it. You know?
Rules-Politics - Budget-purchasing	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	It's all--everything in the public sector is about money. You have a limited supply of it. People think you don't. But we get 6 mils property tax that's all we have. No sales tax. No user fees. No nothing. We get 6 mils property tax and our tax is based--is dependent on the value of the nuclear plant which reduced 4% every year. So my budget constantly goes down and my expenses go up and my needs go up. So I mean... that's where we're at.
Rules-Politics - Budget-purchasing	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	...The worst thing about that I guess is the price tag that's on them when they first, you know, hit the market. And of course may be like most anything else, being a government agency, you usually have to go with low bid I understand but I don't agree with. But it is what it is. I can't--I'm not the person to change that. Not singlehandedly.
Rules-Politics - Budget-purchasing	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	I guess if the prices of the gadgets weren't so expensive and/or if we as government entities did not always have to go with low bid type stuff maybe more people could have, you know, the better technology... and that technology may make the difference between whether somebody comes home one day or somebody shows up at their house to tell their spouse and their children that they're not coming back so.
Rules-Politics - Budget-purchasing	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] You have a trash business that collects trash for money, while we put out fires or we are in service to community for a certain amount of fee. That doesn't mean we wouldn't respond, we are required by law to respond no matter what the incident is, based on the jurisdictional acts of the state laws and federal laws that we have to act. We don't get paid by taxes. We are supported by each community; each community who is a member of our department pays a certain fee based on the square footage on their home or any other structures on the property. How they come up with that I don't know. They do research studies all across the country with fire protection, fire departments to come up with a fee for that.
Rules-Politics -	FF	R	Field	Not	Not	Male	FF-R-053	[S4]: And usually that is all conflicted by whether it is a political issue or



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Budget-purchasing			Responder	specified	specified			money.
Rules-Politics - Budget-purchasing	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S3: Right, a little bit of money we get from county.
Rules-Politics - Budget-purchasing	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: I paid for mine. We pay for it, don't we? S3: Some pay for them and some didn't, the fire department paid for them. S2: This is \$12 per year, pretty much a dollar a month.
Rules-Politics - Budget-purchasing	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: All volunteers, no money is involved S1: And that's a hardship? S2: I mean you got 100% dedication.
Rules-Politics - Budget-purchasing	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Or we will fill them up. We will pull all the equipment out, make sure it all work because when you get on scene, sometimes stuff don't work like it is supposed to because we are not a paid department so try to keep track of as much as we can because it is all grants, that is all that pays for us is grants and money out of our pockets and we say, one of us wants to buy a bunch of tools, you know, a couple of hundred hours we will put it in and buy the tools that we need; some people will.
Rules-Politics - Budget-purchasing	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	I did, but now they are talking about getting us all our personal from a grant that we will be in charge of, but the grant will help us buy the radios for, you know, all the new technology coming out.
Rules-Politics - Budget-purchasing	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	I think a lot of it has to do with money. Grants, and some of these departments -- I mean, they are -- I don't know how they are making it really. Every one of them, all of us are struggling to keep, you know, the head above the water because we got truck insurance, you got to pay for the trucks, and that is all fund-raising grants, but I think a lot of it has to do with money and purchasing the right radios, you know, for the situation. Because you know, you don't want to get a Japanese cheap model that is going to fall apart in two weeks. You want to get either a Motorola or Kenwood or something that's --
Rules-Politics - Budget-purchasing	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	So, but we usually assign one guy. He is on it right now, looking at getting a grant to purchase new radios to get digital because we are -- a lot of the departments right now are tired of the scanner people. We get these people on scanners and they blow Facebook up and then there is

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								rumors everywhere and that's destroying everything -- to me.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: department-issued iphones] So the detectives got them and command staff got them before everybody else. Patrol just got them the last year and a half or two years. And I want to say I've had one for-- well, since the five came out, so probably three to five years. They don't buy some nice ones. I mean, the one I got now is a 5C. C stands for crap [laughter]. But we get the ones that-- they're not upgraded if I break it. I might break some stuff. I'm kind of clumsy like that. Because they'll give you the new Penny phone, the new Penny iPhone. I'm like, "I cracked the screen on one of them. I'll just go get it fixed. I'll pay you the 20 bucks." ... No, just give you a new. And everything is backed up through our cloud. So it takes half an hour to swap everything over, so is what it is.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] Once called the US Cop. It's basically the only one I would tell people to actually buy when I teach in the academy. And I'm like, "It's five bucks. Buy it. It's worth it." ... It's got all kinds of stuff on it. It's got drugs, schedules, news feeds, traffic laws, law enforcement contacts... It's got some Spanish stuff. It's got a little bit of everything. So if you have traffic laws, traffic questions, you got something about tire size, speed difference. I mean, this is a big one here, front license plate states, and it'll give you a list of-- I mean, we could have the measured power of Google and just do it that way too, ... And then compact and non-compact states. Compact is states that have gotten together and signed. So if I get a speeding ticket in California, or-- no. Let's say Florida. Florida. It affects my [State] driver's license. But what I love about being from [State] is it's a non-compact state. So as long as I didn't get a speeding ticket in [State] it didn't affect my [State] stuff.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	So there's that. But yeah. English, Spanish, and German are the three most spoken in Colorado. I know people that, if I need to, I can call, and they can handle all of those. We have deputies that speak Spanish. We have deputies who speak German, deputies who speak Portuguese because we get a lot of the ski resorts. They bring up people, and I think they're J-1 visas. So they bring a lot of South America. And then you'll

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								get Portuguese up here, and they commit crimes and-- I'm sorry not Portuguese but Brazilians who speak Portuguese. And then so we've got somebody that speaks Portuguese that can speak to them. And their eyes about fall out of their head when they run into somebody because-- but if you run into somebody that speaks Mandarin, you're not going to know it's Mandarin. You're just going to know, "I don't know what the hell you're saying." We have phone call language lines that we can call up, and they'll provide translators for us.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Yeah. That gets to a point where you get bothered so much. You just lean back. All right. Let's just talk. You don't even try because if you're going to pay me, and you're okay with doing this, then I'm just fine with it too. But that's why a lot of us will work before and after, before 9:00 when the bosses get there and after 5:00 when they leave... Because between 5:30 and 6:30, you can get more done than you did in the previous nine hours.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: e-tickter] ...it would be so much easier on the phone as opposed to an outdated and acquitted technology that's your user interface when everything else with the system is awesome. It's cost-driven. I'm sure if the demand was there, they would probably much prefer to put it on a Windows- or Android-based system. But the company has to sell it to agencies. And everybody's got a bunch of crisis in. So they're like, "Well, how can we do this?" And they probably all want Blackberry [back stuff?]. "Pay me some dollars, and I'll be pushing that out.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	And I get that. I'm not saying open the flood gates and start spending like a drunken sailor. But there's got to be a median, comfortable. And the decisions made by the command staff, usually with little or no impact on the people that it's going to affect the most. Someday I'll probably be in that command staff position. But one thing I always want to remind myself is how is this going to affect the boys.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: communication problems] Well, in technology-based is nothing talks to each other. And if you want it to talk to it-- if you want program A to talk to program B, A and B is going to have their hand out for a

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								monetary supplement to give you the patch that they've already created or to create a patch. So that's frustrating...
Rules-Politics - Budget-purchasing	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: nationalized name database] ...So if I could just tap into his stuff in [State] and then have it pushed over to our end, that'd be fantastic. But it's a monetary thing, and too many people have their-- there's different record management system. So like I said, everybody's going to have their hand out.
Rules-Politics - Budget-purchasing	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: new CAD system] That was a good thing, and that's kind of why we stuck with Motorola, that there are very few dispatch-related changes. It's more functioning-type changes, working with our RMS, a smart copy feature... And the ability for the officers to take, say, a response from our DMV and be able to put it into our RMS system, eliminating duplication of entry and those type of things. So those are some of the big upgrades that we did functionality-wise.
Rules-Politics - Budget-purchasing	LE	U	Manager	46-55	31-40	Male	LE-U-020	Not really. Apps are very limited. We don't issue our officers phones... We do for supervision, but not the individual officers. Obviously, everybody has one. And nowadays minutes are unlimited. You know it's not like the old day. Texts are unlimited. Data is the only thing they charge for basically now so.
Rules-Politics - Budget-purchasing	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: consolidating 17 dipatch centers into 6] Part of it was we were mandated by the legislature to do it. So it was a mandate, but it was one that was a money saving, instead of having to keep up 17 individual dispatch centers we can consolidate. So, you don't have 17 recorders, you don't have 17 copy machines, in the equipment end of it. But people, mostly all of them, we kept the majority of what we had. So it wasn't an FTE savings, it was more of an equipment savings. And an efficiency savings with one of the biggest pieces-- most of those were one-man centers. So, if you got into a situation, you were it.
Rules-Politics - Budget-purchasing	LE	U	Manager	46-55	31-40	Male	LE-U-020	But a while back we had one of our smaller that only has 13 people, but they were down to 8 and so even though they were only down 5 people, the effect on their center was much more than it is for [City]. When you

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								see that even the 10 out of 45 you're talking, you're down 20% maybe, but the other you're down 50%. So then your scheduling becomes a problem... Yeah, and initially people like over time because you're getting the money and then you get to the point where, I need a day off. I don't care how much you pay me.
Rules-Politics - Budget-purchasing	LE	U	Manager	46-55	31-40	Male	LE-U-020	...one of the things we ran into is since we're a statewide-based system, we have a statewide salary. So the salary in [City]-- cost of living is very expensive. Rentals are very expensive. So what we pay people in [City] is middle of the road, so the ability to lose people here is-- they have a lot of opportunities around to go, even in the same business, multiple centers, they would pay them more.
Rules-Politics - Budget-purchasing	LE	U	Manager	46-55	31-40	Male	LE-U-020	We enter the smaller town and our communication officers are making as much, if more, than sergeants, captains, uniform people, at the local police departments. They're one of the higher-paying jobs in the community. So sometimes we have less turnover there because they can't make anything more if they're going to stay in the area. Where here, the opportunities abound...
Rules-Politics - Budget-purchasing	LE	U	Manager	46-55	31-40	Male	LE-U-020	...There are some counties in the state that will cover traffic accidents. They actually have a traffic division. And they do accidents on the county roads. And we still monitor main state highways and major thoroughfares. But they handle their county roads unless it's something big and type of thing. But that's fewer and far between because, on the other side, they're taxed on resources as well. So the first thing that they want to give up is traffic because, well, traffic's the state patrol's problem [laughter]. Yeah. So we're getting some of those back. But we do very well in working with other agencies. We have a very good working relationship with the sheriffs and the local PDs.
Rules-Politics - Budget-purchasing	LE	U	Manager	46-55	31-40	Male	LE-U-020	And that's another thing we're working to. That we would like them to be their individual cars, but it's all budgetary thing.
Rules-Politics - Budget-purchasing	LE	U	Manager	46-55	31-40	Male	LE-U-020	And we've gone a way to-- another trend that we got a way with, there use to be a-- we build the patrol car and then we put in all the other stuff.

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								You know, the light bars, the radio, and everything, so a lot of stuff, push bumpers. Now we're ordering a lot of that on the car. So where we use to switch out type things, for a budgetary person, it was probably a really good thing, that you can-- but the down time of the cars and the ability that you've got four-year old light bar on your car that you're going to run for another four years is probably not the best thing. So we order these things and then they come in one package. The only thing is when they're done, they belong to our fleet management. Then everything involved, we take the specialty stuff off of it, but like the push bumpers and type of things, they go to sale at a fleet so-- it's a good thing that we have the ability to tap into it because we know those cost and we don't have to retro fit-- And our build outs are a lot quicker.
Rules-Politics - Budget-purchasing	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: patrol cars] Four years. Four years, 100,000 miles, is what we lease them for.
Rules-Politics - Budget-purchasing	LE	U	Manager	46-55	31-40	Male	LE-U-020	And one of the things we have in [State], we set up a-- it's Star CSP line which we use for road rage, and impaired drivers. And those calls are directed to State Patrol dispatch centers whether they're in a metro area or not, because we're not taking away from true 911, it's not a 911 call. But they did direct it to us and we typically are responsible for the highways. Those calls obviously go through the roof as well. One of the huge numbers that we have. So, again, it's a technology that we saw an issue and said, "If there's a way we can get some of these calls direct to us, we'd get better information." So we worked with the carriers, all the major carriers, we met with them and set it up. And initially, when we did that, time on phones was an issue, people didn't want-- so we got it to be a toll-free call.
Rules-Politics - Budget-purchasing	LE	U	Manager	46-55	31-40	Male	LE-U-020	...in this day and age it takes a while to implement things, and especially if there has to be money involved and going out to RFP and those type of things where you're line level person has no idea of the frustration that that is.
Rules-Politics - Budget-purchasing	LE	U	Manager	46-55	31-40	Male	LE-U-020	Time and state government and all the rules, and oh, you guys, you always give us a low bid. No, we don't always give you low bid, but it is a

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								process and they don't make-- we typically buy off-the-shelf products because they're cheaper, that-- if you wanted a truly custom whatever it is, you're going to pay for it. And they're going to write it for you and it's going to become proprietary and then when it breaks you've got to go back to the one source and... Go out of business, or they're going to charge you a whole bunch because they know that nobody else is going to fix it. So that's difficult to providing communication, I think...
Rules-Politics - Budget-purchasing	LE	U	Manager	46-55	31-40	Male	LE-U-020	Well, I think for me, for [State], I think if there were more reasonable satellite-type of communications because we get into terrain issues with the mountains and no matter how much we use to try to fill in our gaps, we're not going to put a 750,000-dollar tower to fill in one canyon. But it's important for us to talk in that canyon...
Rules-Politics - Budget-purchasing	LE	U	Manager	46-55	31-40	Male	LE-U-020	...So the ability to look at, and especially the mountain areas, the ability to implement satellite communications for cellular, or for broadband, for land mobile radio, those type of things. But satellite capability is there. It's been there a long time, but it's just not been financially feasible. And I think that would solve a whole lot of things for law enforcement, EMS, 911. It would be a big deal. But I know it's expensive to keep a satellite and launch it...
Rules-Politics - Budget-purchasing	LE	U	Manager	46-55	31-40	Male	LE-U-020	...So we're just one of-- it's a different dynamic. So we do have very good working relationships with some. Some we don't because they're self-sufficient and they want to have control over everything. And that's why we a multi-county thing that they bought their own digital trunk radio system, that is the exact same system as the state is on. But they don't have control over the state system, so they got their own in a tune of over a million dollars.
Rules-Politics - Budget-purchasing	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...we're just now getting into drone deployment, and I'm sure that's going to escalate and be a big deal in the future. We haven't done too much of that yet... Right now we only have three pilots who are-- can do this, and we've been doing a little bit of training. We have one drone for the department. Hopefully we'll get a budget for a little bit of more stuff, but we are able to do some crime-scene mapping. We haven't done that yet.

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								On certain types of SWAT calls, we're allowed to go out and assist on that part around the outside of whatever the target area is, and we have on one instance deployed a small drone inside of a residence to try and get an idea where the target person was.
Rules-Politics - Budget-purchasing	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Not very many people like our computer-aided dispatch system that we have right now. We have one very different company before that everybody liked a lot. We switched away from it. Now, they don't like this one because there's some issues with it. So that contract comes up every 5, 10 years, so we'll get out of that sooner or later.
Rules-Politics - Budget-purchasing	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: CAD system] ...quite honestly, we were lied to by the company when they said they could do a lot of what they can't do. So that's what the primary issue is. It won't do a lot of what they told us it would do...
Rules-Politics - Budget-purchasing	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...From a technology standpoint, I think that probably the biggest issue with it is, it has really, really inferior mapping and routing capabilities which are really critically important to public safety to be able to get to where you're trying to get to efficiently and by the shortest route. So that's one of their huge shortfalls and then the ability for that particular product to integrate with other systems, we're finding, even though we were told, "Oh yeah, it's easy." It's not. And they're using it as a way to increase revenue by saying, "Okay. Well, if you wanted to integrate this way, it's going to cost."...
Rules-Politics - Budget-purchasing	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	It depends on your assignment, but for the most part, the officer on the road working a patrol assignment doesn't get a cell phone. There are officers who are on call or something like that, then they get a stipend for their cell phone.
Rules-Politics - Budget-purchasing	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Some officers are given a choice of a stipend for their cell phone or a department-issued cell phone. There are other officers working in covert units that are going to need to use their cell phone for that type of operation. So those are city cell phones that they're given to the officer.
Rules-Politics - Budget-purchasing	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: city-issued cell phones] There was some resistance from some of the officers when it got to the point where you just couldn't do your job



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								without a cell phone or some of the older officers were resisting doing that unless they got some sort of compensation. But I think any more, everybody's just so used to using their cell phones that they do it and don't think twice about it.
Rules-Politics - Budget-purchasing	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: new technology] ...by policy, everything has to flow through our section, and then [Name] who was here-- he's my liaison with IT, so [Name] and I then coordinate, research, and determine whether or not it's even worth looking at. And then our next question is, okay, where's the funding source? Because we're not going to do a whole bunch of research and everything if okay, we do all this and then there's no money for it. So that's kind of how that workflow goes that somebody comes up with an idea. They contact me. We make a determination whether or not it's worth looking at, or maybe, we've already looked at it, so that's kind of how that works....
Rules-Politics - Budget-purchasing	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...I can tell you from my perspective just our biggest constraint is always budget, budgetary concerns. We mentioned we had 10 fingerprint readers. We'd like to have 400 fingerprint readers. So those kinds of things are-- usually, it's just constraint by budget.
Rules-Politics - Budget-purchasing	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: smart phones] We've had both. I'm on call pretty much all the time, so I was carrying both, and I stopped paying my \$80 phone bill and let the city pay it.
Rules-Politics - Budget-purchasing	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...There's a lot of things that-- there's really almost nothing that we have to do on paper anymore, I don't think, but we do. Even our eticketing, it imports directly into the court. They have it the next morning. They still print out paper copies. Our records department, it could import directly into our RMS system, but because they had to click three times to merge the records, they print them out, and they hand type them in. There's job security there [laughter]. So it's there, but... we still have stacks and stacks. "Paper and printer is expensive." Then stop doing it [laughter]. But we keep doing it, even though we have other places to store all that stuff.

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Rules-Politics - Budget-purchasing	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: body worn cameras] We've made that decision, we're not. Data storage is extremely expensive... they want 250,000 a year for our department to do that. We're actually spending 250 a year...
Rules-Politics - Budget-purchasing	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...The thing with technology, we used to dictate all of our reports. We never typed. I mean, we'd fill out the face sheets but then our narratives we would call in-- when I started our records department typed them. They ended up getting so far behind that we ended up laying off our [inaudible] clerks, and we moved to a private company, a dictation company. And we'd call in there, and they would type our reports for us, and we would get them back within a day or two. Or within hours if they're a emergency type thing. And again, that's a quarter million dollars a year...
Rules-Politics - Budget-purchasing	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: data storage for body worn cameras] So we decided, yeah, yeah, \$250,000 a year is better spent on dictation of our reports because we have good relationships with our community. We're not in trouble all the time. And for the most part, if we say that this is how it happened, then we're believed.
Rules-Politics - Budget-purchasing	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Our community is very supportive of us. We pretty much get every thing we ask for. Since I've been here we've past two different tax initiatives to pay just strictly for police, and equipment, and manpower, and stuff like that. So we get along really well with them, and they like us to be innovative and encourage us in that direction.
Rules-Politics - Budget-purchasing	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: drones] Policy's written, we just haven't made the purchase yet. In fact, two of us are going to [City] on Sunday to the training to get our pilot's license. Because we're the government, so you have to go through extra hoops [laughter]. Yeah, I could buy one on my own and fly it over my house today. But because I'm the government, I have to get a license and all kinds of other approval. So yeah, it's coming. Strictly for the purpose of [inaudible] crime scenes, search and rescue, tactical situations, and that type of stuff. It's not for the spying. So we've had to-- everybody gets concerned, so we have to put all these special caveats in our policy that this is what it's for. Again, [Name] can do it, but we have

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								to be careful.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	... But our agency gives people the option of if you want to pay, I think it's 10 bucks a month, you can use your work-issued phone as your personal phone. So there's a lot of people that do that and don't have the separation of, all my personal stuff's on this phone, and all my work stuff's on that phone. So then you have the issue of if I take pictures of a crime scene, and I have pictures of my kids on here, not getting those all mixed up and in the wrong place.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	... obviously, we're in a very ideal place because we have the budget to have computers in every car, and have cameras for every cop, and have cameras in every car, and all that...
Rules-Politics - Budget-purchasing	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	When I first started, there was a bag phone in the car, but don't you dare use it because it was so darn expensive...So that was only for a true emergency that you can take it, and you had to unplug it from the wall and then plug it back into your car. So you didn't really have the cellphones. And then as it progressed, then I started supporting more of the in-car computers as those systems started getting more robust and they could do more things...
Rules-Politics - Budget-purchasing	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...the frontier and the work always has to keep going as new things are always popping up, such as you've got a box of thumb drives that we're issuing to everyone because we realize people started using their own private thumb drives. When they go to the gas station, the guys say, "Well, I've got this video I can give you." Well, how do you transfer that stuff?
Rules-Politics - Budget-purchasing	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I guess, sort of fortunately, I don't have a daily routine because I've got kind of the patrol deputy side of the sheriff's office. But then when I'm working with the in-car computers, that's more connected to the dispatch center. So it actually bills out separately, even though I'm an employee under one agency, all the work I do on the mobile data computers gets billed to the dispatch center, so it's kind of a hybrid...
Rules-Politics -	LE	R	Field	46-55	21-30	Male	LE-R-019	...For a while, I was in a contract position so I went full-time, was

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Budget-purchasing			Responder					fortunate enough when my children at the age that it was important to be there. And as I say, the impressionable, age I was able to pull back and go part-time and then maintain things on a contract basis. And as they got older, I was able to step my work back up, do some contract work, and then roll it back into a full-time position with putting together a couple of contract positions.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: smart phones] ...Of course, it costs a little more. The cost of the device. The cost of the service. That has to get absorbed into the budget. Then I start hearing from people who are upset going "Well, they give me a gun and all this other stuff. We have to do all this training and now I get this handheld computer and I'm just expected to know how all the parts work." Some of it was in jest, some of it was legitimate from people who weren't that tech savvy.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...the old days of the police car had an AM/FM radio and nothing more... Now they've got the auxiliary audio input. There's USB ports for charging your phones. When you first get into your car, you have to log in to the video system. Everyone has an assigned USB stick with their identifier that they have to plug into a port to log on to the video system so the display shows their name. So all those things just keep building and more power and more plug-in stuff. Again, it goes back to customizing the cars and all the technology that's in there now far exceeds just the cost of the car.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: helicopters from military training site] So there is a more formal process, the chain of command to make a request for a resource. And then they approve it, or don't approve it, and then it comes down to logo base to say, "Yes, you can use the resource," whether it was a budgetary standpoint. Fortunately, we didn't have a bad situation that necessitated this. No one got hurt and was told, "You weren't even approved to be up flying." So that's a good thing. But I think they wanted to tighten things up and know when the resources were being used and why they were being used...
Rules-Politics -	LE	R	Field	46-55	21-30	Male	LE-R-019	[RE: battery consumption] Do we expect the frontline guys to pay for that

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Budget-purchasing			Responder					electricity out of their own household budgets? Because you're going to take it home and charge it? Because it's issued out? Do you have big bank chargers at the office and you say, "Okay. You get an extra five minutes each day just to get all you devices set-up and running and going." That's going to decrease the amount of time you're on the street. I think these are all considerations as they keep adding the stuff and I keep trying to tell my administration, "At some point, you will have to add more support staff." You can't keep adding more and more stuff in without adding someone dedicated to understand how it works and supporting the guys when they have questions about it. Or it's going to get thrown in the back of the car and forgotten and just told, "It's another project that didn't work," because the support wasn't there. And then that support level is going to have to maintain because we know there's going to be more stuff coming down that we're not aware of yet. And so someone's got to figure that out.
Rules-Politics - Budget-purchasing	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So [information sharing software] does do it by account. So they charge by the account. [city] has a beta testing agreement with [information sharing software] so everyone at the agency that wants one has a [information sharing software] login. Other agencies have to pay per login so some other agencies have one login for the whole department. I think it's unbelievably invaluable.
Rules-Politics - Budget-purchasing	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: thumb drives] so we go out and buy them with department cash. We used to have four thumb drives. We would go out, we'd collect surveillance, we'd bring it back, upload it to [information sharing software], and then now we use the thumb drive again...
Rules-Politics - Budget-purchasing	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: learning geography] So that starts prior to-- I mean, it should start if you're anticipating working in a general area, then you should do it on your own. But in the academy, [city] had geography assignments, and we would get overtime pay for them, so there's two hours a week, which is pretty significant, just to go drive around or do whatever they want you to do, find locations. Within the academy it's hard because it's combined regional academy, so you have different departments like [city], [city],

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								[city], [county], who don't all patrol in the same area. So I don't need to know the stuff that [city] knows. And I actually got in trouble for that, for not knowing [city]'s geography, which is ridiculous to me... But yeah, if you're not taking the time to learn it on your own, it's not going to happen.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Obviously, the body cameras are very new. I think most of the in-car camera systems are the same. That seems to work for the most part. Unless something is messed up, it works [inaudible]. There's not a lot of bugs in that system. We recently got a lot of our computers updated, but prior to that, buggy or broken [laughter]. I think the computers are probably the most dated, but they're probably the most expensive to fix as well.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: cordless microphone] I think things are designed well. With the cameras, you can buy your own attachment for your vest. So if what the department gave you isn't working out, you can go get your own.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: work cell phones] I don't think they've made a whole lot of difference. I mean, they have HunchLab on them so that makes it easier for the officers. If we could get that on the PDT, they wouldn't need one more thing to take out. ShotSpotter is on the PDT. So I think it would depend if you had a PDT in your car or not. Because if you have the cell phone, event numbers, stuff shows up on there. It would work very well for, let's say-- some things work well for bike officers. Like if you could get the phone to run a name on there, if you had access to leads on the phone, that would be great for people who are on the bicycle. Because they don't have a PDT, they have to run everything over the air. So some things could be used for-- they're a great technology, but if you have a PDT some of it is the same technology.
Rules-Politics - Budget-purchasing	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Mine's personal. In the Sheriff's department we don't issue telephones but we do provide cell phone allowance to employees each month but yeah mine's a personal phone that I use for personal and work reasons.
Rules-Politics -	LE	R	Not	46-55	Not	Male	LE-R-042	Well I think I personally don't use it but our patrol guys have mobile data

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Budget-purchasing			specified		specified			terminals in their vehicles. [Name] might be able to speak more to how they function or work because I don't really know to be honest but I think yeah in our county we've had some issues with inoperability which I don't know if you're going to touch on but it's something that you know we have our law enforcement partners here in the [County] are on board with our getting a grant when a national grant when we switched over from UHF to 700 and some of our fire departments chose not to make that switch and so I think when I hear from a radio communication standpoint a lot is the inoperability issue...
Rules-Politics - Budget-purchasing	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: radio interoperability] ...And it's something that always seems to be somewhat of a struggle I think primarily for the fire departments because they're kind of the ones that do not get it on the grant and now I think they find themselves in a place where they're saying well how come we don't have any inoperability and I think on the law enforcement side sometimes it's like well you guys had your chance. You guys can come on board it is a good system. It works well for us but I think they have had or have some concerns on how it would work for them not having a full understanding of what their issues are with the functionality of that type of system for them. I probably couldn't speak to that...
Rules-Politics - Budget-purchasing	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	We can on a limited basis. I think as part of the grant the fire departments were provided with a couple of 700 radios for their command vehicles and maybe some portables. I don't quite remember. We do have a dedicated fire launch channel. I don't see it get used that often because I think it's primarily like the command vehicles will have the channel that the actual like EMS and fire don't have it so technically yes we can talk to them but I don't see it getting used very often. I hear a lot of gripes about interoperability but I don't always see the users use the interoperability that we do have.
Rules-Politics - Budget-purchasing	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I know some agencies pay a lot of money for Cloud based storage. Whereas we do not as far as I know and I think so far we're finding that's really the best way to spend our money up front on the storage rather

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								than over time. I know a lot of big agencies some of the companies that sell the body cameras you know they're all Cloud based and those agencies pay a lot of money for storage whereas we pay more on the front end for the camera itself and the storage but it's something I think it's pretty timely topic just because I think storage at some point will become more of an issue. I don't believe it's a huge issue right now for us but at some point it's got to be.
Rules-Politics - Budget-purchasing	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: CAD and RMS integration] Sure and there's challenges there. Both of those systems are standalone systems are extremely expensive and so to replace one you're either going to have to build an EPI it'll seamlessly allow that to happen. The CAD also ties in with our mobiles and so officers can see notes that are being communicated via dispatch notes that they're taking those will pop like to a certain degree within the mobiles as well.
Rules-Politics - Budget-purchasing	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I think it's because of the construction of the building. If you walk down the hall here with our command stuff you'll see everybody's radio sitting on the window sill because that's the only place it'll be able to link up with the system so we have explored I can't remember the name of the what it is but some type of repeater for in the building so if typically if our one of our deputies is in their office or back in the room where they write reports you'll hear dispatch calling them and they can't hear it because they're kind of towards the innards of the building and so I don't remember the name of what it was but I think we did get a bid or a quote to have it installed and it was like a hundred thousand dollars or \$90,000 and we're like oh I guess we're not getting it.
Rules-Politics - Budget-purchasing	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Not necessarily from my perspective. There's so many things available right now. I mean if I had an unlimited budget I could pretty much solve any problem that I currently face. There's new problems everyday coming down the pipe. A lot of those are created by new technology. Implementation is something new creates new issues and challenges to be solved and so as far as my main concerns really with our environment here as a whole I'm more on the infrastructure side. I care



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								about how big the pipes are, I care about the communications of the systems between the different facilities...
Rules-Politics - Budget-purchasing	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Yeah the wish list is there. I'm constantly bugging the board about what's coming next just to give them a head's up so that when I do hit them up with it that I can--
Rules-Politics - Budget-purchasing	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Oh, yeah. Yeah. I think the 7000 we're getting in, I thought I heard somewhere that they're like 10 grand a piece. I mean, they're expensive radios.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Well, I think in general, law enforcement's always been way behind the curve in terms of technology because we're government. We're lowest-bidder type of government, so the stuff we have is the cheapest. It's usually decades old. Yeah, [crosstalk] far between--
Rules-Politics - Budget-purchasing	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	..We've got one design for body cams, we've got one design for in-car cams, we've got one design for CAD, and then we've got all these other small things. And they're all from different vendors, because of whatever reason. The city was trying to beg, borrow, steal these things from different vendors and they didn't want to pay full price, so none of them integrate well together, which is a huge issue for us.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	It's in our 50-foot view. But right now, we're really consumed with body cameras, getting that rolled out. So for monetary reasons and for, again, just, we just only have so many resources. It's hard for us to start thinking about that, but that is on our road map, so to speak.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	...But it's hard for us. It's very rare. I just don't think they've kept up with the times, so to speak. And then, the new companies that come along, we don't want to be on the bleeding edge and it takes a lot of money and time to get there, so it's a bit of a catch-22, I suppose.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	And then, the chain of command will decide whether we have the budget. We also will help with trying to find grants and things, of course. But ultimately, they're going to be the ones making the decisions. All the way up to the chief.

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Rules-Politics - Budget-purchasing	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	...But I guess they didn't get the funding that they needed for more officers but they were able to get the funding for more civilians. So they were filling in the gaps. So that leaves myself and my sergeant. And we respond to any homicides, robberies, squad call outs, or any officer involved shootings. And we handle the daytime hours. We have officers that are considered adjunct public information officers and they work in all different types of assignments throughout the city.
Rules-Politics - Budget-purchasing	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	Which is sometimes-- because like our CAD system, for example, they would charge ridiculous amounts of money for us to have an interface with other companies for whatever reason, so. But yeah, everything kind of worked together.
Rules-Politics - Budget-purchasing	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	And just a county. I think it's geographically a little over 300 square miles, give or take. There's 1,100 sworn police officers. So I guess by agency size, that's about midsize. I mean it's not like a Chicago or a New York, but that's still a lot of police officers, but realistically, it's less than what we should to serve a million people. We should have almost twice that to adequately serve the community. But we're fortunate that it's still a fairly quiet community.
Rules-Politics - Budget-purchasing	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	So that's a huge benefit. And they're all going that way. They're not retrofitting all the old cars, which makes sense because it's an expensive system [laughter].
Rules-Politics - Budget-purchasing	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] --if we need to expand our coverage, it takes funding and we have to expand our infrastructure. We can do that. And that's done and we're doing it now. We're expanding coverage into the airports. Those are sort of the special grants that we apply for. We get them and then we solve issues that come up.
Rules-Politics - Budget-purchasing	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	Well, I think what we're-- well, we have an RFP out on the street. We have an RFP out on the street. So it's that program is initiated, I do it. But, again, it's going to be a program that's going to help us be able to eliminate some of the boundaries and challenges we have. Maybe those cross-geographic boundary issues and the way calls are presented to

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								[City]PD, and also alarm companies and the hearing impaired, and being able to handle those types of requirements, and in a platform that is all integrated. It's all IP-based, end to end. A lot of the capabilities we have now are-- everything's analog and then it's converted to IP. And now we're in the world on conversion and-- whereas everything once it's digital, digitized and IP-based, we'll be able to kind of get the information that's accurate, more timely, and less delays and more accurate. But, again, also not ignoring the cybersecurity aspect of it as well. That's going to be a challenge.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	Because we were trying to fight to get phones, to get [inaudible] on the phones because we heard that there's a free service. There's some organization that offers them for free, but your department has to authorize it. You can run plates and names through your phone, which I can't now. They gave me one of those now.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	So we did whatever we had to do, and that was just our own-- we were spending our own money and doing our own thing.
Rules-Politics - Budget-purchasing	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Yeah. So now we haven't seen a lot more apparatus in our vehicles that would-- the laptop that's been there for-- obviously, we changed laptops. But the laptop that was the new big thing in 2000 is still there. But the software that we've been using on it continues to change and increase. And the radio technology has increased a couple of-- they dumped extra money into it.
Rules-Politics - Budget-purchasing	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Yeah, a diagram. Yeah. So I certainly would like to see that kind of technology for us. Unfortunately, those are very expensive and we don't have enough incidents I think to really bring up the need for that-- the need for that. Although, in the future. Let's see. What other technology is out there that we would like to have? And more mainly just talking kind of communication and/or--
Rules-Politics - Budget-purchasing	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	They're fantastic. That's just a cost. I mean, they're very expensive. [automated license plate readers]

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Rules-Politics - Budget-purchasing	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Yeah. I would if I could in a second, but it's about a half a million dollars. And for me, that's kind of a big deal.
Rules-Politics - Budget-purchasing	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	..You can't get on the radio. So part of it's internal of getting people to understand, "Listen, this is the hierarchy. Get on the radio if it's an emergency." And then for me, it's just going to be finding the money to get the technology to the officers - of tablets, of cell phones, things like that. Our department's trying to get larger. We've actually gotten the authorization to hire up to 200 more officers.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Yeah. So I think there does have to be certainly a political balance struck but also a moral and ethical balance struck about just how invasive do we want technology to be in our lives? I have a department issued cell phone because technically, I'm supposed to be at my captain's [Name] and call. So when I'm acting captain, my captain is out of town so I'm in charge of the precinct, well, my assistant chief wants to be able to get in touch with me whenever he thinks it's necessary. So it's really cool the department gave me this almost newest generation smart phone that I can do all kinds of wonderful stuff, but when I'm acting captain, I can't go anywhere without that phone because I'm supposed to be--
Rules-Politics - Budget-purchasing	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Right. Right. And on the bigger picture, I mean, I know the department is going through a phase right now where they're trying out-- I think they've actually purchased a new report-writing computer system. Nobody that I know of along the department is impressed or thrilled with our current in-car video system. It's just fraught with misery. So I mean improvements in that where we didn't have to worry about the cameras dropping out of service, the remote microphone is not working. I mean, those kinds of improvements, I'd be very much in favor of.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	I have the cell phone. I just don't have the program because they ran out of the licenses. And so I can't run names. The other thing I can look at is-- I'm not going to show it to you. But when I log onto the city network and it's encrypted because it's sensitive-- it's wanted bulletins.

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Rules-Politics - Budget-purchasing	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Yeah. And as a matter of fact, it's funny. When they signed up with this new Xerox machine-- because the city is trying to save money, they don't want us to print willy-nilly in color. When I go to print, I'd have to choose. It automatically defaulted to black and white.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	They use the earpiece, but they're rather-- well, they're kind of inexpensive and they don't hold up for long periods of time. They really only last a year or two and then you need to buy a new one. They're not that expensive, but it's not like the department provides them and--
Rules-Politics - Budget-purchasing	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Yeah, and those standards are interesting too. So we have a call answering standard that says we need to answer all 911 calls within 10 seconds, 90 % of-- no I'm sorry, we need to answer 90% of 911 calls within 10 seconds, 80% of the time, and there's funding from the county tied to that standard. You bring in something like a text message and there's not a lot of data to do analysis on yet, but the typical call time is-- or processing time is 10 to 13 minutes now and so it just blows that out of the water. So you're right. I think the standards maybe have to change and adapt as well.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	The bigger cities all pretty much, yeah. Because this is a win-win for AT&T. Because the phone doesn't cost anything. It's the service. The phone is free. That's why if this breaks, we just go get a new one. We just write a two line report on what happened. "Well, I was chasing somebody and it popped out of my pocket. I broke it." "Oh, here's a new one." So a new phone, that's why even when you buy your personal phone, "Hey for 9.99, you get a brand new \$800 iPhone," right? They get you on the service.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah, yeah. "Here's a contract in your blood. Here's your blood," just you know. But and then our cars. The biggest thing is our cars. We have cars that have 160,000 miles on them and they're just barely getting through. They keep on putting Band-Aids on them. It's not the department's issue; it's a City Hall issue. You ask for five cars, and they say, "Okay, well, we'll give you two." And then what happens we go through so many chiefs, that when the chief [inaudible] by the time he goes through all the

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								paperwork and a new chief comes in, they have to start the whole thing all over again.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah, it's underground, but they actually put repeaters down there and so you can communicate down there, and it costs money.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Make things more simplified. In order to do that, it'd cost money. And the agencies have to sit there and bend over backwards to be above everybody else. This department's always falling behind. And we fall behind because we have to deal with all the red tape.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	[S2] We are in the midst of a three-year \$72 million project to replace our whole radio system, portables, mobiles, desktops, tower infrastructure, transmitters, repeaters, everything. This contract was just signed about 9, 10 months ago, so we're just getting geared up, working on permits and other issues to try to get everything ready for the subcontract. Motorola won the contract. Now, we're working with Motorola and their contractors to make sure it's done on time.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	[S2] Yeah. And there's vendors that want to get paid. There's more lawyers involved in that project now than engineers, and so they want-- everything's tied up. Until the system goes on, no one gets paid.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	[S2] There was lots of grumbling about that. And the chief at the time wanted to be the guy that had the first department in the country where everyone had a cell phone. They spent, I don't know how much money, on the brand new Samsung. I think back then it was a four or a five. And the Otter cases and everything else, and the coverage, the contracts--
Rules-Politics - Budget-purchasing	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	[S2] That's a funding because the public doesn't want it. Law enforcement is expensive, and they don't want to pay for it in a traditional sense. They don't want to--
Rules-Politics - Budget-purchasing	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	[S2] Well, I don't think they thought. And I go, "What is this for?" And, "Oh, it's-- you sell this thing so I can pull on it and then it'll go back." And so I go, "\$80 mic, and then I have to buy the \$400 mic to get the piece for the ear piece."

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Rules-Politics - Budget-purchasing	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	[S2] Yeah. Yeah. And then be able to access-- and I don't know where this comes back into play, but I would probably go with a bigger phone and change the policy. Use it all you want. I'm paying for it anyway. Use it. Use the shit out of it.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	Radios, couldn't answer that one. Yeah. That's something. I know the people that work on them, our radio shop, but I couldn't attest to what the officers-- if they're having problems out in the field or not with them. They try to get the best stuff and everything is-- again, when you do the technology upgrade, you have to start and then you have to finish. But you can start, but you still have half of the city that is on the old stuff, because it's what? It's budgetary. It's money.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	Yeah. Everything revolves around finance for-- we have conversations with the vendors. It's always, "What's it going to cost? What's it going to cost us? What are we going to get for this-- the savings or is it going to pay back dividends for our officers out in the field where they have less time spending in the station and more time out in the field?" That's a positive thing that you want rather than, "We thought it would work, but it's not working like you thought it would be and there's no gain there. They're coming back up to the stations just like before," and then It's all, "What if that was a lost investment then?" So those kinds of scenarios you have to identify to make sure that you're getting the best bang for your buck, and it's working.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	It's a mix of everything. It's people, technology. It's improper use. It's the cheapest product, which city agencies will always get the lower bid. And I know about that a little bit. So it's a mix of everything.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...I think the biggest part of keeping it flowing is the parking control officers because they're able to manage the flow, see the flow, adjust the timings on the streetlights, and that kind of thing. So as far as PDs response of being out there, and walking around on foot, and trying to address that, no, and we don't have the staffing for that. And again, if there's nowhere for a car to go, you're just looking at a car, you know? You might as well park it.

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Rules-Politics - Budget-purchasing	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...In addition to that, when you're trying to locate officers that are non-responsive at a scene but you're able to see them on the board, you can have a coordinated response to go to that particular location and actually see if there's a reason they're not coming up or responding. You can actually do that. You can click on that board, send them a direct message to either their MDT or to their phone because you now have that ability on the board or on the board under your screen on the computer whoever it is that you can actually go to that and everything is just interlinked. And I don't think that that is unrealistic, but I think it's a monetary thing for sure and an infrastructure thing, but that's something that can be done.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Yeah. It's much better. The cars, I think we're moving towards hopefully getting newer vehicles. That would be nice. We'll see how that goes. I mean, there's something in the budget that's in play for that, so we'll wait.
Rules-Politics - Budget-purchasing	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	... You kind of what's the word I'm looking for continual list of to do's and so depending on what those to do's are and how active they are and how high priority they are you do those different activities so at any give point you know I'm going to a meeting to discuss planning for the next disaster or next event or discussing like recently you know going to talk about grant applications that we're going to be doing or talk about you know like this summer just talking about updates on the flooding that we had or the updates on the planning that we did for the eclipse to the commissioners and then once again more of the GIS so updating some GIS stuff whatever comes in and needs to be updated so it's kind of hard I mean it's there's not a lot of days that are similar.
Rules-Politics - Budget-purchasing	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	... Just because the fact that rural America unfortunately kind of gets left behind because they don't have enough money and they don't have the numbers right. It's funny how grant stuff is based on numbers.
Rules-Politics - Budget-purchasing	LE	R	Other Public	36-45	6-10	Male	LE-R-043	...And then a consultant of course would get that and he mixes it all together and makes it look pretty and puts it in a format that everybody



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			Safety Personnel					else in the world has the he consults for so yeah there's not really anything and I guess I just recently learned about different technology, there's different software out there or technology excuse me that helps you develop plans you know where you just put it's like a template and you just got to type stuff in there and out it goes and spits out an EOP so I don't know if that's something that I'd ever use because it's really expensive but I guess maybe like the one person that I was talking to that's promoting it was The [State] had purchased it and the county was using it.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	...We don't have any part time in the jail or anything like that and really it's kind of a funding strategy because if you have a part time you don't have to pay all the benefits, you don't have to pay all that kind of stuff so if you can kind of have your base and then have you know part time guys then supplement so when you have guys on vacation as you probably know when a guy needs to take vacation you can't just leave the shift open.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	So from a communication standpoint we just our department uses [name] radios. They're inexpensive. I don't even know if I think they're public safety rated but whatever so we use Kenwood radios and you know a lot of us end up doing so we don't have department cell phones, ...
Rules-Politics - Budget-purchasing	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	...I think the communication really in my mind is not limited part of it is limited from funding and we don't have we don't ever get to show the cool gizmos and gadgets to try to sell anything but I think part of it is personal style. Our small agency we're a rural county so you know we don't have condos and lofts and high rises and that kind of thing.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	It was part of the initiative that [name] had put out after a couple nationwide incidents so we bought some on grant funding so we do. [talking about body cameras]
Rules-Politics - Budget-purchasing	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] ... He's very informative, he tries to let you know exactly how things work, he's always looking for new equipment and stuff like that but we

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								also go by budget and it just depends on funds so if they go onto an universal law enforcement thing that we actually get a piece of I can see that there might be some kind of improvement just depending on it but right here that's our biggest thing just being able to get out.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] ... It would cost the department not just more money in server space and server upkeep they would have to hire probably one or two more IT guys just to man that. Plus the equipment upkeep, the contracts and stuff like that that they would have to have with [company] and with [company] or [company] whoever they decided to go to and it just comes down to money really.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Money number one absolutely. It's got to come down to money. I have no idea what are budget looks like but they have it spread out equally amongst the different divisions. We have special operations division, we have uniformed services, we have investigative services, we have (INAUDIBLE) we have all this different stuff that money has to go to which is why it's put on us to be able to have to get some of this equipment if you want to be patrol rifle certified. There's probably a seventy-five percent chance you're going to have to get your own rifle and a thousand rounds of ammo just to go to school that's not supplied to us so if the ammo alone is three hundred bucks, my rifle costs me \$1600 and his was probably over two grand with the additions that he had to it and just you know and coming into this profession we both everybody knows we're in (INAUDIBLE). It's a given. We're going to have to buy flashlights and all that you know but probably between me and him just for the things that we have bought for the three years we've been here---
Rules-Politics - Budget-purchasing	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] I would probably say more than that. Between the guns that we bought you know we both had to buy our pistols, we both had to buy our ammo, our magazines, our flashlights. I bought they gave us handcuffs but we get better ones. They gave us a leather belt but if we want to wear nylon we have to buy all of that. I mean just for my felt setup alone it was around three or four hundred dollars just for everything and the

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								only thing that's on the belt that isn't mine is the [name]. Everything else on there I bought, I paid for and the radio but everything else we bought. They gave us our uniforms, our vest and our pants. We buy boots, we buy socks, gloves, beanies, jackets.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] Because they issue one but you're only allowed to have it for the first year. They give you one just until you can get your own. You buy back up guns and stuff like that you have to buy on our own.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Not really it's just if you do get funding and stuff like that don't forget about the smaller departments and I'm not specifically just talking about [town]... It's a manning thing so with that manning with that little budget they can't afford any of this new stuff so it's I understand that big departments have big needs but smaller departments have those same needs so if there's any kind of federal grant money or anything like that that you guys are able to do with the communications don't forget about the little guys because you could probably knock all of us out and we'll only put a little dent in it before you go to the [department] Police Departments and stuff like that.
Rules-Politics - Budget-purchasing	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	We have we are truly blessed in having an incredibly supported community both from the administration of the institute who has a solid finger on the pulse of the department and a good working relationship with our chief so that they know what our budgetary needs are and they do their best to meet those budgetary needs in providing us with the manpower and the equipment and the technology that we rely upon to succeed all the way out to the students. This was largely felt by the department in the recent officer involved shooting that we had of a student in crisis who committed suicide by cop
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	A lot of that has to do with pay. And I'm picky about people. If you put somebody in a badge and put them near a community as to the wrong person it really hurts your department so I really work short then work wrong and one thing we had is when I came into office here we were paying \$12 an hour for deputies. I raised it to \$13.23 and I went over budget this year and I knew I would but I wanted to do it the first year to

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								get it right. You know a lot of stuff had not been done here for a long time so I'm trying to fix everything the first year and then after that stay on budget and next year with the raises and stuff we're going to be paying \$14.46 which is commiserate with the other agencies around here you know. We were 20 to 30% below everybody else just rural.
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Next year I'm going to ask for another 5% which will put us up to \$15.08 starting out. And \$15.08 is actually above some of the other ones but because we only have twelve deputies we don't have 30 deputies that little increase is not a significant amount. We have about a 2.7 million dollar budget, a 5% increase for every employee here is about \$47,000. You toss \$47,000 in the context of 2.7 million it's not significant you know but it is significant because it goes a long ways to keeping people here but any given day I mean you could jump off, you could be running the whole day. We don't have any special units here.
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Our actual compensation rate for everything for regular deputies is \$18.89 an hour is what they cost us so I'm paying them \$17 an hour. We're still saving a \$1.89 an hour paying them to make sure they show up you know because people will come to work for that kind of money and you can really get good people and they come in here and all they do is just traffic and drugs that's it so they're on top of everybody else 6 days a week and just do traffic and drugs that's all they do.
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	It's a work in progress. I made upgrades since I've been here. We don't have a lot of money so you have to kind of figure out where you can upgrade. They've been talking about changing up the radio system for 6 years.
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	I would like a 300 to 400 foot tower just because 441 miles a 400 foot tower topography wise this is a high point in the county here and the fire tower just up the road is within 20 feet of each other so if you put a 300 or 400 foot tower up you'd actually have to angle your antennas down a little bit to stay within the county but you also get to those nooks and crannies and down into the lower part of the topography to really hit those areas so I feel like you know things are going to be about \$80,000

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								or \$85,000 for the tower. We're probably looking at \$150,000 or \$200,000 for the repeaters and the electronics that we need just to optimize the system we already have which is I don't have an issue with analog system I'll be honest.
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	...We're going to pay for the 12 computers with that, the computer mouse with that, we're getting 6 license from [name], our reporting system for the E-tickets
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	What we're going to have in the next 4 weeks we're actually implementing all this stuff right now is we're going to have the computer systems in the car where they can actually run GCIC, they can do E-tickets for 6 out of 12 because it's \$950 per license. It's not worth it to keep on writing tickets. If you write 5 tickets a month I'm not spending that kind of money on you. If you write 50 tickets a month it's worth it you know so we get that in and getting all the licensing down and stuff like that and we should be able to do that for less than \$15,000 and have a computer in every car and each deputy will have a computer assigned to them with a [Name] license.
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	...All the radar I've bought have all been used. A new radar is about \$2100. (01:14:19) I haven't paid more than \$400 for a radar unit. It costs me \$70 to get it serviced so less than \$500 I got a perfectly good radar unit and it's not shiny and brand new in the box but you know what it comes down to function and I think that's what you look at here is you have the guy who wants a new car every year and he wants the big shiny, shiny or you got the person who wants something to be functional and get the job done.
Rules-Politics - Budget-purchasing	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] ... They have their own police departments okay so generally we only patrol the unincorporated parts of [county] which does not have its own city and not have its own police department so that's everything on the south end of [county] was unincorporated up until November of last year they voted to be cumbetent city okay so we're a county police department and the new city is paying the county for the police services.

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Rules-Politics - Budget-purchasing	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] ... It's a federally funded program that major jurisdictions, federal government provided equipment to help with Homeland Security. Our tactical rescue vehicle, Bearcat was purchased with UASI federal funds our command vehicle, our huge RV command vehicle so us along with other jurisdictions have been provided training and equipment in case there's a mass critical incident that all these jurisdictions say for instance a tsunami was to come through town and all these jurisdictions have to come together and you know a tornado whatever.
Rules-Politics - Budget-purchasing	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] ...We UASI purchased a downlink system for all the metro helicopters. Basically it's a live feed from a camera system and it can broadcast through repeaters all throughout the metro area.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	...Here you know your dispatchers. Everyone knows them they know us first name basis that kind of thing because we have about 50 or 55 sworn positions I think we're budgeted for somewhere close to sixty but fifty to fifty-five would be our number and then we have about 10 dispatch positions.
Rules-Politics - Budget-purchasing	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Absolutely. I think every time we get closer to kind of industry standard it makes us better and the people we're trying to recruit and the people we're trying to retain are happier. I think sometimes people are looking for obstacles like oh we don't have this and it's like well you don't you wouldn't use it but we should have it you know we can't run things in the cars well so what you can run things over the radio. Find another way. Oh I can't I have to hand draw my accidents. You don't do that many accidents you can do it but we should be it's not hard. We're well funded, we don't have the budget issues that some of these smaller municipalities have we should have these things just because that's the standard and I know our chief feels that way and so we move in that direction.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	... Because to download, the data is going to cost is, and then you have to pay somebody to watch the videos, to download the videos for the lawyers and script it and what they can and can't see. So for those reasons we've stuck with our in-car cameras. Anytime I turn on my

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								lights, they're automatically activated. As soon as I get out my car, you have to physically activate it. And we--it's actually required any time we make contact with a citizen, we activate our in-car camera because it also picks up your body mike that everybody's supposed to wear, so it helps us.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	It's adequate. If it could be better, yes, because I know there's certain other bands out there we've tested several other ones. It's just for what we have now it's doing the job, but there's, I know there's better technology. I would like to see us go to that direction, but again due to budget restraints and stuff like that we have to follow and prioritize where we're going to spend our money. And right now because our system is doing its job, it's not something we want to spend that money on at this time?
Rules-Politics - Budget-purchasing	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	It is. It's--I'm not sure, 100% sure, but I believe there was one point where we bought the new radios that it was supposed to GPS locaters. I'm just not sure if they turned the device on or it's something you had to pay extra for to have activated. I never got--I'm not 100% sure on that. I don't know how to play with it and break it, I like the new tech, like in our answer center when something new comes out, oh yeah, it's cool and I want to, you know. I'm a freak, a geek when it comes to that, I want to be able to turn it on and see what it does and check out the cool updates and new features. But I'm not sure if the back story of why they didn't get turned on and stuff like that. But our GPSs are in our car. As soon as they turn the car on, it begins. Actually it's always tracking them because it's programmed into the computer of the car. The internal car computer. So it tells us if they're wearing a seat belt, if they hit the brakes too hard, if they accelerate too hard it's sends out all these notifications. If technology could do anything, you could take quit sending me loads, because we get inundated with notifications because we have to know when anytime somebody's going out the [County], they need the car again, so, but the GPS is strictly for the car.
Rules-Politics -	LE	R	Supervising	36-45	21-30	Male	LE-R-053	And, and we've actually, we've at the [city] police Department we just

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Budget-purchasing			Field Responder					sent about \$350,000 and upgraded our communication system which gives us a lot more ability to do interoperability.
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Yeah, in the fire service not so much because remember that technology is driven by money. In the volunteer fire service we don't get that much money. I mean the money that we get every year we spend on buying new fire trucks and bunker gear and air packs and just the basic necessities to be able to run the fire department. I mean we don't get a lot of funding. I mean look, to give you a prime examples, the [city] is about 7 square miles, geographically that's what we cover. We have 100 police officers. Our budget for the police department is \$7.4 million. [city] Fire Department we cover everything on the outskirts of the [city], 77 square miles.. Now don't get me wrong, a lot of it is farming, a farming community, we have three stations and nine fire trucks, and we collect about \$500,000 a year. That's our operating budget. No paid people, so don't get me wrong, I would love to have laptop computers in our units. I would love to have an automated dispatch for us, but the funding just isn't there. We don't collect that kind of money to be able to buy that type of equipment. I mean we was very fortunate to be able to get that grant after [Event], to be able to put all of our fire departments on one, on one fire department frequency where when you go to a fire, you could switch the channel, and you talk into the neighboring fire department.
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Well I think one of the issues that we face is funding. Funding wise, do we have the money to be able to try to keep up with the times and technologies? I mean let's face it, without money, you can't buy all the things that you need and then on the flip side of that, who does it hurt? It hurts the public. It hurts the public if you don't have the tools and the resources that you need to be able to do the job. I mean look, there's computer programs out there that are made for hazardous materials spills and different things that are great. Okay, so if you don't have that then you've got to physically do all of that and in the meantime this chemical spill is not waiting on you. It's steadily moving and people are



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								getting hurt, they're getting burnt, people are dying. So once again, but if you don't have the money to be able to buy that program, who suffers? The people you serve suffer. So I do believe that yes, I mean I would love to see us have every bit of technology at our fingertips to be able to use because that's really what it's all about. It's about protecting and serving the community.
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	...I mean there is some technology out there in the fire service, but one again it cost money where they've integrated like GPS systems into the air packs where you can actually track the firefighters going in and out of that. But once again that cost a lot of money. We, unfortunately we're just unable to be able to buy that type of equipment. But I think that it's-- the fire service is slowly progressing there too. The fire service is slowly progressing there... Now once again, there's a cost in that. The gear that we're upgrading to cost more money. Where years ago we might be able to buy that protective hood that goes over you for \$25 or \$30, now that hood costs \$100. So the technology is increasing but so is the cost.
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	..Absolutely it does because you're only--you're limited by the amount of funding that you get. You're limited by the amount if funding, once again especially in, I mean as the [Job title] and the [Job title] of my fire department, there's so many places that I want to go, things that I want to do for the community, but you only bound by the amount of money that you can spend... So we are having to skip two or three years in between and once again, who are we hurting? We're hurting our citizens because you get the best training there is in America there, and then they come back and they teach us. So once again, it's limited on the amount of funding that you have.
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	... But there again, in today's time, whether it's [City] or it's Detroit, Michigan, people aren't approving funding. They're not approving new taxes. We just had a local fire department here that asked for mileage [phonetic] increase and it failed. It failed tremendously. So that fire department is going to have to start closing down stations and now they're having to go back to the public and just ask for a renewal to keep

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								what they have going.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Yes. We used to have in-car dash cameras that, for some reason, they've gone away, that again, I made a comment about the bleeding edge and the cutting edge of a sword. Well, at the time, the people making the decision what cameras we purchased, they wanted the latest greatest, and I think they got them on a grant, but I don't think they were quite ready as far as the use of the camera and what it did for us as officers and stuff, we felt like we were better protected personally with the cameras, and all our actions were more--you know, we could justify a lot of our actions, because they were live on film, and the shortfall of that was, at the time, the cameras they bought only had, like, I think a 2 meg storage card on it, which would do four hours' worth of data and that was it.
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	... Generally I sit down and I review what complaints from the previous shift, the night shift before, what type of runs that we responded to and had to deal with, see if there is anything that I need to direct our staff to follow up on or I feel that needs to be followed up on. After that, it is generally, you know, working through invoicing and budgetary issues after I come in and get the fires put out, if you will, then it becomes more the mundane, you know, type of things, the paperwork type of things, so after that it is generally, towards the afternoon we start looking at any type of, you know, we review our policies very, very often, so that is something that I generally try to do towards the afternoon even it is just five or ten minutes, taking a look at one of our policies and seeing if there is anything that we need to readjust or look towards, you know, revamping.
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	... We anticipate our dispatch center going to the CLEMIS module of dispatch of CAD soon, so we will regain some of that. I am not sure that the jail will ever transition from the vendor that they currently have because they are very happy with it, but that, again, that is something that is universal and really of major problem nationwide with law enforcement is, you know, all these different applications and things that

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								we do, not talking or having interfaces with each other; now understand the interfaces are probably available but not at a cheap cost, and that is really one of the major issues that we have, not only with data sharing but, you know, I am sure we are going to talk about communications at some point. The technology is there. It is the cost of interfacing that technology together that is prohibitive - excuse me [coughs].
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	... We have that ability, but we are one of the larger, you know, law enforcement entities in this county, so it makes sense for us. It may not make sense, and again, what we are talking is cost prohibition, because each one of these radio frequencies that we have in our cars or our base stations costs us money to have.
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Yes. Yes. Clearly - and again, it is cost prohibitive but we have identified some funding sources to allow us to - we knew the gaps were there. This allows us to potentially fill in some of those gaps. Now there are still going to be some things that we will never be able to completely account for, but you know, this certainly is going to help us.
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	... it's the dollars and cents in order to make that happen, and until - and I am not sure what it is going to take; if 9/11 didn't spawn enough, you know, upheaval to get us some funding to accomplish that, I don't know what is, honestly. This is just like I said, we just don't learn from our history, and here we are still in the same place, you know, sixteen years later, so..
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	... We should all have that ability because what they are doing out there is no more or less dangerous than we are doing here so just because a jurisdiction has been more frugal or has more money to spend on these type of things, I think that is probably the most frustrating thing, is this technology is available for everybody to work in a safe environment or a safer environment than what we currently have, and trust me, you know, our system is certainly not the worst system, you know, in this country; I guarantee that.
Rules-Politics -	LE	R	Field	46-55	21-30	Male	LE-R-060	... We work well with each other. I think part of it is - I see it a little bit

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Budget-purchasing			Responder					different because I know most of them from the fire training as well; there is always a little animosity between the two. A lot of it is just done in jest, but any time you got two departments, it doesn't matter if it is Police or Fire vying for the same budget, you know, relationships can get strained, or it trickles down, but as far as you me not wanting to show up to help them, we don't have that.
Rules-Politics - Budget-purchasing	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	I don't feel overburdened with it. Some people might have a different opinion. The issue that you typically run into in technology is - you know, we know it is available, but nobody wants to pay for it.
Rules-Politics - Budget-purchasing	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Yes. Back in 2005, we had a pretty mass retirement. It was the guys that all came on together back in 1975 and they all left. At that time, the city felt that it was more profitable for the city to save money by lowering the pension; they eliminated the pension for new guys and bringing in 401K. Then they decided to pay a substantial amount and the new officers pay a substantial amount into the healthcare benefits. So at one point when we started hiring officers, for about a good solid 7 to 8 years we were probably at almost a 60% turnover rate.
Rules-Politics - Budget-purchasing	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Basically, we are not competitive with surrounding departments. We are about \$10,000 to \$ 15,000 under everybody else. We got our pay rate up a little more, we were able to keep some more people but I can't even get anybody to apply for the department - and everybody is having people having problems getting people to apply but on average I will send out 100 emails from the testing agency and I will get 10 people to come in and actually interview and out of those 10 people that I interviewed last time, I only hired two.
Rules-Politics - Budget-purchasing	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	... [city] received a \$3.5 million grant from the state to build a new dispatch center with the premise that they bring on somebody else to combine and consolidate dispatches. Now, with that being said, there are positives and there are negatives on that. The positive part is going to be - if this goes through, it is going to save the city a substantial amount of money. I am going to be able to take manpower off the desk and put it on the road over time.

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Rules-Politics - Budget-purchasing	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	So, and the initial telling the citizens that, a little bit of an uproar but I mean, these are the times we are in. It's either save \$200,000 or invite the state in.
Rules-Politics - Budget-purchasing	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Yeah. And our stuff is getting outdated. We spend a lot of money fixing programs and stuff like that because our computers are old. The problem is, you can go to Best Buy and buy a \$600 laptop but you go and buy it for the car and it will cost you \$5000 to put in a computer with a mouse and just because it is a MDT -
Rules-Politics - Budget-purchasing	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	S1: Okay. When you think - if I think about communication problems too, it could be again, it sounds like the radios are in pretty good shape so it's not that kind of an issue. S2: They are \$5000 apiece.
Rules-Politics - Budget-purchasing	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	S2: We have looked at those - the little, little mobile stuff, you know. It's one of those wish-list things, especially when you have the situation that we are going into with S1: Yeah. S2: It would be phenomenal, but again, that a cost factor and is not gonna happen.
Rules-Politics - Budget-purchasing	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Night vision, technology like that. God. I mean, I would like to get some less than lethal equipment. I would love to get like pepperball guns and stuff like that. They are phenomenal tools that save lives and officer safety. Again, we can't afford it. So it all comes down to money but yeah, anything less lethal, anything to help the guys see at night, I mean, I would love to get one of the flare systems just so that the people out there know that we have them and maybe they won't come here.
Rules-Politics - Budget-purchasing	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	S1: And this is technology that is available that unfortunately is just not always affordable. S2: Oh yeah, it's available, you know. S1: Okay. S2: But can't afford it.
Rules-Politics - Budget-purchasing	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	For the most part, pretty good. And we have got a lot of business owners here in town that are very supportive and when we got our last canine, we had to do fundraising - we didn't have money to get a canine and we went out to businesses. Businesses don't have a lot of money, I mean; they really come out for us.
Rules-Politics -	LE	S	Field	26-35	6-10	Male	LE-S-062	Most of us use our personal phones. Certain jobs here get a city phone.

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Budget-purchasing			Responder					Our Chief has a city phone; the detectives have city phones if they want one. A lot of people don't take it, they don't want it.
Rules-Politics - Budget-purchasing	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	They are really - Chief does not do much homework before - you know, I personally review everything before I buy it and I think we did no reviews, we just bought it and other departments that use the same ones dont care for them either from what I have heard and are switching. We would be a lot better off if we had a better brand of body camera. That makes it pretty current here. We upgraded our computers I think about a year and a half to two years ago, we got new computers in here. We kept the old monitors which were small. I wish we would have spent a little extra money to upgrade those, too, but -
Rules-Politics - Budget-purchasing	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Well, as I mentioned, a couple of years ago we upgraded our radios. I think for the most part we still work good. We got a couple of good computers and most of the ones in the car we just upgrade the software and keep the actual computer itself because those are very expensive, very heavy duty computers, like \$5000 a piece for a laptop, but they hold up to, I mean, spills, banging around, all kinds of weather conditions, but we upgraded the actual software and technology here and there. We did get new printers, they are not the same ones we started with and they are much better, much faster and I would say a little more reliable too. Now and again they jam up or have problems but for the most part they are pretty good.
Rules-Politics - Budget-purchasing	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Well, the cost, obviously. Those are very expensive to buy, get the server to host a video, stuff like that, but no, not in my opinion; I like having them.
Rules-Politics - Budget-purchasing	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Generally it's kind of - generally our equipment is fine but we are not a big department. We don't have a huge budget for maintenance or replacing equipment or kind of maybe venturing out with emerging technology or something like that, so a lot of the higher end equipment that we have we got on a grant from either the government or the state or the DDA or something like that, so, I would say it is generally dated equipment but it still works for the purpose of what we need it for

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								currently, so - like both of our [unintelligible] unit's are - they are functional but they are kind in rough cosmetic shape and some of our modems in our cars go down frequently so it's always kind of balance of in the car that you want that is still working fine, so.
Rules-Politics - Budget-purchasing	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	There is a device that reads plates automatically and looks for stolen cars. My understanding of it is that it is very expensive so very few places have it and the ones that do usually have it [unintelligible]
Rules-Politics - Budget-purchasing	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Probably just like mobile data, like a computer, CAD software that was fully functional that worked when you needed it to, that had you know, good map function that you could rely on where you can see where everyone else is at, just for your safety. Something maybe that you know, would give you audio alerts. I mean, that stuff exists; it's just a matter of cost.
Rules-Politics - Budget-purchasing	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	It's a budget issue, it is a political issue, it all comes down to [cities] coming to an agreement to put it into place; no one knows what's going on at this point.
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yes we have. Every two and a half years is the contract we wrote and get the lightest and greatest updates every two and a half years at no cost to our taxpayers. So, it is a five-year contract with a five-year extension. Two five-year extensions that are in and they've increased our storage and everything so we are really -- we are pleased. I mean, it is Axon, the same people that made our -- the taser weapon system and we are happy what we got so far.
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yeah. Well, you know, I imagine [Name] you're making money on the stories. It's not very expensive to make a camera anymore, you know, you can [crosstalk].
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	No. No, we have done more with less than at any other time in history. [Inaudible] you know, the toughest economic down time in modern day history. We have done more with less. We've had things shoved upon us though we have had now in position since 1998 law enforcement. We've double bunked two pods out of the [inaudible] facility without hiring a

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								soul. So --
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	... So, I think that was a big part of losing some of our reserves, but just can't continue to -- we were just talking in here already. We have not had any -- although our budget has increased but it is we picked up juvenile or because we picked up, you know, animal control or other things have been handed to us to do and it comes with that budget increase but as far as us getting law enforcement positions because we have more people, we need more policeman on the street, we haven't. We just went from five shifts to four shifts so we could put more officers on the street. These guys are working 12 hours a day now and we got to stop that.
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	We've got young guys. We've had a big turnover with retirements that we have had. We have a pension that's in place that's allowed people to retire with a defined benefit, you know, a percentage of their income. So, a lot of guys have taken advantage of that and that gave us an opportunity to be younger and younger agents. And when you get out of here and you are doing that work, I'm 53 okay. Some of my years were dog years, so I have lived 7 and 1 a few, but I am telling you, that's a young man's forte there. When you are out there in that patrol car and you are chasing bad guys, you ain't chasing a 53-year-old man.
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	About too common, may be used on the floor on a trial basis and we have worked with agencies that have used license plate readers but yea we have a couple that were bought or will buy.
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	We've got drones, yes. We've got drones and have cameras on them and we have an aviation unit with, you know, flyable helicopters, we've got a Huawei and some OH-58 Jet Rangers, but these drones I think are the future for aviation. I mean, for us, you know, it's a very expensive proposition to own, maintain a fleet of helicopters. Our helicopters were free. We got them on a government program. It was, you know, surplus military equipment but the way the drones are growing in technology, it is just -- man. If I call for the aviation unit, if they weren't flying, you know it would take them an hour, you know, I mean, once they got somebody



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								to hangar, pulled the bird out, warmed it up, and got up and got to you -- I mean, really. But a drone, you can off from your car. So, if you needed to do some surveillance, if you wanted to know what was behind the house, that you are fixing to hit, you know if it drone, and you can get it on your phone, you know. They've got iPads that you can operate a drone from.[Name], my techie guy, he first in the [Organization] -- they first got one a couple of years ago I guess. And it was -- and then they got another one last year that was \$ 2400. It was so much far advanced than the first one they had bought. That had the camera that had the ability to lock on to something but the battery lap on those things are the biggest drawback right now. I think it can fly for 20 or 30 minutes but -- but look, if you've got a couple of them, you know, you got three or four batteries, then you can be up for a while
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	I think so. I may be wrong about that. [Name] [inaudible] just called me while we were talking, it was [Name], but I'm not sure -- but, it's an expensive process to get through, but if something happened at Neyland Stadium on a Saturday in October, you know, you would never be able to get out on a phone, you just wouldn't. So, you know, you saw that in 9/11, you saw it in other places at tragic events where, you know, bandwidth was gone. I mean, you know --
Rules-Politics - Budget-purchasing	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	That they can order commissary, sick call, they can email, they can do visitation on them, and there is a cost associated with that, it is paid through their commissary accounts. But, that technology is bringing efficiencies to us so we don't have to lay hands on an inmate to bring them to a visitation booth, let their people visit, then take them back, you know. It cuts contrabands -- contraband from being brought into our facility and it cuts that office-inmate contact that drives confrontation. So, our inmates love it. Some people, there was 40 or 50 people that protested it because they were not getting face to face visits anymore and cost associated with it but you can go down to the jail and visit for free. It does not cost you anything. But if you want to set it at your house and visit, like a Skype -- you can do that.

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Rules-Politics - Budget-purchasing	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Even though I don't need it. So I have a computer in there, and then I have another laptop or MDC in my office that technically could be taken out, but it's the newer one. So they're going from some of the old Panasonic Toughbook, which are almost all gone. They bought new ones. I still have one of the old ones in my car, but I don't use it very much. Because that function is more for patrol. If you're on patrol, you need to be logged in all the time, so when you're in and out of that car, you can see the calls, you know what's going on. I mean, I log in sometimes, but half the time when I'm driving, it's to go to a meeting and go and come back. I don't always need to log in with my position. Here, though, I need it. I'm always logged in because I use it here. If it's just in the car-- I'm not in the car very much.
Rules-Politics - Policies-Procedures	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	That's the other part of the family, okay? But MSA told us flat out. They go, "Yeah, your stuff isn't TDMA compliant. We'll work on a retrofit." So it's been like three or four years. I mean, there is no retrofit coming. There probably is, but it's so slow and slow-- I mean, they have a new product that works. It's like another generation forward. And so we're really stuck with a piece of technology, of which, this doesn't work anymore with that when it's on my face. Which stinks, right?
Rules-Politics - Policies-Procedures	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	...So I think when you're talking about researches and kind of mirroring an NFPA standard and then this standard, and matching those two things, I think you have to take into consideration, are we creating a standard that is so tight-- of which, when somebody buys a platform and then we have new technology come on, is it going to cost them millions to retrofit? Because if it is, the technology, it just won't work. And that stinks, right? The newer ones, I guess, the guys demoed the other day. They have a little key fob that says [Name] on it. Right? So I come to work. I turn on my unit. I tap it with my RFID kind of thing. It recognizes that, and then it syncs with my radio. And so it's like a Bluetooth, like a thing that you'd wear in your car going home
Rules-Politics - Policies-Procedures	FF	S	Other Public	36-45	11-20	Male	PS-S-001	Yeah. And so people are addressing some of those things, which [are?] really great, but I'm telling you, the in-mask communications, making

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			Safety Personnel					sure that there's some sort of standard. We have a standard - I'm sure you're aware of it - like the universal air connect fitting that MSA developed many, many years ago, and it's now become the standard for [RIT?] connections, right? So that standard, that's the NFPA standard, is huge. And so for us, we're like "Okay, it doesn't matter what pack." It doesn't matter if [City] buys Scott brand, or I buy MSA brand, or the next guy buys Viking or whatever's on sale that week, we could still run a fire, and if there's an emergency, I can auto-connect. And so those bigger issues are huge.
Rules-Politics - Policies-Procedures	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Just having some sort of-- okay, this is the standard for radio systems from now on to connect with an in-mask communication system. That would be important long term. Because, currently, there's really no standard, which blows my mind because there's money to be made [laughter]. If you could invent the whiz-bang gizmo, you probably could do okay. Again, it's a smaller market, of which I've tried a lot of different systems over the last couple years, and some are great, some are marginal, some are terrible, some just want anyone to sell you something every five years. And so I think those standards become important because if you don't have them, you're not going to meet them with some sort of demand. But, again, if I had a wish list, I'd want in-mask communications.
Rules-Politics - Policies-Procedures	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	.... And not so much system wise, but just somebody needs to be able to go, "Okay, here's the standard and we're going to use this standard. It needs to meet this standard. NFPA because [of your recommendations to them?]. This is the standard going forward." And that would be helpful long term.
Rules-Politics - Policies-Procedures	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Right there. I mean, there's a lot. Our policy-- I mentioned Lexipol, [so?] [Name] company. I don't know if you know that gentleman. So he's a former law enforcement guy who created a policy company. He's a lawyer. So Lexipol, L-E-X-I-P-O-L. That is kind of the premier law enforcement policy group.
Rules-Politics -	FF	S	Other	36-45	11-20	Male	PS-S-001	Yeah. Yeah. Primarily. Yeah. Unless I need to, in the field somewhere,

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Policies-Procedures			Public Safety Personnel					refer to some minor-- for example, our hazmat policy, okay, who at the Department of Toxicology-- what is it? DTSC, so Department of Toxic Substances Control. They're in [City]. Okay [laughter]. But I don't have their phone number. So, maybe, okay, I know I can look it up in Lexipol [inaudible] field because I have web access. But things like that. I mean, it's amazing.
Rules-Politics - Policies-Procedures	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	I'm finding more and more that we have more mandates and more unfunded mandates, right, that are being pushed, of which, we are using technology in a training mode or some administrative capacity to check the box. And I can honestly say I don't know if that's good or bad.
Rules-Politics - Policies-Procedures	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Whereas, well, is that real training? Is it valuable? Is it meaningful? Is it going to-- is it realistic? And I think part of it is, okay, we're just trying to check the mandate box and move on. And I'm sure you'll hear that from other agencies that you interview, not that that's bad or good. It's just I've noticed over the years, we are way more heavy of, "Okay, you got to go to this policy update thing, training or webinar." And I'm like, "Well, that's not the same." It's not the same. Talking about interior firefighting or talking about a tactical stop, it's not the same as actually getting out and doing it.
Rules-Politics - Policies-Procedures	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Yeah. Yeah, absolutely. So I used to be our training officer for fire, and I was in that position for a few years prior to rotating back, actually, here. So in our mandates for the fire, law, and EMS, right-- so there's mandates in all of them. So for law enforcement, we have POST, which is the Police Officer Standard Training, okay, which is [State] specific, right? We don't have a national standard for police officer. Shocking to me, somewhat.
Rules-Politics - Policies-Procedures	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	... Even though it satisfies mandates and it trains that way, it'll be the same thing of if I host a fire academy, and I go, "Okay, guys, here's a video of [interior?] firefighting." But you're going, "Well, what does it feel like?" And so [laughter] we do a lot of lecture about fire chemistry, and basics, and all the stuff your chemists, and your--

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Rules-Politics - Policies-Procedures	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	I don't know if we are looking into that or not. I've heard that we might be looking at some type of policy that would assist us with that. My personal thing on it is that that's an absolute great tool, and I'll give you an example. So this station, that roof right there, the guy in the red hat's me, I think, and that's my crew there, not [Name] but [Name], and [Name], and [Name]. And so that picture was taken by a drone, of which, was owned by the [City] Fire Department. So they have a volunteer firefighter that their job is to come out to the scene and fly that drone and get aerial footage, relay it to the command post. And they are very open about it and they have a policy, I believe, of which, they say, "Yeah, we were going to use this in an operational setting, and we are going to use it for training purposes." And, again, it may be flying up over airspace above the-- I remember Chief [Name], that night, some reporter asked him that question. Because it's a hot topic, right?
Rules-Politics - Policies-Procedures	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Yeah. So that's not a joke [laughter]. That is we're not allowed to bring turnouts past that point, okay. Which sounds silly, but, I mean, we're talking about technology, but even some of the simplest technology, like a policy, can have huge rewards like something like that, right? And again, we haven't figured out how to stay away from the fire to actually fight the fire or a hazmat event from afar. I mean, there has to be some interaction with tool-on-task, and unfortunately, people are susceptible to some of those bad things.
Rules-Politics - Policies-Procedures	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	...And so I kind of pressed the issue a little bit and he came back in and he didn't have my yellow pad with him. And I said, "So if you want your laptop you can go get the yellow pad and you can come back and get the laptop." And so he did. And I said, "And just so you know, I pulled up the Internet history on the laptop while it was sitting on my desk here." And I said, "You like this laptop because you get to go and surf the web and do all the things you want to do." I say, "Guess what? We pay for this laptop. You're going to do some of the things we want you to do with the privilege of being able to do the things you want to do." And then I told him also that, "You need to go back to your briefing and tell all those

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								guys that this thing is actually a decent piece of equipment."
Rules-Politics - Policies-Procedures	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	It was done in the '70s by a city manager that we had and it's called performance-based budgeting. And then it put a 20-year plan out there. So we've had zero layoffs during the downturn.
Rules-Politics - Policies-Procedures	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	We actually do a pretty good job of making those business cases when needed. And it would be interesting to see with the FirstNet, when FirstNet finalizes their plans and if they get to a satellite realm. Because with the satellite phones that all these cities buy right now in the programs, we're on Inmarsat. We just bought phones that are on the Inmarsat system, and we're paying whatever service fee we are. But if we had a FirstNet service, that their phone not only could work off of the land system and that, then they wouldn't have to carry the phone in a box in the trunk of their car. We can cut those costs.
Rules-Politics - Policies-Procedures	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	So the mobile data computers, we're going out for a bid right now. So we replace those every five years. So we have a-- part our budget, we have a replacement project every five years. So the radio stuff, that's all budgeted. The minute we buy something, we budget for the 20 years.
Rules-Politics - Policies-Procedures	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Now, administratively if I was ordered to turn something over, I could be disciplined for refusing an order or whatever. But that's why I say, "If they want to see the text messages between me and my wife and my kids, fine." I mean--
Rules-Politics - Policies-Procedures	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	And technically, they can't go on a fishing expedition, so it has to be relevant to what they're looking for. Even a PRA has to be relevant to the topic. A search warrant specifically has to describe it.
Rules-Politics - Policies-Procedures	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Whether related to a case or belonging to the law enforcement agency. They want serial number, make, model, and they want the case number and the crime involved with any case number on any case that we have. Well, one, we believe we're standing on good ground, that we don't have to release any information about the firearms that we own, which the public records would show accounts of what we've bought. As far as the cases, that's a huge effort.

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Rules-Politics - Policies-Procedures	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] We have a minimum of two on shift at a time. We try to have three. We have we're authorized to fourteen full time employees but typically it's two and that's our minimum for our mandatory minimum.
Rules-Politics - Policies-Procedures	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] They rotate every 6 months. They don't rotate from they bid on their shifts so it goes first by rank and then seniority and so supervisors get put where I put them and trainers will get put where I put them if needed but I try to give them as much flexibility as I can with their scheduling and they bid they work 4 on 3 off, 3 on 4 off schedule so it's a 12 hour shift and they have the ability to bid on that type of shift as well as opposed to another that is a little different.
Rules-Politics - Policies-Procedures	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] With our CAD system you have to have an address and a call type to get a recommend to send a to page out for police or fire so those are the primary pieces of information that they have to have immediately and then from there it's just data collection of you know depending on the call type whether it's clothing descriptions or suspect's names, weapons, children involved, vehicle descriptions, road of travel and if it's an accident it's related to injuries, leakage, Hazmat stuff so they have their with EMD they have their line of questioning.
Rules-Politics - Policies-Procedures	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Technically it's from the officers requesting it but we do receive requests from the prosecuting attorney's office if they have somebody who is requested discovery that we send it to them so yeah that's used. I wouldn't say a lot. We probably do two or three a month.
Rules-Politics - Policies-Procedures	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] The questioning comes from the [software]. You're not supposed to vary from it only mildly but there is a lot of decision making processes that are happening outside of that related to the CAD because calls can change or escalate in seconds so you're listening to what is happening in the background so you might have somebody that's just making little noises but then you can hear something else. So you have to be able to think outside of the box and kind of capable of building a bigger picture of what's actually happening if we're willing to but yeah decision making and decision making in short time frames.

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Rules-Politics - Policies-Procedures	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	I think it's handled pretty well. Here it's all funneled through me, but I can always go to my Chief if I need some more brass or something. But we have a pretty good system. The fire chiefs meet regularly, and they decide if they want to have a policy they all have to agree. We don't do different things for different departments. And same thing for law. The chiefs meet. If somebody wants to propose a change, they all have to agree to it.
Rules-Politics - Policies-Procedures	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Well, for instance, we have a radio users guide. It's a handbook that everybody that has a radio in [county] gets this guide and they have to abide by its rules. That's made up of all the different organizations; the fire departments, police departments, the mountain rescue all have people on that committee that write that manual. And then once they produce that they give it to the Public Safety Council I guess, overlooks that and then they do the training and everything. So that's one example, I guess.
Rules-Politics - Policies-Procedures	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	You're ahead of me, and it doesn't make any sense to me at all, but it's part of the packet that we buy for testing. And if they pass through that, all of those tests, they get it, I interview them. And then we start their background, if we like them to come to work for us, then we start their background and our detectives do that, [Name] does a lot of those. And they go through that, sometimes three to four weeks of that and then they have to interview with chief. And then the last thing they do is a polygraph and psych because of ETA rules.
Rules-Politics - Policies-Procedures	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	...We've been cleaning data for months trying to get to that, and we've come up with some solutions that we're going to probably change our processes. And I think that it'll actually really be helpful for us to have these expectations and these standards that we have to meet because it'll be helpful for people when they say an address we know where that's at. It should be that way.
Rules-Politics - Policies-Procedures	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Sure. Several things come to mind. The number one thing is funding because we get paid differently for cell phones than we do for landline phones... If you were to call 911 while you were visiting here, your tax on



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								your cell phone, you pay a tax a surcharge, and that goes to wherever you pay for your phone.
Rules-Politics - Policies-Procedures	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	...And so, every time I turn around, somebody wants a bucket full of cash, and I just can't find it all. But we have some capital funds. And I can use some of that. I don't know if you're familiar with [name] laws, but we have a [name] Amendment that won't allow municipal governments to spend all of their capital. You have to keep a certain amount on hand. It's not a bad idea to keep some capital around in case the lightning strikes or something.
Rules-Politics - Policies-Procedures	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	--to your job experience, so you get extra money, and one of the lures to come up here is they bait you with extra time off. We're given extra days off, so we actually get paid more money and work one or two less shifts a month than the guys out in the field. So that's just a draw them to come up here.
Rules-Politics - Policies-Procedures	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	.... So from a call taking perspective that's a high stress, because you add in the regular stress of, "Help. Help. Help. Help. Help," to, "Tell me exactly what happened," and then we have our policies that we have to verify the address, we have to verify the phone number.
Rules-Politics - Policies-Procedures	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	... So you call 911 because your roommate, spouse, family member, neighbor falls down, split their head open, they're bleeding, they're unconscious, and I'm asking you what the address is. Then I have to ask you, "Can you repeat that for verification? What is your phone number?" And then someone will say, "Well, just give me the ambulance." What is the phone number for verification? So you have to duplicate that, then we get into our medical questions. They don't understand our medical protocols that are nationally based, and that it's [name] state law that we have to ask. It's the EMD, or the emergency medical dispatch and emergency fire dispatch and then emergency police dispatch, so all three disciplines have protocols we have to ask the 911 caller, that helps pinpoint exactly what type of help that they need because of all those variables.

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Rules-Politics - Policies-Procedures	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	... And you go through your protocols appropriately, the protocols work because you know them, you're asking them and the person is receiving them. And you actually make a difference on the phone before the first responders arrive, because you can control the bleeding, you can help out with the seizure, the person's having a diabetic emergency, and we have protocols. Or the person's having a pregnancy problem and you're able to actually able to help them, or they're in a serious car accident and you're able to keep them safe until someone comes because they're listening to you.
Rules-Politics - Policies-Procedures	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	A perfect call would be they called from their landline phone because when the information comes over we have their address, we have their phone number. So we only have to verify it once. Protocol says if it comes over on the landline phone and we have it, that's one source of verification.
Rules-Politics - Policies-Procedures	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...Then the first thing we ask is, "Okay, tell me exactly what happened." That's the first protocol question. Then based upon that we're trained, because someone can say, "I stubbed my toe because I fell down. I have chest pains, I am a diabetic, and I have a history of cancer."...So we've been trained to go "Okay if somebody stubbed their toe and fell down, why did they fall? Is it because they had a heart attack?" That's more important, or did they just stub their toe and fall down? Then it's just a simple fall, or are they having trouble breathing because of something else? Or is their arm broken because they got hit by a car, or something else? So exactly, there's a huge difference. So we need to kind of investigate that. Some other people will say, "I'm not feeling well, I have a fever, and I don't know what to do." Then we know automatically, sick person card. We have 33 different cards. Yes, 33 different cards and each card has a specific set of questions.
Rules-Politics - Policies-Procedures	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...if it's a car accident, they can drive their car, they're not too hurt, but they don't know if they need to exchange information because all the states have different rules according to that. [State] is a no-fault state. [State] is not. So in [State], you have to have a police officer write a

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								report, if you come into [State] the police officer is like, "No, I didn't witness it. I'm not writing a report. Go to your insurance company." Well, people travel back and forth all the time. There's always accidents. So people call in and say, "I need the police." "Why?" "Well, I got in an accident." "Okay, are you injured? Do you need to go to the hospital?" "No." "Is your car driveable?" "Yeah." "Okay, in [name] exchange your information and go about your day. The police will only respond if your vehicle needs a tow truck, or if the person won't give you the information."
Rules-Politics - Policies-Procedures	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	And they will make them. So a lot of people, "I don't know if I need fire or police." So you have to ask them. And even medical, "Well, I don't know. Can you just tell me over the phone if I--?" "I'm not a doctor. I can't give you medical advice over the phone. What I can give you is an ambulance and the ambulance will come to your house, they'll take your vital signs, they'll ask you a whole bunch of questions, and then you can ask them if, between the two of you, you can go to the hospital." Some people think if they call 911 and an ambulance shows up, you have to go to the hospital. You're a hostage. No. We can give you a free check to see if you need to. We'll give you our best-educated guess at the basic level. If we have any questions, of course, we'll turf it to the hospital and say, "We think you should go to the hospital." But in the end, its still-- we have a specific form that's called a patient refusal, they have to sign it, we sign it, we give them a copy, and then we're out of there, in case something happens. We've had cases where people have refused and then later on we've responded back to their house emergency and they've either died or they're close to death, because they ignored the signs of either a heart attack or something that we had advised them to go to the hospital, and they ignored it.
Rules-Politics - Policies-Procedures	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	... And I would say the call taking has gotten better, because before we only had firefighters. We had no script. So when someone called up, we'd kind of say like, "Fire department, where's the fire?" "Oh, I need a medical." "Oh, where does it hurt?" "Oh, I have an arm injury," "All right,

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								well cool. Thanks, we'll send you help." And then we'll just, at our own discretion, decide whether it's ALS or BLS. Very few follow up questions. There was no set standard, at all. So that was a huge change, having this nationally certified, state-mandated program come in. So now for a firefighter, it's kind of hard to say these questions because we're trained at a medical level. This EMD program, this set program is trained for a non-medical person, who can just come off the street and start asking questions. They have no medical background at all.
Rules-Politics - Policies-Procedures	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Once for the address, and the second time to verify it. So address verification, you have to ask it twice for a cell phone caller. Then they ask for the phone number, and that's usually correct with [inaudible] that comes over. The phone number is usually right. And then we ask their name, not a big deal but if they're struggling or-- it's really not a big deal. Then we move on to we open our protocol, EMS protocol or fire protocol. And then we begin asking them the questions on the protocol.
Rules-Politics - Policies-Procedures	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Mm-hmm. The call takers will-- there's a question about a call like, I'm not sure which protocol to use, they'll come to the supervisor and say, "I'm not really sure what protocol to use here.
Rules-Politics - Policies-Procedures	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	I mean, they did have planned outages, usually they occurred in the middle of the night. If they wanted to upgrade the system, they'd take it down for an hour from 2:00 AM to 3:00 AM.
Rules-Politics - Policies-Procedures	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	We don't. We don't. I'm not sure if they're working on one, but I know our code of conduct policy kind of is the umbrella over all of that, and that's-- I'm not even sure what they would put in a social media policy. But I think the code of conduct is a pretty good policy, like I said, that covers all of that.
Rules-Politics - Policies-Procedures	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Right, because you're held accountable on or off duty. It's pretty clear in our code of conduct policy.
Rules-Politics - Policies-Procedures	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	--call. We have something called condition red, which means that we have so many calls to answer that our resources are very limited so we go on condition red and that means that I can send whatever I want to a

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								call.
Rules-Politics - Policies-Procedures	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Usually so for a perfect example would be one that I took a couple days ago in which a person kind of expressed that they didn't like the look of a vehicle and there was nothing that they could express about why they found the vehicle to be concerning.
Rules-Politics - Policies-Procedures	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yeah so we are required as employees here to work eight hours overtime a month which is not a lot especially considering we work you know 12 hour shifts so you can just pick up one day and not even a full day and you thought you'd be satisfying your overtime but a lot of people work overtime because the pay in this job is not as great so that's where a lot of people make their money and then also a lot of people also work to help out other shifts because our staffing is so poor.
Rules-Politics - Policies-Procedures	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yes. So to my understanding keep in mind I've only been here since January but to my understanding it is a chronic issue. Independent research would suggest that it is a nationwide issue. It is especially felt here. We just sometimes we barely have enough people to cover our minimum and in fact we've had several studies that have been conducted by various contractors with the county that have suggested that our numbers should be around 15 given our population and our call volume and we most of the time will have eight.
Rules-Politics - Policies-Procedures	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Because there's again a lot of factors contribute to that. One is you know do we have the staffing available to get someone trained because like I said we do one on one training for the most part for these positions which is great because you get really good training but on the other hand it can't be a challenge because you are basically taking two people off of the floor to kind of go and do this training you know and that can detract from your numbers so it reduces the amount of people that can answer calls and then that can be bad you know because we're just not answering the calls.
Rules-Politics - Policies-Procedures	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Exactly. And so right now our training model uses hours and then kind of as subjective evaluation from the trainer as to see if you're where you

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								need to be. It's not the most robust training model and it's something that I think we're looking at reevaluating. I think what would be a better model to look for is like a core competency model and then if you happen to meet this core competency within 2 hours of being on training then you should be released you know but that's something that I know that's in the works and above my pay grade but I know it's something that they're discussing and looking at so in answer to your question it's complicated.
Rules-Politics - Policies-Procedures	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	The thing that I think that we tell recruits when they come in is eighteen months but again---
Rules-Politics - Policies-Procedures	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yes. And then if you are there for enough years and you demonstrate you know that you're dedicated and you're committed they'll move you into a dispatcher position. And then you either go fire side or police side even then.
Rules-Politics - Policies-Procedures	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right. [city] will train you in three of the four competencies. They train everyone as a call taker and then you get to pick which two you want to do.
Rules-Politics - Policies-Procedures	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Okay so let's say I'll use a domestic because a domestic I think is a pretty good example of a regular call that we take so the most important question that we ask always is the first question we ask is what is the location. We need to know where it is right? Our technology in terms of locating people is just not there. We don't know where you are you know I've used the map as a reference but based off of the cell tower that you're hitting off of I don't know where you are. You could be anywhere you know and that's why we get a lot of calls for different jurisdictions.
Rules-Politics - Policies-Procedures	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Mmhmm and then we'll have to transfer and it's not as time consuming or as bad as people think it is but if you're calling in not giving us information or you're being you know or you're not able to give us the information.
Rules-Politics - Policies-Procedures	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	... If they don't have a street address or they don't know ask for the closest intersection and then if they don't know the intersection or they

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								don't even know that I'll ask for like a hundred block or something like that just like what street are you on and then I'll ask them for landmarks for a last resort if they really don't know where they are. I don't like using landmarks because there are some areas of the county that I'm really familiar with and some areas that I really know and if you describe something to me I'll know what you're talking about but a lot of that is very subjective and it's based off of my own experience.
Rules-Politics - Policies-Procedures	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So anyway so location and then after I collect their location I want to know a brief description of like what's going on so usually I'll say okay well tell me what's going on there you know tell me exactly what happened and you know if there's type of whatever they say you know say like arguing with my boyfriend or you know my girlfriend just hit me or my wife is you know doing whatever I'll enter that information and then I'll get them started. That usually takes maybe 30 to 45 seconds for me to get that call in and depending on the cooperation of the caller, the clarity of the information they're giving me and then I'll go straight into my main officer safety related questions. I'll ask them okay are there any weapons in the house? Yes, no? If there are weapons where are they located? Does anybody have one? Are they guns, knives, what do they have? Has anybody been drinking? Is anybody under the influence of anything? Where are you? Where is this other person? Are you both in the apartment? Is this going on right now? You know did they leave? Okay let me get a description of them. Are they black, white, Asian, Hispanic? What color shirt? Pants? And then I go back around. I do my next descriptions you know how tall are they? How much do they weigh? Heavy, thin, medium build? What color hair? You know and then I'll say you know which way did they leave? Did they leave on foot or in a vehicle? If it's a vehicle I can look up a description. If they went on foot I want to know which direction of travel they went. How long ago did it take them? That sort of stuff.
Rules-Politics - Policies-Procedures	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So different jurisdictions handle it differently. [city] again like I said they invest a lot of time into personal---

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Rules-Politics - Policies-Procedures	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	..I know how I want to get a description of a person and we're trained on that and then I've added my own flair to it you know and so once you learn that stuff it becomes a lot easier to process a call even if it is a high stress environment and then also that being said we also work you up to that you know we start you off on phones. You take really basic calls and then you take the non-emergency line and in the non-emergency line you are going to need to use some of those skills you know in a trespassing person or a disorderly subject or something like that. You still need to get a person description but you don't need to get it as high as important as you might need for like a hot call or something like that's really active.
Rules-Politics - Policies-Procedures	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	...You'd be talking to them you stress for them and then on the other hand you're also stressed for the officers because or the paramedics or whoever's responding you know because we're all kind of one family and we all care about each other and your job and this is how we think of ourselves our job is to keep them safe and make sure they get the resources they need. Make sure that they are prioritized you know and we're sending them into these crazy situations and we want to make sure that they're going to be okay. So there's a lot of stress about just again the unpredictability just don't know what's going to happen and then in addition to that the liability that if anything that goes wrong you are responsible.
Rules-Politics - Policies-Procedures	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	It can take 20 minutes to trace a phone because we're going through the cell company. The cell company has to then ping the phone it just takes forever you know we don't have that ability so even if you're having a life-threatening emergency we got to wait 20 minutes for them to fill out their paperwork in order for us to get help to you. People don't know that.
Rules-Politics - Policies-Procedures	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So I do a few things with the repair side, I'm also the administrator so any new employees I build them profiles. In the current system there are three different places that I need to build profiles. There are 8 profiles per employee and there are 2 different systems because our backup



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								system is on a different server.
Rules-Politics - Policies-Procedures	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So it's a lot of even bridging of SOP's and also setting the expectations for the city and council so they know what the expectations will be if we are put into one of those situations.
Rules-Politics - Policies-Procedures	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	... So we're at least five years off from having the first initial steps of it capable to us and then another five to ten years from the carriers. The reason that the FCC had to mandate the carriers was they didn't want to do it before.
Rules-Politics - Policies-Procedures	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	[RE: 911 call from cell phone] ...They think that if they call 911 we know where they are and we don't. We know what cell phone tower your cell phone hit off of and that's it and then if you call on a VoIP phone or a voice over IP phone it's wherever your voip was registered to... Now we have issues with their being no regulations at the moment. There are supposedly some coming on applications. There are apps out there promising that you can call 911 through their app and you will have a police officer on video and you can hold your phone up and we will record the bad guy's face and give them commands from your phone. Not even remotely close to being possible at the moment but that's what these applications are promising. They're promising we know exactly where you are and it's not possible yet even though Uber can find where you are on your phone. You have given Uber permission to have your GPS location on your phone. We have to get that through the carriers and the carriers right now don't want to spend the money to give us that information because it costs them more money than what they would get out of it... I mean they aren't really going to get anything out of it so the FCC had to mandate that they make these changes that they gave them time--
Rules-Politics - Policies-Procedures	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	[talking about WiFi] Exactly. We have to have those built in. It has to be it's something that we're looking into adding into our building code where when new builders build things in they need to have the radio redundancy built in. Our issue right now is we don't have anybody to go and check to make sure that they're maintaining that.

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Rules-Politics - Policies-Procedures	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So it's kind of hard because we have to really start getting down on our builders to make sure that they're doing the right thing. Being a county it's harder for us than it is for like the City of [name]. We are for us we have to work with the state government. Our roads are state roads not county roads not city roads so we have to really work with the state government to be able to do some of those things and regulate. We can do some things but we can only do it to a certain limit before it's regulated higher than us because of the county aspect of it.
Rules-Politics - Policies-Procedures	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	It makes it a little more difficult yeah so I mean it's off topic but it's something that brings it down to such a simple thing but something as simple as changing the name of a road. In [name] once the city decides on it they do it. In [name] we can't. The state government has to decide that because it is a state road because we're a county so we can't just change the name of a road because the citizens want us to. The state has to say that we're allowed to change the name of the road. So that same kind of regulation affects us in other aspects as well.
Rules-Politics - Policies-Procedures	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	It is yes. So I do have a department issued phone and that is because I am I'm not paid to be on call 24/7 but I'm on call 24/7 for telephony phone issues.
Rules-Politics - Policies-Procedures	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So it's once you get to be assistant supervisor and above everybody is assigned a county issued phone.
Rules-Politics - Policies-Procedures	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	No I don't think so. I'm sure you know that we're doing a lot of stuff with like ezenet and Cloud and things like that in not just [name] or [name] in the whole [name] region. It's an initiative by COG so---
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	We're only open 16 hours a day, 7 days a week. So 8:00 AM to midnight... But generally, we'll have three officers on each shift. The officers work 12-hour shifts.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	You need to know the area. I'd have to look up the policy. It used to be you had to live within an hour of the department, and I'm not sure if that's still a requirement because I heard there were some questions on that stipulation. [when asked if you need to live in the area or know the

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Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	That's the biggest thing really. You've got to be a really good communicator. You have to be good with people. We do have people sometimes coming into our offices so you know you've got that one on one and you have to be able to deal with people. Sometimes they're not happy, sometimes it's just you know have a chat. We have a lot of older folk in our community and sometimes they just like to stop in have a good old chat and then go on their way and so got to be good with that. You have to be able to follow a protocol right because when people call we have to be able to get the right information to give that information to the deputies so they can go out and do their job and actually help those people so communication skills, communication skills, communication skills you've got to have those.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well we just come in to the office, you talk to the dispatcher who is going off, they tell you what happened over the course of their shift and maybe anything you need to pay attention to but generally no you just start your day, you're on the radio, filing paperwork or whatever needs to get done. We don't use much else here other than a radio and a filing cabinet so that's I think kind of the way things go until you get a call and then really you're following a protocol. We have got a protocol that a list of questions that we're trying to get information about and then you're calling you know that you're calling out and giving deputies that information or fire or whoever needs it and also then sometimes trying to stay on the call if you think that you need to be helping still those people who have called in and that's maybe when things get complicated here is when you're on the phone with people but you've got to be on the phone with the deputies and so you're going back and forth. That can be complicated sometimes.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	We start out by asking who this is and where they're at. Those are the two pieces of information we really have got to get. Who is this and where are you at? Then we need to know what's going on. Is this an accident? Is this a fire? What's the nature of the call because then we

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								have to send out the appropriate people so that's the main information at the minimum that we need to get. Kind of who is this, where are you and what's wrong? Once we get that we really need to dispatch because that's all they need to get going and because we are such a large area it might take one of our deputies a while to get wherever they're going so we want to get that information out to them and then we might go back to the person then and ask we're going to ask things like is anybody hurt?
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] So the answer is no. And the way that it works in our county, and particularly in the fire world, we will start out on our trunk radio system which provides the best coverage and audio quality. But we have to go down to the most common denominator which is an analog VHF radio. And so we move from that digital trunk world to the analog VHF world so that the agencies that are responding - and they came from all over northern [state] to help out - can show up and have communications.
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah, it is a bummer. But they know they kind of got you. So we did not opt in for that. So everybody gets their own set of credentials and then we just time them out for security reasons if they don't log in or whatever. We also go through a process of making sure that their managers get to review their list of active users or whatever. So that encourages new users, right? And it also gets rid of the people who have moved on.
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah, we're actually proponents of using our daily tools to manage the incidents that we actually use and that's because people are already familiar with it. They're ubiquitous, right? And if you can just modify it slightly to handle your incident work load then you're just much better off. So we use the standard types of tools, right? Email communication, phone communication, radio as well, and the application suites that we integrate into the whole process. But from a communication perspective, that really encompasses the majority of it. My group is an all hazards communications unit. There are other siloed groups that just do it for their organizations but ours is cross-cutting because we have

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								so many departments. Within the county itself, we have EMS and hazmat and law, so all those groups are facilitated through our communications unit. But yeah, on a daily basis it's the basic tools.
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] And it's a good question because, operationally speaking, when an incident first happens, we've found that it's better to let a command and control type scenario work out from the communications perspective. So if those that are in command get together and have a conversation, then they can push that information back out to their respective employees and partners. If the incident is going to be prolonged it's better for us to all figure out a communications plan, and then segment that up by function as opposed to silos of law, fire and EMS. So there's a time factor to when we decide, "Hey, we're going to enter operate communications," or we're just going to let it ride because everybody knows how that operates on a daily basis.
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] We don't really have pre-canned comms plans. Essentially, as a comm [owl?], we essentially look at the situation and we look at what's available and then kinda match that up. In our county, we developed a tool for doing online reservations of talk groups. So we're all sharing a pool of interoperability talk groups, and those can get used for a variety of purposes but they can also become conflicts. So we use a tool that de-conflicts that process by basically reserving them in advance, and then there's a process to-- if I have a higher priority incident, basically bump people. And that's a mobile application that people use from their phones or on their computer and then they get notifications when a new reservation goes in. In essence, that replaces many comm plans, right?
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Right? Fire, as an example, we know that it's a certain rate of growth. So as we start to overlay our operational periods we're going to say this is our plan attack, op period one, two, and three. Same thing for the search and rescue world, right? We only have a certain number of resources, this is areas we are going to be able to check in this op period, this is where we're going to go next. Those kinds of things. So mapping is becoming an integral component of the overall planning

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								process in response to different types of incidents. So yeah, it's becoming a big deal.
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah, it's really slick. And then the State offers a version called Scout that they're rolling out right now. And then obviously, there's RGIS. And the majority of our functions and interactions RGIS is for high fidelity mapping, as opposed to kind of a situation where there's like, "Here's a pen, here's a pen". If we needed detailed mapping like, for example, we have a large landslide that took out a road in our county. Cut off a community. We needed high fidelity mapping to say, "Okay, this is where the pipelines are, this is where the utilities are, poles, and all that kind of stuff". To look at it from a detailed perspective how we are going to fix this problem. So it's a right size-- you pick the tool based on the scenario [crosstalk] and who has access to it.
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] The whole process is coordinated with state and federal partners. They have their own processes. So as an example, we recently had significant weather events in [State]. We had lots of mud slides and roads that were taken out and private property damage and those kinds of things. So when the inspectors - they're basically inspectors - when the recovery folks come to town, they're going to want to go around and look at all the damage, right?
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Well, there's a team that goes with it. So if you requested an operator--
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Right. And in our program they actually use pilots. And then they have an operator that goes with them so they can do the TFRs and all that kind of stuff.
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety	36-45	11-20	Male	COMMS-S-001	[S3] Yes, and logins as well. That's the big one. And then you know for us in the county, one thing that we could do better on is our governance and risk management compliance while adopting new technology. I

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			Personnel					know most of the organizations in the county kind of have a little technology committee or whatever but I don't think those committees share information. And I would like to have standardized-- a standards committee for technology across the board. So that, for example, we're trying to make this work right now with the FirstNet equipment manufacturers. It's like, "Yes, I am law and emergency management and my counterpart is fire." But 90% requirements overlap, you know?
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] And then if you have to deviate for certain conditions, that's fine. But we can weed out the manufacturers that are just are not going to be any good for the county - it would all just big waste of money and cause problems - and do that together. And then, taking a deep dive into what those technologies are. I know, it's off from your original question [crosstalk]--
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] More than anything, it's less technology and more culture. We have a lot of communications capability, and technology I think really is just culture. Who am I allowed to talk to? Is it outside of my organization? In the law enforcement world there's a rank structure, not always an open door policy--
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah, you've got to follow chain-of-command. Some things have to be formal, some things can be informal, but you just need to inherently know that. And so I think culture really is our biggest inhibitor to having better communications. One of the things that on the incident side right, out there, cost of technology is a significant inhibitor to-- not everybody can have a radio. Right? Even though they really need it for their job. To spend \$7,000, 8,000 on a portable radio is just, it's wrong.
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah. Our office pretty much facilitates the grants for the county. Yeah. We don't have a grant manager, but it basically falls here. And then we have two boards that approve grant proposals. One that kind of looks at the big list and narrows it down. And then we have a smaller group that puts the stamp of approval on it. And then we look for all sorts of grants. We have our main grants. And then we look for opportunities for other grants as well.

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Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] So our department just made the decision recently to give every person that's on patrol a cell phone from the agency. They're doing that for a couple reasons, one: they can't have the excuse of I didn't have the ability to make a phone call. But it's also a lifeline as well in that case, if you really need it. Our county is so big geography-wise that people can be out in places where there-- we have 95% coverage from our radio system, which is significant. I mean, you don't really find radio systems that high. But the fringe areas that our county patrol works in are the 5% that you don't really get it so you need to have an alternative way of communicating.
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Right. No. You probably get another 1%, maybe [laughter]. But at least they're doing their part to give you another tool to train. And so patrol has it. Anybody that's in the sergeant position above will have an issued phone as well, but everybody still brings their own phone, right? That's just the way it is.
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] So exactly, right? So people end up carrying two phones everywhere they go. And not everybody's issued laptops or computers either. They might have a shared one or whatever. So if they could do all of their jobs from one device that would just make everything easier, more seamless.
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] And that's true from a cultural, political perspective. But what I'm specifically speaking about is, there might be a large fire and we never know about it, right? Emergency management wouldn't be notified. That's a breakdown in communication. Why aren't you being notified? "Well, we've never done it before." I mean, it's those kinds of things that I'm talking about from a communications perspective is, everybody understanding everybody's job. Also, the escalation when things go bigger, right? I think that's where there was significant lack of communication. We have a large earthquake, it's not as simple as, "Okay, well I'm just going to add 500 more firefighters and 200 more police officers." No. It needs to be a lot more coordinated, a lot more organized. And done by function and geography and all these kinds of things. And I think here in this office they knew that, but nobody ever knew how it



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								would actually play out, right? And nobody really had the ability to have the conversation about it.
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] And so it's those kinds of communication challenges that I wanted to tackle. And if I could put a layer in between, have a communications group or unit where I'm coming in to help you communicate, and they're thinking to themselves, "What do I need to communicate about?", now it's an education opportunity. I can start educating you. These are the things that they're going to use now and these are things that they're going to want to tell you and those kinds of things. Those have been the real positive, strategic moves that we've been doing over the last couple of years.
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah. So there's a process and procedure for all those kind of things and it's different by agency. And it's different by incident type. So refineries have a very specialized process. We have a community warning system, and so there's an automated process put into place for that. So if I have a problem at my refinery there's levels of notification that go on from,"Hey, just an advisory," to, "Hey, emergency services you need to know because we might need your help." To, "Hey, now the community outside of our perimeter needs to know," and, "Hey, I need to blast this to everybody." And you sound sirens and send notifications and those kinds of things so there's a whole process around-- we have a whole unit here dedicated to the community warning system and its implementation. We use that same system for our reverse 911 out to the public, those kinds of things. So it's all tied together in one cohesive system. And that's been a big component. So that's one factor, right? Notifications from individual agencies. If it affects their community, the notification may get a community warning system out back to us.
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah, so it's interesting, right? So [inaudible] commander may say, "Oh, this fire is going to run this way and there's potential evacuations or whatever." He'll call and say, "Hey, I need a community warning message to go out," and then we get notified that way. Technically, they're supposed to notify our dispatch as well, so dispatch center to dispatch

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								center. So there's just a variety of different ways that things-- information is getting shared. We are working on a project right now to kind of standardize all that through a guide process. And then, working with each dispatch center on what triggers a notification for us, what doesn't. So.
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Q: Excellent. So about this community warning system, is that something that your residents opt into or is it an automatic blast that anybody-- I mean, how--? [S3] It's both.
Rules-Politics - Policies-Procedures	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Well, so if the big one really does happen within [application] there's a status board, right? So if you're online literally, right, you have the ability to connect. You'll update your status. So that's a pretty operational thing that we've worked out. That way if you don't check in we know that there's probably a problem, right? And now we can start to understand situationally that, "Hey we have three cities on the west-end that haven't checked in. That's probably where a significant amount of damage is."
Rules-Politics - Policies-Procedures	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	In the event of our 911 system going down, if it ever, if it has to, normally the last time we ever had to do a rollover was during one of the hurricanes. And it hit a tower, one of the cell towers. We lost our capabilities to receive any calls coming through from AT&T and Boost Mobile, the different cell phone providers. It'll roll over to our neighboring, our sister stations as [station], [city]. And what they'll do is they'll call us and give us that information, what they just got from that call, and we'll give it out like that. So we have a partnering system in the event of that. We have everything in place whereas, okay, we got a problem. Let's call [city], let's do this, and we have our plans.
Rules-Politics - Policies-Procedures	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Emergency preparedness is a little different in [County], being we are very, yes, we are very rural. As emergency preparedness director, I'm in charge of 911, radio infrastructure, GIS, IT, and prisoner care. [State] is a little unique in which the sheriff operates the jail, we have to pay for all the upkeep, whether it be transportation of inmates, keeping of inmates,

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								medical care, dental care, the whole 9 yds., we have to, we have to foot the--
Rules-Politics - Policies-Procedures	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	...Right now is the time to prepare in February 20, whatever we are today, not June 1st when hurricane season starts. I try to preach as many places as I go, if I talk to a civic group or some kind of group or something, have a plan for hurricane. Have a plan for tornado. Have a plan for cold weather events when the roads are closed and you can't get to the grocery store. We're not used to that like you are in your part of the world. But that's really the most stressful thing, really is.
Rules-Politics - Policies-Procedures	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	No, we do talk, I guess depending on the shifts, 'cause every once in a while they'll mix the shifts up. You have to get used to working with different people and people you haven't worked with before for 12 hours straight. Versus working with them maybe 30 minutes, you're working with them 12 hours straight now, so now you have to get used to how they're working.
Rules-Politics - Policies-Procedures	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	... So they don't want you answering phones, which we still answer if it's too busy. But you're going to be the last person to pick up the phone. You're going to be the last person to do anything in the office other than listen to the radio.
Rules-Politics - Policies-Procedures	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Yeah, it stays the same. You're just trying to pick up more calls. I mean you do try to work more efficiently. But you definitely make sure that you answer all the questions you're supposed to answer. You're supposed to get all the information that your deputies, you know your deputies are going to ask.
Rules-Politics - Policies-Procedures	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Yes. State police has to respond to all of our highways for crashes. And then if there is any fatality, no matter where it is, they handle it because they have I guess better technology, so to speak, or better, I guess better ways to map out how the crash happened.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	If you are a full-time employee in the dispatch center you actually attend what is called the 360 post academy, just like a regular police officer. We have a night academy and a day academy hosted at our agency. Our

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								communications officers attend the night academy from 5:00 p.m. to 10:00 p.m. Monday through Friday after shift. They get paid and compensated for that. And at the end of it you are a post certified deputy just like a police officer on the road.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	The protocol is the protocol.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	It's a little different in dispatching for the police. With the fire department they have to understand that there are property insurance rules that we have to follow. It has to be done in so much time from receiving the call. Besides that we actually set up tones prior to dispatching them to where they need to go whereas in the police department we don't set off tones for the most part. We do have an alert tone that is used if there is endanger of life in the call, like someone threatening someone with a gun or a report of shots fired or anything like that. We do set off an alert with our police just to basically tell anyone that's got a radio on I need to turn it up and I need to listen to what's going on. It works great.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Oh, yes, we are assigned partners. The only time we'll switch out is if somebody takes off or if you're working overtime and you work on another shift but, yeah, we have the same partners.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	We have the same shift. We're assigned to shifts. It's the same. If somebody takes off or works--working overtime that's the only time they'll switch up.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Well we actually had to go to the courthouse and get sworn in as a regular road officer would We were, you know, we're held to the same standards as them.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	I think they have to be even tempered. They have to have a customer services attitude. But then they have to be willing to and able to learn and adapt, overcome the challenges whether it's one event or whether it's a new piece of equipment. They have to overcome the challenges that each one present and they have to be able to change because policies change with everything in here.

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Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	It just... just the ability to... look at history and look at the response capabilities. We have AVL which is the automatic vehicle location of all of our units now. And that's another resource that they can use but it's also one of those liabilities and responsibilities that they have to look at and go, ooo, that guy's closer but he's on a call, do I pull him from that call to go to another? So they have to make good decisions on that. But if he's on a call taking a report they can't just pull him from that call because he's sitting talking to a victim. But if it's a major event then they may have to pull that deputy from that call. But knowing that they have additional resources that they may not know are there such as detectives or civil units that may be in an area that is very close to a high priority call.
Rules-Politics - Policies-Procedures	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	...It's exhilarating when I can catch the perp, when we have someone, that we're behind someone chasing them, or we're dealing with possible bomb threat or something, we're able to take down that individual through protocol, properly, without any things being crossed, that's the most perfect, exhilarating day.
Rules-Politics - Policies-Procedures	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Right, you have the names, and yeah, so we have to learn the names, the streets, where they're located at, you know, so--
Rules-Politics - Policies-Procedures	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]...So, what we have to do is we -- we are not allowed to hold the call without permission. So, I get a call from the call taker. I pull it up. There is nobody to send. I've got to call the Sergeant or Captain, you know, whoever the supervisor is and say I've got so and so call here, permission to hold. And he really doesn't have an option other than say -- "Go ahead and hold it," because there is nobody to send.
Rules-Politics - Policies-Procedures	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S1]: So we teach all that with 5 weeks of classroom training and then by but we do have a call handling guy. If it's -- you determine when you answer if it is a police call, then you refer to their call-handling guy. They have a set amount of questions they want -- if we can get them to the best of our ability, we will get all these questions answered. Very rare that we get everything answered.

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Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	We're always looking at technology solutions, and not looking at technology to replace people, looking at technology that will make it easier and more efficient and less stressful.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So I also have the third party compliance software called First Watch. We worked with them and we built a lot of triggers, we also built triggers for the health department. So there's things they watch during the year, such as heat emergencies during the summer, cold emergencies. Right now it's narcotic overdoses we're looking at, anytime those things come up, and they'll trigger in First Watch and they'll be able to go in and get that data out of our CAD immediately and by going through that third party there's no HIPAA data exchanging, all that stuff's clean, and I also pull my daily reports, hourly reports, compliance reports, because we have a county contract. We have to be at all emergencies in 10 minutes or less, 90% of the time. If we don't, we pay fines. We have another thing set up to where we have first response for ALS engines in the county. So if an ALS engine gets there in 10 minutes it bumps the ambulance time up to 17 minutes, so we still got Ucare in 10 minutes, and if we don't make that in 17 minutes it's a fine of \$250 and in a minute it's \$500 and then in three minutes, it's \$1000 and it goes up, to be allowed to do that; so there are economic reasons for us to be efficient. Unfortunately, the reasons that was in place is because a lot of places contract ambulances and nobody paid attention to that and at one time the county paid ambulance services, so we get no money from the county, we're held under that contract. I get my overtime, every time we are in with the county; I tell them they gotta pay my Mafia money. I say this is the only business I've ever worked in where I pay you to be here and they're like stop saying that, like its extortion. [Laughter].
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	The reason for that is politics. So the people that ran rural metro helped create some of the bankruptcy issues. They all quit, walked out the door one day to go start a new ambulance service and part of that they knew what was going on, so they entered into this contract that we're in now, some things to make it difficult for us to remain here, but we're smarter

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								than they are; we're doing financially well and they're suffering so, but it's politics, so they got in and they agreed, 'we will do this for free, we will pay those fines if we can't do it', so it's a mutual agreement from our side of the company, those people don't work here anymore, so that's how you end up in a thing like that, but if you look at a lot of -- we've gone full circle so, we used to get at one point if I can remember \$90,000 or \$100,000 a year to pay for the indigent people in [city] who couldn't ambulance, to offset those possibilities. And then negotiated a way and it went down to \$ 30,000 and then it totally went away. So we get no money for anything, for indigent.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Well it's a bill; you'll get an ambulance bill, we'll bill your insurance company.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	But the subscription doesn't cover emergency calls. They'll cover fire, so then we will come out and it will cover. So if you had our subscription and you're having to go to dialysis or radiation treatments or chemo, or something where you cannot drive or function and you're truly bedridden, there's a huge discount buying that subscription.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Indigent is huge here in [city]. We have a huge homeless population. We have a huge psych [crosstalk]. It's...so if you're in jail, you're supposedly deemed indigent, which I still argue that, if you're in jail and you have the insurance, why am I taking you for free. We should be able to bill your insurance, you know, but by the law, you are deemed indigent when you are in jail.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	It's not a nationwide thing it's a State thing, and some county thing, but the Sherriff's department is supposed to be responsible for that, but because of the contract we entered into saying we take no money, we can't bill the sheriff's department for that, so it's another one of those contract things. So as everyone knows, that cost gets passed on to the consumers without money. Medicare doesn't pay for full boat. Medicaid doesn't pay anywhere near full boat, so that gets passed on to the other insurance companies, it gets passed on to you, the consumer; you know the drill.

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Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So our dispatch is. We have shift work. So they used to be straight 6 am to 6 pm when I took over two years ago and it wasn't efficient, because everybody coming as 6 to 6, all the dispatchers and the call takers.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	It went crazy, the whole things. So I staggered the shifts, so we now have, we're looking at our busy time, so we have three: the supervisor and then two 6 to 6, we have three 6 to 6, we have a 7 to 7 and then we have a 10 to 10 and then at night we have three more 6 to 6 come in and relieve the other 6 to 6's, and then we balance it after 10'o clock at night, there's just four of them in there, because we're not as busy. Then we have my two IFT guys that one comes at 7, one comes at 8, they work 10 hours, 50 hours a week and then we have a 5 pm to 1:30 am Tuesday through Saturday, that comes in at midnight because that's our little busier time and they work 40 hours a week.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	They work the same, so our EMS has a union and they're part of that union so through that all shifts are bid by seniority. So all the senior older people on days and all my new people on nights when I'm not here, so that's a nice...
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	No. you'll see more the private. Its union driven because of bad management practices in the past I think.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	I don't have any problem with it out here. I mean it's simple for me in Communications, so what I do is we build policies and procedures so something else I've really redone and still working on, over the last two years and we got to re-do EMS, so I have a set of policies and procedures that condone how we conduct business in the center. You come to work on time, you wear this uniform, and then I have a procedural manual about this is how the CAD works, this is how we put in a call, this is how we dispatch calls, this is how EMD is, and then when it comes to your volunteer fire department say [City], it's your policies and procedures on how you want us to dispatch it because it's your department. I will not make policy for your department. I will give you advice on what we should be and what the national standard is, which we have done and we've worked with them to build up policies, but I've



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								gotten away from, EMS you make your own policies and procedures; if you want me to send you an ambulance an hour before off-duty so we can do these tasks, you put that policy in place, I will issue it, and we will follow it.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	I'm 52 years old and I really don't want to keep doing what I was doing when I was 20. So this position came open and I migrated to here because I was really the only one that knew the CAD, knew the communications center and all that stuff, so we hired a new so I help him. The fire department, the fire chiefs, once I came from there [indiscernible] we need policies on how you want this truck dispatched on calls, how many trucks do you want dispatched on this type of call, this type of call, we built all those policies, and then it's easy for me training my dispatchers. If you're within policy, I got your back 100%. You violate policy; you're on your own. APCO; you APCO a call correctly and we find out the APCO codes need to be updated, you're covered. You don't use them, or don't do them, you're on your own, I can't protect you.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	They would come in and log onto the computer and pull the CAD up, get OPTIMA. Depends on which station they're at. Fire does a few little different things they have to do and I will show you that when we go I there, because they're just taking care of our fire department, [indiscernible]. So they have...Fire's a totally different piece than Ambulance. Fire, you know they run out of one station, they have their area; if they're on a call you send the next station that's closer, whether it's on the right or left hand side of that station; it's strictly straightforward and simple. Ambulance is dynamic, they are moving all. We could have 15 available and then 10 minutes later we will have three ambulances available because we had a bunch of calls come in. So we're constantly moving and if you look at that map, you'll see the shaded areas?
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	No, they post. Now we do have a couple 24-hour trucks, so right now the fire department has one getting ready right now too, so this Medic 241 that's down here in [City], the fire department has put an ambulance on

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								in that fire station for the [City] community and it belongs to the fire department and it runs out of the station. Now we have two critical care trucks, 747 which is right here and they [indiscernible] they run out of station 15 where they post, because they're on 24 hours we post them somewhere they can get out of the truck and go on scene.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	EMS is not. So we're working on some legislation changes. So in the ambulance service requirements for the [state], there are certain frequencies that we have to carry - VHF, 155, 205, 295, and 304 those are the disaster frequencies. So the State does not migrate it, but all the hospitals are on UHF to talk to them. Now we're going 800, so I've been meeting with the State and other people so we got to change the laws, because all you're doing is creating expense. So for EMS to go to 800 right now is an added expense, because we still have to maintain those older channels because we can't get rid of them because the State requires them. And there's no funding for us because we're a private company that is not getting grants, and I'm like we got to work on this, and not only for us being a private company, but in [County], [County] where there's three ambulances and they're already squeezing every penny out of that county's budget, they can't afford to go buy three \$20,000 radios.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So yeah, we had APCO cards for a long time, so you ask the same questions: where are you calling from, the number you're calling from and what's your location? That way if we get disconnected we can at least or help that way and then try to re-establish to find out. And then the next thing is so in the medical field, it's very difficult when you want to talk to someone that has no medical training, to give you enough information to know if it's a life-threatening emergency or not because we get calls for '[indiscernible]' for 3 weeks, I need an ambulance'. We get calls for 'I called the doctor and I let him in, so I need an ambulance to go to [Hospital] to get meds'.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	But on the computer screen, its set up to when you answer that question, depending on the answer it gets rid of all the others, goes

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								directly to that third card down. Makes it quicker, makes it more efficient. We found out there were some issues when it first got set up, anything that is an extremity fracture is automatically a non-emergency, that's a national standard. I don't agree with that.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	We'd get Narcan because we give directions so we had the direction cards: how to give CPR, how to control bleeding; so if those things are going on we will give those instructions to the layperson on the phone. So we will ask, he's not breathing and I can't wake him up - do you want to do CPR? - I don't know how - I can walk you through it, do you want to do CPR? And we walk them through to do CPR on the phone. So we had to add Narcan administration because we've never done that before, so it's really simple with them. It's easier with that; with cards, you had to pay money and print out all the cards. With the new, we will pull off a script, we write out what we want it to be, how we want it to flow, we send it to our medical director, he approves it, same as we do with our policies and procedures for standards of care and then we send it to APCO, and they add it and we load it into the software.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	There's a lot of land around here. It creates a problem. We don't have, we've not had the issues of them being on a wrong street. Of course we got rid of all that, we changed our -- the metropolitan planning commission changed where we can't have two street names the same.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Yes. So the great thing is we worked on that with EMA and through the [state] we now have -- so it's kind of we now have this TBRS system, which is the State system. So we have what's called Tac. We have a U-tac, a V-tac and an 8-tac. So if I - I don't know if I will find it here - I don't know which band it's in because I don't use this that much. [state], I don't want [state] - fire department. They have a bunch of fire department mutual aids, but there will be a - and we have EMS mutual aids. But we have a V-tac, a V-tac, and an 8-tac, so if I am on a UHF and I go to U-tac, and you're on an 800 radio and you off to 8-tac, and a VHF radio goes to V-tac, they're tied together in the building and we are on the same channel even though we're all on three different frequencies.

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Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	If we have to leave this building and go out and get in that truck, or if I go to our AOC, our operational center, I'm going to be operating those cell phones. Now my CAD is set up, our CAD which we have that they don't have, so we use Citrix, I don't know if you know Citrix so anything that I need, and again this is because of the HIPAA rules and security of it, so we built a secure Citrix system, so when I go to Citrix on my laptop anywhere outside this building, I can get to everything I need to sitting in my office. Or I can dispatch calls. So we also like [city], is not tied into here, like we are. They're on Citrix, so [city] dispatches all their calls on Citrix, and it talks and it feed backs through. Because the Citrix server is sitting in [indiscernible] [0:54:30] right here. Now if this building goes down and we lose complete power and I lose this room right now, we're on cards; we're back to the 1970s.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	I probably have a few new ones in here that are in training that we have knocked down cards with that have a meltdown that they have to go to, but on the whole, we do and its part of our CAD [indiscernible]. I'm trying to get our comps on our [0:55:01] accredited. The part of accreditation is that you have redundancies, you have those things, you practice for when your systems go down, and to be able to keep that accreditation, we have to be able to prove every year that we've done those things.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	No. So on game days, I don't come up here, [names] comes up from Ambulance. Normally I go to the game. So on game days - which I didn't go to any of them this year - normally I go to every one of them, but we caught it this year; [indiscernible] but we take a laptop and our EMS supervisor that sits in the command post at the [Univeristy] takes a laptop and this was the whole idea of Citrix and how it'll work and to practice that. So they pull the CAD up, so we have three CADs - we have [city names] and [indiscernible]. So when they go to an event whether it's the UT ball game, a marathon that we're doing, they go and set up and we bring ambulances on for that with different numbers and we put them over on that CAD, and they run that system and it doesn't impact up here. So they have the CAD, they have their own radios on their

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								channel, they have all that, so we set up a complete operating system, and we do that different from what anybody else does.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	No. The only time they talk to them is when they areas transporting, from the stadium, they'll call them and tell them they're transporting to wherever and we can see them on the map and then if we need them for an emergency, we will pull them out into our system, we just move them. So they have their own agency for events. It's the same with [city] so if we need an ambulance right now from [County] because we're low level, we'll call them and then we'll transfer them from the [County] to [County] or change their agency and they'll show up on our [inaudible] and when we get done, we are going to transfer them back to [County] and they show up on [County] systems and they know that they are back.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	No. Internally it's a huge problem for us because you know a lot of mistruths, hurt feelings and all that about stuff and then everybody feels into that can't happen to me, so yeah that's going on, so it creates a 'the dispatcher is picking on me, the dispatcher is showing favoritism.' I take all that out, we I go back and review. I can see every keystroke is recorded, every phone call is recorded, every movement is recorded. I want this to be the most transparent place in America. I have nothing to hide. If you called me and said we have a complaint - and I've had to make these calls, I have called family members and said "I appreciate you calling me, we made a mistake and here's why, and here's what we're doing to fix it. If you hadn't called me I wouldn't have known to fix that issue," and just making that phone call to a lot of people, just calling people back? Huge call. I really think that they might call me back and I want to fix it, we have nothing to hide. I will tell you that we made a mistake, and that is all I am going to tell you because I won't tell you what our procedures are for -- and they would be like "we don't want to get anybody fired" well it's not your concern. I'm not going to tell you that I am or I'm not going to fire them, but I appreciate you calling because we do want to fix it. And people don't - I guess they're not used to hearing that, but I am the most upfront, honest and transparent. My

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								boss is crazy sometimes when I say stuff, because they wanted to get the politically grey answer and I'm like nope we screwed up and they're like 'okay' and I'm like 'here's what caused it; here's what we're doing to fix it; here's the training we're implementing and we totally missed that, it's our screw up.' And they're like "Okay. Cool." So now when I go to a meeting with these people, and it's really funny, so I go to meet certain people, the higher ups in other agencies and the hospitals and things [indiscernible] [1:09:26] I am, my boss will say something and they'll turn and look at me and I'm like "y'all got to quit doing that" and they'll be like "we can tell by looking at you if he's telling the truth or not." [Laughter] And I'm like "Stop. You got to quit doing that."
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	I would like to see technology to continue to move forward to true total interoperability between every agency. I've heard that my whole career. For 30 years, we've been talking about interoperability and politics always gets in the way of interoperability. More than money; egos, politics. I'm in charge. There is no "in charge" and there is less of that here than I see in other places but, you know, over the years the police and the fire get about -- [State] code states that if a fire department on the scene of a fire then the highest ranking fire official is in charge of that scene. The police hate that.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	And get you included and those are the things that I have been working on tremendously over the last 10, 12 years trying to fix and get those -- and we have that here; we'll talk, we'll communicate, and they'll say something and I'll go "I had no idea that was an issue for you" [indiscernible], alright, let's look at changing that, how do we fix that? How do we make it better for you, but not punish us? And then they're like "oh we didn't realize that went on for you" and it's all about that relationship and communication and that talking. Because if you don't have those talks then [indiscernible] freaking pigs. But if you're not out there, you don't know, if you're not having those talks, you don't know. I mean there're a lot of people the thing you say, "I didn't know that", people won't know. You know we get into level three in our

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								contract, we do not send a truck on a non-emergency call. We have to keep three trucks available for emergencies, that's the way the contract is written. So [City]PD gets a drunk, they want us to come pick up and take to the ER, the only reason they don't want to take it is because they're going to get stuck at the ER; we're having two and three and four hour holds at the ER right now with the ambulances because of the flu and other things. So they want to take one of our 13 ambulances, which ends up being seven of our 13 ambulances are now tied up for two or three hours at the hospital because they don't want to go stand against the wall for two hours. So we have those talks go on. Look there's give them a ticket, call them to court, there's got to be a better way to do this than tying your resources and our resources. Psych is huge, it's a national problem.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	No, I think that technology is coming whether we're ready for it or not, so I think we better figure it out how we're going to play it. I do know that there's mandates which I think the next gen 911's are supposed to already be in place by the mandate and it's not.
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So they try and put them off in an ambulance. Like why do you want us to go pick somebody that's not hurt, kill our resources and then you want us to send them a bill? So it gets dumped on us. The police aren't going to do it. The rescue squad wouldn't, and a lot of them quit doing it because they had back injuries, so that is Workman's Comp claim, [indiscernible] and I'm like "come on, we've got to figure this out"
Rules-Politics - Policies-Procedures	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	The federal government I guess, there's nobody that regulates it. Now we have put in ordinances that says if you're having an alarm and you sound it so many times, we could start going after you for a penalty or a fine, or whatever, but until that happens there is no regulatory. It's a call. I can't say let's send a non-emergency and then well the first time I do it's going to be a cardiac arrest and then we treat everyone of those as an emergency. Because all it is an alarm.
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So I do use a cell phone. So I guess this is what would stand out for me as an ALS provider. So if we're just talking about technology in general,

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								there's multiple applications that I use on my phone from a simple calculator to do and double check mathematic formulas to my protocol of my medical guidelines that I need to follow within the state. I have that as a computer app as well that I easily look back on. I am not embarrassed to say of the amount of information that I am required to know and utilize very much outweighs how often I use it. So checks and balances of just to make sure before I do something that I double-check myself...
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	If I need to utilize a language line to talk to a patient of a different language base, I can't do that through my radio. I can, but there's a lot of extra hurdles that go through that. And in my profession as an ALS provider, time may be of the essence. And I need that time and don't have the time to talk to three to four other people to find someone of that language to then convey and talk on the radio.
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Within the last couple of years, it's the the first that I've ever had to really work hard to maintain that professional image, in a sense of a lot of negativity within community or the changes of social media, civil unrest. And not going into too much depth of that, but everybody loves a fireman per se. Some people may not understand salary or taxes or why we're sitting in front of a grocery store, but I think education's the best part of that.
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Means of radio communication of we can talk from one person down to the other. There are slight hiccups every once in a while if you're in certain basements or buildings or large box stores, so if you go into a grocery store to the back towards the deli or far corner of a store, that you may lose means of communication. But we work around that with different policies or adapting. Or on the river, we may not have complete radio communication but we still have cellular communication should we need to make a phone call...
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...If I go to an assault call, and the police are on their way there, I don't go until it's safe for me to enter... So dispatch tells us that, but it's also a formal policy that we have that we stage or maintain a distance.



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Rules-Politics - Policies-Procedures	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	What I mean to say may be different from what you mean to say. So it can stem all the way down to basic cultural differences and diversity to department policies and procedures of if I work tomorrow, the captain may have a completely different way of operating and may call me on the phone rather than delivering a message on the radio, something I'm not used to. I may not have my phone with me and he's been trying to get a hold of me, well I'm not used to that. I'm used to my officers talking on the radio or so.
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	I would say, and I know there are some rules and legality as to what you can say on the radio so that consumers or civilians don't hear it, but urgent messages, even if it's-- and I'll use the example. If there is a issue at a college or a school, they have the means of delivering a text message to everybody. I wish we had means in the county as a whole to deliver that via radio and to our phones, but even isolated to just those that are ... involved in that incident.
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	I mean, I guess it's the day and age radios have changed a lot and I think we're just talking about more or less the interview was communications in general. But if you could take a smartphone and put it on a radio, it would be ideal. So I could have five to six dependable apps that I use on my radio, I can utilize it as a phone if I needed to or wanted to, as well as to a radio communication and delivering messages. So the radio does not make noise if there's a tornado coming. My own phone does [laughter]. I'm not required to have a cell phone. I'm not required to have it activated, but I do so because the two together make me successful.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	[RE: CAD via tablet] ...I don't know if they took the at at-quarters button off or not because they recently changed policy and we had the status in-quarters from the terminal in the firehouse now instead of doing it from the mobile unit. So I don't know if they took that button away, but that may still be there. No, we don't use it [laughter].
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	the way the city is run, they send [City]PD to a large range of calls that may or may not end up actually requiring the police. But they go on-- they end up on pretty much any call that is out on the street. So if we get

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								called for a person down the street or something like that, [City]PD is going to end up getting dispatched. Any cardiac arrest, they'll get dispatched on. And part of that-- I think they've always done that, but especially now with them changing our policies...
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...they're allowing us to actually-- if the person is in cardiac arrest, we don't transport them as often as we used to. Because it used to be we would just start CPR and do what we had to do on the scene, and then take them to the hospital. Now, we've kind of changed our policies a little bit, where mostly ALS care that we can do is the same thing they do at the hospital anyway. So rather than transport them to the hospital and have them declare the patient dead pretty much when we get there, we'll work them for 20 minutes on the scene-- at least 20 minutes on the scene. Do everything we can. If we don't get a rhythm back or anything, then we'll call our medical controller and ask for permission to just terminate there on the scene. And at that point, it becomes a [City]PD issue because then they got to call the-- they'll handle notifying the coroner and anything else to do with their investigation. Usually, it's an apparent natural, so usually, it's not anything related to a crime, but they still have to do their little investigations.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...it's changed a little bit over time. They've changed their criteria for when we can terminate on the scene and when we can't, so. But the initial push started probably about two years ago, I think
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	No, it's not even a-- yeah. It's actually, it's like a basic flip phone. It's not even a smartphone. So it's just your basic flip phone. I think they might have even disabled the data capabilities on it. So even the limited data capabilities it has on it, I don't know if they're enabled on the phones. They're used pretty much just for telephone communications.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...I know that at one point, they were, at least, working on, I guess, a CPR app or whatever that would help citizens with CPR. But as far as in my daily work, there is a protocol app which the department, I believe, provides information to the developer to keep updated so I can quickly pull up protocols on my phone, if I need to.

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Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...There are some that I personally will use. Children's Hospital has a pediatrics app that I will use for pediatrics. It pretty much has the-- it lines up pretty much with our pediatric protocols anyway because our pediatric protocols were written by Children's Hospital. So it's pretty much the same information, but it can be a little quicker to find the information than digging through the protocols to find it in the protocols. And there's a drug reference app that I'll use for medications occasionally.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	At a basic level, yeah. And then, I guess, was around 2000 or 2002, somewhere in-between there, they actually started working on putting paramedics on the engine companies. And the first way with that was actually taking paramedics who were already paramedics in the EMS division or the EMS side of it and having them run on a couple of the engine companies as a pilot program. But since then, they've started actually hiring firefighter paramedics. And when they initially started putting medics on the engines, those medics were still just single-role medics. They weren't trained for firefighting at all. They were just riding on the engine to say they had a medic on the engine, that they could possibly get to the scene faster than a actual ALS transport unit with a medic on it. But as I say, since then, it's become a lot more. [As I said?], almost everybody the fire department hires now is cross-trained...
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...they're hiring both firefighter paramedics and firefighter EMTs. I don't know exactly what the proportions are and how the numbers work out. And as far as I know, I don't think they're hiring more single-role EMS providers at this point. The ones who are here-- a lot of the ones who are here are actually crossing over and becoming firefighters. And the department, every so often, will have a class specifically for EMS people looking to cross over to the fire side and do both.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	[RE: patient responsibility] It's a bit of a gray area, and I don't know for sure how exactly that works out. I would say, it's at the very least, a gray area. From what I've heard, there are some statutes and that are in place that basically say once a patient arrives at the hospital's doors it's their

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								problem So if we're sitting there waiting to be triaged and whatever, and something happens to the patient, they would say, "Hey, it's the hospital's fault. It happened inside their facility." On the other hand, since we haven't actually-- until we actually give a report to the hospital and tell them what's going on, it's still somewhat our patient. So again, it's a little bit of a gray area, I think, at the very least.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	So they started using these private ambulances to take the, what we consider priority three calls, the ones that are stable, don't require any ALS care on the way to the hospital. They may or may not get an ALS assessment on the scene, depending on what the complaint is, but the ones who basically, where-- basically, the patients that aren't going to need treatment on the way to the hospital. Basically, they just need to get to the hospital. And [inaudible], they're using private ambulances a lot for those. Actually, they're in service for us from 7:00AM to 1:00AM so they're 18 hours. From 1:00AM to 7:00AM, then our [inaudible] handle it all. We just handle it all internally...
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Well, the private ambulance service that we actually use for the basic calls-- the way it's working right now is our communications will always dispatch a fire department resource to every call. So, at the very least, you're going to get a first responder, engine company, a truck company, and in most cases, you're probably also going to get an ambulance and/or medic unit dispatched to the call. If we get there and we assess the patient and we say, "Okay. They're stable. They don't require any treatment on the way to the hospital," then we'll call and request that they send a private ambulance.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...the way the agreements are done with the private ambulance service, they have units throughout the state. The way that the contracts and agreements are written, the private ambulance when we request a private ambulance for transport, they're supposed to be able to get to the scene within 10 minutes. So we don't usually have to wait too long for them. And because it's structured in a-- because of the way that contract's structured, there's no requirements saying, "Okay. Look.

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								You've got 50 private ambulances available for us to use." It's not about how many are available, it's a matter of how many they need to get there within that time frame or whatever. But at the same time, the private ambulance service does have ambulances. The way they have their stuff set up-- they have ambulances that are pretty much designated for emergency response for us.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Yeah. Because even the private ambulance service that we're using for our 911 stuff, they also do interfacility stuff in the city, too, that's not related to us. So they have some units that are designated-- from what I've heard talking to their crew members, I think they have some units that are designated for interfacility transport and some units that are designated for emergency response.
Rules-Politics - Policies-Procedures	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...So the schedule, so we have a schedule of people. They're on a schedule. They work 48 hours and off 96 hours, and there's-- let's just say to make it safe, there's 12 on each schedule, on each shift. So there's three shifts. So basically, you work 48 on and you have four days off. And during your four days off, somebody else is working two days and then somebody else is working two days. And then you come back and do the whole same thing. That's the general schedule for the field employees that work on the ambulances, and they get put in fire station. You know where you're going...
Rules-Politics - Policies-Procedures	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...The schedule gets built a couple of months ahead of time. Then people ask for time off, or get sick, or get pregnant, or get hurt, or want to travel around the world, or whatever they want to do. So then holes come up in the schedule. So then about two months before the schedule, two months before the actual date happens, [Name] builds the schedule. He's the number two person here. He builds the schedule, and he puts out the openings in the schedule. So he says, "Everybody want this stuff?" And we have them make sure a full-time people and part-time people. Almost all the full-time people are paramedics. There are a few full-time EMTs and almost all the part-time people are EMTs with exception of one part-time paramedic.

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Rules-Politics - Policies-Procedures	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	So we hire people seasonally. They get full-time benefits, full-time schedule in the ski season. And then there's a few people that, because we're busy enough and big enough, we have them full-time, part-time. So it's like they get benefits, they get schedule, that type of thing. But they're still not a real full-time employee, but they get it for-- and it gets extended and extended and extended and extended. And those are generally younger people, and they generally have a more flexible schedule. They generally have less home responsibilities. They're generally more eager to work on trying to get a full-time job...
Rules-Politics - Policies-Procedures	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	... So we home-grow a lot of those people into paramedics here. Not all of them. In fact, probably the majority of them end up going some place else after doing a few years here. And then some of them stick it out, rest at the top, whatever they do to get our attention, and we hire them full-time. But it's really, you never know. There's not two or three positions every year. You don't know. There might be one one year, three the following year, no for six months. So it's just hard because other people have other lives too.
Rules-Politics - Policies-Procedures	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: full-time, part-time responders] Anyway, we use a lot of them to fill the schedule, either the winter time or when there's just holes in the schedule. You have to have at least one paramedic on the ambulance, so you can't just put two EMTs on the ambulance together. So there's that kind of thing to take into consideration too...
Rules-Politics - Policies-Procedures	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	So one's personal, one's work. So we have a supervisor phone, one for each. Every ambulance has a phone-- so there's supervisor. Each has a phone. And then, each ambulance has a phone with phone number. But then, I also know most of the people's personal phone numbers.
Rules-Politics - Policies-Procedures	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] ...And this is not happening with anyplace that I've ever worked yet, but I've heard it talked about so It's probably going to happen, where if somebody doesn't want to go to the hospital you can be like all right, "I'm going to video tape you, and I'm just going to talk to you and say, here's the risks of you refusing. You understand that this could be going on with you? This could be going on with you and you

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								accept those risks?" And they say, "Yeah." And that's way better in court if the family's saying, "This paramedic--" ... That look, they clearly had decision-making capability. We clearly explained to them the possibility. We told them five times, "Will you please come with us?" And they would go. So now I think it's better in some ways...
Rules-Politics - Policies-Procedures	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] ...some places have ways to transmit like the EKGs. So you take an EKG of a picture of somebody's heart on the ambulance, you can transmit it to the hospital. The agencies where I work, we don't have to do that because we have a relationship with the hospital that they trust that we can interpret it as well as they can interpret it. What we're saying is happening is what is happening. So I haven't worked in an agency where you have to transmit it before. Some places you upload the EKG into the trip report and then I have had that, and other stuff that you upload. And it's mostly to try to protect you...
Rules-Politics - Policies-Procedures	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting system] So each ambulance has it. And then the people do different-- in [City], one person runs all the calls all day long, and then in here, they usually switch every other call, so you just share with somebody. Sometimes if you have multiple patients in [City], then you're like, "Here I got [inaudible] and you write it." Like if it's a car crash and there's three people and they refuse or whatever, I'll write that one up, or I'll write those two up and you write this one up, that kind of thing then you switch it back and forth. And you log in each time as yourself so it knows that you're creating this trip so it can come back to you if there's any issues. And here, it's the same way but they usually just switch off person. You just identify yourself as the person that was taking care of that patient on that call.
Rules-Politics - Policies-Procedures	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Yeah sure. So here, I cover more calls than I'm primarily running. So I'll give [City] examples, plus I run more calls in [City]. So in [City] I work part-time, but I work on the ambulance. It's 10 hours a day. I work with another partner. And we listen to the police channel often...
Rules-Politics - Policies-Procedures	EMS	R	Supervising Field	46-55	11-20	Male	EMS-R-007	...So you'll get dispatched by your dispatcher, the paramedic dispatcher, to a call and they'll say-- they're generally right about the address, almost

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			Responder					always right about the address. They're generally right about the patient's gender. They're generally right about the patient's age, within five years, usually right to the date but even if they're guessing like it's a person sleeping on the street or something, they're usually right within five years. They're generally right about the nature of the call to a certain degree, kind of based on a series of questions that they ask the caller...
Rules-Politics - Policies-Procedures	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...They keep trying to push safety... safety in the ambulances. So ambulances aren't really safe. They're basically... like plywood on a pickup truck chassis. I mean it's really not the-- and they crash, and people die all the time. And they crash on the most routine things. And they crash for the same reason that anybody else crashes. They fall asleep, or somebody runs a red light, or somebody doesn't run a red light, or a tire blows, or patient jumps out of your ambulance in the middle... or something. I haven't had that. That's a career ending call [laughter]...
Rules-Politics - Policies-Procedures	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...so they keep trying to do these things, and I think they're trying to do it with safety in mind, but they're not really keeping what really your day-to-day job is in mind. So the safety hinders you from doing your job. So right now, let's say we have 15 ambulances. We might have a little more or a little less. We might have closer to 20. So we have one ambulance that has this newer technology, and everybody hates it. And so it's set up differently. The chair you sit in is different. The place where equipment is is different. The idea is to be safe, and I appreciate that. But moving equipment around messes with your mind memory. So you're like, "Wait, where is the--"
Rules-Politics - Policies-Procedures	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...so we used to have a technology here that would, you had fog and you would beep it in when you would drive, and it would keep track of your driving, your speed, around the curve thing. I'm sure it had some kind of driver scope inside the ambulance to tell you if you're taking the turn, all that stuff. Everybody hated it and the day it got uploaded every month. And they didn't really use it punitively. But it made noise. So it clicked when you come around a turn. And if you take the turn too fast at all, it



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								would alarm. It was so annoying. And even if you were hitting this at a normal speed, it was telling you you were taking it too fast. Let alone when you were actually going fast, then it would just alarm the whole time. So everybody hated it. We kind of mutinied. And when we merged, we got rid of it...
Rules-Politics - Policies-Procedures	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	I think also there's a whole side of technology, but I'm sure they can do a study that said if you get to the scene and you realize a patient is sick, and you need to go emergent back to the hospital, then you spend less time at the scene. You package up the patient. You put the patient down in the ambulance. And you start driving, and you never turn on your sirens. You would get to the hospital just as fast as if you get to the scene and go, "Oh, my God," and get in the back, spend 10 minutes or 12 minutes trying to do something with the patient before driving 60 miles an hour through lights. That, I bet, they would show that the time was the same, and the outcome was the same, and there's less crashes when you're not driving emergent. I just think there's ways to-- some people think that the lights and sirens are there to save people's lives, and it really-- there's 1% of the calls, 2% of the calls, where it can make a difference. So that's where maybe people could chill a little bit and use research to prove something.
Rules-Politics - Policies-Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: patient care reporting] So, again, the technology has driven us in that respect. So electronic reporting is mandated by lots of government agencies now, so everybody has to learn that system. You have to deploy it on portable equipment, which is out of your control a lot of times. It's out on an ambulance somewhere. If somebody's having a problem, a technology problem in the ambulance, they're paramedics, they don't go to IT school, they go to paramedic school, okay? Now you would think that most young kids coming out of college would be computer literate, and you would be wrong [laughter]. I don't find that in my population. Some obviously are, some aren't. So it's a struggle teaching these--
Rules-Politics -	EMS	R	Other	56-65	31-40	Male	EMS-	And then, of course, everything has to be HIPAA compliant since we're in

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Policies-Procedures			Public Safety Personnel				R-008	healthcare, and so there's all kinds of security functions that have to be installed on the computer [inaudible], but also make it more difficult to use because there all these firewall issues...
Rules-Politics - Policies-Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: being in a rural area] ...And no, really, communication, so we built a lot of things that are sort of automatic like our medical protocols. In this situation, you can do this. You don't have to call on the radio because... it doesn't do any good because you can't talk to anybody. A lot of systems are very tightly regulated. You have to call medical control to do this or that or this. We have a much more - what should I say - liberal system, in that, there's a lot of things we can do just based on "you can do this if you can't have communication." That kind of thing.
Rules-Politics - Policies-Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	So, in big systems, you have your own dispatch and you have grid control over-- the dispatcher can collect the billing information and all that kind of stuff as they send out the call. Here, nobody is big enough to own their own dispatch. So we [are counting on?] dispatch for everything from the dog catcher, to the town buses, to the fire, EMS, police, all of the police agencies, the division of wildlife, the animal control. I mean, it's everything. And so they do a great job at that, but you don't get the level of detail that you would if you had your own dispatch. I mean, they're not trained medical people. They have a card they read off, like if you need to start CPR, okay, do this, do this, do this, do this. Medical priority dispatch, it's called. Most systems use it. You don't have to be medical to read directions to somebody.
Rules-Politics - Policies-Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	There's pretty much five little municipalities in town. And so when there's a call for [City] they just air the call and they say, "Attention, [City] ambulance. Here's your call. Here's your location. Here's what's going on." We can get that information on a mobile data terminal, as long as we have cell service [laughter]. And so that's all great...
Rules-Politics - Policies-Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...Now, in EMS, you never know how many calls you're going to get or when, or anything else. You may get three calls in [City] . All of your other ambulances are 45 minutes away, so that's not going to do you any good. So all they know to do is throw out the call on the open airwaves

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								and say, "[City] ambulance, you've got another call." And it's up to us to sort of triage those calls. Supervisor picks up the radio and says, "Hey, ambulance 2. Can you come up here to [City] and help with this call?" as opposed to location based dispatching, which, if you had a map and you could see all your ambulances on a map, you could tell which ones were available and which ones was the closest. Then you would optimally send that one. We don't have the technology installed, currently, to do that. And it would solve problems and it would create some, too, because it creates increased workload on dispatchers, who aren't that familiar with how our system works. I mean, they don't work for us. They don't know all our policies and how people move around and how long it takes to do this, that, or the other thing. And so, that's probably the next big step we'll take. So we're looking into hot-spotting each ambulance...
Rules-Politics - Policies-Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: billing] It's how we get paid. It's how we stay in business.
Rules-Politics - Policies-Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Our critical thinking skills. Everything's protocol-driven. It's like, "Oh, what do I do? [inaudible]. I do this and if that doesn't work, I do this," instead of having that sort of on your brain from seeing patient after patient after patient after patient, and knowing that, "Hey, I've heard that before. And I remember that patient. I had one just like this and he had this wrong with him." You don't develop that sort of sense of how to take care of people. It's like you call any customer service line, let's say your refrigerator is broken, what do you get? You get someone who's reading a script. They don't know anything about refrigerators. They're not a refrigerator repairman. They may not even have ever seen a refrigerator. They are reading in the script. It's like, "Okay. What was that keyword again? A refrigerator? Okay, let's type that in." It's just like, "Isn't there anybody I can talk to there who actually knows what a refrigerator is [laughter]?" Because nobody [fixes?] anything anymore.
Rules-Politics -	EMS	R	Other	56-65	31-40	Male	EMS-	[RE: app logins] Oh, all of them do... I mean, again, the whole HIPAA

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Policies-Procedures			Public Safety Personnel				R-008	thing. It's a pretty high security deal. So, I mean, certainly, you access programs that say, "Okay, you have to change your password. It's the end of the month" or something. It's like, "Great. How am I going to remember this one?" Write it on my hand or use something stupid that everybody can figure out. I mean, I use a password manager, and we encourage our employees to, and we help them learn how they work, and stuff like that. They're not foolproof either. And it's just like, if you make it hard enough, people won't use it. And I'm dealing with mostly college-educated people who are smart enough to be paramedics. But... –even they reach their level of frustration. I mean, they're millennials. They'll go so far and [laughter] it's, "Screw it. I'm not using this."
Rules-Politics - Policies-Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: using unreliable technology] They won't do it. I mean, I can't make any of my employees do anything. Okay. They're here 24 hours a day. I've done their job. It's not easy. If you throw all kinds of harder stuff to make their job harder on top of it, it's not going to work. I mean, I can put all of the sanctions and rules and everything I want on it, but I have to motivate people to want to use this technology and show them the advantage of using it. We get paid faster. We can post statistics that show us what we're really doing, how it's useful. But if it's not to them, what's in it for them [laughter]?
Rules-Politics - Policies-Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	So the cost of doing business keeps going up, and reimbursement keeps going down, and cost of living keeps going up, so--
Rules-Politics - Policies-Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Yeah, yeah, yeah. So I got my base staffing is six ambulances for the entire county. Well, my farthest western ambulance is almost 50 miles from my farthest eastern ambulance. So when they get busy, they're not going to drive 50 miles to go out. It just doesn't work that way.
Rules-Politics - Policies-Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Yeah, I keep my call [log?] by day, for every year. I look at it for last ski season, and I can try and figure out how it's going to work this ski season. Because, we're affected a lot by the economy. Are you going to take a \$10,000 vacation in [City] this year? I don't know. How's the

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								economy? What kind of job do you have? Do you have a job? Things like that. So if I guess wrong and understaff, and the economy is booming, and everybody wants to go to [City], skiing, I'm in trouble [laughter]. And I'm in just as much trouble if I guess wrong, and the economy tanks, and nobody shows up.
Rules-Politics - Policies-Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: Tech ops committee] It deals with the 800 megahertz radio system in the county. And we recommend technical fixes. There's another committee that oversees the financing and the funding that actually runs the system. But we deal with like, "Okay. What vendor are we going to use for radios? Is there somebody besides Motorola out there [laughter] that would give us a better deal?" or, "whose equipment will work better, has better features?" or something like that. So we recommend things like that. We deal with things like the radio template. Who gets how many channels? What bank are you on? And how does it work? [inaudible] running after a guy with a gun in your hand and you can't change channels to call for help. Where does your channel need to be versus the other guys who are mobile who had the chance to look down and change over things like that? How many [repeater?] sites do we have? How many can move forward? Where do we need new ones? How long does it take to get them installed? Things like that. Just all that sort of technical operating parameters of the system. So it's somebody from each discipline volunteers their time and we all kind of get together and go, "Oh. How's it working for you [laughter]?"
Rules-Politics - Policies-Procedures	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	We meet every month. And there's one paid radio tech for the county. The county [Job title] is the administrator of the radio system. The county sort of takes the-- they're the bank. They take on sort of the pass-through for the cost and everything, do the accounting and things like that. And again, it's another cooperative effort. So that's what the tech ops committee is.
Rules-Politics - Policies-Procedures	EMS	R	Other Public Safety	56-65	31-40	Male	EMS-R-008	there's a separate governance to kind of set the policy and how much we're going to spend this year, and how much we have in reserves, and all that kind of stuff.

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			Personnel					
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Sure. So we should all be carrying a portable radio, and we do. And then there's specific codes that we use if we need police emergent. If we just say, "Have him come emergent," we'll get like one officer, maybe two, to come and then we'll tell them whatever the problem is. But if we say, "Code one," then that's like a mayday call to the police. And then we'll get every officer that can drop what they're doing. They'll come available and come to help us.
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	it's tough for them from what I know is because they're in a cubicle. So you might be the police dispatcher and I'm the fire dispatcher. You can just stand up and tell them, "Hey, we got an emergency. Send everybody to Engine One's call." But then they got to remember to push the button and talk it through, too, so it gets recorded and stuff like that.
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Well, our department has paramedics and firefighters on our engine. The ambulance service is a third-party ambulance service. So we do have to communicate with them and then the police, of course. So we do have three separate entities that we'd have to communicate with. To go in order, if it's just the fire department to the fire department, we just would say, "Hey, you from me." So, "Hey, Engine Two from Engine One, this is what we have." For the ambulance, the company, then we call them whatever ambulance-- the call sign they are. Now, we know that when we're dispatched. They'll say. So we would call-- [Name] is the ambulance, say. [Name] from Engine One...
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...Now, we don't traditionally talk directly to the police. There's a switch we have to switch to talk to police. We can get onto their channel and turn, but we have to ask dispatch. We do that when we have standbys for SWAT or whatever. We'll switch to their channel and then we'll listen. And we can hear the police request entry, and then, "Okay. We'll go in." And a lot of times, there's a minute or two delay before the fire dispatch will tell us that we can go in, whereas if we're just listening to that police channel...

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Rules-Politics - Policies-Procedures	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...Now, when we communicate with the ambulance, as far as I know-- because they don't use the same communication program, computer program, that we use. So they don't get dispatch notes. They only get what they hear on the air. Right. And so there can be information lost based on that. But dispatch airs all our notes. They talk it out loud and we can read with them. We see exactly what they're going to do. But the ambulance providers don't know that. They only hear the notes.
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	So on paper, a firefighter paramedic and a firefighter EMT are paired together, where on a month-to-month basis, those two partners stay together and they rotate to an ambulance for a month, which is five 48-hour sets. And at the end of those five sets, they'll go to the engine for a month, and back and forth. So they have a partnership opposite of them, as well. And the reason for that is-- I think most people enjoy it because it divvies up the responsibilities between fire and EMS more equitably, and the EMS units typically are busier with longer utilization hours. So I think it helps paramedics with the fatigue and burnout of the EMS side of the system. And it also keeps all the workforce sharp in both fire and EMS skills, knowledge, and abilities.
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I think - and this goes in the technology side - I think our system does a pretty good job of utilizing the worldclass dispatching center with dispatchers and EMD and the EFD. Is that what it's called? The priority fire dispatch.
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Currently, [City] fire has their own dispatch center, and that is soon to change in the next year or so where [City] fire will be going to a [County] communication center. So it's a county-based dispatched center with all the fire and police in one house. That's essentially all I know about it. I think countywide it's a good thing. I think there's going to be some challenges in the short term going from in-house to countywide dispatch, but the red light goes off in the fire house, we've got a call [laughter].
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: emergency radio communication] ...Because, obviously, the system is in place--which is a good thing, and there's policies and procedures in

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								place, but a lot of times, I think when it's retroactive to the effect of if one of us needs help, we need it now. And it looks good on paper to have these policies in place, but I don't care. I just want the help I want and need right now. So I think there's always a time delay in that... Yeah. So it's not that it's disheartening. It's just frustrating. I think it's frustrating for the end user when you need all that stuff now and it's, I think, hampered a little bit by policy and procedure, which needs to be in place. So it's a Catch 22.
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Some battalion chiefs want their ambulance crews listening to the radio 24/7 sans sleeping with the idea of, if the police are going into an incident, we can get a jump on it essentially. But it's a difference of opinion for some folks, because then you desensitize yourself to the radio. So on paper, we don't-- there's no real policy there.
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I think the end-user organizations make decisions that don't bridge that gap well, so I think that there is plenty of channels able to be used that can be a common channel between police and fire, for instance. I just don't think we utilize it to the way that it should be used on incidents that both agencies are responding to. And again, like we were talking with communication issues being a contributing factor to a lot of poor outcomes on incidents all around the country, police and fire interface has been a large part of that communication problem. And I think that the technology is there, i.e., mutual-aid channels or radio frequencies. I just don't think the organization leadership in the fire and police side use them. I think the fire side tries to. I think the police are the ones that are more apprehensive to have that interface than the fire agencies are. That's a pity, though.
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I'm on our wildland team, so I think the communication is pretty good with the state and federal resources for a lot of wildfire incidents. I think the county is doing a good job overall of county and state resources for the fire districts. So I think you just have to have strong leadership to assert those channels early and the communications plan early. But all the technology is there to use. Again, it's just whether or not the



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								leadership chooses to use it the way it's intended to, because the county actually has a communications plan for inter-agency operations for the wildfire side of things. So it's all drawn out. Every season, all the channels get cloned on the radios, and it's just a matter of people utilize it the way it's intended to be used.
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I came from very small single firehouse fire department, mostly volunteer, to start and it was one radio amongst the entire fire truck. We had a county-based notification center that was not a really dispatch center for fire. So it was really self-made. So you live or die by the decisions you make versus when I come here, it's very systemic with policies and procedures and guidelines and very rank-and-file. And the guidelines are all put in place for you to just try and apply those guidelines to your daily routine and incidents you respond to.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	Although we have access to a sort of an enterprise level messaging system, it's locked down so tight by IT that it's essentially unusable. So nobody uses it.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: box.com] ...But again, they put enough security limitations on the use of it that there's typically a lot of ghost networks built off of free Google accounts that offer a little more flexibility. So you'll see a lot of those in use on a day-to-day basis. People moving files around via Google Drive or whatever commercial service they can get a hand on. You just have to be real careful you don't put any PHI, anything that's HIPAA-protected... PHI is personal healthcare information... Or is it private healthcare information? I forget. So it's the stuff that's HIPAA-protected that gets you into big trouble with the feds, both as an institution and personally, if it leaks out. So we don't play around with that stuff or take chances with that stuff. But operational information, which is less secure, we rely heavily on commercial networks as well.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: pre-plans] Yeah, so a lot of the ones that repeat are going to have--like a [Name] game is actually so automated that it doesn't get rewritten every week. We just know what's going to be there. There's one, but we have all of those phone numbers written down already. The command

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								center numbers are already in there...
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: pre-plans] ...[Name] is a huge event every year, and unfortunately it's fairly active for us because, well, a lot of the participants are cancer survivors or current cancer patients and they get out there and over-exert themselves and we get involved. So that one, they just pull out last year's plan, make sure the phone numbers are still good, change the names, double-check the crowd size estimates, and kick it back out. So we don't have to-- a lot of it is boilerplate at this point because we've done so many of these things...
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: pre-plans] ...every once in a while, something really weird will happen. President [Name] decided he wanted to address a crowd. I don't remember what it was but at a local high school. So the man can draw a crowd [laughter]. Basically, on four or five days' notice, we had 20,000 people showing up to hear the president speak on what was essentially just a high school football field. So it's not really geared for that kind of crowd or anything and you just wing it. Those are the ones that are a little more interesting in terms of getting that information together and then out to everybody, especially because those change up until the last moment when you get-- he, the president, whether it's [Name] or not, they're just notorious for-- I mean, the president, if they change their mind, everybody else changes around them, not them. But other events do it to a lesser extent, where you're adjusting on the fly and you need to get all that information out to everybody.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...Basically, there's a committee that's made up of representatives from all the public safety agencies, a few of the state like the state government coordinators, communications coordinators, and all of the various radio technical IT departments, and they put a lot of work into-- initially, they used a kind of an ad-hoc. They called it-- was it Network First? Network First, which was an ad-hoc, behind-the-scenes set of operability channels which had a server. What did they call it? Star Game. I think they named it that [laughter] - why not - that could talk on a limited set of channels, that could talk from central server for the

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								various systems up and down the front range, and that has grown as P25 technology. We're pretty close to being P25 compliant here in the front range...
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...so all of the interoperability stuff has been taken off of the old Network First servers and been transferred to P25 ISSI connections. And that was challenging technically, I'm sure, although I didn't have to deal with it. But, of course, the political piece of it is a big chunk, too, making sure that everybody has permission to be on everybody else's channels, getting the various programming keys shared around for the radios and sort of basically coordinating who can have access to what, and the inevitable argument over who pays for the talk paths, the interoperability talk paths, who can use them, how we keep them from-- that has been the function of the NCR/UASI committee. And they've actually come a long way to smoothing that all out...
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...so now, actually, the front range does all the work, not as tight-knit I would like to see or as ideal. Every time somebody buys a radio system or wants to make changes to a radio system, all that stuff does get taken into account. And we don't always get the answer that we want, but we spend a lot of time hashing it through in an organized and efficient manner before people start doing stuff. So that helps a lot.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: unified radio system] ...so that's a group of-- there's probably about 12 of them, full-time radio engineers. It's all they do. They're very, very good at it. They run the system. They do all their own maintenance. They take care of the repeaters, the transmitters, the [backhaul?], the programming. We do all that in-house. So we do have-- currently our vendor is [Name]. So there's a contractor who's involved as a supplier and as a consultant, but we're lucky enough to be big enough as [City] that we have the capability to pretty much fix almost anything in-house with those guys, which is very nice.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: frontline supervisors] ...So in terms of how we communicate with them, they have a number of different ways they can get information. We talk to them. We dispatch them on certain calls which are sort of

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								pre-selected for, "This requires a lieutenant's attention." Certain tactical police standbys, large fires, plane crashes, things like that, automatically get a lieutenant dispatch. And in that case, they're dispatched similar to an ambulance. We call them on the radio, tell them where they're going, and off they go. We can also page them as needed on our paging system. Obviously, they have radios.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE cell phones] So it's bring your own device. They receive a statement to help pay for the bill... So every single person gets-- I think they get \$25 a month towards their cell phone bill. Commanders get 80 because we're required to have smartphones so that we can access Box and some of the other things that we-- and we're acquired to put our work email. We use the BlackBerry system. And so anybody who's an officer has to have that on their phone. So we get a smartphone stipend at \$80 a month, and that's how we-- but you are required to have a device. You don't have to use it, but you have to have one. And we'll actually issue you the pager, but you can't just carry the pager and not have a cell phone because you're expected to have the ability to call hospitals and other things with that cell phone. So it is a requirement of our employment that you have a functional cell phone.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: 911-participating hospitals] There are some of that are not like, for example, the VA hospital. That's a local rule. Where I trained in [City], the VA hospitals took ambulances. Here, the VA will not accept any ambulances whether it's a person or not. Other hospitals like [Name], which is a tertiary care hospital - they specialize in pulmonary care and immunology - they have no ED. They call us when someone has an asthma attack, oddly enough, because that's not what they do...
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: 911-participating hospitals] ...There are also a few hospitals that are in the metro area like [Name], [Name], move so far to the west that when they were in the city - we sent them a lot of stuff - we no longer send them anything just because they're too far away. So some of the more suburban hospitals, we won't transport to. Some of them, we won't transport to because they're not an emergency hospital and some of

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								them won't let us in the door. We could bang on the VA all we want and they won't open the doors for us so.
Rules-Politics - Policies-Procedures	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: comms with other jurisdictions] No, I never had a need to do that. I think that was handled at a higher level... Or chief level actually. We did respond to a highrise fire here. I think it was [address] but for the most part, we got direction from our chief...
Rules-Politics - Policies-Procedures	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: personal phone use] I can tell you that they do. Sometimes it's easier because we do supply cell phones to the paramedics. Sometimes it's more of a burden and it's easier for them to just take out their phone. They already had their hospital listed on there. You just hit a button and you can communicate them and give them report over there, right, so.
Rules-Politics - Policies-Procedures	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: posting pictures of patients and accidents on social media] ...So the issue is that when you post something regarding a patient, what your location is at this time, at that time, or what you're doing with who, or whatever, it's out on the internet forever, I tell people. "I don't care what Snapchat says, it's recorded." And so sometimes we have people who forget that, and they may be violating patient confidentiality. They may be violating their partner's confidentiality. They may be violating their department's orders...
Rules-Politics - Policies-Procedures	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: posting pictures of patients and accidents on social media] ...when it comes down to communications in that form, a lot of people forget or they don't take that into consideration when they're posting things. Even in our personal- I'm sorry, in our city emails, I can tell you that there are other people who are reading our emails, whether we like it or not because it's a city email, they're allowed to do that, And so I tell people, "Be careful what you write, how you write it on here because obviously an email can be taken out of context. There's no personality in an email." And so yeah, we've encountered a couple of issues with that sort of communication.
Rules-Politics - Policies-Procedures	EMS	U	Supervising Field	46-55	21-30	Male	EMS-U-010	[RE: cell phone use] To communicate with the hospital, to communicate with each other, to communicate with their field chief, with their higher

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			Responder					ups, whether it's a text message, whether it's a, "Hey, we're going to be going to get some fuel right now," and their chief responds, with their personal phone, "Okay," because they need their permission basically. "Hey, by the way, [Name] not feeling well today. I going to take him to the hospital." "Okay." So they're using their personal phones for business, which is sometimes some people have an issue with that because they're not getting paid to use their personal phones. And they believe that we should be providing a phone or some sort of communication to them so that they can communicate easily with their chiefs, and sometimes that's difficult on our side because now we would have to supply phones for everyone and it's just not; money-wise, it's not going to happen.
Rules-Politics - Policies-Procedures	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: paramedics] So now we do provide phones for them, however, they're flip phones, and they're locked down. So they can only call the hospital, they can only call the office, which is the fire alarm office, so they don't have the opportunity to send a text or make phone calls. And the same thing with their mobile reporting unit, the computer where they do their patient care reports. It's locked down for security reasons so they're not able to go on the Internet, they are not able to go search Google or whatever, do some research on it; it's locked down, so.
Rules-Politics - Policies-Procedures	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...our paramedics are there for 24 hours and they go home for 3 hours...
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	So our hardware is a Panasonic CF-19 Toughbook that we use to create the report. And then we partner with a software company known as SafetyPAD. And they create the software, and they modify it for the City of [City] in order for us to do the report. And then there's a function that is at the 911 Center, or the OEMC, and that's the main server, or the CAD component, that's maintained by Northrop Grumman. So we get a run. It'll push out to the fire house. It'll actually push out to the tablet itself. We accept it, create a new report, and then based on your disposition which would be, "No patient found," "Refusal of care," or, "Transport," then

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								there's a number of fields that are required for the medics to fill out before they can complete a report. There's also a component known as NEMSIS, which is the National EMS Information Systems. And we're required to collect data for them and to also send data to the state under NEMSIS. So there's quite a few components that are involved in data collection.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	[RE: GPS location tracking] The ambulance itself is. The tablets, this current version is not. The tablet is not. But the ambulances all have a GPS component. So that the 911 center-- actually, that's how the computer dispatch works. If you're not in-quarters, it'll do a GPS track to a run and recommend the closest ambulance to you. So, yes, the tablet itself is not but the ambulance is.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	...if you take a promotion, depending on what they can charge, were your job would be more doing the paperwork than driving, we give them a full day class or a refresher on how to document on this particular program. And then we have support all the time, so I'm here 40 hours and then we have somebody available 24 hours. If there's any kind of questions about a run, you can't get it to close out, you can't get a field to pop up, something going on with the program, we have people available 24 hours for that.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	So if we are unfamiliar with the area and we're not on a call, we will go up in-service, through the alarm office, called area familiarization. So we will go around the community and just look around to see what's new, new roads, especially in the [city] area, they're building and subdivisions... [City], they're building a whole new community in that area. New roads are being built. So, the summertime, me and my partner will drive around and see what's new, road closures, there's always road closures, there's always construction. So if it's not a busy day, which every day is busy, but if it's not busy, Sundays, maybe we'll go drive around, see what's new and get to know the area a little bit better.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: comms with PD] We don't. We don't communicate with [local PD] in our frequency. And our frequency is only just EMS. I am able to

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								communicate on the fire side frequency. That's not a problem. Let me backtrack. We can communicate with PD on the frequency, only a few people know how to do that, and I know how to do that because I learned it. I wanted to learn it. But there is no really set memo, or order, or documentation where they tell us, "If you need to communicate with police, do it." There isn't. I just know how to work my radio really well that if I need to get a hold of the police I could switch to the frequency and do it that way. A lot of people don't know how to do it and a lot of paramedics don't know how to do it. I'm teaching my partner how to do it. He's liking it...
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: listening to PD frequency] if I'm already hearing it on the PD side, I'm hearing it at PD-- someone's calling 911. I believe someone fell and they injured themselves. But I can't. But I have to wait until EMS dispatch tells us to go. Which is fine. Something critical like that and I'm hearing it, at least I'm ready. I'm always in a ready position, "Okay, hey, guys there's a fire. There might be a fire coming out. We'll be ready. We're going to go."
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: handlehd radio] It's not heavy. I kind of like it. It's not heavy, it's not light. I can maneuver it in different positions. I could put it in my waist, lock it. I could put it in my jacket and seal it. We're not supposed to take it out of the holster, but if I need to in an emergency, take it out of my holster and use it. So I like it, it's convenient. It's really easy to use.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Just recently in the last couple of months, we've been told that if we do get a subway call we have to get a firetruck or an engine truck, a company with us, for line of communication. So it will be the ambulance, and then it will be the company of the firetruck in the subway station because we have one fireman up at the engine, and then we'll have a channel called fire, and we'll be able to communicate through a fire line. It's a short-distance channel. We're able to communicate. So kind of like telephone, we'll have one channel to the fire station and to the fire channel, and then back to the firemen that's up on top who can communicate to the alarm office, kind of like that. And that's just recently in the last few months we've been told to. If we get a fire call or



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								a medical call in the subway, we have to get a fire truck with us, which is great.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: using radio to communicate with dispatch] We're supposed to use it all the time. There's a memo out there, there's an order out there that we've got to tell them. We have to tell them we're on the scene. We're facing northbound, [company]'s on the scene. I think it's a personal thing. It's my personal thing. I do follow the orders if it's nothing really busy going on. I will say, "[company] northbound. We're on the scene." and I want to make sure they acknowledge. But if it's so busy out there, that's my personal thing. I'm going to make sure I'm going to hit that button. Did they acknowledge? Okay, they acknowledged me. If I'm in the call, whatever, radio traffic has subsided, "Hey. We're on the scene." "Okay. I got you on the scene." Cool. It's a safety thing too, because they're monitoring us. They want to make sure that we're safe. That we're on the scene. And also too, they want to make sure that we've made it to our patient. So they want us to say over the radio. Tell us we're on the scene. But there's only one channel. There's only one EMS channel.
Rules-Politics - Policies-Procedures	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	The FAA continues to change their laws. Sometimes they're advantageous and makes things a little bit more streamlined, sometimes they're not. And so, it's bureaucracy at it's best, and so we are slowly moving in that direction. I t
Rules-Politics - Policies-Procedures	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	I think our policy says that you have to maintain a form of contact. We have to be able to get in touch with you in some way. It has to be either a cell phone or a home phone
Rules-Politics - Policies-Procedures	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	We were providing everybody a pager which would get away from the argument of utilizing, calling on your personal cell phone. But then, as anything else, people were ignoring them or not utilizing them or they were tired of having them, and so the compromise was, "Okay, we'll take your pager back but you will provide a contact number so we can get ahold of you 24/7/365."

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Rules-Politics - Policies-Procedures	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...So now that attorney wants that picture or video, okay? Because, number one, we're going through it right now, we're trying to get a stronger, an existing but strong imaging policy. Because if- we're all being paid today, so if we go out and we capture videos or images, that belongs to the department. It's not the individual's because it's subject to open records requests, and that's exactly what this guy wanted.
Rules-Politics - Policies-Procedures	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...So we're trying to work with technology, but trying to be creative with it so that we provide our medics a platform so that they have a voice, they can share in the content and the messaging of our department. But we just have to do it responsibly.
Rules-Politics - Policies-Procedures	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	Yeah, there really isn't anything that- sometimes with dispatch, I guess you could say, they're talking to me on the phone, and it takes a little bit longer to get the information on the MDC because they're talking through it. Or if they're talking fast, it'll jump real fast, and I have to scroll down. So I guess my one thing would be with dispatch is prioritizing what they're telling me sometimes.
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	Correct. If residents call us that we are allowed to go in. We notify [City], obviously, that we're coming but our memorandum understanding is that we'll run the call, transport them wherever they'd like, and then we just go back home.
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	...And so our rule is that we don't enter a scene like that until the police have cleared it. But we can listen to the police radio on the way to the call. And as soon as we heard on the radio that the police were saying, "Let fire rescue know the scene is secure," we were able to then drive-- because we stayed somewhere else, so we were able to drive--
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	...The first thing they say is the person they want to listen, and then they say who they are. So they would say, "[City] from Medic 401." So for us, we're listening to the last part of the greeting. For them, they need to listen to the first. So once you've heard it a couple times, you expect it. And when we go into [City] we, at least I, try to match their style. But that's the kind of thing that we're not going to probably standardize

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								across the region and it won't impact calls, but it is a little bit of a nuance you have to be aware of.
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	It can be detached by IT folks or the chiefs, but the providers, we can't. The one in the back, though, is much more lightweight, and it's actually a partial tablet. It unlocks, we take it into the scene, we document everything on it.
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	No. We have to do it-- the policy is that we have to complete the patient care report before we leave the hospital. Because the report is uploaded to a server, and the hospital can download our report.
Rules-Politics - Policies-Procedures	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	Yes. The patient care reporting is provider login. So the state manages it. The Institute for Emergency Medical Services Systems in [State], based on your EMT license. If it's active, they will give you your EMed's login, is what we call it. And then with that login, you can write your reports and author them as yourself. But you can't access the system until you have your login. So that's password based.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] Yeah, so they'll either send us on a post assignment or they'll dispatch us on emergency right away. They have all the ambulances on GPS. They have all of the equipment and their special training and protocols to decide how coverage needs to be situated throughout the city.... So dispatch, generally speaking, dictates where we go. And then we drive to the post if we've been given a post assignment, and we hang out in that area. We're supposed to be within a six-block radius of the designated post assignment, which is a [City] Health standard, so everyone knows that 601 post is [Street] and [Street]. So when they send us to 601, that's generally where we're supposed to be in.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] So today, we're Ambulance 25, so they'll just key up and say, "Ambulance 25," and we're supposed to respond with our location.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] I would say the one where we sit the most is we have a contract with DIA, and we're required to keep two ambulances out on their property at all times.
Rules-Politics -	EMS	U	Field	26-35	Not	Not	EMS-	[S3]... And with the new dispatch updates, it's improved a little bit more

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Policies-Procedures			Responder		specified	specified	U-004	just with the access to different frequencies that we've never had before. And it can be pretty technical. There's a lot of federal laws with a federal merger like the FCC. They regulate all kinds of things. And having us, as field crews access all of that can sometimes be tricky. Historically, the city has had a single channel for kind of mutual aid, and it was traditionally just called grain, and it was just a frequency that all of the varying agencies used, and it was at times difficult to transmit back and forth.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] So whereas I can't specifically talk to [City] Fire, say, if we had a big incident on the border in the case of the [City] shooting a number of years ago, when there was a lot of different agencies talking on various channels, I don't have their channels, and they don't have ours, but we do have several citywide mutual aid channels. There's various levels of green. There's also various other tactical channels that span jurisdictions that the whole metro area is still a work in progress. They're getting all of the agencies updated to the same standards....As far as [City], we have a lot of private ambulances that do- we call them OVFA's or the overflow calls. And those calls are not dispatched over our main frequency but are dispatched over a green channel, for example. Then that unit, if it's one of the private ambulances. They'll talk to dispatch through that channel, and their call will be run to its conclusion.
Rules-Politics - Policies-Procedures	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3]... EMS is a government agency, and government is by definition all complex. It's large. There's a way or there's a method to do things. There's various steps. There's various procedures and things that need to be followed to change anything, and that can be very technical. And there's a whole lot of people who are in charge of this part, and then a whole lot of people that are in this part and getting everyone to meet on the same page. That can take years. And culture is a hard thing to change.
Rules-Politics - Policies-Procedures	EMS	U	Other Public Safety	46-55	21-30	Female	EMS-U-009	... The paramedics come in as licensed paramedics so we teach them how to work on the [City] Fire Department and the rules and regulations and procedures.

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			Personnel					
Rules-Politics - Policies-Procedures	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	The only app I know of is one that somebody on the fire department developed, and that's for Fire Department Region XI standing medical orders and policies and procedures. It's an app that you just go right to your phone and it'll tell you what is a standing medical order for asthma, respiratory, pediatric. It'll pull up everything that we have to know right there.
Rules-Politics - Policies-Procedures	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	... I just wish somebody would decide whether we're going to go paper or computer. Computer does take longer because you have to wait for the thing to load, you got to wait for it to fax but it does a lot I can do a lot more fairly easily than before where somebody else would have to look at my report, fax it, put it in for billing and now I can with a push of a couple of buttons I can do all that so it saves that person other job basically.
Rules-Politics - Policies-Procedures	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Speaking on the radio with full words and enunciating what you're saying because we're not playing games here. You know we need to know where to go when you tell us where to go so don't say don't slur your words to where we're sitting there going what? What road are we going to? I mean we can't see it written out anywhere so we're relying on you to tell us so let's enunciate a little bit, speak up and that's a big thing. Codes, ten codes and all that mess. You know you come out here they still try to use ten codes. In [City], we plain talk. In [town name] we have our own ten codes and signals so your 1022 here maybe somebody else's you know it's cancel here so somebody tells you 1022 well if you get in the wrong mindset and go to [town] and get told a 1022 that maybe speed up. So now we're flying to a call that we've been cancelled on so you know it's that is a big deal. Everybody needs to be speaking in plain talk.
Rules-Politics - Policies-Procedures	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Most people would actually know me better as an ambulance driver because that's how the general public sees us. They pretty much call everybody an ambulance driver whether an EMT or paramedic. Paramedic means I respond on the ambulance in the county I'm

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								serviced that I work for and able to go out and treat a patient pretty hospitably, take care of them and do what I can as far as medications and treatments and so I'm able to get them to the ER.
Rules-Politics - Policies-Procedures	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	You know if we're busy we have calls if you mean radio communication. What we do is first thing in the morning at 8 a.m. our dispatch will send over a test tone and just basically tell us good morning, we respond back so we know the radios are working. They do that every morning and then when we get an actual call we'll get a loud tone there in our bunk area or throughout the station and then dispatch will give us information, dispatch information you're responding to 42 year old male for instance at such and such address, this is the problem
Rules-Politics - Policies-Procedures	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	We do. There are times when the radio is just really static so dispatch tries to keep a list of who is on the truck each particular day and has our cell phone numbers and sometimes they'll request that we call in because there's information they want to provide over the radio that they don't want the general public to hear especially in a rural area like this everybody listens to the scanner so they know what's going on before we do sometimes and there may be especially a lot of our elderly patients they may keep a key hidden somewhere for us to get access to the house. Those aren't things that they can say over the radio so we'll try to call them on our cell phone if we have service to do that.
Rules-Politics - Policies-Procedures	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	I don't mind using my personal cell phone. It hasn't come into play yet but I would assume that there is always that possibility with using my personal cell phone to communicate with dispatch that maybe it could be taken if anything should go to court. It could be confiscated and then I lose my phone and all the information in it.
Rules-Politics - Policies-Procedures	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	I mean I definitely think it's needed even ten codes there's some counties that are trying to do away with those and just speak plain English but again it's not something that you're really taught or go over. I'm sure they concentrate in school about you know patient care and how to take care of the patient but this is your lifeline whether it's a portable or if it's one in our truck so I think it's pretty important to know

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								that and some people you don't even know what channel to switch to. I think it should be taught in school as well as when you come to a new service that they should do some classes with it as well.
Rules-Politics - Policies-Procedures	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...With police, I know that they have certain different-- I think they still use codes like--10 codes, yeah, in the police departments around here, which I don't know anything about those, really. I think 10-4 means okay, but [laughter] that's about all I know. So, I don't get into any of that. It would be easier if they used plain language, but I don't know what their plan is. I know that the FEMA Plan is to use plain language, so I trust that. It works for us pretty well to have the unified communications systems, but we also don't do that much with police...
Rules-Politics - Policies-Procedures	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...They also have slightly different dispatch procedures. So if you have a lift assist, for us, that's usually just an ambulance, but for them, if you say, "We're responding for a lift assist," they'll usually send you an engine to help you out. So I don't know if they still do that, but when I was driving the ambulance more, that was something we dealt with. And you had to specifically say, "I don't need any manpower," or, "I need additional resources," something like that...
Rules-Politics - Policies-Procedures	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So the ambulances have an MOU with [City] which says that they can-- it's a special exception to the rule, that they can run mutual aid, but the rescue squad cannot.
Rules-Politics - Policies-Procedures	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Has got in the way? I'd say, one time when it does get in the way is when people are communicating on the radio too much. When you're running a fire, and I can't think of a specific example, but I definitely know this happens all the time. If you're responding on a fire, instead of clicking the button on the computer, which you're supposed to do, sometimes the computers will go down. And people will say, "Engine Seven whatever, responding." And then they'll just say that the radio. And so then you've got five engines, two trucks, a rescue squad, and an ambulance, and potentially four chiefs, all saying that on the radio. Meanwhile, one of the engines is on scene and they're looking at a house on fire with somebody hanging out the window.

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Rules-Politics - Policies-Procedures	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	But there is definitely a push for people to follow their SOPs, their standard operating procedures more. And to communicate less of the stuff that should be assumed. Like, I know if we were in a fire right now, our job is to do a search. That's our primary job. That's our primary job. Our secondary is to is to control utilities. No one needs to tell us to do that. So if we're really adhering to this policy of less radio traffic, no one should have to tell us to do that. When we're done with those things we'll say, "Rescue squad 741 to command, we've completed the primary search and it's negative. The utilities are gas and electric and they're both controlled." That transmission right there took 20 seconds, and that should be the only transmission...
Rules-Politics - Policies-Procedures	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: AVL] ...Instead of dispatching us back somewhere two miles that way, they might send a different unit that's actually closer. And they can see if that unit is closer. And it tells them. It will recommend that unit above us. So we might think, "But hey, that's our area. We should be there." But in reality, the computer is doing all these calculations. They know we're on the air so we'll be able to start responding sooner. So it gives us an additional minute. So it gives us, or I guess it takes a minute off of our response time. But they also know that that other unit is physically a mile closer. So even though it takes them an extra minute to get out the door, they can get there faster anyways. So it's doing all those calculations that a human dispatcher can't really do as well.
Rules-Politics - Policies-Procedures	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: AVL] ...So a perfect example is we went to a house or a building fire with entrapment two Fridays ago in, I guess it was [City], where we know for a fact that [City]'s rescue squad is due there before us. But we were on the air. And so that one minute advantage got us there. And we were there pretty quickly. And I think the computer was right that we would have beat [City] there. But six months ago, they wouldn't have put us on that call.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Everybody's required to be EMT... Well, on line we're required to be EMTs or higher.
Rules-Politics -	FF	S	Not	Not	Not	Male	FF-S-022	So every day, we have a daily inspection and inventory. And then,



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Policies-Procedures			specified	specified	specified			depending on the day of the week or the-- depending on the station captain, you either have an inventory of a particular cabinet or section of the truck. And then some of the smaller apparatus, they'll just do an inventory once a week. So we work on a really large apparatus. So we break it up into six days. And some of the smaller trucks we'll just break up and do on one day.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	throughout the day we'll a training. We run, like [Name] said, a heavy rescue and a hazmat. So we do quarterly trainings. So depending on the time and where that training is at that time, we'll go out of service. And then we train for that day. And that's just not-- the hazmat and heavy rescue are SET and TRT. But we'll do in-house training, as well. So it doesn't necessarily mean we do multi-company. But every department requires, at least our department requires, that we train in the 24-hour period some type of training. And then we do physical fitness training. That's mandatory. Two hours a day...
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. So the daily schedule, other than, like [Name] explained, the first hour, is pretty inflexible because we always do our pass-off, and we do our video conference. And then you try to get to your truck check. Barring calls, we try to stick to that very regimentally. But other than that, everything else just happens as it happens. We try to do all of it-- we try to do everything we can as early into the first day as you can because that way you can make sure that the equipment's there and everything's working correctly. But if a call happens, then you just start getting to it in the afternoon, or whatever you do, so.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So I was on the fitness committee. And, basically, we run a test every year. And there's really no thing that says, based on you being a firefighter, you should have to do 20 sit-ups.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So they're trying to create a standard. But to do that all across the United States is almost [tough?] because you got to look at data back in the history of years past. And you might have done yours in Excel, and he did his in DOS, and I just did mine on paper. So there's really no set system, just like [Name] said that we had Fire Zone, we have different

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								software programs, but none of them communicate with each other. So it's just a lot of data entry. Then all of a sudden, we'll start doing it. And then all of a sudden, the computers don't run on certain programs. So then you got to get rid of that program, and then you end up with a new program. So it's constantly changing.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...at the end of the day, there's accreditation. So accreditation says that you have to have programs to track your inventory to certify repairs. But it's two pieces of software that don't talk that have, each, about half of the information that you need to compile together to make one.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...Rope is another thing that-- on our truck, any time you use a piece of lifeline, a rope-- so you have two different ropes. You have utility ropes, and you have lifeline ropes. And a utility rope, we don't care about. So we would just track that we bought the rope, and then you would say, at the end of its life, that you threw away the rope. But a lifeline needs to be tracked anytime you inspect it, anytime you use it. Because you need to show how many times it's been weighted or unweighted, things like that.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: lifeline rope use history] And then when the accreditation shows up, or when OSHA shows up because there's a problem - somebody fell off a rope or something - now you have to dig all this stuff out.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Then it even goes deeper than that, in terms of certifications. So based on what my certifications are, may be different than [Name] certifications. So when do those expire? How many CE hours do you have to [inaudible] that certification? And then you have injuries. You can throw injuries on top of that. So here's this individual. Here's all the injuries to date. Here's what happened. Here's the surgeries. There's so many different aspects of it that's not tracked. A lot of it's paper-tracked, like [Name] said, but it's never really data input. And you can actually look back at a history...
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...I mean, we send our gear out for a deep cleaning. Our station, we clean after every fire. And that's come around a long ways. It used to be you have your gear, you do your fire, you go back and wear your same gear.

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								You don't wash it. Now we changed it so we have a backup set of gear. So it's changing, it's evolving, but there's not just one program that communicates with everything. It'd be tough. I mean, I think it can be done, but there's a lot of aspects.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. Some of them are paid. Some of them are free. Some of them are mandated, like the AskRail is a mandated app. And so the railroad companies actually maintain them. But you do have to send in an application to get access to it. And then they'll send you a username and password.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. Like [Name] said, the one thing I think is neat about it is there's Tier II reporting, which is mandatory reporting. PEAC is a little bit behind, but they'll take our Tier II reports, which should be digital, but aren't always, and if they're in a digital format, they'll actually load it into the software, and then flag the address.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. And then that's one of the other technologies that's kind of neat is our Tier II reporting used to all be paper. And it used to actually sit in a box underneath the captain's desk, and that's where it lived. And now, the Tier II reporting is in PEAC. So things are getting there. Things are getting a lot better in forms of communication, access to the technologies, access to the data. But it's moving slower than the world, I think. It's the politics and the... how fast government works to make the change...
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	I know we do-- we use the red channels a lot... Because of the hazmat and because of the rescue. So we go to a lot of other jurisdictions because of that. And then [City] decided to split their-- or [State] split the state into four quadrants... So we have red northwest, red northeast, and then so on and so forth. And then they actually used [Street] and [Street] as their kind of boundary because it actually works as a perfect square through the state. And so that's been pretty neat around here. And then the fact that, up until we went to the digital radio, we couldn't talk to our neighbors. And so that's helped a lot... And now you can just switch the channel and get there.

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Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So depending on the type of call, if it's a long extended call, then we'll view off of the primary channel. Or, depending on how busy our dispatch center is, every fire goes to channel three automatically. Very rarely, we get local.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: radio channels during mutual aid] Yeah. When you respond, they'll tell you to check in on red northwest or whatever.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We used to do inspections, and now we do what we call pre-plan. So any new construction, we walk through the building. We look for hazards. In the event that that building starts on fire, we'd say, "All right. In that corner, that's where an ammonia is. And that's a roof access over here. That's our FBC." ... "These are exits. This is how we're going to lay hoses, and this is where we're going to throw our ladders." So it helps us out.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...I mean, they're calling for one of us - I was on the ambulance - calling for a paramedic. Well, we don't ever just go as one. It's a rule: two in, two out. So we ended up fixing that, but our command staff was not happy, either. They wanted to set up a designated command staff in that post. And then we work and they say, "Okay. We need one medic. We need two medics. We need five medics. We need six beds." And then our command staff calls our dispatch center and they say, "All right. We got six reds, five blacks." And then they start delegating to where you need to be transported to, and who's available and who's not. So it just all happens. And if you don't do that, then nobody knows their right foot from their right hand from the left hand, so. It can be a mess real quick.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...they're still doing calls on the phone. So every time they take somebody to the hospital, they're calling the hospital and saying, "Hey, this is what we have. This is what we're bringing you." And so that used to happen over the radio. Now it's a lot clearer signal because we're using phones...
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: sending EKG strip] ...it will be neat if you could attach all of that, and then somehow send it. And they can just say, "Okay, received. And go to

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								room five when you get here." Now when you show up there's a big, giant TV on the side of the entry door in the EMS lounge and it says [City] Fire, kind of a little brief description of what the nurse or the receiving nurse reported, and then the room that you're supposed to go to...
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: sending EKG strip] ...So there's still a lot of steps that need to be taken to make the thing work. But I think it's just-- there hasn't been the big push to get EMS, and hospitals, and everybody working together... the thing is, one's government. One's the hospital. The hospitals are a business, I guess... They're out to make money. And so they want people into their system. And so now they're building these outlying EMS places. And I don't know if that's a big thing where you're coming from, but.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	We have stand-alone ERs everywhere. And so the idea is, they want to funnel in-- they want to funnel in somebody to their system. So if they build a stand-alone ER in suburban areas, they can take care of a certain amount of things. But then, if it's really bad, it already puts them into the system and they kick them over to the hospital. And so now we've kind of become the transport between these stand-alone ER's and the big ER. Or if somebody goes to the stand-alone ER, but they're really, really, really sick, they won't even take them. We just go pick them up and then take them over to the hospital.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	I think it's evolving. It's going to be to where you'll have ambulance show up on-scene and they'll help you transfer to the hospital. Hospitals are inundated, big time. So you cut your finger and you need a couple stitches. We'll send a unit. We'll stitch you up. We'll give you some [of your?] medications. And then after that, you get with your pharmacy. I think that's kind of the wave of the future, I really think, now.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[City], they've hired a nurse to ride with a paramedic in a pick-up truck with more equipment than you would have in an ambulance. So they could slide the bed out, and he actually had a small suture set. They had small things that they could do in house. And so they could actually do it there and then not transport him.

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Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: stand-alone ERs] You save that money. You save that ambulance transport... Puts us back in service quicker for the next patient. There's still a lot of kinks that need to be worked out. A lot of it's insurance and what they're paying for, and what they're not paying for. So I don't know how it's going in [City], but we've had it here through a private agency. It's called a CCT unit... Critical Care Transport. So that unit would show up and then, like I said, based on what it is, they [would either?] take care of you right there and send you a bill or transport you. So I really think that's the wave of the future for multiple reasons, and I think it's a great idea. You're going to have those people where you absolutely have to transport them... But from the hospital's perspective, they don't want you to do that. They would rather see you in their building...
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	It all works out. Well, like I said, we get the job done. It's just doesn't work as [smoothly?] as it should sometimes. And it could be maybe that's our disadvantage. I mean, we tried to do a training with a palm nailer a couple of weeks ago. The guy's like, "We never do that this way." Well, it's in the book. That's how you can do it. So not right or wrong, just different opinion.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	The CAD that they have now, now that we're doing closest dispatch-- so the CAD monitors via GPS, which apparatus is where. It's actually creating shorter response times, because we're getting apparatus that are driving between the station and another firehouse, or the station and a store. So they're at a position, but they're still in better position for the call, which I think it's a lot better for everybody. So that's neat...
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: cell phones] ...And that's created another level of communication and problems, because you have your different level PSAPs. And so most cell phones usually go to the PSAP one instead of PSAP two or three. And so, like here, the PSAP one is the county. And then, they will transfer you to the PSAP two, which, in [City], is PD. And then, if you need EMS, you go to the PSAP three, which is EMS and fire. So now you've been transferred three times. If you hit a tower that they know specifically is in the city, you probably will go straight to the PSAP two,

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								which is the City of [City] Police Department. Then they say, "Police or fire?" And then, you get transferred to fire.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...we're going to a regional dispatch center next June or July. So that'll help in halving the transfers. You'll just be transferred in house by primary dispatcher to maybe somebody that specializes in fire EMS, because they can ask the particular questions. Because we do EMD. We also do the EMD for fire. So they have all the cards, and they'll ask the particular questions to be able to get the information that they need. And it's helped. It's helped a lot on the streets...
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...When I first started and we were just on the streets, you would just get an address, very generic information. Now we actually get pretty specific information. So age, gender, hopefully a good idea of what kind of ailment they have or how big the fire is. The dispatchers now have a very regiment set of questions to ask, which it was just more of kind of conversationalist and trying to get what you could out of them. But when you start to ask those questions, you can then determine whether the apparatus needs to go emergent or non-emergent. And that puts a lot less strain on the system. It puts a lot less strain on the citizens because you're not going lights and siren and tearing through a city when it's just a car fire...
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...So for the dispatch side, it's neat. I think our dispatch side, we could get a few more technology things that would it make it nicer and better. But it's neat where it's gone. The Rip-N-Run was a concept that's actually kind of coming back into vogue. But it's coming into vogue in more of a technology standpoint. Not the rip the piece of paper off, but they're doing a monitor next to the garage door so that, once I type in everything in the dispatch center, you hit the button to tone the truck. It pops on the monitor next to the apparatus. You can actually physically see something instead of having to hear it.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	The technology that [Name] was talking about, [Name]. We use a multi-channel dispatch concept, which I'm sure you've heard of a lot. You have your primary dispatch channel, and then you go to another channel to

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								check in. So [Name] is just an automated voice that announces what the call is, the call type, and all of that. And then we dispatch on channel three-- or channel two. I'm sorry. Either one. So we dispatch on channel one. [Name] happens on channel two. And in a typical system, you would change to a TAC channel. We don't do that. We don't do that because our admin is older, and they don't like the switching back and forth between channels, which I think is a big thing for us. It's caused a lot of radio communication on one channel. It muddies everything. Personally, if I could do anything, I would like to see us move to a more dedicated TAC channel type of environment. I think if you could have a perfect world, it would be neat if I could dispatch, and push a button, and make all the radios on that truck go to that TAC channel.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We try to do a silent dispatch here. And, again, it was more admin and technology than just-- admin didn't agree with it and the technology wasn't quite there. That was about five years ago. We haven't brought the idea back up. I think, personally, it's a great idea if you could prove it to happen-- prove it to work 99% effective.
Rules-Politics - Policies-Procedures	FF	S	Manager	46-55	21-30	Male	FF-S-023	So we have two properties and we use time analytics like a GIS modeling. So I've got a part-time GIS guy, one of my IT guys do [JAZ?] pretty well. And they run response times from those stations and then we look at call volumes in those areas, growth in those areas. And we're trying to dictate which one we're going to build. So we're going to build probably next year or the year after.
Rules-Politics - Policies-Procedures	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: new station placement] ...But it's kind of a scary prospect because you never know exactly what's going on. You're going with gut feeling a little bit and going with a lot of data. And futuristic modeling data is always a little bit weak... I probably have a one-year model that's pretty accurate, but after that, the error is just huge.
Rules-Politics - Policies-Procedures	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: department-issued cell phone] Well, it should be... It's my cell phone that I've got out, and all the calls I get are department related... Someday, I should just change it so the department owns it, but I just keep forgetting [laughter]. It's an option open to me and I just keep forgetting



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								to do that...
Rules-Politics - Policies-Procedures	FF	S	Manager	46-55	21-30	Male	FF-S-023	So when I first started we had UHF and VHF radio. So the 100 and 400 frequency radios. The 100 stuff we still use for aviation and I think wildland is still 100. So it's the VHF stuff. Those radios were pretty much radios. They were crystals. You'd tune it in and you had only a select number of channels you could get to. They were highly reliable and they had good penetration out of buildings. You didn't have to have as much infrastructure. You didn't have to have as many radios on repeaters and all that stuff in the area because they had a little bit more power, UHF is slower wave. One of the reasons wildland hasn't gone to any of the 800 or anything like that is because you don't have repeaters and you don't have-- and that 100 level radio that we have is actually much longer distance. It's still line of sight but it goes a little bit over the horizon I kind of thing.
Rules-Politics - Policies-Procedures	FF	S	Manager	46-55	21-30	Male	FF-S-023	So there's an area radio meeting, where we have technical people talking about technical issues, one of our IT people, or actually our business information manager takes care of that for us. They try to work out all of the technical pieces, like how many banks do we have, how many frequencies, or how many talk groups do we have on any bank, and all that stuff...
Rules-Politics - Policies-Procedures	FF	S	Manager	46-55	21-30	Male	FF-S-023	...Then we have operations chiefs that meet and talk about what they want to accomplish: they want to be able to have several different EMS groups, they want to have several different fire groups, regionally PD wants their groups, too. They don't always mesh as far as boundaries go...
Rules-Politics - Policies-Procedures	FF	S	Manager	46-55	21-30	Male	FF-S-023	...then you've got your technicians over here. God love them, technicians are wonderful, but they often can't talk down enough so our fire chiefs can understand. So often that's a miscommunication. We want to do this and they're like, "Well you can't do that. There's no way in hell you can do that," and then there's friction there until that gets ironed out. And then that gets fixed. And then those technical people take it back to their areas. They set up programming, and then we have to go through and

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								touch every radio with a programming. We have to touch each console with programming. So it's a pretty heady and very time-consuming process. So we don't usually do like, if one person wants to change or if one little thing wants to change we don't do much. We wait, get a big change together, and go out.
Rules-Politics - Policies-Procedures	FF	S	Manager	46-55	21-30	Male	FF-S-023	...PD has their own little gig, which is they want to encrypt all of their transmissions, which is fine, but that adds one more layer of complexity. Do they give us permission? Can we read it? Can we hear it? Can we get their security keys? So all of these different systems we have to actually get physical permission to use each system. There's agreements that we have to iron out, and most of those are done, but we have to do that, but you have to review that periodically and look at those agreements. Make sure that they are all still good.
Rules-Politics - Policies-Procedures	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: FF access to PD channels] Yep. Make sure that we still have permission to use [City], or whatever system that we're using. So it takes a lot of coordination from a lot of different people with a lot of different interests if that makes any sense... Those different interests don't always coincide, even though realistically we are trying to make operations work. Sometimes their pie-in-the-sky ideals won't match the technology or the agreements...
Rules-Politics - Policies-Procedures	FF	S	Manager	46-55	21-30	Male	FF-S-023	...at that time-- now this has changed, but at that time what happened is two more fire fighters went into the exposure building that was catching on fire, did a quick search but while they were upstairs it blow up on them. A lot of fire came down to the floor. Our more senior fire fighter says, "We got to go," ran outside. Well, he's fine at that point. Turns back and his partner wasn't with him. So he goes back in. Tries to call for a mayday, but his radio melted through. So he grabs his partner who was getting melted to the floor which is part of this too, so he grabs his partner bodily and it's kind of humorous because [Name], who's the hero here, he's only about yay high. He's a very small troll-looking dude, very, very strong. So he pitches out this guy that's taller than I am out the door. During that when his radio melted through, one of their two radios

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								did an emergency broadcast and set off alarms. Well, [City]PD at the time just silenced those alarms and didn't tell anybody. So that was information that you might have helped [laughter]. Now, we fixed this, but there are other agencies that are of dealing with that I'm positive...
Rules-Politics - Policies-Procedures	FF	S	Manager	46-55	21-30	Male	FF-S-023	...it was just a few weeks ago we had a fire fighter hit the emergency activation button and now I need PD at this location and ran back because his partner in the ambulance was getting beat up... Sort of. I mean there was a fight going on. Well, now those emergency terms come to our center and it went up and they didn't hear what they needed because it beeps it goes, "Beep," and then it shuts and during that beep is when he said I need PD at that location... Our police department didn't hesitate, they went ahead and sent an officer, they started an officer that way and one of our other medics was getting a call at the same time and this was 2 o'clock in the morning, just happened to be scanning, heard that and let the police know what was going on...
Rules-Politics - Policies-Procedures	FF	S	Manager	46-55	21-30	Male	FF-S-023	...That was 2011; we almost lost two. 2017, and it all worked out pretty well. But that had to deal with us coordinating those two centers. And like I said, that's our history. I'm sure this is a lot of people's present [laughter], having to deal with that kind of stuff.
Rules-Politics - Policies-Procedures	FF	S	Manager	46-55	21-30	Male	FF-S-023	But the CFAI, our accreditation-- body has asked, "How do you prove the outcomes of your actions?" And right now all we measure is inputs. We measure how fast we get to the scene. How many pieces we send, what their capabilities are when they get on scene. Some of the more progressive agencies are doing, "When do they get water on the fire?" "When do they make entry?" "When is ventilation complete?" All of these priority tasks, what does that mean? Are we saving a building? Are we saving a room? Are we saving nothing? Are we saving lives? Are we not saving lives? So if we send all this stuff, which we're trying to meet standards, what does that mean? How does that affect that incident? So there's the after-action incident or even the before-action incident, what does it look like when they get there? If I could capture that, and what does it look like when they're done? If I could capture that. What did we

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								accomplish? And if I change my responses do I change that outcome? If I add people or subtract people, or put robots in, or whatever, am I making a difference? Right now, we don't know and there is no way to know. We don't have insurance information. There's no coordinated information that says a building of this size and this region is worth this much so here's what you saved.
Rules-Politics - Policies-Procedures	FF	S	Manager	46-55	21-30	Male	FF-S-023	So one more piece of technology is, how do we prevent all this? How do we get people to start sprinklers and all that stuff, but that's different. That's probably not radio technology stuff but that technology-- there are so many ways we can prevent all these incidents from happening anyway. How do we get industry to change how they build stuff so that that they're not building pretty much just liquid flammable stuff? Which is what they've built in the last several years...
Rules-Politics - Policies-Procedures	FF	S	Manager	46-55	21-30	Male	FF-S-023	So the unit hour utilizations came from the ambulance community. And what they try to do is if they can get there-- what it is is how many hours you are on calls over available hours. It's just a percentage. So in the private ambulance industry, they try to get that as high as they can because that's profit and that's them getting things done. In the public sector, if you look at an engine or anybody else who's located at a specific geographic area, and we're at this 90th percentile, is how we rate everything, anything approaching 10% means that they're giving into that 90th percentile. They're going to be ineffective. Medic units, we try to look at that because there's more than just responding: you've got to recover, we required to work out, we're required to do training. We require all this stuff--
Rules-Politics - Policies-Procedures	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: UHU] So we're looking at like 30% during the day and 20% at night. That's kind of where our cautionaries are. Whereas private ambulances look at it, not as cautionaries, but as profit areas. I'm not trying to be negative. That just... --that's how they use it. Yeah, they use that to see their effective force and how it's making them money. We're looking at it as to how we're burning our people out. If we go too high, tired people make bad decisions; bad decisions kill people. So we look at it from that

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								direction. So it's just really time on-scene over overall time.
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: AVL] So, we have it. And right now the only rigs that we use the AVL technology in is the battalion chief vehicles. So it picks the closest battalion chief. We have it in the fire trucks. Organizationally, to this point, we haven't chosen to turn it on, because we've tried to control how many responses our rigs get by setting a response area that will control how busy they are. The new fire chief-- we just got a new fire chief, and he's interested in turning the AVL on for everybody. We know that it will cause some of the apparatus to spike. Their call load is going to spike because they will be the closest. So really, I think we didn't turn it on to try to balance our call load by setting response areas versus having the AVL turned on.
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So, here in [City], primary dispatch channel, and then we have TAC channels two through six. TAC two is almost always medical. TAC four is almost always fire. If there's a lot of medical, so six or more are going on simultaneously, they can open TAC three. If there are two simultaneous fires going on, house fires, then they'll open four and five. The biggest issue is the comm center has to have certified or trained people to function on those channels. And a lot of times, we can't get extra channels open. They just don't have the staffing to-- either the people trained or the people period to open extra channels for us, and that's where it becomes difficult. And you can hear-- they'll open it, but you can hear a dispatcher working multiple channels and trying to handle the call volume that's going on...
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	We're mandated by policy to have microphones on our radios. So if you don't have a microphone on, you'll get talked to and told to put your microphone on.
Rules-Politics - Policies-Procedures	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	We have another training this afternoon that's a department-wide training.
Rules-Politics - Policies-Procedures	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Yeah. And that last set, we're doing all the same stuff, different trainings and stuff that we're required to do. We do in-house training also that's

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								kind of what we decide we want to train on versus what is dictated through the training calendar and then training division. Meals and, yeah.
Rules-Politics - Policies-Procedures	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: equipment checks] So we'll scan them and send them to maintenance. I believe our maintenance secretary enters them for that for the ISO and all that.
Rules-Politics - Policies-Procedures	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: equipment checks] I mean, it works fine for us. I think there probably be a more efficient way to do it with technology that's available, whether that be on an iPad which we tried for a little bit... And I don't know really what happened with that. It sort of-- we had them, and then didn't have them anymore. It just sort of went away.
Rules-Politics - Policies-Procedures	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	SME S2: Since we're do the search, we use the thermal imaging on scene a little more. They bring them to us and let us see what we like, and see if we like it. SME: S3Usually, when they bring a new technology in, going back to when we mentioned the iPads, they gave them to certain stations and said, "See how these work." But that varies on who gets them and things like that.
Rules-Politics - Policies-Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We are all-hazards... So we have to maintain certifications for hazmat, swift water rescue, ice water rescue, EMTs, wildland. I mean, we do it all. If there's a certification out there that's required for a position, we have to do it.
Rules-Politics - Policies-Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Everything's different. We have certs that expire at two years. We have certs that expire at three years. We have certs that "never" expire as long as you train on them every year. So everything's different. Everything is at a different cost. Everything is at a different educational facility. Some things you can get renewed through the college. Some things you have to do it through the Green Machine or the Forest Service. There are some things that you have to get renewed at a local level or by a specific certifier, like ice rescue. It can only be done through two different certifiers in the nation. So that's a struggle as a volunteer. That's tough.
Rules-Politics - Policies-Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...they're volunteers, too. I mean, we can't impose mandatory sanctions. I mean, we just can't do it.

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Rules-Politics - Policies-Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Networking, I would say, is probably the biggest thing, and partnering with [School], the local community college. I think that has been, because the demographic that we're pulling from is those college-aged kids looking for-- so if you can get in there, they're going through to get the education to become a firefighter. So if we can kind of partner with them to get them experience, that's so far been, I think, our biggest pull lately.
Rules-Politics - Policies-Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...And then, after coming up with a plan, I have to be able to relay that to the fire board, the fire chief, and either defend and make it happen or come up with a different game plan based on what they need. The State of [State] has a pension plan for volunteers, and that takes a fair amount of time administering that on the background. There's minimum requirements from the volunteer to achieve that, but tracking that and making sure that people are getting appropriate credit or not getting credit or whatever, that takes a tremendous amount of time. And then, when the chief's not here, I help take care of whatever administrative issues come up, so.
Rules-Politics - Policies-Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	And that's just because of the [State] Open Records Act. So within [State] Open Records Act, you can come and say, "I want to see your phone," and [crosstalk].
Rules-Politics - Policies-Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	That's our radio template. This exists for every single radio in [County] County. All 1,200 radios have the exact same template. It doesn't matter if you're a public works person, trash collection, or the county manager. We all have the same template. That's something, again, as a group in [County] County, we've really embraced. And this has helped us really work well together, that we know how to find each other, and it's open. I mean, you're not going to get your hand slapped because you went over and called someone and talked to somebody.
Rules-Politics - Policies-Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	So it's all a group. There's a lot of duplication in here for tactile reasons. So there's not literally that many channels. It's just kind of some-- there's some duplication for the layout to make it easier for people. But they have input on it. We're actually just now going through another revision

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								of our template. We have a subcommittee that sits down and works with us. It's sort of representative of all the agencies. And then it'll take about a year actually, from start to finish, to make sure everyone's good with it, happy, and gets what they need.
Rules-Politics - Policies-Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	So obviously, we're a volunteer fire department. We have to take an individual, such as yourself that's never done fire, and we have to make a fireman out of him. And in order to do that, we're going to have to-- we also have standards to meet. And the NFPA 1001 dictates the minimum amount of training that's required. Now, we don't follow all of that. We take the best of that and the best of our internal needs, and we take the best of the county needs, and we put those baby steps into a book. And that's the task book. You have to go through that book and learn the book...
Rules-Politics - Policies-Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: volunteer task book] ...for example, the very first step is how do you put on your boots, and how do you put on your hood, and your jacket, and your pants? Can you do that safely, quickly, and efficiently? And then, after you've learned how to do that, and you've practiced it a couple of times, then you have to test. So at the completion of that book, you're a asset to this organization, not a liability.
Rules-Politics - Policies-Procedures	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	SME S3: Right. So in addition, do all the certifications that are available. The bare minimum is that you have to complete the task book before you run on calls. SME S2: We have a task book for every level. SME S3: For every rank. SME S2: So to be a probationary firefighter, to actually be a full firefighter, an engineer, lieutenant, we have different task books.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Yeah, and I think there's only two-- there are two departments in [State] that are currently using drones. They're not using them 100% the way they-- I shouldn't say the way they should. There's just some certain regulations and rules that are needed to be followed but they just started so they're kind of moving down that path, so we didn't want to-- because we wanted to make sure that we were-- we had all of our ducks in line prior to starting the program. We wanted to make sure that everything was vetted through the city attorney's office, through the



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								state. Governor [Name] actually formed a drone commission.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...I don't know if you know that we're a bit different here with the way we run with our EMS system... Unlike most fire departments, there's been a bit of a-- we have evolved in the city as the [City] Paramedics, which is [City] Health and Hospitals, which is not truly a city agency. It is just the [City] Hospital. It's a private hospital. And the paramedic division has-- it works for them. The [City] Fire Department is obviously a city fire department. We work for the city. They provide the advanced life support and transport. We provide basic life support, unlike most fire departments around the country where the fire department houses both advanced life support and basic life support. And the fire department has its own ambulances and there's paramedic firefighters that could work on the ambulance or there's just firefighters who work on the ambulance that work on a separate...
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...like New York City has an EMS division. And so I work for the FDNY as an EMT on an ambulance. In [City], we don't have that. Now, we do have quite a few firefighters who are training as paramedics, but they don't get to operate because they might have day-off jobs or they came here from different organizations that allowed them to work in that scope. We don't allow you-- we only work as EMT basics. Our fire trucks have four firefighters on them. And so we, because of the-- we have 15 truck companies and 38 engine companies. And so we could usually get there prior to an ambulance. And so we start that basic life support part, that component...
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...We have a new tool that we're using called SharePoint which is-- it's basically a tool that-- it's a computer-based program where we can kick training out to anybody on the department. I could give it to you. If I'm your supervisor, I could say, "Hey, I need you to complete this training." I could put in dates and times. I could put information in there that I want you to stay focused on. And we can actually do it organizationally. So we could say, "Hey, everybody needs to take this driver recertification refresher class." And if we need it done, we'll put in dates that need to be

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								completed by a certain amount of time. And so we just started using that tool. I don't even think it's completely-- I mean, we're just at the part right now where everybody's starting to use it. But we don't have-- our true drop-dead day will be, I think, in October. So that's when everybody has to start using it...
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So anyone that's in a key position-- so every fire truck has its own cell phone. And that phone will be-- is designated to the fire truck, stays on the fire truck, gets charged in the fire truck. So all the chiefs have their own. So all of our-- we call them district chiefs or battalion chiefs, they have a phone. And then anyone that's in a command position, so all of our staff within the department, the chief, the deputy chief. We have shift commanders, the operations captain, we all have our own cell-- we have department-issued cell phones.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...The mayor's baby is this peak performance thing, which really is-- peak performance is something that he started, which brings city employees together to really empower them to make change at the lower levels. To see things that need to be changed and have a formalized process that says, "Here's what we're seeing. Here's how we'd like to implement these changes." So it really engages and empowers people at every level to say we need to make change. And it kind of forces the various levels of management to take a look at it because of the way it's set up to look at money, error, time, various inputs that say, "Oh wow, wow. I never really realized that if I did this, I could save time for a citizen who's a taxpayer. Instead of them coming down and taking eight hours to get a permit, it's only three hours. That saves them time with their business." So there's a lot of that that goes on...
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So I worked with a group called the Special Event Group which is a city-- basically, about four years ago the mayor realized that as the city was growing, we were getting more and more events in the city of [City]. And I think we were doing, just on public property, about 1,700 runs, races, walks, just various events. From things that are a couple hundred people to hundreds of thousands of people. And the city was lacking in

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								standardized processes as well as interdepartment communication. So it made it really cumbersome on somebody coming in to want to host an event. Going through the permitting process, and how do I close roads down, and how do I get [bag needers?], and how do I put out community outreach to these businesses? And so how do I get my fire permits? What do I do to go to excise and licensing, and environmental health to get a food truck to be at the park?
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	And so the mayor said, "Hey, I want some key stakeholders. I want all the department heads to be present." So I was actually asked to-- so it was most of the 22 major departments in the city. And police and fire were me and the police commander. And we formed a group that's still in existence today. And during that time, one of the gaps that we identified was we did not have anything that allowed us to have any situational awareness in the city and what was going on externally to the city...
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Situational 360 program] If I have 18 fire trucks working here and a bunch of police cars because we had a Boston Marathon bombing, something like that, we still have all the other calls for service in the city. People are still having heart attacks. There are still fires. How do you service that, is through mutual aid and prearranged agreements that you have with these other jurisdictions. Well, if you're operating on an island, kind of hard to start communicating those things. So trying to increase that. Increase the common operational picture for all these agencies. And so this is a tool that we're trying to-- this is the first iteration. It just came out two weeks ago.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Situational 360 program] So, the events are inputted from-- there's an office. One of the things that we did was we actually created an office under the mayor called The Office of Special Events. So people from The Office of Special Events enter the event data in there. The public safety side of it is directly tied into the 911, 311 system. So there's really not-- everything is just live feed directly. However they did it, I have no idea. So it's direct feed into there. As a call comes in it's live fed into there. So you could see, "Hey, that fire truck just went in service. This fire truck is--" so,

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								yeah. That's kind of how that--
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...So now with that, in addition to looking for that specific problem, one of the things that we did is on our software in a program that we were using called Firehouse, which now we're using a different program, we created a safety hazard box, which is-- essentially, if I go on a call and there is a safety hazard, I can click that box and write in what that safety hazard is. That safety hazard, when I click that, gets sent to the highest levels of the [City] Fire Department. The chief sees it, the deputy chief sees it. The division heads see it and some key other people. And that safety hazard will be immediately looked into.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: hazardous construction features] And so now, rather than it coming and going through kind of a bureaucratic-y kind of, "Well, maybe we'll get-- who's going to get to it? I don't know," there is, I'm a company officer. It's 2:00 in the morning. I went on a call. I found whatever the hazard is. I immediately click safety hazard. I write in what it is. And then that's going to be immediately, that very-- immediately, the next day, people will be assigned to flag the building, go out and look to see if it's meeting code, put it in the dispatch notes so all the key players who would be involved in communicating it and mitigating it are immediately involved.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So now instead of the company officer calling dispatch to call the ambulance which is essentially a different company, a different entity, the firefighter can call the ambulance.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: radio training] ...so the training is really-- we had formalized training, but then we do routine training in the firehouse. And it's nothing that we-- it's annual but sometimes we do it more often than that. Usually, it's with newer firefighters. So the older firefighters kind of jump in and will kind of help. Officially, we do annual training, but unofficially it's usually probably more like once a month or once a quarter.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Communication problems in our work? Number one, I would say, a lack of understanding of whatever that process might be, whether it's radio

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								or email or chain of command or whatever that specific process is for communicating that information. And a lack of information sharing. So, frequently, we get just-- frequently, we get people that will bypass the chain of command...
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: communication issues] ...Let's say it is something to do with a policy or a procedure, and now this lieutenant calls up our administrative captain and says, "Hey, I need this. There's a pay thing and I don't know why it's doing that." They didn't go through the captain or go through their chief to come through the administrative captain. They went through the administrative captain. And so now their captain and their chief miss out on that opportunity to learn on how they could have solved that problem. So frequently, I think, from a communication standpoint, we miss out on opportunities for people to learn and kind of just, I don't know, maybe-- I don't know.
Rules-Politics - Policies-Procedures	FF	U	Manager	46-55	11-20	Male	FF-U-021	Basically, under the umbrella of administration all of the administrator components of budgetary, HR, all of the department directives and guidelines fall under administration. We also oversee all of the recruitment efforts, all of the PIO efforts of the department, also internal investigations, external investigations, anything to do with on-duty or off-duty behavior. We deal with City of Attorneys Office on litigations and lawsuits come this way. Claims against the city from accidents so on and so forth. We get all the citizens complaints, and then also around arson. Some of the arson investigations everything from fires falls under the administration as well.
Rules-Politics - Policies-Procedures	FF	U	Manager	46-55	11-20	Male	FF-U-021	Recruitment, there's never a problem with recruitment. It's more really just trying to mirror the city and the citizens that we served. So obviously, just like most other major metropolitan departments, we have difficulty recruiting people of color and women. As far as being staffed, we just added another full-time recruiter last year, so we have two full-time recruiters. We are very fortunate in that aspect. And we got a chief who's very supportive of all the things that we're trying to accomplished. So we kind of looked at the past of what has worked and mostly what

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								has not, and we've kind of blown it up and we've shifted the paradigm...
Rules-Politics - Policies-Procedures	FF	U	Manager	46-55	11-20	Male	FF-U-021	...So what we do now, we only have with civil service-- I'll back up a little bit, they are in charge of the hiring process. It's completely separate from [City] Fire so it's civil service commission. It's a different entity or arm of the city government. And there is a limited number of spots...
Rules-Politics - Policies-Procedures	FF	U	Manager	46-55	11-20	Male	FF-U-021	We also do a lot of other different components. We have what's called a CAP, a career apprentice program where they get preference points. We do a lot of recruiting at different types of gyms. We really try to target CrossFit Gyms. It seems to be a great place to get female applicants, because not only they're physically fit, but mentally they're tough. And that's the type of workets we utilize daily at the fire academy...
Rules-Politics - Policies-Procedures	FF	U	Manager	46-55	11-20	Male	FF-U-021	...We've got good relationships now with athletic directors at all major universities in [State], so we recruit all of the sports teams through those. And obviously, your college isn't so on and so forth, the typical stuff, but we really try to branch out more. We work with [Name] a lot. We go to churches. We speak at churches, community events. We really try to be out in the community. We try to turn people into recruiters for us. So when we realize we don't have two recruiters, we try to get by from people not only in our job but also in the community and say, "Help us to help you to represent our city," and we try to brand it that way. So it's definitely been more successful than in the past....
Rules-Politics - Policies-Procedures	FF	U	Manager	46-55	11-20	Male	FF-U-021	...We've doubled the number of women applicants and applicants of people of color in the past four years, and it's going in a good direction. So we're not perfect, but we keep looking back at what's good and what's bad and trying to better ourselves each and every day. to brand it that way.
Rules-Politics - Policies-Procedures	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: listening in on LE channels] I wouldn't say new, it's definitely improved and we definitely have a better process of what to say and when to say it so we're not stepping over each other and making sure we're communicating on the correct channels. But it's something that's been in place for quite a while.

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Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Well, daily routines are set. So I'm not talking to them about everything they do. But cell phone, email, we have a desk phone, but we were issued portable laptops, so we don't-- the other [Job title] chief and I - we have one that's vacant right now - we spend a lot of time on our laptop away from our office. So the desk phone rings and rings and rings, and we would like to get rid of it, actually. But mostly it's the cell phone. It's the radio during calls.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	The officers, so battalion chiefs and up get issued a phone, and then each fire engine has a phone so that the duty crew can use that. Now, members do have their own cell phones. We really don't have a lot of policy on that. That's up to the individual officer how they manage or allow their fire fighters to manage that during the shifts.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[City] has a resident program. So [City] is all career, and then they have student residents. They live in the station for free, they get their own room, their own kitchen. They pay for their schooling, and in return-- and now, they get an hourly rate of-- some sort of hourly rate. And then, in return, they work at that lower rate for the fire department. I went through the same program in [City] 20 years ago, and it was-- they paid for my schooling and that was it. They didn't pay us. We had to go get jobs, and then we would work two days a week, but it's gotten a little bit better than that. I thought they were going to get rid of it, but it's just too much potential savings on paper for the town council. They just can't ignore it, even though it's-- anyway, we got rid of it.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: comms with other disciplines] We do. If dispatchers and if everybody sticks to protocol, it's not so difficult for us to get on the same radio channel, but it doesn't always happen. So EMS and fire are pretty much on the same channel. Law is on their own set of channels. Dispatchers will tell them to move over to our channel if it's a big, long, drawn-out call. Otherwise, if not, then we got to tell dispatch to tell law enforcement. Law enforcement has to give-- tell dispatch the answer. Then they have to tell us.
Rules-Politics -	FF	R	Supervising	36-45	21-30	Male	FF-R-024	...And then what we, as [City], and by policy we, our operations-- so by

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Policies-Procedures			Field Responder					operations, I mean when we are working on a scene, we take all of our traffic to a non-repeated channel by policy. It's not recorded, but we have decided we don't care if it's recorded or not. We just don't want any-- when somebody keys up the mic, we want them to be heard. For example, [City], on the other hand, is the opposite. All of their operations are on the repeated channel because they want everything to be recorded. And you get far more distance out of that because it's on the repeated system. You get almost a mile on the non-repeated. That's plenty. Unless it's a massive hazmat, we are not operating over more than a few hundred square feet. So that is one thing that we have done to improve is we just don't use the technology.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	...So if Motorola decides to change their portable radio, it doesn't mean we have to change, but if we have to replace any with the newer model because they don't make this model, that's when we will make the change. So they're pretty good about giving 7 to 10 years before they make changes. This one has been pretty good. I don't know if they'll do that even at 10 years. Bu anyway, so we have an equipment replacement fund where we will take that amount that we paid for all these radios, we add a 10%, and then we divided it up into 10 years. And then every year, we have a budget, a line item for that, and we apply funds to that so that when we get to the 10-year mark we can just pay cash and we don't have to fund it.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	For us, our number one call is automatic fire alarm, so we have over a billion dollars in real estate value. And every square inch is protected by some sort of automatic fire alarm system. Sprinklers, they're required by code, so they're sensitive. So somebody comes in takes a hot shower, it's going to set off the smoke detector if the steam gets in there. Cooking popcorn, popcorn's the number one smoke maker in a building. The [Name] Medical Center years ago outlawed it with their employees, no more popcorn in the building, can't do it.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field	36-45	21-30	Male	FF-R-024	We have a system for callback, but we don't require it and it's rare. We might get one or two. But now, with five-staff stations, we have a



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			Responder					minimum staffing of four, which is [Organization]. The chief, we spend hundreds of thousands of dollars in overtime to make sure that these engines have four. So we can do a lot more now than we could 10, 12 years ago. 10, 12 years ago, we were doing callbacks for a lot of things, but it's rare now.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: dispatchers] They generally are four on, and I think from 3:00 AM till 5:00 AM, there's a two or three-hour gap there where they're down to three. And that's improved. That's gotten better. There were two people on at night in the past. One fire at 2:00 in the morning and nothing else-- I don't know how they keep up.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: department-issued cell phones] ...not even just officers. Really is based on need. So every apparatus will have one... But depending on what people do for the department. Division heads will have their own device. There's a lot of people that are just whether they do a lot of logistics type of work for the department. So it's not really everybody above this rank gets one. It's more based on need. What are you doing for the department... I mean, for a department this big, the fire chief wouldn't-- I mean, it'd be the decision level, several levels below that, but yes.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: radios] On every on-duty person. So fire is a little different than law enforcement, traditionally. Fire departments at least in the Western United States, and I think most of the United States, usually there's one radio assigned for a position. Because fire departments will have a minimum staffing--
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: communication with other jurisdictions] So if all that other stuff fails, we have, like I said, a pretty good satellite-backed call so that we can at least talk from command centers to each other, in that regard. The technology that I see most of the guys and gals using every day is like the text messaging and stuff. So that seems to be the biggest one.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Right. From the communication side, on the radios, we actually have radios and licensing and whatnot in the 800 megahertz spectrum, the

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								UHF spectrum, the VHF spectrum. So... it's kind of, again that plan A, plan B, plan C, plan B. Keeping all that contingency planning going.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So in [City], we try to process all of our incoming 911 calls within 60 seconds. It's NFPA Standard 1221, which regulates those. And I think we are at, I want to say like 94% compliance, or something like that. And then NFPA 1710 regulates the actual response. And so with 1710, and I'd have to look those numbers up, we try to be at all emergencies within four minutes. So from the moment you start dialing 911 to when somebody pulls up in front of your house or your car, we try to keep that less than five minutes. And we are--
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So we require annual training on our apparatus to drive them, and move around, and whatnot. We require annual training on everything that's on there: the hoses, the ladders, all of that. We require all manner of specialty training, as far as, "Oh, Ebola hits the coast, and here's what you do. Here's how you prepare and everything like that." The one device that-- I mean there are stations around the country that may not go anywhere during a given day just from slow call volume or something like that, but even they will be listening to the radio and making decisions whether, "Am I listening to the right stuff? Do I need to change the channel?" or something like that.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	We could do a lot better on training. Training is probably one of the single biggest costs that public safety has, just because the citizens pay us to be able to respond. And so they'll put companies out of service for mandatory training and whatnot, to all drive to central points to get a message, or whatever, or to drive to a central point to do some kind of manipulative stuff. If there's a lot more of that that could be done, either in an online environment, or some kind of interactive environment through technology, that would save lots of time and money on that regard...
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	It's either the sports, or adrenaline, or whatever the case you want to call it. But it's the challenge. It's a challenge. And I guess you would say through a public's eye that it's not normal to actually want to go into

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								fires. But once you get educated and have some of those fears reduced through education, it then becomes understandable of how you can actually do that because there is a process. There is a tactical process. There's a way to do it. So what may seem to be an insane activity to laypeople? or others is kind of normal for us because you kind of learn the parameters of your dangers and what you can and can't do. You learn your limitations. And so knowing all those things and putting them together and being able to size up the situation and look at and minimize your tactics, or what they do is they look at things, and you're able to size up a building and measure, through education, some of your dangers...
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...I think the tablets may have its benefits as long as they're durable. That's big. That's big. And when you get to talking about us, if I have a radio that's expensive and something happens, I lose the radio or it gets stolen, the officer gets time. So it comes out of his pocket or he gets time with suspension. So that's a big concern, is that, say I'm an officer in engine, we get these new tablets that are easy to break. I'm not going to be happy about it because then now, that's something else I got to worry about. And when you're slinging tools around and your big concern is getting off this rig, putting your stuff on, and getting in there, you're less worried about delicate things. We're not delicate. We're just not delicate people. So when you put something on there that is a level of technology that is where we are today but is not durable, that's a concern for us as firemen.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...now it's getting better with them letting us know that these are dangerous buildings. So that's kind of changed where if it comes in through dispatch that there's a fire in this building and an address, now our main office has addresses that are built into the computer saying that these are dangerous buildings, or abandoned buildings, and those kind of things - Those are good to know - or what may some of the contents in the building be. That's good to know. I think for me, as far as my experiences go, is it's good to know that. But at the same time,

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								what's imperative for us to know are, is it unoccupied or an occupied? Are there occupants in the building? That changes our game plan. It changes our risks versus benefit, which I've talked about before...
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: overwhelmed] That can potentially happen, for sure, especially in larger size incidences where it's involving a major commercial building. Or one thing that can be overwhelming would be-- they would call them mayday situations. So where a fireman's trapped or injured or there's an incident and a mayday is called. So when a mayday's called, then there's a lot of-- there's a lot of things that go through your mind. What's happening? What's wrong with the situation? Why was there a mayday? And so for a brief moment, the situation gets chaotic and very uncertain. Those are situations that they can pose those stressful uncertainties. And then other ones would be emergency evacuations. So when you're inside and you're fighting the fire, you're doing what you need to do, and then they tell everybody to get out of the building, they start blowing horns outside to let you know you need to get out, there are times where we're not real sure why they're pulling us out...
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...our past experiences where the stairwell doors would shut and lock, so you'd have somebody that go out in your stairwell and the doors would lock and they would start going down and they were overcome by smoke and they can't go any further, and they can't get out of the stairwell, so now it's a problem. So now stairwells don't lock anymore. They'll shut but they won't lock...
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Subways are huge. A lot of issues with subway radio communications. I would say there have been a lot of issues with high rises just because of all the interference, frequency interference in downtown, for sure. And I would say that's probably the biggest communication issue, especially when you're on fire ground. Sometimes our fire ground frequency only goes so far. It's not a very strong signal. And so if you're 25 floors up or 40 floors up and you're trying to talk to someone on the ground floor, it may not go through as well. So there's times where even other departments, they'll put almost repeaters that are on different floors that

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								transmit and repeat their message. Or there's repeaters built in the high rise. So there's all different kind of things to think about with that. But then we set up our command staff, which is one of the reasons why we do that, a few floors below the fire floor so that that radio communication doesn't have to go all the way down. So it would go to him, and then it would go down.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	if I'm going to a fire scene, there's a whole different thing where if they show me camera feed, there's nothing showing on that fire. As opposed to every window's full of fire, and there's jumpers hanging all over, it's going to change my tactics immediately, especially on the way there. I mean, I'm thinking already on the way there of-- one of the things that would be nice, even if they didn't even show the live feed, just a picture of the building just to jog my memory so I can adjust my tactic, orders. There's a huge difference between a one-story ranch or a 100 by 200 courtyard building. That changes our tactics immediately. In some places, you don't remember that building. So it'd be nice to even have an idea of what I'm coming into.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: SCBA with built-in HUD] It would be a potential but then you go into cost. You can only buy what is allotted to you. And you got to address what your needs are, not what your wants are. There's a little money extra at the end. But in today's economical environment, there is no money... unless that technology becomes a mandate.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: portable radios] I've never noticed an issue with that as far as you're looking at weight or user-friendliness. You never give it a thought. There was no problems. There's nothing to draw from is that I have a problem. I haven't had no problems with these. There could be a problem with the portable radio if left outside of your protective equipment due to thermal insult or a thermal exposure to it. Yeah. You'll melt the thing and it becomes useless, then you've got to rely on yelling, or if you're lucky enough, escape a pre-flashover. So if worn right, worn correctly, and following the procedures or guidelines of the fire department, it won't fail you. Most of those things that occur in the fire service, a lot of it is then

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								human error and miscommunication. Communication is a big factor.
Rules-Politics - Policies-Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...And so a radio helps us do that, that is, it doesn't have to be encrypted, it can be open. It's not a big deal.
Rules-Politics - Policies-Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Right. That's right. So we do it on-- we feel like we could predesignate, but instead, we ask all seven to be able to do basically all seven so when they show up they say, "I'm taking task one"
Rules-Politics - Policies-Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...And so we have a certain staffing level. And when we have a fire, we also put a dispatcher on it, meaning they're listening to that channel with the people inside. And they are dedicated to listening to what's going on.
Rules-Politics - Policies-Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Yes. Right. But it's locked down. I can't use it as Google, I can't do other administrative functions because our CTM group
Rules-Politics - Policies-Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So there's this balance of public safety versus network security. And we've moved forward a little bit. Now we have iPads that are cellularly connected. Just like this iPhone.
Rules-Politics - Policies-Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So our preplan used to be just paper. So people would do a couple of things in their territory, they'd make copies and put them in a big book. We had a period of time when that kind of faded away, and now we are moving into an electronic. So on the MDC or T, we have a template of preplan information that a committee put together.
Rules-Politics - Policies-Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	--upset, captured, whatever, and they can't get out on the primary, I'd rather you tell me on channel one because everybody is listening on channel one. "This is firefighter one. I am inside, I had a partial collapse."
Rules-Politics - Policies-Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So [City] was when we had a collapse, two years ago. I think it was 2015. And the units that arrived, they didn't follow our playbook.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	You need to translate for it. You know, any new communication doctrine will tell you that we speak in plain text, ever since-- the presidential directives, NIMS, all that kind of stuff, we're supposed to speak in plain

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								text. There are still organizations that do not, and why they don't, you'll have to ask them.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	...There's more rules regarding how much you should say, how much you should not say. We strive to keep our communications short and to the point. And there's lots of different tactical benchmarks and things that you're expected to say depending on the call that you go to. So that's something that's changed in the last few years, that becoming more structured and rigid and paying more attention to what you're saying on the radio.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	Sure. You show up and let's say you paint a beautiful picture of this house on fire and you take 45 seconds doing it, versus, now, when you show up, they want you to say who you are, what channel you're on, what your assignment is, and a brief description of what you have.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	No. What we do for the way our high-rises are structured, we go to the fire control room. In the fire control room, they are required to have five different key rings that are all identical.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	Usually, through the department policies, they want you to check your email and everything right after shift change. So shift change out here is at noon. So, usually, what most of us will do, we'll get here, we'll relieve somebody, check out the rig real quick, then we run upstairs. We have to actually log all of our air packs on the website.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	...A lot of times, too, we'll get there-- and this is part of our not communicating well with law enforcement-- they'll park to block people out, but then they'll have a fire apparatus needing to get down there and you don't know who's car it is or where they are, so just trying to get people there. But this communicating better with law enforcement thing is our big issue and it's probably just more of a policy issue than it is a technology issue.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	And then of course, oversight for human capital issues, leadership, discipline, hiring, firing, and all that. Policy development is one.

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Rules-Politics - Policies-Procedures	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...There are now 28 task forces and all the task forces are sponsored either by local jurisdiction or a state depending on the particulars of the situation. Here in [County], [County] is the sponsoring organization. Now, if you go up to [State], it's the state of [State] that's the sponsoring organization. So when a bad thing happens like Hurricane Irma or Hurricane Harvey, two very recent events, what happens if FEMA calls those organizations, there's a whole rotation with everybody and all that, and they look at who's closest and who's up in the rotation and they start going down through that list and activating resources
Rules-Politics - Policies-Procedures	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	This particular station is 100% career. [County] is a combination system. So it's actually one of the largest combination career and volunteer systems in the country. We have about 1,100-ish, I want to say, career firefighters. And then there's about 2,000, 2,500 people who participate to varying degrees in the volunteer side of things. A lot of the volunteers aren't necessarily what we consider the operational volunteers, meaning they get on fire trucks and EMS units and go out and directly deliver services. Sometimes they help with administrative stuff and other stuff. So of that 2,000-ish volunteers, I think about 6 or 800, something like that, were actually qualified to ride fire trucks and provide what we consider to be minimum staffing. So they've met the training and experience requirements to count as staffing on a unit because each unit has a specific staffing level that we have to meet for it to be considered fully staffed and you've got to have certain qualifications to be able to meet the staffing positions on a unit.
Rules-Politics - Policies-Procedures	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	Once we're on duty, we have to be with our apparatus and available to respond.
Rules-Politics - Policies-Procedures	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...Every quarter, there's a training activity for the whole county to go through. So this quarter is a water supply evolution that takes about six or eight units to be all in the same place at the same time. So those units get put on a detail. They go to the training academy. They spend a few hours participating in that activity where they're not available for emergency responses and then they go back in service.



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Rules-Politics - Policies-Procedures	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	Now, one of the things we did back in 2003 was we recognized we were going to have these problems going forward, and to try to attenuate them some, we put in a code requirement that says if you're coming into [County] and putting up a new building that meets certain criteria, one of your responsibilities is not only to do all the other stuff you have to do like having stairwells and exit signs and a fire alarm system and all that other stuff, and probably a sprinkler system, but you also have to ensure that there's radio coverage in your building.
Rules-Politics - Policies-Procedures	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	Yeah, they have to put-- well, they have to ensure that there's coverage. If they put their building up and there's coverage, they've met the requirement. If they put their building up and there's not coverage in their building, then they have to provide a coverage solution. So newer construction in the county frequently ends up with at least partial in-building coverage solutions...So where new buildings are going up in [City], [City], [City], they have this code requirement that says you have to meet this.
Rules-Politics - Policies-Procedures	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	--amongst ourselves. So within that structure, we've come up with regional templates for programming our radios. So that, one, I can take my radio and turn it to any other jurisdiction around me and make it essentially a [County]radio, or W
Rules-Politics - Policies-Procedures	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	So if [County] was having a catastrophic kind of day and we need to send [County] units down to [County], we would go operate on 5 Charlie or whatever they told us to operate on, and we could operate-- one, every unit in [County] would know how to get to that channel, with no confusion, because it's a very simple pattern that everybody can understand. And we would be operating directly on their radio system just as we were a native [County] radio user. So that plan has been implemented throughout the COG region and works very well and helps to coordinate our communications within the fire rescue community.
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	To the point that-- now, we have a policy, and it's still a policy today. It hasn't been rescinded, and it came out over a decade ago. It's been a long-time policy that says that you're required to read your emails at

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								least once a day when you come to work.
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	Yeah. I have a department-issued because I'm a battalion chief. I have my personal one. [talking about a phone]
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	I mean, I don't know how many citizens we carry. I know that it is a lot of space and a lot of time. And if I am on one area of my battalion and the response of the call is on the other area, it takes me a long time to get there, but it is okay because there are at least two command officers that get dispatched. So the neighboring jurisdiction, the neighboring battalion will go ahead and move up and possibly get there before me and hopefully at quick time.
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	And you can't. Not everybody has an important message. Not everybody needs to talk, right? Again, so it's controlling the communication, the amount of communication, and also what's said. We have a policy that says, "The battalion chief is going to ask. Are the utilities controlled?" And until I ask, don't tell me because I might have something more important to say. So it's controlling the flow of communication that occurs. Or the Battalion Chief will ask, "Have you done the search? And is the search negative?" and, "Don't tell me yet. Let me ask you for it."
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	Okay. Every person that is on the unit has a radio. There are four radios on the unit, okay? The people other than the unit officer should never be talking to me. They should talk to the unit officer, and then the unit officer should talk to me. Kind of like the same thing for rank structure on emails and stuff like that.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Well, a lot of that stuff is actually-- the rules are set by the gentleman sitting right next to us over there. We just follow those and follow those procedures and are the point of communications for, I guess, the White House and the Naval Observatory.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	There's four people who staff that position. We get in at five o'clock in the morning, usually a little bit earlier as a courtesy, and the first thing we do is just kind of, hey, what do you got for me and we'll go through

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								the landings with the person, we'll go through what units are in and out of service, any sort of major incidents, anything funny [laughter], anything bad that happened, anything that basically needs to be passed along. We do basically a pass along report. Not anything official. It's not even called that. And then after that, in terms of the actual work routine, I'll go around, I'll introduce myself to the watch commanders because we have to do that now. The watch commanders are the supervisors at OUC, even though we all know each other, we're still required to go reintroduce ourselves every day. Kind of talk, shoot the shit with the dispatchers. I'll go through all the different emails from the previous days. I'll go through the journal to see what notes are-- basically what pass-along notes have been put in there. And then I'll look at the CAD, kind of just-- even though they're telling me what units are in and out, I'll still do a double check just so I see it myself, see who's in or out of service, what incidents are going on. It's more so going into the evening shift to the night shift that it matters. In the morning shift, it's usually pretty calm. There's usually not too many incidents going on right around 5 o'clock. And that's why in the firehouses we usually relieve at 4:30 to 5:00 because that's-- generally, the 3:30 to 5:30 gap is when the city actually is quiet. So you can actually get relieved at some of the busier companies where you might not see the firehouse for 24 hours.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	...I wait for the emails to come from the deputies because the deputies will send me a list of-- well, they'll send everybody but including me, the list of all the units that are going to go out for training, all the activities of the day, special events, anything that we need to look out for, conference call.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	In terms of personnel management. I have authority to completely modify what they do which they don't like because I'm not their supervisor, but at the same time I don't have any ability then too if they don't follow through on that...The majority of the dispatchers are police dispatchers versus fire, so it's-- all their dispatchers speak fluent English with no accents, whereas the fire side we get all the dispatchers that

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								have very strong or very difficult to understand accents.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	And we don't have any repercussions as a department. We don't have any way because it's not our own agency. [talking about the fire side is kind of the redheaded stepchild and not as important as the police]
Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Just to give you a difference of how it's broken down. We haven't been a volunteer department since 1872 whereas [county]'s still combination, so it's still based on the foundations of the volunteer departments. It's much more, I want to say like paramilitary. It really almost is. It's more disciplined, more focused in terms of actual policies, procedures, and there's less of a gray area because you don't have competing interests. Whereas out in [County] you've got competing interests. You've got the volunteer companies and their priorities, which are not the same as the county and career service.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Nope. We don't even have the email on it. Because I tried to install it and it won't do it and there's really no point because we have it at the desk. So I just haven't made a point to call because it must be blocked or something, some sort of setting.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Well, OCTO is our, I guess, technology group for [City] government in general. And OCTO rules affect us too. Our computer at my desk for our email locks out on the OCTO set interval.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Yeah. We're not logged in so we don't know. And he basically says, "No, it's [City] government rule." [talking about not knowing that the Secret Service contacted them by email and not by phone]
Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	The procedure with Octo-- nope. Nope. The computer has to lock at that interval. And that's a set interval across the [City] government. So even though we're in a secured facility and a facility where everything's being recorded--
Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	We know where they are. Yeah, we don't need to verify the location. Because technically you're supposed to verify the incident location with the dispatchers.

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Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	--as an officer, I'm expected to maintain a cell phone if I'm on apparatus, a radio, then I also have this tablet. It's almost just too much.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	Yeah. And it's just because over the service life, that's all that's left in there. And they don't understand that. So they're just like, "Well, that stinks. I'm done." So we're trying to work on something to say that once they reach 1,600 milliamps as their max charging capacity, it's time to call the radio shop, get them to replace them. And then they'll bring you fresh ones which should last you, again, eight hours. But it's not what you were getting before.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	--the radio shop or OUC, Office of Unified Communications, right? Then again, there's always MOUs, and the radio system. We have our priority levels based upon-- public safety gets top priority. So when you have an inauguration, and the guy from DDOT's tr
Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	I don't know. I guess, if this is all related towards the technology side, is how much control the government has to force people to follow processes so that we make sure that we're not falling behind the technology curve, or that we're doing the right thing.
Rules-Politics - Policies-Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	They want us to log in every 24 hours. So restart the computer and put in our credentials so they'll know it's me, as opposed to the guy before me.
Rules-Politics - Policies-Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Usually the company officer. So we follow a chain of command. So I have five company officers that reply to me. And I've given them directive that I don't read email.
Rules-Politics - Policies-Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	I'd like a better phone. So I've I actually got an upgrade. I got an iPhone. And I think she got fired for giving me an iPhone [laughter]. But everybody else has-- we had BlackBerries. Then we went to Windows phones. And I think now we're going another month where everybody's going to go to iPhones.
Rules-Politics - Policies-Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	...For a long time there-- so we were in a period where we had a deputy fire chief in charge of IT, and I thought he did a really, really good job of bringing us into the future for a lot of this stuff. And they eliminated that

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								position - I don't know how many years now - four, five years ago. Maybe more than that by now. I feel like we desperately need that and from little stuff-- there's no policy on how a file name should look.
Rules-Politics - Policies-Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	So where's the gas? Where's shutoff? Where's the water shutoff? Who is the emergency contact? All that stuff like I had for tunnels should be on our tablet for-- and you see how the construction going on. Now is the time to get in there and get all that, and identify what type of construction each type of building is. Yet there's no leadership here on the policy side from our agency to say, "This is what we need to do."
Rules-Politics - Policies-Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Hmm. So everything's got to go through-- anything you buy, you have to go through procurement unless you're buying if off a credit card. And obviously, nothing can get onto our network without blessing and approval. So anything that's going on is outside of that, other than my little thing here. I don't know there's a lot stuff out there.
Rules-Politics - Policies-Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Well, it's funny. There's no real policy to always have 16 on. But I think just from practice, most of us always-- because we have lots of radios, always keep the one in my door on 16. And every once in a while you hear somebody talking. And I think, "What did they say?"
Rules-Politics - Policies-Procedures	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	We do. Yes, we do have a social media policy. You're not supposed to, essentially that's what it says [laughter]. People still do.
Rules-Politics - Policies-Procedures	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	... So it's a condition of employment now to keep your EMT license if you're a new recruit. I want to say the cut off was maybe 1995. If you were hired before then, you can be a firefighter without being an EMT, but we're kind of slowly phasing that out, where you're always going to at least be an EMT.
Rules-Politics - Policies-Procedures	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Yeah. There is that going on because-- and again, sometimes it's a slippery slope because if I'm in charge of these four individuals and we're on the same piece of apparatus, nobody should be using a cell phone according to our orders.

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Rules-Politics - Policies-Procedures	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	I would say it definitely is not. It's not a hindrance. From the department stand point, it's something that they're keeping a watchful eye on, because like anything else, cell phone use is being abused in the firehouse itself with Facebook and social media. Embarrassing things are going out there, and I don't blame them for addressing those issues, because it does. When people abuse them, they can make the department look bad. But are they a hindrance to our job? in general, I would say no, not yet. Not yet. There's no real reason for anybody but a company officer to really need one when they leave the firehouse, but it hasn't been enforced yet where somebody has been disciplined for actually just carrying one when they're not supposed to. I think we're close though. I feel like we're close.
Rules-Politics - Policies-Procedures	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	... I was trying to get him to appeal to the city to come up with an ordinance that every address had to be made out of reflective numbers, first of all, and it all had to be in the same position. In other words, on every residential building,
Rules-Politics - Policies-Procedures	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	... at 8:05 every morning, there's a conference call with the battalion chief. The battalion chief is the shift supervisor for all nine stations. That conference call will go over what's on the schedule for the day, what issues there are, what training is going on, what companies are out of service for training or maintenance or whatever.
Rules-Politics - Policies-Procedures	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	.. For someone to try and communicate with [City] police, unless there's handed down knowledge of, I'll go to this channel and you can talk to the dispatch center in [City], just fine. You wouldn't know that trying to communicate with agencies outside of our dispatch center... so if I wanted to talk to the [City] Police Department dispatch center, separate, just down the street, I would have to talk to my [City] communications specialist. And then they would have to contact [City] police and we relay that information in three-way communication versus just getting on the radio, turning the knob and contacting the dispatch center myself.
Rules-Politics - Policies-Procedures	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Just always talk to Norcom would be the-- and let them patch you through to whatever agency they have. So that brings up another

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								problem is trying to communicate with agencies in [County]. So if you wanted to communicate with the [City] Fire Department we would have to contact NORCOM. They would contact Valley Com. Valley Com would request a unit through NORCOM and then we would get dispatched.
Rules-Politics - Policies-Procedures	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Okay. So all of our engines and ladder trucks have thermal imager cameras on board. And it is required-- I don't want to say required-- the protocols and the standard operating guidelines that we have, dictate that the company officer will have the thermal imager when they enter an IDLH atmosphere.
Rules-Politics - Policies-Procedures	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	.. And whether there's an expectation for you to read it off duty or not. And the other thing, I think the cause of some of that challenge that most of the administrative staff is on a 9:00 to 5:00, Monday through Friday work cycle, and we are on those 24-hour.
Rules-Politics - Policies-Procedures	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	..And we try to create protocols and procedures to help deal with those challenges to try to keep our radio traffic short, very formalized way, to try to communicate to one point of contact so that everyone can kind of hear, as opposed to a lot of different side conversations going on.
Rules-Politics - Policies-Procedures	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Right. So whether you had your IT staff or whether there was a way to better facilitate with third-party vendors, who have the capacity to build and are familiar with taking that pathway, from, "Here's our need. Here's the technologies we know that can solve it. Here's how we can pilot this and facilitate creation of something." And the other thing that is significant about that model is that then what you build can be disseminated to the industry of the fire service as a whole, versus just building something that works just on the servers of the [City] Fire Department.
Rules-Politics - Policies-Procedures	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Well, exactly. And so standardized patient care records, standardize some ability to a common footprint, blueprint, means to access information about buildings. But the thing is that we're not going to get it from-- I don't believe we're going to get it from the third-party system out there that's building it.



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Rules-Politics - Policies-Procedures	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Yes. Yes. Calls take priority. So when a call comes in, everything gets dropped and we go running the call. And everything else fills in the rest of our free time if we have any [laughter].
Rules-Politics - Policies-Procedures	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Yeah. And it's assigned to the position. We don't get call-- we don't get paged when anybody gets a call. It's only paged when our unit gets a call. So yeah. And so that just tells you, "Hey, here's the type of call. Here's the address. Here's the radio channel to respond on." So that's very limited information, so.
Rules-Politics - Policies-Procedures	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Correct. Yeah, so. Well, they can take it with them. But when you start your shift, if I was going to relieve you, if you were going off duty and I was coming on duty, then you would hand me your radio and the pager, and then I would take them. So if you were the firefighter on engine One, that's the firefighter engine One's pager, that's their radio. And it just stays there, so. Yeah. And that's also how dispatch can keep track of who we are. So if we key up our radio they know, "Oh, that's the firefighter on engine One talking right now."
Rules-Politics - Policies-Procedures	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Depends on the call. Currently, all of our medical reports are hand written on a triplicate type sheet. And so if we see a patient and they're going to stay at home, or they're going to go drive themselves into the hospital, or if they're going to go drive them self to their personal doctor, we don't have to fill the paperwork out on site. We can. But we don't have to stay there and leave a copy with anyone. So we can take that back to the station and we can fill it out on our desk when we get back. If they're going to get transported by a medic unit, or an ambulance, or an aid car to a hospital then we need to stay on scene and fill that paperwork out so that we can give a copy to the ambulance, or the aid car, or the medic unit to stay with the patient as they go to the hospital. And then, when they get to the hospital then they'll transfer that paperwork to the nurse at the hospital who will transfer it to the-- transfer it to the doctor so that it becomes part of that patient's record. Yeah, that's how our forms work for medical.

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Rules-Politics - Policies-Procedures	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Yes. Yes. So that comes back to what we do on a daily basis. That comes back to our pre-fire planning. So when we go out and we make our footprint of even a high-rise, we'll plan out, "Okay, here's where the hydrant is for the high-rise. Here are the connections to the building. So we have to plug our hoses into those connections."... Our first three engines, typically, are going to be right around the base of the high-rise.... And then all of the subsequent responding engines, they're going to park out at least 200 feet away. And then, they are going to walk in. And so then those will be the support engines. And then that location is established by-- for our policy anyway. It's established by the fourth arriving engine company. So the fourth arriving engine knows that they're responsible to set up base, tell everyone else where it is. And then, everybody else that comes has to go to that location, so.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Q: Each apparatus has one, and you're required to use it? SME: Yes.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	I mean, [inaudible] kind of understand, you drop your phone and lose it. You don't want it opened. And I understand the city's concern, liability-wise, at having somebody to also have access, so it logs out within minutes of-- I think the max we're allowed to delay is five minutes. It's the way it's programmed.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	The tablets are locked out to only use the one [inaudible] ESO, which is the one program that we're using. And I think a lot of that's just to prevent the opportunity for people to use the tablets, other than for work purposes. As far as the phone goes, no. I wouldn't say-- I can't think of, really, a whole bunch of circumstances where the apps really come into play during a work day.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	And my understanding too, is part of it is because they did a certain program, that AMR - American Medical Response did - and then [County] EMS is what decided the program that we're currently using. So it wasn't something that [City] decided. It was a county decision. I don't know where we were involved in that process, being that we're obviously going to be probably the biggest user of it.

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Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Well, within dispatch, when you take a call and I'm interrogating the caller. The first thing I ask is, "This is Fire Medic One, what's the address you're calling from?" We'll get that out of the way, so I know where it's going. I confirm that. So that I make sure that my resources are going to the right spot. And then it's like, "What's the problem today?" And if it's fire-related, then I go down a certain kind of path of asking questions versus EMS. Specific to our EMS, we have a protocol system. So I have a screen that I pull up that look kind of like an Excel. It's a database that has all these tabs. It's like chest pain versus abdominal pain versus seizure. Click on that, pulls up another screen the first question I start asking. And it starts with, if you answer yes to the first one, the top ones are all medic responses versus [inaudible] responses, ALS versus BLS. So with that-- where I'm going with this is after the dispatcher has that interrogation, then when they send, they have a little notation that pops up on our MDC that indicates 45-year-old male chest pain. History of, or suicidal, scene not secure. So we get a level of a very brief one two-cent synopsis of what is going on as we're going out the door and I look at my screen, and then that and as well as shock. So the dispatcher actually verbalizing that. But if we're going and things get updated, sometimes if it's vital, if we're going and all of a sudden the scene becomes not secure - it was initially, but it's not - they're going to verbalize something that's going to help me to not enter an unsafe environment. A lot of times, things can update as I'm going. Somebody's adding a note that maybe isn't verbalized. So we have access to do that.
Rules-Politics - Policies-Procedures	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] Yes. Yes. It doesn't restrict the use of cell phones. There's definitely some rules about personal use of cellphones, both personal use of personal phones while at work and then personal use of department cell phones. It is allowed. But there's no expectation of privacy or exemption. And then once again, if you're conducting business with a personal cell phone, it is subject to disclosure as well, so.
Rules-Politics - Policies-Procedures	FF	S	Supervising Field	Not specified	Not specified	Male	FF-S-036	[S2] The administrative staff all have cell phones. The battalion chiefs rotate a cell phone. So whoever's on duty, let's say Battalion 16, they

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			Responder					share a phone. And all the captains share a phone. So all the way down to somebody at every station has a department cell phone. They don't take-- those cell phones don't go home as ours do. But every engine, every unit out there every day has a cell phone.
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] I mean, you can't say, "Don't." It used to be don't carry. We know for a fact everyone is carrying a personal cell phone. We ask common sense. They shouldn't be answering on the middle of a call.
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] Everybody is carrying them. They're highly discouraged to not use them for work because if they are using them for work, they are discoverable. Everything on that phone becomes discoverable. So we can't say, "We don't have a policy that you will not carry your cell phone." We have a policy that says, "Proper use. No taking pictures. No posting to your--" and we've had to correct that, where we've seen Facebook posts pop up and had to say, "Hey, you be careful, because that incident that we had recently on a fire. Somebody who used their personal video camera to videotape a fire." Which you have to kind of remind them that that instantly is no longer personal. If somebody requests it, it's no longer a personal item, so. They're carrying them, but I think overall, most of our people understand that we won't-- they're there for their emergency, but they're not to use them for their personal business on our time.
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] So anywhere that goes in now and known problems, they're required to put BDAs in. And we're pretty strict about that.
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] Like a translate thing. They have the HazMat guide on it. There's some medical ones. Dosing ones. I know the medics unit has different things. So we were slow in letting what apps come on because the department of 300 people if we just say, "Hey, add any app you want," we're going to have too much. So we are adding apps as we speak, but we kind of have a little process. We don't just download something and then end up infecting us all, so--

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Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] Which brings up a good point that I think a lot of agencies run in to. They tried it here, and we told them, "We're not doing that." Is the IT people want to put very tight controls on, for instance, on My MDC. Okay? It has an Internet connection, and it goes to dispatch through a master computer, then goes out to the Internet. And they wanted to shut off all Internet, "And if you guys need a website, let us know, and we'll add the website in as you need them." And we, as a fire agency, we said, "Sorry, no. You're not going to tell us what we're going to get to or not. You leave it wide open, and if you see a problem, one of our people doing something inappropriate, you'll let us know, and we'll deal with it. But we're going to use these tools and not have you guys restrict us down where it becomes unusable for us."
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] Probably one of the most useful things is if it's a dangerous scene. So if we're told to stage and wait for police, which is very critical, and we know that. Which brings up a good point. Remember I said we do everything electronic? When we have a dangerous situation, the dispatcher will actually come on the radio and tell us to stage to make sure the crew got that message.
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] So without going through all the history, we have two dispatch centers in [County] county, okay? Snowcom and Snowpak. And the dividing line is-- you're probably sitting on it, or very close, okay? So half the fire district goes up to the dispatch center north, the other half goes to the dispatch center south, and the sheriff's office - which is the police agency for the unincorporated area - is at Snowpak, and we get dispatched by Snowcom. So we're covering this area with two different dispatch systems, one for police, one for fire. Now, it's better because we're all New World One computer system now. So it is better, but still, if one of our people have to voice something to the sheriff, it goes from our guy, to the dispatcher here, a phone call up to Snowpack, then they have to call the deputy on their radio. So you can see the back and forth.
Rules-Politics - Policies-Procedures	FF	S	Supervising Field	Not specified	Not specified	Male	FF-S-036	[S2] So you always have that final handshake, and that has improved things a lot. Where that miscommunication on the radio now is

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			Responder					repeating it back and saying affirmative, is really clearing that up because you can hear quite a few times now when we're at fires, somebody we'll repeat something back and the [instructor?] will say, "No, that's not what I said." And we'll restate what he said. So that's helped a lot.
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3].... We unify command posts now. We try to get so we can relay that once we get to the scene, instead of relaying this-- put a sheriff right next to me. So we're talking to each other and we can both relay without cutting out the middle man. So we're good that way, but it's taken time to get there.
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] I hate it. We have to change passwords every 90 days.
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] Now what we do on our rigs - the dispatch centers and the [trainees?] don't like it much because it's not HIPAA compliant or CJIS compliant- but we use generic passwords. So engine 11, the login is E11. The password is E11. And the unit ID is E11. S if you float from station to station, you can get into that computer immediately.
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] Yeah, everybody knows every unit is set up that way. But it doesn't provide the accountability sometimes, that the IT people want that they know the individual that's using it.
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	Q: Okay. And are there particular issues related to wildland fire stuff that demands different communication needs or have different communication needs? [S] SME: The interagency regulates, yeah.
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Every response vehicle has a department cell phone. So if you're the company officer on the engine here at the trade out in the morning, the officer going off, "Okay, here's your phone." And then he takes it and it'll come through this phone. Now, a lot of employees have opted to add it to their personal phone because everybody carries one now. There's a cost. I think it's \$12 a year that the department does not reimburse for. They've just chosen to, for sake of convenience, to have it in their

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								pocket. They've gotten it. And I would say not all the employees, but I would say probably 30 to 40 percent of the employees have opted to get it on their personal phone.
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Not for work related communications. If the battalion chief needs to call and talk to the crew up here, he would call not the personal cell phone but the company phone. So it's not expected that employees need to use their personal phones at work.
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	They will get the information. The MDC does have the buttons responding at scene, those type of things, that when it's working they will utilize those buttons for that to cut down on some of the radio traffic, which is the direction we're going and we've gotten from Firecom ourselves on 911 dispatch. They would like us to use the MDCs as much as we can to eliminate some of the radio talk time.
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Well, as I mentioned, anything right now that there's caution or potential problems dispatch has been directed through their group to verbalize that to responding crews, just to make sure that they know that that engine got this information and they respond back, "Received." So their mind, they know that they got it. But as far as how crews would like to receive it, I think on just your typical call they're okay with just seeing it on an MDC that, "Okay
Rules-Politics - Policies-Procedures	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	... The expectation is for the crews, or the company officers and medics, is you complete the report before you go home in the morning because the report is basically an extension of a call. Well, as calls get stacked up in the middle of the night, they're not able to get them done. So we have an incomplete report list that gets published once every couple of months. I'm always amazed at how many outstanding reports there are on this list. And sometimes they won't be the whole report. The field report will be done, but it's the one where you come back and sit at the computer, the follow-up one that you got to fill in the blanks for the reporting, the state requirements.
Rules-Politics -	FF	U	Field	36-45	11-20	Male	FF-U-010	We start at 8 o'clock in the morning, and we have a roll call that usually

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Policies-Procedures			Responder					lasts until 8:30, talking about orders that have come out, or any updates to medical protocols or things like that.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	It depends. A lot of people own a driver's position. So if you own a driver's position, you're probably going to be driving most of the time. I'm an EMT, but the driver on my shift is-- they [laughter] seem to always be hurt or off for some reason, so I'm always driving, yeah. So it kind of goes by seniority in that case, in the absence of a actual driver that owns that spot.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah, I wouldn't say that we have a formal pre-plan for every building. I think some of the major buildings have them. But it's more of an informal pre-plan.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	But there is some protocols for switching channels. If there's a RIC operation in progress, they'll ask to switch everyone over to a different channel to keep the people involved in RIC on the channel that they were on and just clear traffic away from that. But that's usually up to the division chief. It used to be automatic, but I think they changed it after an incident to prompt the division chief and see if they want to do that.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yes, every firefighter, every officer, everybody there's supposed to have a radio.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Sometimes we'll get a tiny bit of crossover like they'll use a police code for a deceased person, they'll say like an 801 or an 802 or something like that. Not everybody knows what that means but the dispatchers all know because I think they usually work both sides.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Just the classification the city gives us as far as ranks, it's the lowest rank. As you promote there's H10, 20, and so forth.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	There's a chart and the officers, their job in the morning is to delegate those tasks. So we all take turns, so there's a watch chart and people are assigned.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Oh, training. Okay. So one aspect that I love about Station [Name] is, you never lose out on your skills here, because you have each type of



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								apparatus. So we're allowed to trade shifts with other people. So one day you could be on the engine, one day you could be on the truck, one day you could be on the squad. So you're always keeping up with your skills. So if you're at a, say a single engine it takes-- that's why they have battalion drills, so you're involving other apparatuses.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Ours are satellite. They used to be part of the fire station, but now there's in surrounding satellite areas. And then so within those 15 if, say we tax those resources, there's other private ambulances that can be brought in. But they're not part of the fire.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Yeah. So then, outside the rig, everyone else has a radio that can communicate on whatever tactical channel's on. So you can, within the crew on that incident, or to radio. Because I think at radio, someone's assigned to listen to each channel.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	We designated to that. We have specifically five engines that are not part of our cache here in the city. They're just designated for wild and fire and so they're always available. And [City] knows that we have them, so we're usually the first they call because we have the personnel and the rigs ready to go.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Definitely. I would still pursue college. Our job is so-- it's like winning the lottery. For [City], there's usually-- they hire every other year only for like 150 to 200 positions, if that. And we get it close to 14,000 people applying... It's tough to get. It took me 6 years. It took my brother 12.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	Yep. Yep. And you check the roster and see if you're there that day. Sometimes you get moved based on qualifications. People are hazardous-material specialists, rescue specialists, drivers, officers, and there may be another station that needs them somewhere else.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	So that one person assigned to cook, goes and makes a list, comes up with the recipes, uses old recipes, goes with the old standby, whatever it is. And then you go shopping for the day's food for lunch and dinner.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	Then in the afternoon, a lot of times, that gets split. Whatever didn't get done in the morning, things like hydrant checks, fire prevention

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								inspections of different apartment buildings and houses will get completed. If probationary drills didn't get done or they have extra drills, like they have a book they have to complete, you'll go and drill the probie and do more training to accomplish in the afternoon. You'll also do any station projects. Certain stations have certain responsibilities. So we have, for example, the light rescue vehicle that's assigned to this station.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	No. Well, compared to a hydrant, yeah. There for 15 minutes. Nothing too crazy. Those are just kind of preliminary inspections. Anything that comes up negative on a fire inspection from the company level, it's deferred to our fire prevention bureau. And so the fire prevention bureau, they have to do all the follow up. Yeah, yeah, yeah, they're the professionals.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	Triannual, that means every four months. The division chief, which is stationed here, right? There's two in the [inaudible] with the city. They go and inspect each station. They split them up over the course of the year. But three times a year, this station will get inspected by it's local battalion chief, the division chief, and the rescue captains in charge of EMS responses. And they'll come and check the cleanliness of the station, the care and maintenance of the tools and the apparatus, all that kind of stuff. Member's uniforms. Their personal protective gear. All that stuff needs to be labeled, marked, clean, serviceable, all that stuff.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	There's code one, two, and three. So code one is like, today. Can you get here today? But we never use it. Code two is abide by all traffic rules. Do not turn your lights on. Just drive at the miles per hour. Code three is this is an emergency, life threatening, or potentially--
Rules-Politics - Policies-Procedures	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	That, and the applications need to be vetted. And I know that they're trying to set up an application store, if you will, that vets public safety applications and not just throw them out there in the Apple iTunes store, or whatever the Android version is, and trial by error.
Rules-Politics - Policies-Procedures	FF	U	Supervising Field	46-55	21-30	Male	FF-U-016	So I have to buy my own laptop computer. So that's very important, especially when I travel that I have my own computer. The department

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			Responder					doesn't give me one. But I have noticed that some things are easier on the iPhone platform than on the Droid platform. If I'm dealing with documents, I need to forward something really quick, it's easier on the iPhone than it is on my Droid.
Rules-Politics - Policies-Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	No phones. The department does not issues phones to firefighters. Firefighters carrying phones on their person in fires, if they want to risk their own phone, it's probably going to get destroyed. So I would never-- even as a ladder truck officer, I would never carry my phone into the fire with me because I don't want to destroy my personal phone because it's very wet, it's very humid, you bang things, it gets crushed, it's in the way.
Rules-Politics - Policies-Procedures	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	Yes. So that's the kind of capability we need. It costs money to change over systems. Any time we touch the CAD computer it's always an issue for the-- we can't mess up CAD. We can't have an outside application touch CAD and screw up CAD. That cannot fail. So they're very touchy about what touches that, and I understand that. But we need to be able to pull addresses now from CAD because there are systems and programs out there that will give us the building information that pull off that address from CAD. So we got to be careful about what systems we use to do that. We currently aren't capable of doing that at this time, except for the battalion chiefs do have the iPads and the division chiefs. But realistically, the only ones really working on the iPads are the division chiefs because our battalion chiefs in [City] go inside buildings. So you can't be on an iPad while you're inside looking through smoke trying to look at your iPad.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	We don't work for the [city] except I still have to answer to the commissioners just like I do the ambulance district commissioners and the mayor and the city council.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	And we have cell phones on all three ambulances and on the first out engine and then the duty officer's cell phone that the captain of the day will carry and both the assistant chief and I use our own personal phones rather than carry a second phone.

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Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	So all of our full time staff have a radio as well as which I had to make sure that all of our EMT's carry a radio as well and then after that the rest of the (INAUDIBLE 00:08:09) members carry pagers.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	And it's actually that way county wide. This year we finally got a signed document from everybody that if there's a call and you're close by anywhere in the county and you hear it you can go to the scene.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	The problem is when the mayor does a great job and gets some money and the technician orders it all and then leaves so and I could go install it but I'm not allowed to do that anymore. It's not my job description.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	They might have a written protocol but they don't have the CAD based unlike EMT.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	There are five things we are required. Let's see if I can remember them. It's the address, cross street, what kind of incident it is. What are the others? Common building name or subdivision that's very helpful for us so sometimes we get dispatcher a street address and then get there and it's a huge building with a bunch of units and have to ask again. I don't remember the fifth one but anyway.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	I would agree totally. You know we didn't send anybody out this year because we ran into some paperwork snafus and staffing issues are big for us.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	We have protocols that within at least the first year we try to get you into some type of a fire training you know. You're on probation 6 months. We've had a lot beyond for a week or a month and then just leave town and so once they have their training, driving, training and stuff like that and some of that is slacked because of time a lot of it though is I guess me knowing the people and common sense.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	I think right now I have I'm going to lie to you I should know off the top of my head but being I've lost some and gained some I think I have seventeen all in the department at the time. I can have up to 25 that the town will pay for but anything over that as far as their dues because we

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								have to pay yearly dues on each fireman then I mean that's the max that they will pay for is twenty five.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	It's a great community. Very small, very tight but they have really, really supported this fire department. I mean amazingly because it was just last October I believe we finally got the sales tax approved they voted it in..
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	...I guess the state or the government or the state they give us (00:15:35) used to be I think about \$5,000 a year and that's got to be all itemized so you can only buy gear or flashlights and every penny has to be written down.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	I think they took out a loan and everything else. I guess since I've been chief I've always remembered that and actually probably been a little too tight with money but I'd rather have it there than not you know and this sales tax I thought was going to be a great deal and it is don't get me wrong but it is a pain in the rear as far as being able to use it because I had it in my head that you know between those seven departments actually there's eight because [name] is part of [county] now because they changed the lines but they only get a like a 16th or an 8th of what we get but they divide all that money equally between those seven departments and I thought they were going to hand us a check and say here put this in your bank account well it's not that way. You have to go to the chief's meeting and if you want if it's over x amount of money you have to get three bids, you have to get approval by all the other chiefs by everybody in that meeting, you have to then have your own money, pay for it and then get the receipt and then it'll be not until the end of the next month before you get reimbursed for that. So it's kind of a pain to be able to use it.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	... And now you know these days by NFPA standards your gear even if it's brand new, never been worn if it's ten years old you got to throw it away and replace it. Well it's to rig out one fireman is almost eight grand completely that's boots, hats, bunk gear everything.

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Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	I doubt it because being we're just a first responder agency the state only allows us to do this much. You know even though I've got EMT's and paramedics on my department. As far as I know you know I can't legally carry stuff that they are able to use on my truck because of the fear that a first responder is going to use that when the paramedic's not there you know or something like that so I imagine there's a I don't know how much more a guy could do as far as that besides jumping up to a different agency you know as far as certification wise as a department.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	It needs to be a lot less as a paid. There's way too much whoever state or government trying to get us to be like a paid department. It's not going to happen or work with a volunteer fire department. By our ISO guy if I heard him correctly we're supposed to have every new recruit that I put on or member is supposed to have 240 some hours of driving before I actually let them drive a truck of training.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Q: So the standards that you're being held to are the same as standards for any kind of paid department? SME: I would say 95% of them yes. There maybe a few that aren't but for the most part yes.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Yeah. I mean like I said we have protocols that it's mandatory that you take so much training but just for safety reasons you know. You can learn a lot from the training but you know they want us to have you know continued education and continued and continued to keep up on things and the medical side I can see you know because a lot of things are changing there but I mean there's [Organization] training that they want us to take everybody has to have that and it's just a onetime thing thank goodness as far as some of them but there's a lot of other training you know that just I mean firefighter 1, firefighter 2 if you go to [Name] and do it I think it's a 2 week program.
Rules-Politics - Policies-Procedures	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	[S2] Yes ma'am. There is additional training. Our EMR is mostly done through the area vo-tech which is paid for by the department and I think we had two guys just do that and I think it was I think \$350 if I'm not mistaken that we just had two new guys just finish the course.

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Rules-Politics - Policies-Procedures	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	[S2] Okay from the government standpoint that makes our regulations understand we're doing this on our spare time. This is not you know we're not paid, we're not sitting here at our fire department going okay we got to have a call any time you know we're at home, we're at our jobs, we're at our kid's basketball game, t-ball games, we're at our kid's birthday parties, we're at our family Thanksgiving's and when our phone goes off we leave those you know and so and then when we have training you know it's like I've been on three calls already this month you know I've taken enough time off. It's hard to get guys yes, we need the training but you know whenever the state's going you guys don't have enough training.
Rules-Politics - Policies-Procedures	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	[S2] There's a lot of them. Which it's good that we have them. It's good that we have them because that way you know we can't say we've got to have this done and it keeps us in check. It keeps us up to date knowledge wise, training wise because I mean if we don't know what we're doing on the scene we just will not show up but it comes to a point that what's realistic. What's realistic for us. You know we're not going to be put in situations like a big city would you know we don't have anything high rise here you know we're dealing with elevators and multiple, multiple stories you know.
Rules-Politics - Policies-Procedures	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Initially your base job responsibility is fire suppression, preservational life and property and our motto and our code of ethics what we take our oath for is to preservational life and property. To elaborate on that we do a lot of fire preventive safety measures.
Rules-Politics - Policies-Procedures	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	If we see some stuff that you know if the [Job title] were to come in right behind us they may put these people in a little bit of a pickle we try to point that out and say hey you know let's get that knocked out. We have a duty to make note of it but we don't really necessarily have a duty to report it immediately unless it's a life safety violation so we have some days where we're assigned a fire safety education which means anything from going out to a school to talk to kids, going to community centers to talk to community groups, going to retirement centers to talk

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								to elderly people so we have routines but it just depends on what day you work per say and what comes down the pipe.
Rules-Politics - Policies-Procedures	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	...Whether you're a volunteer or you're a professional when you're on a call the same level of accountability is necessary and I think that's what they're going towards making sure people are trained, training records are kept. People volunteers in the state are allowed to be in the state fire pension.
Rules-Politics - Policies-Procedures	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	...My wife is fixing to complete her firefighter one as just a volunteer. I have given her specific instructions on what she can and can't do when I'm not here, who she can and can't go on a fire with because there's some people out here who are very trained and I would fight fire with them but there's some people unfortunately out here that I wouldn't give them a garden hose to put out a trash can.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] What do you think? If you can't find it but if they know how MDT, MDT does have a map on it. You can pull a location up on there. It's not directly like your phone will give you turn by turn but it will give you a good view of where you're going.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	Q: So is there do you have policies around the use of cell phones? [speaker 2] SME: No I don't think we have a real... Unwritten more so for the drivers since we do have drivers that are not really specified to have any type of cell phones but besides that there's no really true policy out there like that.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] Yes, yes. So if you go to most cities the fire department is either contract [city] is different the fire department runs it but they'll have their own police service where [city] Police Department is the main security element at [airport]. We are the primary fire and EMS provider at the airport so in terms of EMS the downtown operations we do not transport patients. Out of the airport we have our own ambulances so [city ] Fire will transport patients to area hospitals.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] Only from the airport. Correct.



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Rules-Politics - Policies-Procedures	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	Q: I find this interesting as well because you've also got a couple of different universities within the downtown area or within the city limits which have their own jurisdictions in some ways at least for law enforcement but fire covers that all as well? [speaker 3] SME: Yes
Rules-Politics - Policies-Procedures	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] The same way we have their code blue so where we can turn up their frequencies if need be because certain stations we're kind of right on that borderline where we will share our territory a little bit.
Rules-Politics - Policies-Procedures	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] I'd have to say on an incident in a response phase of it we're not talking I mean because police is on their frequency we're on our frequency however once we get on scene or even for a planned event we'll reach out to Sergeant [name] and they'll designate channels so we are not an entity that can provide all of the services needed to manage an event. As of this weekend SCC championship you'll have multiply jurisdictions come in to assist so you'll have state, federal and local agencies mainly law enforcement with the [City] Fire coming in to make sure that you as a visitor of this city get the right service that you need so they'll designate channels so instead of all these agencies being on one channel being on their different channels we have mutual aid channels and they'll designate what channel will operate off of for that particular event and the rest of the city goes on as normal daily operations so we don't compete on any daily services.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	We switched to the 700 system pretty much last year because we have a 150 megahertz system. And in the terrain we're in it works pretty good. Portable to portable. We've got multiple tower sites and repeaters and Vodor systems and it's kind of complicated but it works until lightening hits it and just fries a bunch of it. And the last time it took out most of it. And we're still trying to put it back together. That's our main dispatch where we get our tones from. But we switched to the 700 system that the state takes care of. And other than some dead spots particularly in certain buildings it does okay other than its alerting feature, we have... we have 11 stations. Each of those stations are supposed to have a different dispatch tone so that you don't wake up the whole [County]

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								because one of them has to go to a first aid call.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	I can't talk to the guy in [City] very easy. Okay? And a lot of that's programming but the radio only does so many things. I've got a bazillion channels for my fire department because that's how many is in the band but I don't necessarily need all of those because I--but I can't get outside of my band in one of the A, B, or C zones. I've got to go start changing, it's got 9 zones to it I think outside of A, B, and C and they're separated and creating things and some of them aren't even used. But I've got [County] over there that we ran a call, we run a fire with them occasionally, I can't talk to them. The [County] next to us, they--I can't go just get into their fire response.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Now let me tell you this. We have... other than the 2 radio systems that we're dispatched across 'cause we're dispatched still across 2 different ones because that's a rating thing, for rating purposes. But we also use other technology that we don't get credit for but a lot of people get their messages this way. We have a tech service that we use that comes out of here that AT&T does. It's through the AT&T system and then we pay for what's called Active 911 and that system sends a message to our phones. And those 2 things seems to go down more than--frequently. And it's not--usually it's just some little glitch and once they figure out it's down, the biggest thing is figuring out it's down. Once you know it's down, you tell them and they figure out how to fix it most if the time.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	If they don't have one, they don't get that service. But other than that, no. I mean none of us complain about the fact that we're using our own. You know? It's a nice feature for 2 reasons. One) I don't have to carry the radio. Let's say I want to go to dinner which I carry mine if I'm in the [County] but if I'm close by, I can leave, you know, I can leave the radio outside. It'll--there is a delay in it though. The text messages, some of them come before the tones do because as soon as they're generating the call it'll generate the text message. So we'll--a lot of time and I've got a couple of people, we call it across the concrete divide or the road between the two, as soon as they get a text message they want to start

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								calling on the radio do we have a call?
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	You've got to do 3 hours of training per day on shift outside your regular duties. Volunteers have to do a minimum of 60 hours a year but they're supposed to do up to 240 hours a year. So if you're going to stay in the department you have to meet at least the 60 for us. But we have very few that miss the 60. You have a nuclear plant out here. If their shift falls wrong we may not see them, they have to make theirs up a different way. But, yeah, we do tons of training.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	We're focused on task oriented things at that--that have to be done right now. We don't always get the same information that they sheriff's office gets sometimes. And it's simply because one person is taking it and another person is doling it out. Well the person doling it out... and part of that's our own fault. This radio has a response coord--coordination channel so instead of us moving to it which we've discussed and we try to do, we failed at it and it's an administrative issue on our side, on the sheriff's office side, on the EMS side. We should be switching to a response frequency where everybody hears the same thing and then when we get to a scene if we need to do something outside of that we need to just move that part of--we'll still hear it, it scans.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	That this dispatch system feeds some of the information in, it just doesn't track our times as well. And it's because, again, number of people.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Training-wise, again, I'm going to talk to [Name] when I leave here about getting their people to prompt them to go to respond coord. And it's going to have to be that they tell everybody on particular calls and if they have more than one call they're going to have to move them to something else which we all have. We have a response--every one of us have response channels on these radios. And you can segregate your two calls and only they would hear the two of them. A lot of it, I say that the fire service is 250-something years of history unencumbered by progress. And what it is is it's just hard to get the people to change when something better is out there because it's easy to do what you know. It's

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								hard to go learn something that's new that you'll really like.
Rules-Politics - Policies-Procedures	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	And so you've got those levels of things. And they should be communicating amongst themselves and only certain ones, as you move up, should be talking to the next level. That's training. That's frequency. Allocation. That is, you know to make sure you have enough of them that's the ability to talk to other agencies when you bring them in like we do Auto Aid with the two of [city] but we're on the same radio system. We do aid with the [cities]. I can't just talk to them. It's--you know [name] is not in my radio but [name] comes here and [name] goes there and we go there to do things. I can't talk to them. I have to get on a response channel instead of being able to say--tell my dispatch I'm going to be on [name] frequency.
Rules-Politics - Policies-Procedures	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	So we go around throughout the [County]. Land owners who have significant sized ponds, we'll have an agreement with them to where we can use their pond for a draft site and so it's all stuff like a little written up contract and everything. And then we go out and put signs at those places for other people to know that, hey, this is a draft site, if you have a fire in this area somewhere and you need water this is where you go come get your water from.
Rules-Politics - Policies-Procedures	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	... The worst thing about that I guess is the price tag that's on them when they first, you know, hit the market. And of course may be like most anything else, being a government agency, you usually have to go with low bid I understand but I don't agree with. But it is what it is. I can't--I'm not the person to change that. Not singlehandedly.
Rules-Politics - Policies-Procedures	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	I guess if the prices of the gadgets weren't so expensive and/or if we as government entities did not always have to go with low bid type stuff maybe more people could have, you know, the better technology... and that technology may make the difference between whether somebody comes home one day or somebody shows up at their house to tell their spouse and their children that they're not coming back so.
Rules-Politics -	FF	R	Field	Not	Not	Male	FF-R-053	[S4] ... In certain areas of the county we are required to test pressures

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Policies-Procedures			Responder	specified	specified			and flush them, some utility districts won't let us touch them but we still have to identify where they are and so we do that once a year and what else we do, we call it pre-incident planning. We visit all the commercial structures in our first response area and we plan for a fire to happen; we get contact information, we know where the utility shutoffs, are we know where all the exits are - if we have to go inside, we know how to get out.
Rules-Politics - Policies-Procedures	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] If it is a fire whether they can apply safety rescue, water supply; who is going to do what, when, where and how. A medical call, if it is chest pain I am going through my head all the chest pain protocols that I have to follow, what kind of meds I am going to give, what kind of blood pressure I am going to expect, what am I going to see on the monitor, I could kind of pre-plan as I am going to the scene and if I don't get that accurate information from my dispatchers, it makes it tough on our jobs.
Rules-Politics - Policies-Procedures	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S2] If you work you are required to come because you know what I am saying.
Rules-Politics - Policies-Procedures	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S2] Well no, we have so many radios on each truck.
Rules-Politics - Policies-Procedures	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S2] Well they do issue us pagers but not everybody; like I don't know how it works.
Rules-Politics - Policies-Procedures	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S3] We take the pagers home too. We have all got pagers.
Rules-Politics - Policies-Procedures	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S3] [indiscernible] they keep the percentage down and once you go on like I went on 25%, some goes on more percent it depends on who is here the most.
Rules-Politics - Policies-Procedures	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S3] We got two zones, we got a zone here and we got a zone down there. I live in this zone up here, so if we got something that happens down that zone down there then I am supposed to just come here. Same thing with people down in zone 2, if we got in the zone 1, they are supposed to come here.
Rules-Politics -	FF	R	Field	Not	Not	Male	FF-R-054	[S2] Like you have this, we have to I mean if no one has got a truck yet

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Policies-Procedures			Responder	specified	specified			and obviously go by and go get a truck but the truck has already responded to drive to the scene.
Rules-Politics - Policies-Procedures	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: And you tag in before you go out and fought the fire. S1: Okay. S2: And then make sure that everyone had a part which is personal accountability report? Personal accountability report. S1: Okay S2: Like you had to be spot on where he is going, this is like pretty much a natural disaster.
Rules-Politics - Policies-Procedures	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S2] They can't let everybody go because they have to have somebody to stay here.
Rules-Politics - Policies-Procedures	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S2] Even the dam, we preplan the dam.
Rules-Politics - Policies-Procedures	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S2] [indiscernible] two biggest places around here, other than your schools I mean we also have to preplan the schools too.
Rules-Politics - Policies-Procedures	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S3] Really we have got all the big ones preplanned in our district.
Rules-Politics - Policies-Procedures	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	No. I go straight to the scene. If it is down here, I go straight to the scene. Now if it is up in the [town], we've got a big mutual aid or big fire, the [Job title] of radio dispatch over all our pagers way to, you know, the station, which is [Name] is our station name. Wait for [Name] for, you know, we will call you if we need you. Get the trucks. If we need trucks, we will get the trucks ready and we will start getting ready if they dispatch us again. And, if it is big enough, they will say we need a second lot, and then they will page us again, and that means by that time they are calling other departments for mutual aid to assist us on the call.
Rules-Politics - Policies-Procedures	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	... Because, I'd hope not -- because that is our plan, if schools - active shooter, all the fire departments are supposed to start converging for mass casualties and all that stuff. But we have handhelds, walkie talkies and they are hardest thing to hear when you are in a fire, I mean, there is no way of changing that.

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Rules-Politics - Policies-Procedures	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Right. Unless we get our Captain on the scene or one of the lieutenants and then they are on command until, if he comes, sometimes he doesn't -- he will call and say, I'm at the station. If you need something, let me know. And then we are like okay, we got this handled, like if it is a wreck and if it is not real bad. He'll say -- alright, I am standing by the station, let me know. But most of the time we got one or two lieutenants on the scene that are -- you know they have been doing it a while so they know how to take care of it. We got a couple of real active firemen and their lieutenants and they know pretty much what the chief knows.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: department issued iphones] ...We just got our patrol but everybody at the Sheriff's office has an iPhone. Text messages between co-workers and bosses about things you can need. And sometimes it's as simple as, during the workday, "Hey." I'm interviewing somebody in the jail, "Can you bring me a form?" Cool. Or it can be 10 o'clock at night, "Come find me in the morning," or, "I need to do this in the morning." And some of that bothers me, some of it doesn't. That's why I try not to go through the emails. But some of them are-- there's a lot of junk mail. And being me, I get my Cabela's emails sent to my phone. So that way I just-- but on weekends, I'll spend 10 minutes at a time just waiting through it. I haven't gone on. And I've just waited through...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: department-issued iphones] So the detectives got them and command staff got them before everybody else. Patrol just got them the last year and a half or two years. And I want to say I've had one for-- well, since the five came out, so probably three to five years. They don't buy some nice ones. I mean, the one I got now is a 5C. C stands for crap [laughter]. But we get the ones that-- they're not upgraded if I break it. I might break some stuff. I'm kind of clumsy like that. Because they'll give you the new Penny phone, the new Penny iPhone. I'm like, "I cracked the screen on one of them. I'll just go get it fixed. I'll pay you the 20 bucks." ... No, just give you a new. And everything is backed up through our cloud. So it takes half an hour to swap everything over, so is what it is.
Rules-Politics -	LE	R	Field	36-45	11-20	Male	LE-R-017	[RE: authentication] ...Actually, this one does... Maybe it's an S because

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Policies-Procedures			Responder					the C, they discontinued. But I've got a biometrics on this. I don't know if we have a departmental policy that you have to. I don't know. I do just because... I'm minor anal about this. So yeah. I've got a four digit pass code. I don't have the one where you need to type the Declaration of Independence to get into it because that's just annoying. But then I got biometric and then the pass. And then for our county email, it's all through Gmail. I'm not a fan of because I don't like the fact that Google keeps everything. I'm sure Apple does too. And I'd be naive to say they didn't. But then through that, then we have two step verification. So I can access my Google drive, I guess, every 30 days. And it's always at the most inopportune damn time... I've got to go into the Authenticator app and get my six digit number or whatever it is, and then go back and type it in.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] So I've got Facebook, Google, Voice, and Messenger. But they're all linked up to not my real Facebook. So they're all hooked up to UC accounts, undercover accounts. So I got Snapchat because dopers put all their shit online. So you can get Snapchat video. I got my Dunkin' Donuts app because I need to know where I can go to get a good cup of coffee [laughter]. Chive, like I said, for boring meetings so I can entertain myself and not be loud. Reddit. We're just starting to get into dark web and some stuff like that. And there's a lot of shenanigans of food on Reddit. So I have the app but don't really know much about it. I've got [State] Road Conditions. Being up here and being-- it can come in handy especially when your only connection to somewhat really outside is [Street]. It's your main one. And it closes down for hours at a time so-- and it's always when you need to go to Denver. Let's see. Pandora, Spotify. I've got one called Scannable. So when I get sent somewhere, we have to keep a copy of receipts. This takes pictures of them, and then you can email it to yourself in a PDF form. WhatsApp, another one, you talk to the fine citizens that I deal with. Google Maps...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	I am very blessed that my office is here. We're off site. I'm not at the main office... So most of our guys are based out of our sheriff's office.



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								But then we have a couple that just lived in different spots. We have a couple substations. That serves the community better. But I get fuck all done when I'm in Eagle at the sheriff's office. There's too many distractions. Like I said, I can handle homicides to hanging Christmas lights.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...And being detectives, it's a spot we all have to attest for, and everybody gets picked because of that drive to do the right thing and get stuff done. But it gets very frustrating that the boss is always coming in and derailing your train of thought.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...I guess nationalized reporting database, or so maybe not reporting but name database. When I first started here, there were, I think, five or six agencies in the county. And we each had our own report writing system. In that report writing system, you each had your own name section of names, the addresses, and everything. Well, then we all joined up, and we got on one common one for the country, so all agencies because you'd have the same person entered six times in each of these things. Now, we're all just entered once, one big name database...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Well, I am. I mean, I got a car. I got a 4Runner, but I hate it. I had [inaudible] Ford I liked too much better. But patrol cars, there's just so much crap in there that it's tough for me to fit. And there were the different styles of cages. And if I went back to patrol, I'd-- I'm at a point where I could spec out my car within in the sense of, "Don't put this here. Put it on the other side. Or put this piece of equipment somewhere else." So I got that little bit of stroke. But I'm very blessed by that.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	For our agency, we're not supposed to, but we're down enough people that we have a one to one-- or just about one to one so everybody has their car, which I think is great because you know how that car operates. And naturally, guys that have their own cars treat them better because if it's a pool car, everybody drives it like they stole it. It's kind of like a rental car.
Rules-Politics -	LE	U	Manager	46-55	31-40	Male	LE-U-020	Sure. We have Motorola as our CAD vendor. And we were moving from

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Policies-Procedures								version 3.1 to 3.3. It's a large step. There were steps in between that we didn't take. So we're moving up to that. And in addition to, not only our communication centers that I'm directly responsible for, but our MDCs, our mobile computers with the troopers. And that's been more of a challenge, test-related. We do have a section that's just in charge of the MDCs and mobile. So I'm less hands-on with that, but still overall seeing on the project, so.
Rules-Politics - Policies-Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: CAD-RMS auto-populate feature] Yeah. That's kind of one of the important pieces that we've been working on, so... And that kind of fueled the upgrade. For us to do that, we needed to get to that level for it to be able to do that, so.
Rules-Politics - Policies-Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	Not really. Apps are very limited. We don't issue our officers phones... We do for supervision, but not the individual officers. Obviously, everybody has one. And nowadays minutes are unlimited. You know it's not like the old day. Texts are unlimited. Data is the only thing they charge for basically now so.
Rules-Politics - Policies-Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	...when our CAD went down, we went back to manual. And we used to be on a card system, and writing things down on cards and the frustration level of our dispatchers was through the roof because they're not used to it, writing things down. There's very few people left in this business, you don't stay in this for 30 years. So they had no concept of what writing things down were and then the ability, when it came back up, they had to go back in. The frustration of back-filling information. And so it's gone from a-- when I started, we-- the radio system, we shared channels. It was VHF. So we still had multiple-- we actually had more dispatch centers. We had 17, now we have 6. So, we did consolidate
Rules-Politics - Policies-Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: consolidating 17 dispatch centers into 6] Part of it was we were mandated by the legislature to do it. So it was a mandate, but it was one that was a money saving, instead of having to keep up 17 individual dispatch centers we can consolidate. So, you don't have 17 recorders, you don't have 17 copy machines, in the equipment end of it. But people, mostly all of them, we kept the majority of what we had. So it wasn't an

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								FTE savings, it was more of an equipment savings. And an efficiency savings with one of the biggest pieces-- most of those were one-man centers. So, if you got into a situation, you were it.
Rules-Politics - Policies-Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	One of the things we have, it's called the Safe2Tell program, which is it's for kids to call anonymously to report incidents involving in schools, whether it's bullying, suicide attempts, all those type of things. It gives them a unique perspective to be able to call into-- when it started to-- it was a toll-free number, totally anonymous. And when we started this back, maybe 10 plus years-- and it was good, it was busy, it was those type of things, but a year and a half ago, they implemented the app and it went through the roof.
Rules-Politics - Policies-Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	...When DTR came in, when Digital Truck Radio system came in, the ability for responders to be on the same talk group, same thing, share information, is there. We still have agencies who, for one reason or another, did not adopt DTR. They're on a different system, or they're on a DTR system, let's say silo, because they want to control off of states. We do have silos of communication, so we do have interoperability channels with all the different agencies. So there are some that we can still talk direct to even interoperability to multiple systems. But there are some that have to go through dispatch to dispatch. So we have a little bit of everything. A lot of our centers that we dispatch police, fire, EMS, we're dispatching it all, so that's a one-stop shop. So we have the ability to go from-- we do everything to-- we have the interoperability and then some we don't have much of anything other than dispatch to dispatch.
Rules-Politics - Policies-Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	They all know how to dispatch all of them, but they do rotate through different areas. I mean, so some will do law, and then tomorrow you come in and you're going to be responsible for the EMS, or fire, or those type of things. And they do rotate through each and every one of them because you can never predict on who's going to call in sick.
Rules-Politics - Policies-Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	So that's the ability for us to-- and that's required of all of our centers. We have our busy radios with the multiple troopers, and everybody has to have their ability to work that radio. And we get kick-backed

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								sometimes and says, "No, we want our dispatch. We want this dispatcher." And I'm saying, "Yeah, but I've got to make sure this other dispatcher that may not be as fast, and may not be as fast, has functionality in you because your favorite dispatcher may not be here someday. And if the other one has never been there, it's going to be a lot worse."
Rules-Politics - Policies-Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	And we've gone a way to-- another trend that we got a way with, there use to be a-- we build the patrol car and then we put in all the other stuff. You know, the light bars, the radio, and everything, so a lot of stuff, push bumpers. Now we're ordering a lot of that on the car. So where we use to switch out type things, for a budgetary person, it was probably a really good thing, that you can-- but the down time of the cars and the ability that you've got four-year old light bar on your car that you're going to run for another four years is probably not the best thing. So we order these things and then they come in one package. The only thing is when they're done, they belong to our fleet management. Then everything involved, we take the specialty stuff off of it, but like the push bumpers and type of things, they go to sale at a fleet so-- it's a good thing that we have the ability to tap into it because we know those cost and we don't have to retro fit-- And our build outs are a lot quicker.
Rules-Politics - Policies-Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: patrol car build outs] Well, it's a connectivity issue. We get the cars, and then they have to put in the radios. They have to install the radios, have to install the connections for the sirens, the light bars, those type of things, the cages. The cages they put into them, as well as their equipment. And then they have a box that they put their stuff in so--
Rules-Politics - Policies-Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	And one of the things we have in [State], we set up a-- it's Star CSP line which we use for road rage, and impaired drivers. And those calls are directed to State Patrol dispatch centers whether they're in a metro area or not, because we're not taking away from true 911, it's not a 911 call. But they did direct it to us and we typically are responsible for the highways. Those calls obviously go through the roof as well. One of the huge numbers that we have. So, again, it's a technology that we saw an

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								issue and said, "If there's a way we can get some of these calls direct to us, we'd get better information." So we worked with the carriers, all the major carriers, we met with them and set it up. And initially, when we did that, time on phones was an issue, people didn't want-- so we got it to be a toll-free call.
Rules-Politics - Policies-Procedures	LE	U	Manager	46-55	31-40	Male	LE-U-020	...In law enforcement, it's different because typically your sheriffs are elected, so they're going to do things to keep themselves in a job. PD, depending on the area, could be there for a long time or it could be very volatile. You're at the whim of the city council or whatever that they'll hire and fire or do whatever they want if you don't do what the mayor tells you to focus on...
Rules-Politics - Policies-Procedures	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	So overall, officers go through training, and then they're issued a body camera. And they wear them on a daily basis throughout their patrol shift. At the ends of their shift, they're required to have it on when they're dealing with a citizen. And then at the end of their shift, they dock the camera, the video, automatically offloads. We're one of the few departments in the country who have integrated with our computer-aided dispatch systems. So it'll automatically tag the video as belonging to Officer [Name] and Officer [Name] who's on a burglary call, so that's what this video corresponds to. That eliminates the officers having to manually enter metadata into the video. So that's kind of just overall how the system works...
Rules-Politics - Policies-Procedures	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Just a few months. Yeah, in fact our policy is still awaiting signatures, so we're trying to refine going through ICP's best practices, that kind of thing, to establish our program... we have three individuals who have attained their FAA certification to be able to fly them. It's kind of in its infancy stage as we're trying to take things slowly to do it right basically.
Rules-Politics - Policies-Procedures	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: LPRs] And we required training for most of it for being able to use that. And it requires that the officer be able to want to use it and be able to have the time for it to do it.
Rules-Politics -	LE	S	IT	Not	Not	Male	LE-S-015	[RE: training] Or somebody's coming out of a special assignment, non-

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Policies-Procedures			Specialist	specified	specified			patrol assignment. Somebody's coming out of narcotics, the most common one where we'll spin them up on the cameras. Get their cameras [in tune?], spin them up on the license plate reader stuff, sit down, do a refresher with them on the report-writing program, and the dispatch program, and MDCs because they enter reports differently, like a detective would, as a vice or as patrol officer, where you do it from the programs on the MDC. Then, it's got to go through an approval process, so how they do it is different. So, yes, so [name]'s spinning someone up on something in training them.
Rules-Politics - Policies-Procedures	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Not very many people like our computer-aided dispatch system that we have right now. We have one very different company before that everybody liked a lot. We switched away from it. Now, they don't like this one because there's some issues with it. So that contract comes up every 5, 10 years, so we'll get out of that sooner or later.
Rules-Politics - Policies-Procedures	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	It depends on your assignment, but for the most part, the officer on the road working a patrol assignment doesn't get a cell phone. There are officers who are on call or something like that, then they get a stipend for their cell phone.
Rules-Politics - Policies-Procedures	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Some officers are given a choice of a stipend for their cell phone or a department-issued cell phone. There are other officers working in covert units that are going to need to use their cell phone for that type of operation. So those are city cell phones that they're given to the officer.
Rules-Politics - Policies-Procedures	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: responding to incidents] SME S3: And I'm not nearly so greedy, I don't [laughter] currently go out and work the road, although we are allowed to go out and work the road, and actually encouraged to go out and work the road. Yeah, but I am 2 years removed from working the road after 35 years of being on the road, so.
Rules-Politics - Policies-Procedures	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...we just went to a form for putting our property in, booking in property and evidence. That is getting rid of the paper form. So in a sense, it's easier. You're not lugging around- you don't have a briefcase, you taking in the car that weighs 20 pounds because it's full of stacks of papers

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								and forms that you need. But now there's additional steps you have to do on the computer to print out your barcode to slap on your property before you turn it in, and those extra steps, people are like, "Easier, my foot. This is a pain in the butt." When it is kind of-- actually, it's a lot simpler in the long run.
Rules-Politics - Policies-Procedures	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	It's another new thing they just did was a got to [inaudible] dispatching. I hope you are familiar, but that scripted thing that the call-taker do when they get a call. It affects how the call prints out, or how it displays in the car, and it affects how it's aired, and when it's aired. And so there's been some growing pains with that. But everybody is getting more, and more used to that too. I think they, for the most part, they do pretty well. There's been some problems, some complaints, and one of the solutions that they just went to is to bring dispatch back under the police department umbrella rather than having it as a separate entity that it was before, so that means they can do rest here.
Rules-Politics - Policies-Procedures	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	So internal communication, there isn't a lot except at the chief's level, I'm sure there is. But there isn't a lot of, I guess, communication interaction between the agencies. Now from a radio standpoint, or a radio system, we have the capability to talk across police, fire, that kind of thing. So that's pretty seamless. I mean, we all have the same radio system. Everybody in the city has the same radio system. We have it set up so that if a street worker is in trouble and needs help, they can get on the radio and call dispatch and get a police response.
Rules-Politics - Policies-Procedures	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	We've got a lot of posting restrictions on these social media.
Rules-Politics - Policies-Procedures	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: mobile fingerprint readers] ...People like them. They've been very helpful when they've used them. Overall, unless there's something wrong at a state level where the system's down, they work super fast. And actually a few times we've used them, two or three times in the last 12 months to identify cadavers. Dead people, no ID on them, they've done that, and once the coroner gets there, you get the coroner blessing. They check the fingerprints. They'd be able to get reads off of a bodies before,

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								so.
Rules-Politics - Policies-Procedures	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: mobile fingerprint readers] we got a lot of positive feedback about it. It's a very, very useful tool, and we have a policy that is in place where there are rules about when you can use them, how you can use them and everything, but it's been a very successful technology implementation.
Rules-Politics - Policies-Procedures	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: mobile fingerprint readers] it's voluntary. They don't have to submit, but if they don't, you then have a decision to make and then you proceed from there.
Rules-Politics - Policies-Procedures	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: new technology] ...by policy, everything has to flow through our section, and then [Name] who was here-- he's my liaison with IT, so [Name] and I then coordinate, research, and determine whether or not it's even worth looking at. And then our next question is, okay, where's the funding source? Because we're not going to do a whole bunch of research and everything if okay, we do all this and then there's no money for it. So that's kind of how that workflow goes that somebody comes up with an idea. They contact me. We make a determination whether or not it's worth looking at, or maybe, we've already looked at it, so that's kind of how that works....
Rules-Politics - Policies-Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	We use cell phones quite a bit too. We try not to use them too much when we're on scenes because it's not recorded. But a lot of times, once the scene's stable, we'll be using our cell phones back and forth to get the stuff we need instead of using up the air time because we're limited. Only one person can talk at a time, and some stuff is more important, some stuff isn't, so there's a lot more cell phone usage...
Rules-Politics - Policies-Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	When I get here, I get in my assigned car, just log myself onto the CAD system using our computer. And then get a go-out, or usually, it's catch up on the other stuff I do. And then once I go out on the street, I start doing traffic enforcement. Even though I have access to-- I can directly input into CAD from my car, put myself on calls and stuff like that, our agency does not do that. So everything we do is over the radio. So every



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								traffic stop I call out is done over the radio. Every call we get dispatched to is done over the radio. It also comes through the computer as well, but in some ways, we're still antiquated and require that somebody has to hear it...
Rules-Politics - Policies-Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: transition to a regional comm center] ...They say they're going to try and keep people the same from this agency because our comm center--they essentially lose their jobs here, and they're offered a job at [regional comm center]. And so, very few are actually going to go. We've been losing dispatchers over time since they made that announcement. But I think, in reality, we're going to have a dispatcher on the radio today, that may have never worked with [city] at all. And tomorrow they're working for [county] or [city] ...
Rules-Politics - Policies-Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...so back on car traffic stops, do all that. I can do the computer dispatching a little bit if I'm not-- I can assign a case number or if I'm going on something where there's not going to be any public contact. So if I'm vehicle maintenance or if I'm going on a follow up or a meeting, meetings contact, then I can do it on the computer that way. Now, our animal control people, they can put themselves on dispatch calls. They're going to the same houses and their not armed, so a little confusing as to why they don't have to do it on the radio either, but it's how that works.
Rules-Politics - Policies-Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Well, the computer has the ability that I can see every call that's on the screen. I can click on it, and I can technically hit the button to assign me that call, and I would pop up, and it would be assigned to me. But patrol's not allowed to use that. Our animal control officers, they can look at it, and they can hit the button and self-dispatch. So again, I think it's just stuck in the-- the biggest fighters we had about going to self-dispatching, which we tried a dozen years ago, was we had a few old time sergeants who wanted to hear absolutely everything that happened. And they told their people not to engage in the testing, so then it went downhill. And without support from the supervisors, it didn't progress. So then we're back to the radio, and most of those supervisors

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								are gone now. And most of the supervisors we have now, frankly, started way after I did [laughter]. And I think technology is moving that we can move more in that direction now. Just a slow process.
Rules-Politics - Policies-Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Everybody is getting to body-worn cameras and stuff. We don't. We don't have cameras on our cars. We don't have body-worn cameras as a department. We are allowed to wear them on our own under certain guide lines, and I do that, but it'd be nice to have one device where, if I wanted to, I could hit the button and hit record, and record all that stuff...
Rules-Politics - Policies-Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: paper, but want electronically] Yeah, things like tow sheets. We're still doing them on paper, even though technically I can build an app into our eticketing where we could do that. We have a lot of forms from the state. Like drivers, if they get a DUI, then those revocations, they won't allow us to do an electronic version. We try to come up with an electronic version and, "Oh no. You can't do that." I don't know why not. I can print out three copies. But they don't like that. Other things, like DUI field notes and stuff like that that I've already generated as a PDF, we're still not using electronically. We have access in our RMS system to do affidavits which then keeps it as part of the permanent record in there. But, again, at the command level, we haven't forced the officers to use that, so some still use Word and type it up. And then we're scanning and attaching, all to six different systems, and I think that's the big challenge...
Rules-Politics - Policies-Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: body worn cameras] We've made that decision, we're not. Data storage is extremely expensive... they want 250,000 a year for our department to do that. We're actually spending 250 a year...
Rules-Politics - Policies-Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...True, primarily we're secretaries. We take reports. The emergency responses are limited here, but everything has to be documented, so you do that. So our officers were in here all the time, so now we're going back, and we're now going back to another dictation system. And that's an app, it'll be on our phone that I can record, and it'll send it to them, and they'll type it up for us. So hopefully our reports will get better and faster, as far as that type of stuff goes...

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Rules-Politics - Policies-Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: drones] Policy's written, we just haven't made the purchase yet. In fact, two of us are going to [City] on Sunday to the training to get our pilot's license. Because we're the government, so you have to go through extra hoops [laughter]. Yeah, I could buy one on my own and fly it over my house today. But because I'm the government, I have to get a license and all kinds of other approval. So yeah, it's coming. Strictly for the purpose of [inaudible] crime scenes, search and rescue, tactical situations, and that type of stuff. It's not for the spying. So we've had to--everybody gets concerned, so we have to put all these special caveats in our policy that this is what it's for. Again, [Name] can do it, but we have to be careful.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	It's been kind of a point of contention in our agency, specifically, that we are prohibited from using the cameras on our iPhones to take pictures of stuff because we have body-worn cameras that take video and take pictures, and we are issued digital cameras and that sort of thing...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	... But our agency gives people the option of if you want to pay, I think it's 10 bucks a month, you can use your work-issued phone as your personal phone. So there's a lot of people that do that and don't have the separation of, all my personal stuff's on this phone, and all my work stuff's on that phone. So then you have the issue of if I take pictures of a crime scene, and I have pictures of my kids on here, not getting those all mixed up and in the wrong place.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	So specifically for medical calls, there's something called the National Academy of Emergency Dispatchers, and they will certify people to be [Job title], which is doing the CPR over the phone, giving those instructions, or giving instructions for childbirth. But they have a specific set protocol for 30 to 40 different medical emergency classifications that pretty much every medical call will fall into...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: dispatch question protocols] I believe they have that for fire and law as well. I don't know that we do that up here, but, at least back when I was there, there was a procedure manual, and when you're going through training, you'd go through it call type by call type. If this sort of

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								thing, this is what you're going to ask. A lot of those are very similar. If it's a law call, whether it's an assault, a shoplifting, this, that, or the other, you want to know what the suspect's wearing, if they're still there, if they're armed, which way did they go, for pretty much everything.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: body worn cameras] I don't know what kind of storage it has. And our policy isn't to have it on 24/7, so it's just when you're making a contact, this, that, and the other... So we'll turn it off. So I'd say the amount of actual time it's recording is probably maybe a third of the time that we're on a shift.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: recording via body worn cameras] If it's anything more than "Hi. How are you doing?", pretty much. We have a very-- we have a very good relationship with our public up here. And, for example, an open container of alcohol is against town ordinance. 9 times out of 10, if I'm on patrol, I can walk up to someone and say, "Hey, that's against the rules. Can you go throw that out please?" And they'll say, "Okay."
Rules-Politics - Policies-Procedures	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: in-car cameras] That sort of thing, as informal as it is, is still an enforcement action, so that we would still want to record.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: policy for manual operation of in-car cameras] I'm certain we do. I don't know what it is [laughter]. Because usually, turn the overhead lights on, that fixes it. But, yeah, obviously there's occasions where that, for whatever reason, if you don't have all the overhead lights on, if you just have the back lights on, that doesn't trip it. So that sort of thing.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	When I first started, there was a bag phone in the car, but don't you dare use it because it was so darn expensive...So that was only for a true emergency that you can take it, and you had to unplug it from the wall and then plug it back into your car. So you didn't really have the cellphones. And then as it progressed, then I started supporting more of the in-car computers as those systems started getting more robust and they could do more things...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...We've had a big challenge lately with the increase in surveillance systems that private businesses have and which formats or what types

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								of files do we want to bring in to our evidential storage system, and which files and formats we're saying, "We can't really say these are secure." I can't testify that the video's authentic because I didn't take it anyway. So do we treat it the same as a witness statement? Because whoever owns the system is going to have to come testify. So what's our procedure for making copies of that to get to discovery? So more and more of these things keep coming up...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...the frontier and the work always has to keep going as new things are always popping up, such as you've got a box of thumb drives that we're issuing to everyone because we realize people started using their own private thumb drives. When they go to the gas station, the guys say, "Well, I've got this video I can give you." Well, how do you transfer that stuff?
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	We don't have body-worn cameras yet... most of the agencies in a county do. So I usually talk with them about it, just kind of the pitfalls that they've gone through. And then read their policies and there's bigger discussions on the privacy issues. When to record, not record. So we sort of stood back and watched that from the edge. The current under sheriff and I used to joke about, "The day my word's not good enough in court and they will demand to see a video, it's time to get out of this line of work."
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: body-worn cameras] And the data storage, cloud-based, and then how do you get that file to the defense for discovery purposes. Sometimes we don't get to have the final say. Most often, we don't get to have the final say. It's going to come back and the attorneys and the courts that are going to make us change our practices, whether it's in evidence storage...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...We've gotten state-wide a new electronic discovery process. Just adds that much more time to our records folks to do what they used to do. And, okay, now stop and now go into another system and make sure everything gets transferred over from our system and uploaded. More stuff keeps getting added in. I'd like to look at it holistically and say, as a

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								system, we're saving time and there's efficiencies. You, as an individual person in this position, it may not help you.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	So the state passed a law where it charged the [Job title] Offices, state-wide, with creating a system so that every law enforcement agency in the state submits records to them electronically. And they engaged a vendor who did that, and that vendor wrote the interfaces with whatever records management systems we have. But it's a separate system you log on to. It's a manual data transfer now, where you go pull the case and it populates the fields. And then they have to go through and do the attachments and you can label what each of the attachments are. The additional step that all the records folks have is they have to print out the narrative. So the report that I wrote, they print it out, create an electronic copy of it, and reattach it...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: electronic evidence discovery process] And that's always an interesting one. When I first brought that up, the person in records was literally printing it out, rescanning it, and attaching them as a PDF. A said, "No, no, no, I meant just print it to PDF and attach-- it's all electronic. You don't have to physically use paper for anything." Then there's a whole discussion on, do you still keep paper files? ... Do you just keep electronic files? I think it's mixed within the county. At the sheriff's office, we still keep paper files. So everything is replicated into a case file that's stored somewhere. The salt mines. I don't know. Oklahoma, Illinois. I don't know where they are. So, yeah, we have all of the physical copies of everything.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: evidence discovery process] certainly the CEJA standards start coming into play with that, who can see stuff, and how secure everything is, and is it encrypted, and the FIPS standards start to come in where you're talking about the in-car stuff. So all these new layers keep coming in that you have to incorporate in as well.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: evidence system] it's not a lookup system. You're logging on to upload your data that you've already logged on and looked at and used. So it doesn't have the highest level of security. I don't know how it is on

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								the district attorney's side. But only a few people within the department need to get into that. So there's not very many people that even have access to it. But it doesn't give me any ability to go look at another agency's records. So as we talk about those levels of security and if it's really a low-level program, how much security? Do you have to have two-factor and change a password? Sometimes yes. I think it needs to be looked at on a program-by-program and what's it really doing and what's the exposure risk.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I think it comes to the question on, as they're going through this process... even on the National Broadband for Public Safety when they're defining who's a primary user or secondary user and dispatch wasn't included. I think when you look at the people who actually physically respond, and not to say when a dispatcher answers the phone that's not a response, but to me that's a very controlled environment, and if they had to step away for some reason, someone else could fill in, there's not that immediate sense of peril and they're talking on the phone, and that they're doing a lot more stuff on the computer screens and looking at stuff, but they're not out there where the sights, the sound, the smells. To say taste comes in, but on a heavy wet foggy day, you get those tastes sometimes in your mouth...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I guess that's where I see the differentiation on who's a first responder, someone responding to a scene or in the field versus all the other people who are certainly part of the public safety system and may be on the front lines but don't get that full sense of engagement. To really have those impacts you've-- I've never heard about dispatchers getting tunnel vision or auditory exclusion or all the other things that we're regularly trained on and discussed to recognize in ourselves and in others because it creates a safety situation that can affect others. I think there is a line there and I think it's continuing to be defined... By FirstNet saying we've got to draw a line somewhere, and where is that line, and what could you objectively and scientifically measure and say, "Here's why there's a line." When I thought about it last night, I think that

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								engagement of all five senses and the potential impact it can have to you, in the sense of immediacy and threat and security to you is what kind of creates that.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I do have a department-- this is my personal one from doing the contract work so a lot of people just know I carry that one. I have my department issued cellphone for when I'm doing patrol shifts because if I call people back I'm not going to use my own cellphone. So it's kind of a mix of which one I use. And I usually carry them both now but my department issued one's not on as much unless I'm doing more patrol work where dispatch is transferring calls to me. Yeah. Then it's to get in and check the emails and respond to a few of those. It's for the more formal, written stuff. And then, occasionally, I actually get to have meetings with people.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...there's lots of apps that I use regularly in my day mainly for communication, and organization, making sure life keeps moving and doesn't get too hectic. Our department hasn't gone into work-specific apps. Certainly, they are out there. The response apps. I know some of the other agencies in the county have the information apps that are tied into dispatch because they carry their phone. So as soon as the event is created they get a notification on whatever device that your agency has a call coming through. And that's going to be dictated by their workflow and the type of device they have. The mix in law enforcement versus fire...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	a lot of people have that app on there to go through and log in and do stuff. And that's the area that there's so many out there. I wouldn't possibly know what everyone in the department has put on their phones. They're not really restricted. A guy who's on the SWAT team may have an app dealing with windages and that because that's of interest to him.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: app for situational awareness] ...But it was kind of a new concept at the time since, as I mentioned, the department wasn't using cellphones yet, or the smartphone, so the concept of having apps that did all this stuff wasn't there. The chat was more encrypted than I think if we just



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								think of the standard messaging apps that are within the phone. Sometimes that comes into play, sometimes it doesn't. Sometimes the tracking of those messages can come in if we're all using one app. And so we go through a server and we tell everyone, "Hey, guys, all this stuff is cataloged. Just be aware it's discoverable." That's always the issue guys want to know. A lot of time guys will use apps that aren't official apps because no one knows they are using them, so it could never be discovered, just like a phone conversation... Everyone knows everything on the radio is recorded, but if you call me on the phone we can talk about whatever we want.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: LE paired up] So from a security standpoint, I could stare at the device and not worry because I know another guy was with me doing situational awareness if something were to happen. And so we recognize that in that environment. I think we also came out of that environment recognizing that's a potential pitfall. You can't give people more stuff [crosstalk]- on my radio, I can talk on my radio and watch and see everything that's going on. We all practice and train for that. Now, you give me something I have to hold and I have to data input. You can't maintain both of those. So that was one of the things that came out of is recognizing you're deploying more and more of these devices that give you the security and personnel. And if it's truly a tough environment, you need to pair people up just for that purpose. Kind of go back to have one person who's running all the devices in communications and someone else who's making sure you're safe.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	that's kind of my work office where I have all of the computers that I can work on. And all of the issue of I still need to get rid of all those old computers that are no longer functioning and sort of make sure they are disposed of properly and sign-off the degust four times or drill through, whatever the standards are, to make sure of that. I can't just get rid of them.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: technology in new vehicles] And I didn't realize all of those were in there until I just had a little more time in the car. So if a patrol guy jumps

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								in a car, are we telling them all these things are there? Are they just discovering it for themselves? Should we, as an agency, take responsibility in saying, "Here's the things that should be turned on"? You can't turn off your backup sensors because we don't want you backing into poles. You can turn off the lines turning left and right when you're backing up... More things I don't think anyone was aware of is there when we get these cars.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: assigned vehicles] For the most part, they are, but things break. Cars get hit. It's never an always. For the most part, yes, they're assigned and people customize them. I'm amazed how many cars I get in to do work on and there's a satellite radio receiver. I mean, these guys live in their cars and I understand that...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...It was a challenge when the MHz stuff first came out because, on the VHF world, that air-to-ground communication was pretty clear and they could just dial in whatever frequency they wanted. With the 800 stuff coming out, for a while the standards didn't allow a direct air-to-ground channel. They're worried about, on a repeated system, the helicopters getting up too high, lighting up too many repeaters, and tying up resources...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...So for a while, we sort of lost communication if the helicopter was up in the air and that created some frustrations as a new technology came out and people realized, you get up in the air, kind of like, "Why are you not supposed to use your cellphone on airplanes," because you'll see so many towers. Not that that's going to bring down the airplane. We would hope that airplanes are made better than that. But there's other reasons and they don't always get explained properly as to why they make these rules that say "No." The helicopters there and flying around regularly. As you saw yesterday, it's probably not a common sight to look up and see three or four military helicopters just flying around, doing different things.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: helicopters from military training site] So there is a more formal process, the chain of command to make a request for a resource. And

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								then they approve it, or don't approve it, and then it comes down to logo base to say, "Yes, you can use the resource," whether it was a budgetary standpoint. Fortunately, we didn't have a bad situation that necessitated this. No one got hurt and was told, "You weren't even approved to be up flying." So that's a good thing. But I think they wanted to tighten things up and know when the resources were being used and why they were being used...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...The other thing we have here is because we have federal wilderness area. So if we have a lost hiker and we need to put a helicopter up in the air, we have to notify the forest service because we're using motorized equipment within the wilderness area. We have those protocols sort of pre-established on the sense of urgency that's needed and is it just a notification because we're going to be going in there, especially if you found somebody, we're going to go get them out. If some of the forest services can't answer the phone right now, we're not waiting for permission to go on and do it. Other times, we are. We're just doing a search. It's a very broad area. We don't have an actual victim. We need wait for permission before we can use a motorized whatever within the wilderness areas.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... So if you see something and it's questionable, we had to come up with a time or say how long do you see an event and you think it looks good and juicy, and the dispatcher knows the location's wrong because the caller had wrong information and it's really not in your county. So don't start turning on your lights and siren and running somewhere because that's just where they live but they're calling about their friend who lives somewhere else. So we've cautioned about self-launching...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... What came in as the structure fire is the reflection of the sun at night. But it gets billed as a structure fire because that's what the caller said. And you see it on your computer, and if the tones go off at the station the guys are ready to run out, so we've got a structure fire and then they never hear the radio come on and do the formal process of dispatching. So from a liability standpoint, I'd say, look, that is your formal dispatch. If

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								you choose to go out on your own, we're not saying you can't. You're all adults here, make decisions, but just be cautious because that event may never turn into what you thought it was and what the dispatcher thought it was. So we are talking about the technology dependencies on how one part can really affect the other part and just understand they're related. The speed of the information flowing is not always great...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	When I started, we were on VHF single system, the dispatcher would change which tower they were broadcasting from. So you regularly get half the conversation because you can hear the tower but not the person talking who may be on the other side of the county. Within our county, we were split. East end of the county was on one radio system, west end was on another radio system. At the sheriff's office, we carried a pack set that had the east end system because, obviously, we drive through their town, and if we needed help, they had to come out of their town to help. Just staffing level being what they were. We still have that today. It's going to be mitigated in one part of our county where they're still on different radio technology than we were. So the cars assigned over there get those radios in the cars. So they have our 800 MHz system and they still have a VHF system in the cars. That part of the county is now switching over to 800 so it will be easier to communicate. In the late '90s, when one dispatch center left the county, we consolidated...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... The biggest thing we used to joke about is the law enforcement officer does not need to tell the dispatcher that the fire truck is on the scene. The fire trucks knows they're on scene [crosstalk]. This goes both ways. We have lots of tapes of the fire truck telling the dispatcher that the law enforcement is on scene. So that was the training years ago. They know they're on scene. You don't have to tell anybody that. Resource utilization, talk time. So we finally said, "Okay. Look, if the tow truck gets on scene, we don't track the tow trucks. You can tell them the tow truck's on the scene, if it makes you feel better." But again, just something we would sit there and laugh about, going, "They know they're on scene. Really?" But it made them feel better, I guess, to somebody was on

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								scene.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... As we tell people, if there's a big event going on, and the example we use was years ago, the [incident] on the front range of [state] and the guy was saying [incident], while we had just set up recently, this state-wide radio system. Well, people up here realized they could tune in and listen to what was going on on the front range. Well, the state deactivated those radios. They realized that the entire system was getting tied up by people who were not in the area of operations, listening to what was going on. And they were able to go through and deactivate those radios. So that was a big eye-opening experience to people of-- there are repercussions when you do things we tell you that you're not supposed to be doing. Which is a good thing because then it freed up the radio systems, they could do what they needed to do at the time. But yeah, most people remember that situation. They've been around for awhile.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...So how do we take advantage of decreasing the radio time by using the computer and what's an acceptable amount of use of just the computer versus here's a hard stop and here's the minimum traffic you have to do. So if we said, "You could build--" we don't want you building traffic stops. That's usually a high risk situation. But if the radio's so busy that you can't get out, we'd rather you build on the MDT, and then everyone can at least know you're a traffic stop, and the location's there.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: decrease radio time by using computer] "And then when you get on query, you say--" and let them know you already did it on the computer. So it's MDT traffic stop. Then everyone who doesn't have a computer knows you built a traffic stop somewhere. So that was a process of working through. I'll say it was a little letting go of control from the dispatchers. They disagreed with a lot of this. I think, as a field user, we said, "We don't care. This isn't your decision. We love you guys. We appreciate what you do. The person most responsible for my safety is me. And so if I need to build it on the computer, don't try and give me a policy that says you shall not. It's not going to work. Highly discourage.

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								Make it as strong a language as you want. It's going to happen."
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	So then, in response, a lot of agencies have gotten to encrypting their radio talk groups. And then the press is like, "Well, wait a minute. What are you hiding? Why can't we hear what's going on?" Kind of a whole nother discussion on privacy and just the way our system works. So we have been able to change our protocols on how vague can you be. You're on foot patrol and give the town. And if I want to know, I can go look on the computer and see exactly what business complex you're at. But we expect people are listening. A lot of our guys have the scanner app on their phone because they like when they go on vacation to listen sometimes. I don't know why.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	And so we know how ubiquitous that is, and everyone's out there doing it. So rather than trying to hide all our radio traffic, let's take the steps to safeguard ourselves or our procedures to still get our job done but not let anyone think we're trying to trick them, or hide anything, or be the big, bad government that a lot of people suspect we are.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I know a lot of studies have come out. I went to a thing on the [local mass] shooting and that was a big thing of if a guy in your department doesn't have an earpiece, tell me they need to wear an earpiece. Because you go into a true situation, you can't hear a radio on your hip...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: earpieces] ...I haven't tried to use the radio with my life jacket on... But that would introduce the same thing. But even telling some of the guys, going, "You really should have an earpiece in. I know you don't want to, and you never had before, and it hasn't been an issue, but it's going to be at some point." ...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: battery consumption] Do we expect the frontline guys to pay for that electricity out of their own household budgets? Because you're going to take it home and charge it? Because it's issued out? Do you have big bank chargers at the office and you say, "Okay. You get an extra five minutes each day just to get all you devices set-up and running and going." That's going to decrease the amount of time you're on the street.

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								I think these are all considerations as they keep adding the stuff and I keep trying to tell my administration, "At some point, you will have to add more support staff." You can't keep adding more and more stuff in without adding someone dedicated to understand how it works and supporting the guys when they have questions about it. Or it's going to get thrown in the back of the car and forgotten and just told, "It's another project that didn't work," because the support wasn't there. And then that support level is going to have to maintain because we know there's going to be more stuff coming down that we're not aware of yet. And so someone's got to figure that out.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...We all joke about the guy driving down the road, talking on his cellphone, typing on his MDT. We've seen it. Certainly, MDT blocks some of what you can see. I think we're getting closer to being overwhelmed. From a liability standpoint, there's too many things that we're telling the guys you have to do, that if they forget to do one of them, forget to use one piece of technology, and it comes back on them in a negative aspect. I guess that's my concern, of keeping it efficient enough and reasonable enough.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: difficult to read driver's license format] ...they're trying to use more security in their driver licenses. The REAL ID Act necessitated that, so responding to the federal stuff. I know some states have now the actual enhanced driver's license. I think there's two or three of them. We're not one of those yet but that may come along, so there's going to be more and more stuff going into the driver's license to get a chip. Yeah, so things to think about if somebody actually has to read this still while talking on the radio and watching ahead of them and that eye focusing thing. I mean, I want to look down at my license to read it but I'm still keeping an eye on the car I got pulled over, so now as I know my eyes are taking a little longer to focus from close to far away, how do I change my work practices?
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...If you don't have Bluetooth in your car, going back to technologies, the sheriff doesn't want us driving and talking on a cellphone. Public

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								perception, it looks bad. Okay. Cars can pair up with only so many devices. So if it's a pool car, someone's got to go through and clear out that list and unpair everything so the next guy that uses it could pair his phone to the car... And some people are going to get in but who's going to do it for me? If you come in and say, "I don't know how to do it." What are you going to say? You told me I can't hold it up to my ear. I don't know how to pair it to my car. I got a cheap old car and I don't do that in my own life. That's legitimate. As supervisors, you can roll your eyes and complain the guy's a fool, but that's a legitimate concern.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...You can't always pull over... Sometimes you actually are responding to a scene and getting information. I mean, that's what we tell guys. Have dispatch tell a person to hold on, you'll call them back. Pull over to a safe place and then take the call... There may not be shoulder you can pull up...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I think some of the towns and ski resorts have banned drones... They're on federal land, so it's pretty easy to say, on federal land, you can't use a drone. In the town of [City], they may have banned them. Surely in the wilderness area, that's a motorized-- [inaudible]. You can't use a drone.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: use of drones] So maybe that's more where technology comes in of how far away, the FAA's regulations on line of sight and height. But if it's a commercial one. And so do you get them licensed as a commercial drone? So you have different rules that apply to you. Because we see within our search and rescue group, they're going to use that 20 times a year. So that does become a good return on investment. Because if we can find one or two people sooner because of that. It was a big deal when people could call in and we could get a GPS thing from their phone and know where they were and kind of plan the search that way. So as that continues to evolve with more and more information. So I don't see it now. I see it certainly on the real estate stuff. So I'm sure they're using a drone to get those camera shots.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	A few drones may have gotten shot out of the air. Well, they were a threat at that point. So I understand within the FAA stuff, that's allowed.



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								Just like anything else that-- if they're hurtling a bottle at me, I don't have to just stand there and let it hit me... That was not something I had thought about until the guy showed me the video. And we haven't had protests here for a long time, but we've had them... there was no drones in existence at that time.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	So there's been a proposal to incorporate those into the in-car computers, and then we talked about what's the good and the bad. Now you take my computer and ask you to sign the ticket, I can't just do everything at the car on the side of the road that maybe is a safer location that you could stand there with just your device. So we sit there and talk about the pros and cons of here's this technology of an electronic ticket writing system...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...So I guess that's my expectation as these devices are coming forward and these procedures are going through, that it truly becomes not just I can go to New York and my phone's going to work, but if I go to New York in an official capacity and I'm there to be integrated into an event, I don't need a radio cache to give me the communication stuff. Whatever I'm using here should be able to work there with maybe minor disruption or a little tweaking, but that would be my expectation as a national thing is getting rolled out and a data network, beyond all the apps and voice over LT and the other things, but just as a community coming together, that if I gave you my identifier and you plugged it in, you know I'm a law enforcement officer, what my qualifications are, any certifications, as we're all about you need to be certified to do what. If I was a SWAT operator or commander or a high-angle rescue person, all those credentials and everything should be there so if I need this resource, I just look at who's checked in on scene, and I've never met you but here's what your profile says, and so I need you know. That's, I guess, my expectation...
Rules-Politics - Policies-Procedures	LE	S	Other Public Safety	26-35	6-10	Male	LE-S-021	So we're required by our policies to take our taser off and test fire it every day before our shift. So we test fire it to make sure it works. And then if we actually do deploy it, whether we use the cartridges or

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			Personnel					whether we just press it on someone, then you are required to take it to a taser instructor. They plug it into the computer and then upload it. So we use evidence.com and it stores it through that for our taser.
Rules-Politics - Policies-Procedures	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: bank robbery incident] ...there's the relay to the dispatch and then our dispatch has to relay to us while they're trying to maintain the channels and then also provide the information that we're giving to them to other people. So then they have to run a third channel, [urban city channel], so they're relaying out all of our information to the rest of the metro area. So our channels are encrypted so no one can listen to our channels. But they take it to [urban city channel] and now they're telling all the information, so now everybody else is-- if you're scanning the [urban city channel] ... you're hearing that we're tracking someone. So if the suspect is listening to that, they now know to get rid of the pack, which they did. Okay? So if we can-- I don't know how it can happen because you have to share encryption across everybody. So I don't know if it's a monopoly then if everybody has to have the same system or same-- plus, then, if the encryption code gets out, then now you have to deal with all of those issues. But if there's a way--
Rules-Politics - Policies-Procedures	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... We've had just a couple of officers that use body cameras and then submit their video, and it's gigabytes and gigabytes of data that just... and that's just like one or two calls from like an hour or two. And then the question is, do you go lower quality in order to get more, less storage. But I disagree with that. I think it should be the highest quality you can and-- I don't know. And then retention, it comes down to retention of how long do you have to keep things?
Rules-Politics - Policies-Procedures	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: input sought when purchasing new equipment] So sometimes, they generate a committee of select members from the agency. So they just pick a few people. And sometimes those are the best people, and sometimes, they're not. But they could do a little better job with that.
Rules-Politics - Policies-Procedures	LE	S	Other Public Safety	26-35	6-10	Male	LE-S-021	No. So it's if you are on patrol, you have a shared pool of cars. So each substation, so we have three substations right now, we have the main station here, and then two other substations that they just recently built.

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			Personnel					They're building a third substation way out west. So each of those stations has a pool of cars that they keep there for the patrol. So sometimes, we have enough, depending on manpower. We're trying to get full staffing, and when we have full staffing, generally, the grave shift, when they come on, the day shift will come on and say, "Hey, meet me in the lower lot with your car. It's already warmed up, it's good to go," and then they just swap off cars and then we take it. So then the car gets run over and over again without a break. If we have enough people, sometimes we load up our cars and then we have a full team of cars. That's for patrol.
Rules-Politics - Policies-Procedures	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	For investigations, they have-- so unmarked cars, but generally, there is, I want to say, 10, maybe 10 total for all of investigations. And they're just basically keys hung on a board and, hey, there are known cars of these are these people's cars... It's known like that. But at the same time, we don't have enough for everyone. We used to have enough, and then if a person is on call, they can take one home with them every night. So we're on call, generally, from week to week, so 7 days at a time, 24 hours. So they can take that car home with them and then they can switch off.
Rules-Politics - Policies-Procedures	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: take-home vehicles] ...So as far as CSIs, we don't have one, but we're on call 24/7. So that's why we're trying to get a new one. So we just got a grant that allows us to do that.
Rules-Politics - Policies-Procedures	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: surveillance video] ... So where it comes to the size too, we're starting to go to a online paperless system through the courts. So [county] has had this for a while, where they can do online submissions and they would upload-- they scan all the documents and then send them electronically, but then they would still send a disc of all the photos or surveillance or whatever else. Well, now they're able to upload that electronically, but it's got a limit of two gigs... it's not helpful at all. So for example, for one of our cases that we had at the beginning of this year, we took 3,800 photos. I'm trying to think. How much was that? Oh, I can't

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								even remember how much surveillance, I mean, but it's-- man, if I could remember the gigs. It's astronomical... a single officer taking an average amount of photographs on a domestic is going to be close to a gig and a half at least, but for this case, I mean, it was-- it took, I think, like seven DVDs in order to get all of the photos onto there...
Rules-Politics - Policies-Procedures	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: data sharing between LE and DA office] ... So we create what's called a web share which is actually giving them not just the raw data, but the raw data that's been turned into the product so they can view the product up there. When it goes to the public defender's and they get the raw data, they have to create the product themselves. But it comes into constraints of, "How do we get this up there?" [County] is soon going to a paperless system. And we've been learning through [County]'s problem that if they don't make the pipe bigger, we're not going to be able to get it up there. And at this point, there's no solution for it. It's just flash drive after flash drive. And so every photo disc request that we send to the DAs office, we have to send three copies through. So three discs of the same photos up to them, so that one goes to the courts, one goes to the prosecution, and one goes to the defense. And that's per defendant. So then if you have multiple defendants, you're having to do it multiple. But if it exceeds the capabilities of the DVD, you either make multiple DVDs or if it's a phone dump, then you have to do flash drives. So at this point, they're willing to accept one thumb drive to accept it, but then they will have to make their own copies, but if they're trying to get away from the paperless system, it's not going to work unless we figure out something else.
Rules-Politics - Policies-Procedures	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... So we're getting a drone too, maybe, at some point, but it's not been approved yet, but we've been looking into all the issues, positive and negative, with it. And we've seen that Ford is actually implementing a new cruiser that actually comes with a docking station in the back of it for a drone... So that you could just open up the hatch and the drone can fly out. And it's tethered to the car so you don't lose it. Yeah. We just heard about this...

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Rules-Politics - Policies-Procedures	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: drones] ... There's a time and a place for it and only so much of it. But there's a lot of regulations that you don't realize go into it. Because we're having to take the piloting test for it and we found out that there's all these air spaces that we didn't know about. But the technology from that is going to be amazing...
Rules-Politics - Policies-Procedures	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: using 10-codes] Just 10-4 [laughter]. No, we really don't. We use a specific one for when an officer is in danger, or captive, but otherwise, no, it's plain speak. We use phonetic alphabets but it's a police alphabet versus military alphabet. So that's a little confusing.
Rules-Politics - Policies-Procedures	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: police departments in general] Yeah, half of them use military, half use police. Half use 10 codes, half don't use 10 codes... and they all don't use the same 10 codes... and military has their own set of 10 codes. So it varies from branch to branch, it varies from agency to agency. So, yeah, if we went to a place like [city], I believe they use 10 codes, we would have no idea what they were saying. Even if we did just toggle over to their channel, we wouldn't have any idea what's going on. Whereas ours is plain speak, but maybe it does take a little bit longer to get things out...
Rules-Politics - Policies-Procedures	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: radio channels] ...But our dispatchers should only monitor one, two, and three of those, but they monitor four, which is fine because then they pick up on what we're talking about. But it's hard because we're shorthanded on dispatch too, so then we're trying to do the communication with that, so--
Rules-Politics - Policies-Procedures	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: user testing] do it for a while before you jump in and fully implement it. I think some of the agencies, ours included, they find something and they think it's fantastic, so they buy it for every one of the cars. Sometimes, they say, "Oh, we're just going to start it with a couple of cars," but they don't give a long enough test period... And then the second that you implement it in all the cars, you realize it's a problem and then you have to do it all over again... you're stuck with it.
Rules-Politics -	LE	S	Other	26-35	6-10	Male	LE-S-021	So building for small people versus big people is a problem and I

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Policies-Procedures			Public Safety Personnel					understand that but I didn't realize, number one, how much expense goes into all the electronics, which it really does. And then the smaller they get, the more expensive they get...
Rules-Politics - Policies-Procedures	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	So within in [city], we have three different-- well, four different sectors with three different areas that have a specific building, I guess. So here in Baker, one in Charlie, and one in Adam. And we all kind of teleconference, similar to this. And so here in Baker, we'll have whichever officer's listening to Charlie's commander or sergeants or Adam's commanders and sergeants on whatever issues they have to present, so.
Rules-Politics - Policies-Procedures	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	And I'm in investigations right now, but when I switch this next week, I'll go up to [County], which is way out west. But when I was assigned to [County], typically that's the area that I will generally stay within unless we're short or if it's a high profile situation or something like that.
Rules-Politics - Policies-Procedures	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Yeah, so at the beginning of shift you have to log in to your computer so that it's assigned to you specifically based on the vehicle, your ID, your password, so they can monitor who's using what, where they're at, and then within that you have to log into-- certain officers pull up different programs. It just depends on what you want to do because we can run stuff through dispatch if we want to, but I like to run people if I can just on my own so I don't have to call dispatch, wait for them to do it and then call me back, as opposed to me just typing it in and it coming directly back to me. But you have to log in to those, so they're different programs...
Rules-Politics - Policies-Procedures	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: different technology systems] Usually you have the same user name for all of them. But then the password is whatever you want. But some of them change every 90 days or so, and some of them don't... It's pretty irritating.
Rules-Politics - Policies-Procedures	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... Today was ridiculous. They had all kinds of high profile calls, so I was kind of [crosstalk]. Yeah, so and that kind of drains our resources, patrol-wise because you have people coming from all different sectors and

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								responding to that. And we had two tone calls-- so we had a robbery and a domestic at the same time, so we had two Baker-- our two Baker units at one location, and then within the Baker sector, that robbery came out, so two Adam units had to come from up north to respond to the unit, or to this call, and then the Charlie units came down. And we had our traffic units respond and sergeants and investigations and stuff. So.
Rules-Politics - Policies-Procedures	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	So here in [City], we're supposed to be assigned cars. So we have a list downstairs that has your name on it with the car that was supposed to be assigned to you. But it doesn't always work out that way. In the substations, in [Name] and [Name], it's kind of more specific because they have fewer vehicles out there. This is the main department building or whatever. And so it's easier to kind of monitor who's using what vehicles in those areas. So kind of it's supposed to be, but not necessarily.
Rules-Politics - Policies-Procedures	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... that's something they harp on pretty emphatically is know your geography. Don't rely on your computer because if something like that were to happen, you have to be able to get to where you're going without the assistance of technology.
Rules-Politics - Policies-Procedures	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: code 3 run] Those are essentially if human life is in danger. So one of the most common ones that we have is an unknown injury traffic accident. So say, just over here on [inaudible], we get dispatched, unknown injury traffic accident. It's been reported, and we know at least two cars or whatever have been involved, but we don't know if that person's laying on the ground bleeding out or something, so we have to respond as quickly as possible but still being safe and regarding traffic laws and stuff like that, but. So we're going lights and sirens, and that's when traffic is supposed to get out of the way, and we're able to kind of-- not blow red lights, but kind of not adhering to those, necessarily.
Rules-Politics - Policies-Procedures	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	So a Code 0 would be the situation or-- there's a robbery, or anything like that. So when they call out on it, there's a tone, so all units be ready for a tone, or however they word it, and it's just a siren over the radio, so that means that channel 1 is specifically dedicated to whoever is being

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								dispatched to that call or any other units that are associated with that call. Nobody else can talk on that channel. All other traffic goes to 2 or whatever else...
Rules-Politics - Policies-Procedures	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... So there's Code 0, Code 3, Code 7's our lunch break. Code 9's if you can't hear somebody. Code 6 is if we have-- if somebody has a warrant or something like that. So a lot of departments have different ways of communicating. We use plain speak, I think is what it's called, so we talk very directly. We don't have a lot of Code 10-4, 10-20, 10-82, stuff like that. So it just kind of depends.
Rules-Politics - Policies-Procedures	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	We can access [state criminal database] and NCIC, which are the [state] criminal database and the national. So if somebody has a warrant, if there's a stolen vehicle with stolen tags, we can run gun clearances, things like that, just from our vehicle. So I mean, that's very important. I think that's definitely way more important than anything else.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	For me, usually I come in to see who has court, check the sheets to see who's working, then we'll do roll call or we'll address the troops. A lot of times we'll get the information from our SDSC room that anything that happened or from the previous lieutenant that was working just to let officers who we're looking for, if there's been a crime pattern or something that has recently occurred. Afterwards, when I review arrest reports and then anything that the desk sergeant can't do, I've got to take care of. But in most part, the desk sergeant kind of runs the station and their assistant is the next level. And then if there's any use of force, we have to review and approve the TR-- they're called TRRs, Technical Response Supports. So if officer is using a type of force to document it, we have to make sure it was proper, and necessary, and reasonable.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: issues using personal cell phones] If I'm saying, "Hey, where are you?" Like we're trying to meet up, it's pretty acceptable. They're trying to turn us away from being on phones at crime scenes or there's always the Gem of the Year where you'll see some agency where somebody took a picture of something they shouldn't have. And obviously the department does not want that.



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Rules-Politics - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	They've had officers when they had a police shooting, they were using their personal cell phones and they subpoenaed to get copies of the entire cell phone. So there's kind of the whole privacy thing, which is why I think the department's moving to-- here's the department phone. Do not use yours, otherwise anything you have on their, personal, private, it can be shared.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: personal cell phone use] we do try and tell people not to take pictures of crime scenes and whatnot because it leads to problems.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	In the district, yeah, we're assigned one mostly due to the fact that we have one of the SDSC rooms and the apps that come with that are on the department phone... HunchLab app and ShotSpotter.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	The phones have the ability to pretty much do what you can do on the PCAD. I mean, if you want to pull up people's names, it's just-- the difficult part is you're staring at the phone like this trying to type information and there's multitude of lines, and you have to put your PC password each time you do the search. So it's kind of redundant in a way that it takes a lot of time. Even in the station, if I'm trying to run reports, if I run somebody's name and I've decided I'm looking at a different name, I have to again put in my PC password and fill in all the boxes. Some of them stay constant, but your password, you always have to enter.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: comms with other LE jurisdictions] Occasionally. Say, I recover a vehicle from a suburb, usually you reach out to the agency just to let them know that you found it. I think I was very briefly an officer in the burbs. And I think that we could do better with it, especially with something like [city]. With state police running in the city and we don't have their emergency network to know when they need help, I think is a little-- I mean, I don't know how we would integrate it...
Rules-Politics - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Two sides of our districts are bordered by expressways. So it-- there's a police shooting on the-- not a police shooting, but there's a shooting on the [street] ramp and trying to coordinate between the dispatcher talking

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								to the state police dispatcher then to us, and getting all the information back, there's a lot of confusion going on. I mean, we had people chasing people. Nobody knew who the offender was. Until you get there and somebody can actually put it out that this is what happened, there's-- it's confusing sometimes.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I came from a department and we had different technology on the computer. And we were a smaller department so it wasn't we didn't really need to worry about walking on each other, but if he got a call and I wanted to go on his call, I could put it in the computer-- we used 10 codes there. I would just put like 76 to blah-blah-blah's call. So I never had to go over the air to dispatch or [inaudible]. At least it was on the computer, which I think some people may be a little old school or worried about, "What if I get in a crash. I never said I was on the way to the 10-1, then I'm gonna be in trouble."
Rules-Politics - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I think technology-wise, because you could really only say you're en route or on the scene, to call that the dispatcher has to physically put you on. I don't know if that's control they don't wanna give us or we can just go to any call on the board and say yeah, we're going, or we're not going. Or we're there or we're not there.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I could look up the whole district but I can only say I'm going to or on scene for the call that I'm personally assigned to. If I want to jump onto a call, I have to go on the air and say, "I'm going to the call with this person." It's not something I could do on the computer.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: 10 codes and plain language] I think it's a little bit of the radio like how we talked about radio discipline. I think it's a little bit of the problem. But it's not encouraged here. It's keep it short and sweet. Now I've noticed that I've gotten that way a little bit, too. Now that I'm working here, I will get on the soap box and maybe hold the air for too long where it would have been totally inappropriate at the last department, and there's a 10 code for inappropriate use of radio. So if somebody was on the radio too long, somebody would come over and say 10-39, like you shouldn't have done that. So you got called out on it.

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Rules-Politics - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: 10 codes] I mean, there's 100 and I would say 20 of them are useful.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Even, like you said, [state criminal database] which not every officer has access to for [city] but you could get driver's license photos. So, if someone's playing the name game and says that their brother-- well, of course, you know your brother's birthday and his address, so you can easily say, "Yeah, I'm him," and we would never know the difference.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	The vigilance system, I mean, the city has it, but there's limited access to it, and they wanted to give it to certain districts, but they haven't done that yet, and that to me would be fantastic to have, like if a private company has a hit, it should automatically somehow get transferred to dispatch, like say, "Hey, there's a stolen car here," not 10 hours later when somebody at headquarters, runs it and finds out where it's at and then sends it to us, and then by the time we send a car there, it might not be there...
Rules-Politics - Policies-Procedures	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: patrol same areas daily] Sometimes. I've been in several different districts. So depending what district I'm in, depending what I was doing. And I don't like to stay in the same place for too long. I like to go to different places. But when I was on the watch, when I was in the [district] on 3rd watch I was the same beat every day. I knew everybody that was there. When I was in [district], sometimes I had the same beat. When I was in the [district], I was the same car every day. I worked the same beat unless they didn't have enough people on the watch. And then I would work on the watch to cover all the beat cars.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: same car daily] No. We used to and that was nice. We no longer do that... It's very random. You can have a nice car this day. And you can have one that's-- like your brakes are maybe not so good. It changes every day.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: personal cell phone use] Sometimes they will. We try to get them to use the department cell phone. All the phone numbers are in there.
Rules-Politics -	LE	U	Field	36-45	11-20	Female	LE-U-026	We actually went, in my office, on my watch, went and wrote down every

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Policies-Procedures			Responder					vacant lot that was in the [district] that was owned by the [city] and sent that out to all of the officers so that they would know that that was a city lot. It took many days, many lots. That is information that they wanted, that they needed, but we only did it for the vacant lots that the city owns.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: cordless microphone] I think things are designed well. With the cameras, you can buy your own attachment for your vest. So if what the department gave you isn't working out, you can go get your own.
Rules-Politics - Policies-Procedures	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Well I think I personally don't use it but our patrol guys have mobile data terminals in their vehicles. [Name] might be able to speak more to how they function or work because I don't really know to be honest but I think yeah in our county we've had some issues with inoperability which I don't know if you're going to touch on but it's something that you know we have our law enforcement partners here in the [County] are on board with our getting a grant when a national grant when we switched over from UHF to 700 and some of our fire departments chose not to make that switch and so I think when I hear from a radio communication standpoint a lot is the inoperability issue...
Rules-Politics - Policies-Procedures	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	And I think that's a fairly timely topic too just because I know the state legislature is currently reaching out to law enforcement agencies through the [state] Sheriff's Association and the Chief of Police Association on what should be a standard retention policy and what's reasonable and I think right now it's my impression that the state is asking for more and a lot of agencies are struggling with being able to comply with what they're asking...
Rules-Politics - Policies-Procedures	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	You know, it's probably not super bad. There are people that oversee us, [CJIS?] oversees us, and says "you can do this, you can't do that, you can do this, you can't do that." And so with every piece of technology that we get, there's a requirement that goes with it. And so, to make sure that we meet the requirements, sometimes it's easier to just maintain what you have right now if it works effectively.
Rules-Politics -	LE	U	Field	36-45	11-20	Male	LE-U-003	So, for instance, I can't-- it may have changed since I was on patrol. But

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Policies-Procedures			Responder					when I was on patrol, I couldn't pull up Facebook on the computer. The few websites we were able to access were very controlled. I mean, it was just the [City] Police Department website, a couple of others, and that was it. But I couldn't just do a search for something like in Google or Yahoo.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	We are single officer units, so one per car typically. There's instances whether there's-- we have days where there's a lot of shifts working just by how the schedules fall. There might not be enough cars, so they might double up, but we almost always dispatch two officers.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	I started in 2007. When I got out on the street, I was not allowed to use my computer for the first month. I was not allowed really to use technology other than my handheld radio. And--
Rules-Politics - Policies-Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	Yes. So, I do. It's not required by our department. Our department does not pay for our phones. So the officer themselves take it upon themselves to use that.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	...But ultimately, the decisions made by my chain of command. And of course, with body cameras, our mayor ran on the platform that the police are going to have body cameras. And of course, my chief's going to make that happen. And we're making it happen. So there's definitely a top-down. Sometimes we have a vision, sometimes we see something, and then it's our job to make the case. And then, the chain of command will decide whether we have the budget. We also will help with trying to find grants and things, of course. But ultimately, they're going to be the ones making the decisions. All the way up to the chief.
Rules-Politics - Policies-Procedures	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	...But when you show up on scene and you give a briefing, there are some basic things that are-- you can release because it's a Public Information Act.
Rules-Politics - Policies-Procedures	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Ours are our personal equipment that we have. It stays with us and stays in our cruiser.
Rules-Politics - Policies-Procedures	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	--on where they are. So when you log in, when you go in-service like we talked about before, using that computer, you assign yourself a car

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								number. And your car number is assigned by-- your supervisor tells you what car number you're designed to be. So yo
Rules-Politics - Policies-Procedures	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Well, many agencies have policies and directives when they will communicate, but I think you're correct. I think common sense prevails and it determines the amount of common sense, whatever that dispatcher has
Rules-Politics - Policies-Procedures	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	... You just have to make certain that at administration level, departments put in good policy so administrators can't go on a "fishing expedition" to try and find an officer saying something inappropriate or doing something inappropriate. So the officers see it as a big brother program and the admin sees it as a liability-clearing ordeal, when both of those can equally coexist if the appropriate policy is set in place, an adequate policy set in place protecting the officer himself.
Rules-Politics - Policies-Procedures	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	...So in one of the richest counties in one of the richest states on the East Coast, we were using outdated equipment and outdated report writing and information sharing capabilities while other folks had been using these programs for years and years and years. Now, I don't think that has anything to do with dollars and cents. That's bad policies and that's bad politics. That's administrators not being able to do things and all that other sort of stuff
Rules-Politics - Policies-Procedures	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	...The computers are somewhat restricted in terms of putting stuff on. Obviously, they don't want to give everyone access to putting things on their mobile computer and that sort of stuff
Rules-Politics - Policies-Procedures	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	Okay. Well, as a police officer, we make sure all the rules and laws are followed that are made up from the state, local, and federal government.
Rules-Politics - Policies-Procedures	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	Surveillance cameras. Yes. Yes. And when we do that, an official lieutenant or above will be there because we don't actively monitor those. We only bring them up when there is a specific event and a lieutenant or above has to be-- a sworn member has to be present and overseeing.
Rules-Politics -	LE	U	IT	46-55	11-20	Male	LE-U-035	But we only retain data for 10 days. So after 10 days if there's no request

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Policies-Procedures			Specialist					for that video because there's no issue or incident associated with it, it just gets written over.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	...But if you have a computer, now, we don't have to do that at the beginning of our shift anymore. Through the tablet, I put in my call sign, I put in if I have a partner, I put in specialized training, and I hit submit. And then it logs me on automatically. And so they came out with an order probably six, seven months ago, maybe a year even that said you no longer have to come in service over the radio if you can on the computer.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah, everyone who's not in patrol, everyone here at headquarters, from lieutenant and below, goes back on the street every six weeks for one week at a time. So I just did my week. I got back today.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	...It's basically private conversations so that you're not tying up the-- because you're not supposed to be really talking to other people on the main channel. You're supposed to be talking to the dispatcher, and the dispatcher is the main person. And so some people--
Rules-Politics - Policies-Procedures	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Depending upon the policy, but then also-- oh, the statute of limitations. So the statute of limitations on a homicide is 65 years. And so that's why this video is saved for 65 years. But if I click something like BWC testing, it's going to save it for 90 days and then delete it because there's no reason to save. Because at the beginning of a shift, we're supposed to test it, make a quick video, just like I just did, to make sure it works. And that one's going to save for 90 days and then delete it. So that's how it works.
Rules-Politics - Policies-Procedures	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	...The sergeants assign our areas of focus, or if a dog is needed and there isn't one, we go, countywide
Rules-Politics - Policies-Procedures	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	...Depending on what we're planning, if we're planning a special event, a street festival or a rally, march, whatever, obviously, coming together as a group, the in-person planning, conference calls, there's a lot of email communications back and forth, especially when you're working with organizers. They need to be developing site plans or maps, things like

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								that. So a lot of them at developing and sending it back, recommendations based on the law, and no, you have to have a 20-foot fire lane down the street. You can't have vendors here...You have to have tow trucks because if you come and have your events-- so they help work people through how to have a successful event to ensure it's safe, compliant with the law, and everything they need to do to have a good event.
Rules-Politics - Policies-Procedures	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	...So if you're the [State] State Police and you got 200 officers, we put an NPD and lieutenant with you so if we need-- you have your assignment, but if you need to communicate with us, the lieutenants with you. He knows our procedures. He knows the city. He knows what's supposed to happen and he's with you, so if we need to communicate, we're using you as a-- I'm in a unit of 200. Okay, we need to put these folks over here. We go to him. We don't have 200 troopers that use 10 codes. I mean, I know you've been doing this for a while, so you probably see this
Rules-Politics - Policies-Procedures	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	...The secretary signs an order declaring a National Special Security Event and then when that happens, the Federal Government becomes in charge. The Secret Service becomes the lead playing aspect. So they develop, there's about 27, 28 planning sub-committees that are developed out of that.
Rules-Politics - Policies-Procedures	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	...But when they get out of the metro, they got to get from the metro to wherever, and they're going to walk on our jurisdiction. And we have jurisdiction everywhere. So we have jurisdiction in the mall. We have jurisdiction in the metro. So they kind of have their focused areas. But, at the end of the day, we'd be like the state police for the city.
Rules-Politics - Policies-Procedures	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	...So the FBI may be in charge and maybe in 15 hours they will be in charge, but initially, they're probably going to have maybe 10 people. Whoever they have here right in this area to respond out. Where we're going to have 3,800 people. So, I mean, whoever kind of controls the resources, but at the same token, you know at some point the FBI's going to be taking it over, so making sure that we're all working together. Making sure that they knew what's going on, and there's resources that



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								they can start pulling in, and the appropriate resources to help out, because, yeah, maybe we can put a rush of resources in there...
Rules-Politics - Policies-Procedures	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] ...So two zones will have three PCTs working on it. So one is always on break. Then there's also three zones that have five people working. They do even better with the breaks, such as citywide. So now there's five people working covering three zones. So even though you're assigned to a zone you're not going to work that one zone all day because it's going to be two zones between three people. So you may work just, say, zone 15 for two hours then you move to zone 16 after your break. So you'd go on break and then you'd come back and it's like a rotation.
Rules-Politics - Policies-Procedures	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...we have a special procedure where we put a dispatcher on what are called our NYMAC interoperability channels and we assign one of those channels for that purpose. And so if there's a fire it needs to tune to that, or at a command level, interoperability, they can turn to those dedicated channels and communicate so that all those procedures are put in place.
Rules-Politics - Policies-Procedures	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] I mean, 48-hour backup battery capabilities that we have for redundancy, resiliency. I mean, there's a lot of requirements that we have. We use conventional analog radio, for example. We have encryption capabilities, but the way our officers communicate is fast, it's quick, and it needs to be instantaneous. There are trunking technologies and some other technologies that may offer some features.
Rules-Politics - Policies-Procedures	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] ...Well, we even mandate it when the new academies come through. So we do it for several months. They all come in while they're still in grey shirts, which means they're still not police officers yet. And they sit down with the dispatchers and they sit down with the call takers. And I think every single one of them is amazed, especially by the dispatching, how much multi-tasking. Every class that comes through, they're just-- so we're always trying to encourage it, to make it-- we're all one team.
Rules-Politics -	LE	U	Not	46-55	Not	Male	LE-U-041	[S4] ...So I was one of the founding members. We founded it after 9/11,

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Policies-Procedures			specified		specified			as I said, and it deals with interoperability challenges and issues. And we've really documented all the procedures that are required amongst various responders.... We do that in a controlled manner under certain SOPs. In every radio, we put the UTAC, the national interoperability channels in, in the event that they are required. So that capability is there. However, in a certain command level radio and above, so captains and above, and our emergency services, they actually get additional radio interoperability channels such as our NYMAC channels that would be used for interagency communications. So, on a day-to-day basis it's sort of a tiered type of requirement.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	--And it keeps the communication discipline within check based on its limitations, And only one person being able to communicate at a time. Interdepartmental communications.
Rules-Politics - Policies-Procedures	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Yes. It's a patrol vehicle. It's one of the older, but it's only mine. Everyone else pretty much shares a vehicle with somebody. It's usually two to a car. Mine is one of the older Tahoes, which is still our newer Tahoe, but that one is just mine.
Rules-Politics - Policies-Procedures	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	. If you're on patrol, you need to be logged in all the time, so when you're in and out of that car, you can see the calls, you know what's going on. I mean, I log in sometimes, but half the time when I'm driving, it's to go to a meeting and go and come back. I don't always need to log in with my position. Here, though, I need it. I'm always logged in because I use it here. If it's just in the car-- I'm not in the car very much.
Rules-Politics - Policies-Procedures	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	. So usually, four trainings, and that one of those includes the qualification. Every year, at the beginning of the year, we have to shoot and qualify. And that's always a standard at the beginning of the year. So those are all mandatory...We have our own Taser instructors that are separate from that. So they deal with the Taser as well. Every two years, we have a recertification as well. So every two years, we have to do Taser. So every other year, pretty much. We have to do a recert on Taser, OC spray, baton, and less lethal shotgun. So that's coming up in two months, so every other year. That's a certification through well, our

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								department's accreditation.
Rules-Politics - Policies-Procedures	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	First responders. So now, what it is-- so what people would do is they would just have it on speaker phone, and they would just hold it like this. That was okay while driving. It's been that way for a long time. Or they'd be on Bluetooth, hands-free, whatever. Now, you cannot have it in your hand. All you can do, as the law says, you pretty much like a swipe to answer, but the phone has to be hands-free 100% of the time.
Rules-Politics - Policies-Procedures	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Yeah. So if we're responding to something and for some reason we need to be on our phone, we can be on our phone.
Rules-Politics - Policies-Procedures	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Yeah. So depending on what kind of cell phone you're trying to get the data off of, one of the devices is a-- one of them just plugs into the computer, but it's actually a physical device that you plug the cell phone into. You have to have-- there's a lot of legal requirements before you can do that.
Rules-Politics - Policies-Procedures	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Everything's got pros and cons and certainly I don't-- I don't know. I don't know that I've established any true viewpoint on it. I mean, if it's something that the department wants to use, then great. I'll put it on. If it's not issued to me, then we have state laws indicate that or at least police department policies that indicate that you can't go out and buy your own and start wearing it around because of the data retention that's required.
Rules-Politics - Policies-Procedures	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	No, no, so. And we keep our work phones and our personal phones separate. You don't want to use your personal phone to do any work. And so there's probably only the command staff, the detective division, and our resource officers all have cell phones, but outside of that most of our cell phones are just in cars, so. And then outside of that not every cell phone in the car is a smartphone.
Rules-Politics - Policies-Procedures	LE	S	Supervising Field	36-45	21-30	Male	LE-S-028	That monitor the infractions that are written. There are governing policies and laws that state who can actually look at video feed that's

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			Responder					not related to the actual infractions themselves. But yeah, I think we have three officers that have ability to log into the system and evaluate the violations of the speed camera.
Rules-Politics - Policies-Procedures	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	... And I don't know that we'll ever find true technology that will be helpful there because those agencies are all balancing privacy with criminal activity. And Twitter, or Facebook, Instagram, Snapchat, they're all trying to be helpful for law enforcement but also respect the user's privacy. So I don't know where we'll see that go over the years, but for what we can use, I think we've covered that pretty closely, so.
Rules-Politics - Policies-Procedures	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	... We have what are called the micro community policing plans that are actually broken down by neighborhoods, so we have policing plans-- it's kind of a national trendsetter the department was. In that, you actually have identified neighborhoods, there's about 56 of them I think, something like that. And we have community councils in each of those neighborhood groups
Rules-Politics - Policies-Procedures	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	We've kind of trended away from two officer cars to one officer cars. It wasn't a move that I particularly liked.
Rules-Politics - Policies-Procedures	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	But the goal for this year and next year is that all the new people that are coming out translate into two officer cars.
Rules-Politics - Policies-Procedures	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	... And just being able to come up with almost a priority of way of communicating of, "Listen, if it's an emergency, you reach me on the air. If it's important but not an emergency, you call me on my cellphone. If it's just a routine thing, send me a text." And getting people disciplined to something like that so that I know I've got to answer the radio because that's the emergency.
Rules-Politics - Policies-Procedures	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	... So if it's just a humdrum not important, I'm going to send a text. And I'll look at my texts when I get a chance. If it's more important but not an emergency, I'll make a phone call. And if it's an emergency, I'll put it out on the air. But just institutionalizing that so that everybody does it.

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Rules-Politics - Policies-Procedures	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	And so what I'm trying to do within my bureau is, "Look, listen, I'm going to send you an email. If you're in the to line, send me a response back. There's actions you have to do. If you're in the CC line, read it, it's for your information--
Rules-Politics - Policies-Procedures	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	--but zip it." I just want you to be aware of this, but you don't need to take action. I just want you aware of it. But if you're in the to line, there's something you have to do.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	I have a department issued cell phone because technically, I'm supposed to be at my captain's beck and call. So when I'm acting captain, my captain is out of town so I'm in charge of the precinct, well, my assistant chief wants to be able to get in touch with me whenever he thinks it's necessary. So it's really cool the department gave me this almost newest generation smart phone that I can do all kinds of wonderful stuff, but when I'm acting captain, I can't go anywhere without that phone because I'm supposed to be [24/7].
Rules-Politics - Policies-Procedures	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	And so we're not obligated to carry them, but the day's not too far in the future where all of us-- and so operations lieutenant is a little bit goofy because I don't think that I will be obligated to wear a body-worn camera because I don't have patrol responsibilities. So when I was a watch commander, I had in-car video system and I was obligated to wear the microphone all the time and activate the system when required by policy to do so. So if I rolled up on a scene to assist officers and sergeants and I was obligated to activate my in-car video system and make sure that it was recording. If I get called to a scene as an operations lieutenant because the watch commander is not available for whatever reason, I'm under no obligation because I don't have a camera in my car.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	... Conserve radio time is a big thing. Don't eat up radio time. And so you try to convey messages in as succinctly and - what's the word - just as shortly as you possibly can.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Well, roll call, for me, is on the hour at 11:00. I'm required to be in 15 minutes before roll call to prepare for that. It doesn't take me long.

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Rules-Politics - Policies-Procedures	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	...If I came in at 10:30, I don't get paid. I don't get paid until 10:45, so-- I actually come in early because I don't want to have to rush. But I have 15 minutes to do that and that's plenty of time, usually, to do that. So then we go into roll call, give the information. After roll call, the officers that go to cars, they go to their cars. The bicycle officers, they go out and they get their equipment together...
Rules-Politics - Policies-Procedures	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Yeah. And as a matter of fact, it's funny. When they signed up with this new Xerox machine-- because the city is trying to save money, they don't want us to print willy-nilly in color. When I go to print, I'd have to choose. It automatically defaulted to black and white.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	... Usually, the primary officer is the one that's going to-- to be honest with you, has seen the most, is probably going to testify in court, because they can pull the case together. The department doesn't want to send five people to court on overtime. They want to send just one, maybe two. So we find the one who's got the most information. He's the primary. He will do the major incident report--
Rules-Politics - Policies-Procedures	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	But they're getting on radio and they have to tell radio that, "Oh, my ICV isn't working," or "I wasn't able to log on." And we have to get this on radio, which is another stupid thing, so the officers don't get in trouble.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Right. To kind of add to that, most departments require officers to wear their seat belts, and most officers do wear their seat belts. But most officers do not wear their seat belts going into a call. They will dump that seat belt a block away. So now you're still traveling there, I've taken the seat belt off--
Rules-Politics - Policies-Procedures	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Well, I've been here long enough where it used to be really bad. It's much better now. To be honest with you, I think our current policy is, if you're in a building where you're not getting good reception, you're supposed to let our radio know, not 911, but the people that set up the whole radio system, and they'll try to make improvements with that.
Rules-Politics - Policies-Procedures	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3]... We've got certain things that are set in stone every week, every other week, once a month, and you do those things. And then

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								sometimes you don't make those meetings or those commitments because of the other dynamic stuff that happens.
Rules-Politics - Policies-Procedures	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Yeah. There have been a few initiatives in the recent past of outfitting every officer with smartphones. And of course, there's cost and then the operating and maintenance going forward that kind of hung that up.
Rules-Politics - Policies-Procedures	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] It's PR. I mean, it's bad. I mean, they warn you, "Do not use your personal phone for anything work-related because it opens your phone up to public disclosure." So.
Rules-Politics - Policies-Procedures	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] I think so. And I think that you get, at least down here, we get certain people or groups of people that think they want to take us in this direction, and another group wants to take us in this direction technology-wise, or this type of technology, and I think that that gets in the way too.
Rules-Politics - Policies-Procedures	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] Well, and then just the whole movement of transparency and data sharing. I mean, so we're all, the whole nation-- I'll just speak for-- we're coming out of years and years and years of siloed work. Don't share. Don't share your data; don't share verbally; don't share. Don't even share internally, right? And so decoupling all that, we're right in the middle of that. And however long that's going to take us to come out of that, where there isn't all that segregation. Yeah.
Rules-Politics - Policies-Procedures	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Yeah, and actually that's a really good point. So we've got security standards which you guys are very familiar with, and we have some of our own that sort of add to those. So the [State] security standard is out there floating around somewhere. We had to walk the fine line at least in the 911 center of using a pool or shared password or username. If we didn't do that, operationally, we're talking about a minute to two minutes of time switching people in and out of seats which happens all day every day all day long to the point where, yeah, two or three minutes doesn't sound like [inaudible] minutes.
Rules-Politics -	LE	U	IT	Not	Not	Not	LE-U-032	[S3] You run into fiefdoms, and then there's a whole lot of political will

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Policies-Procedures			Specialist	specified	specified	specified		that needs to be involved to making a lot of these big things happen just here and there [crosstalk].
Rules-Politics - Policies-Procedures	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] It is, yeah. Yeah, because then it-- and there's also a movement going on in the dispatch world or in the public-safety communications world where dispatchers, we're trying to re-class them from clerical to public-safety first responders, and I think that's a huge step because that's the perfect example of you're there now dealing with the emergency almost face to face.
Rules-Politics - Policies-Procedures	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Sure, and if you look at protocols like emergency medical dispatch or emergency police dispatch they are the first responder. They're providing medical instructions in that situation.
Rules-Politics - Policies-Procedures	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] Isn't that still the standard? And I'm thinking, "Oh my gosh. We've added so much more complexity to just taking a phone call and we still are expecting people to be under the same answering standards."
Rules-Politics - Policies-Procedures	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] They don't even think of it. I mean, that's the problem. I mean, I see it every day that I'm working. I may be old, but I still can think about processes and think of the whole picture, and I feel like they don't really think-- they don't understand the decision they have to make. So that's a big one.
Rules-Politics - Policies-Procedures	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] Yep. Lack of business-policy procedure adherence. That's a big one.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] .... We have an inbox, we have a stack of reports to read, like he's doing right now, and then as we come in we make little corrections and then tell the officer, "Okay, it's good," and then he can go home or he goes back on service. Most of the time they write the report as fast as they can and then they run back out on the street.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] So every patrol officer in the city has a department phone. Okay. And then we'll have them carry their own personal phones too. But yeah, they have department phones now and you can get your emails, you can get everything [you have on it?].



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Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] Well yeah, if you lose it you have to write a memo and then you could get brought up in charges why you did this--
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] No. You can't have it on all the time. It's physically impossible, because I would be filming you, and there's a lot of information that has to be downloaded and stuff. So when you-- we have policies in place-- and it's still-- they change policies all the time because they rushed the cameras out really fast. So there was a lot of kinks in it. But you turn it on when you make contact with somebody.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] ... So they'll go, "Hey, Sarge, we just arrested this guy, this is a charge. We're going to go to the hospital with him because he has an altered mental status. But he has a warrant for his arrest." "Oh, yeah, no problem," because they need permission to go out there and do that, because now I have two cops going to be at the hospital with a prisoner, who was high on drugs, but he has a warrant for his arrest. For me, to book him at the county jail, those drugs have to be out of his system. So what do I do? I have to sit out there until those drugs come out. That could be up to 24 hours.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2]... I grabbed all eight suspects. They have to come in here. They all have to be separated. Sometimes we just don't have the room in here to separate them. Because if I put them together, they're all going to talk, right, so you have to separate them, everybody. "Oh, so you're a juvenile. You have to be separated from the adult." So as a supervisor, that's something that we have to try to manage, but we also have a senior officer here that's in charge of the station. He gets all the reports, make sure we have paper. He makes sure the prisoners [are breeding?]. He has to go through all of that. He's kind of like the charge of the station. He's just an officer. But yeah. And so if I'm out in the field and something happens in here, he's in charge. It's usually [the one with the most timing?].
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] So now the advocates are telling us that, "Well, you should be CIT trained, crisis intervention training," which we are. So, basically, I gotta talk cuckoo to this guy who's already cuckoo. But there's no cop that

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								wants to get hurt. So we've already been doing this. It's just that right now, because the videos and what's been going on nationwide about these shootings, we had no reason to shoot them. For [City], I [haven't had?] an option right now. That's why we keep on lobbying for tasers. We need the tasers. We need the tasers.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] Politics. [talking about needing tasers – lobbying for tasers]
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] Right? So what do I do when the ICE agent or the Feds call for backup? They're an officer. What do I do? Do I not respond? Or do I do respond? I have to ask those questions, "What do you need the backup for?" or, "What are you doing?" "Oh, we're doing immigration law." "Oh! Oh-ho-ho-ho-ho-ho-ho [laughter]!" Right? And I got to backup right away? Oh, no, no, no, no, no. Right? He's calling for help. What do I do? Right? So they stop people all the time. Just like anything else. Hey there's a guy over, have a knife then it kinda goes through their dispatcher, it goes through our dispatcher, and I come flying down there, you know, 'cause I'm thinking there's a cop in blue calling for help. Their politics are different from our politics.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] You can walk down the street butt-naked in [City] and nothing would happen to you here. You got to [County], and you'd be arrested. However, if you go butt-naked and you sit down on a bench, and you don't put a piece of paper down to cover your stuff, I'm supposed to cite that person [laughter].
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2]... So I got the backup in the police car, which is that little van, which the new cops are going to go, "What? How?" So we have to relay on dispatch to say, "Turn on the low-band radio, not the other radio that's in the car. Turn on the low-band radio and revert to this channel on low-band radio one, two, three, or four." And then the officers will be able to communicate with that. And then phone lines are going to be down. Cell phones, you're not going to be able to communicate. What do I have? Call box key. And every cop has a call box key.

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Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] Yeah, yeah. "Here's a contract in your blood. Here's your blood," just you know. But and then our cars. The biggest thing is our cars. We have cars that have 160,000 miles on them and they're just barely getting through. They keep on putting Band-Aids on them. It's not the department's issue; it's a City Hall issue. You ask for five cars, and they say, "Okay, well, we'll give you two." And then what happens we go through so many chiefs, that when the chief [inaudible] by the time he goes through all the paperwork and a new chief comes in, they have to start the whole thing all over again.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] We were never proactive. We're always reactive to different things and that's just the history of the police department. A smaller city is a little bit more proactive, because that's what they demand from their city council and things like that. A big city like this, we're just catching up. We're constantly catching up.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] And then they do the mold and then the wiring stuff. Because these new radios that the cops had to buy themselves. But they just wrote it off. It was like 100 bucks.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] So that's the most frustrating with the people that are calling 911. They have a script. "What's it look like?" [inaudible]. "No, what's it look like?" Right? Because they have a scripter going [inaudible] even with the fire side. I need an ambulance here. "Why?" Because they have to figure out what type of-- are they bringing firetruck also? Are they bringing police who might be closer with the [AD?]. What's going on? "He's going nuts, I need a--" well, if he's going nuts, they're not going to bring the fire or the ambulance crew by themselves. They're going to bring in the police car also, right? And then it's because they're going by their script. "He's having a seizure." Once he has the seizure, it's already done.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] So in the police cars, we have the CHP radio if-- and that's not a requirement that they listen to the CHP channel. I do, and I'm able to multitask because I've been doing this a long time. That new cop was trying to listen to the radio in his ear and just trying to get the day-by-day, and listen to the radio, so. They call it radio ear. You have to try to

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								develop that radio ear. And so a lot of times--
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Dispatchers want to get the runs dispatched. There are the mandates with A priority, B priorities, and then the C priorities in time frames that don't necessarily equate with quality of service, which is a newer concept.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yes. They were issued with a stern warning that if anyone were to use them for non-police work, there would be hell to pay. So everyone took the receipt of their phone and threw it in their bag. I'm not going to carry two phones. If I can't use that to call someone, or have a regular conversation, or receive a regular conversation--
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Now we have to because they have the body-worn cameras and though I've never owned or had to use or function with a camera, I'm told that the cell phone is important for kind of that wire--[talking about having to use the cell phones that were never taken out of the box]
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah, yeah. The wink and the nudge, I know. So now, they have to use them. But prior to the body-worn cameras, yeah, people would use them or wish they had them on occasion. But for your average officer, I think he was more than willing to donate a few of his many bits of data or phone calls to the company. It wasn't going to break the bank.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Dental was a new thing we didn't have. I mean, we just started getting overtime 22, 23 years ago, 25 years ago. But yeah, the one protocol pension, they'll give you anything, but something you can actually feed yourself with.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	And they don't have to now. They have to now. But we could've if they were presented. Like most corporations when they give you the phone, here's the phone policy. If you violate it, there will be repercussions.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Genius. Most of the big agencies got away for that thing about 10 years ago. Somehow, they saved them all for us. So you have to have a fob. You can get a day off for losing the fob. You can get threatened with a day off. You might get a day off held in a band if you lose the fob. Back to trust.

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Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah. Until I retire or it breaks. This is mine. And if you want it, you can take it. You can demand that I unlock it for you. But that way, I am not doing, where's my company phone? Here's my phone that when I break on the job, it's on me, and I assume that. We all do. And back when these things were like a million dollars, we all took that risk. We all lost one. We all have a story about breaking it, dropping it when you're running, losing it, trying to write a memo, trying to get your boss to believe that you lost your phone or it happened when you were fighting. But still, that's how important the whole thing is.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	Let's see. When you arrive at the station, you go to lineup. When you're in lineup, the lieutenant or sergeant explains to you what's happening that day. Just in case you have any critical incidents or things that were happening prior to you coming onto shift, because there's different shifts that you work. And then depending on either your seniority, if you have a sector vehicle, or if you're walking a foot beat, you'll get in your car and you'll start doing your patrol, your patrol functions. You have your gun. You have all your equipment that's issued to you. Now they have cell phones. Now they have body cameras. So everything is turned on. So when you leave the station to start your shift, you're ready to go. You tell dispatch you're in service, and if there's a call within the area that you're supposed to patrol, they will let you know.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	So it's a learning process. Certain people have different aptitudes than the others. So I'm not going to make up like a judgment, say they all use them. But some may use them. Some may not use them. It just depends on their comfort level. But the features and functions are there to help them, and they are trained at the police academy on how to utilize the phones. So it's not like we just give you a phone, and then you'd have to figure it out. No. They're trained at the academy on how to use the phone itself. And then if something happens to the phone, whether it's damaged, then they come see our division, the technology telecommunication division. And then we help them either replace the phone that was damaged and to scope of what they were doing. Or if

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								they lose it, etc. Any software updates that happens, it has to be updated in the phones itself. Everything comes through us. Yeah. So we'll get that pushed out to the phones.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	There are applications which are on the phone, and they're police department applications owned by the police department, our department itself. Not shared and there's no other outside apps. You cannot download anything else on the phone. It's restricted and the phone is locked down.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	If you have an incident that happens where you have to go cross jurisdiction, like crossing the bridge, we're going from [City] to [City], or you're going [City] over to [County] in a chase, then you would notify dispatch to alert CHP that you're following or in pursuit of this vehicle that's wanted for whatever violation or charges that tries to justify you even going outside of your jurisdiction. Normally, you don't. Normally, you stay within [City]. But if you have some type of exigent circumstances that you have to follow, then you will alert your communications, and communications dispatch will alert the county that you're entering into.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	They have that on certain vehicles. Certain vehicles, not all of our police vehicles have that. Yeah.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Yes. So a nice little advent for the department is every officer is assigned a cell phone now. That was a good addition because it really helped. Because we have the cell phone that's engaged now, we have the body worn cameras. They're linked together now. So you're going to have one with the other to be able to utilize them. And officers have them and they're required to have them with them at each event. That is a good backup.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	The social concerns with the street population that we have whether it's homeless, whether it's mentally ill, whether it's lifestyle by choice, or alcohol and drug-dependent individuals, I mean, they all kind of get lumped into this homeless umbrella. But that's something that the PD is

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								consistently working with the mayor's office and all these different agencies to address. But often, the community is concerned that this voice to us is that issue up front. So how we respond to them not to pacify them, but to at least include them in the conversation or let them know that they're not being ignored or not heard in their observations or complaints. So that's something that's universal all across the district.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...Their new radios have connections with Bart and [County] and some of these interagencies that we didn't have before, as far as the new Mutual Aid channels. I haven't utilized it so I don't know how effective they are. The radios that we have are nice because they're also to be able to be configured for specialized units and be encrypted. So they have many levels of benefits with them, and now that we're all getting standardized, it's much like our guns.
Rules-Politics - Policies-Procedures	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	... Like emergency managers do a lot of planning and then you know when disaster does occur then they finally go out there and coordinate if need be. But hopefully you planned well enough that you don't need to do much. So it's more you train as an emergency manager you're trying to do much of it beforehand.
Rules-Politics - Policies-Procedures	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Yes. Yeah it's mostly email. You know occasionally phone calls but they'll it's nice of the emails because it's a written document and you can always go back to that. It's like it's a way of keeping track if you've done it or not right because you can just delete it when you're done with it. And if it's not deleted then you still need to do it. At least that's the way that's my unfortunate work plan.
Rules-Politics - Policies-Procedures	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Yeah legally it doesn't matter. They're going to get your personal phone if they want it.
Rules-Politics - Policies-Procedures	LE	R	Other Public Safety	36-45	6-10	Male	LE-R-043	Right. I mean I guess so I used to be the [Job title] also. I recently relinquished that role to somebody else so I mean I don't know you just need to know what needs to be updated right so you need to know

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			Personnel					what's not working and what needs to be changed, you need to know what people are requesting so yeah I mean communicating their needs and desires and that's what I get from when people call, email or whatever and just say I need this fixed, I need this done, I need this plan and then you make that plan, make that change, make that edit and off you go.
Rules-Politics - Policies-Procedures	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	... We all don't wear the same clothes, we don't wear the same shoes, why are we all going to use the same radio but at the same time the shoes you're wearing doesn't affect your ability to walk next to somebody but your ability to have a radio does the type of radio you have will affect your ability to talk to the person next to you so people just kind of need to get over that. I don't know and as much so as I don't know it's hard right we will in capitalistic society so we all want to we don't want the monopoly of the radio. You
Rules-Politics - Policies-Procedures	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Well I'm doing it poorly so I probably won't give you the right answers and I know there's no right answers but anyways you know I'm talking mostly amongst the first responders here, the county commissioners and the State of [State] and so I'm more of a liaison between the State of [State] and the local responders as we go through this. My work with the local responders would be more the you know the emergency operation plan, the EOP they call it in developing that, developing your all hazard mitigation plan. There's a plan I just learned about that we don't have called The [plan] or [plan abbreviation] yeah however you want to say it [plan abbreviation] or [plan abbreviation] or whatever which yeah I guess I've never seen one here so something new I can develop. So yeah that's kind of you know and it comes back to why I think I'd be great for this job because I don't get caught into the politics and the intermingling of this person is a bad person, this person is a bad person, that person is a bad person or a good person you know stick with that person type thing.
Rules-Politics - Policies-Procedures	LE	R	Other Public Safety	36-45	6-10	Male	LE-R-043	No because we've never the plans have been done by consultants in the past. So it's usually and again I haven't gone through the process myself other than being a member of the committee that would you know get



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			Personnel					together you talk about it. What usually happens is like you know you give people their thing and say okay update your plan, you're part of the plan and then you just put it in a big folder and say there's the plan right?...
Rules-Politics - Policies-Procedures	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	So the way that we work is we have groups of people assigned to vehicles so I'm not the only person that uses it but I'm assigned to the vehicle and I lose custody of it when I'm done so I turn it back in when I'm done and therefore when I start the shift I have to go through everything such as checking the backseat to see if anybody that was arrested left any dope or anything behind in the vehicle so I kind of have to re-I don't want to say certify but I have to go through it in my own mind each time and make sure that it's good to go. Some of our guys are assigned the same vehicle and they don't go through that procedure every time as far as the extensive internal check because it's there vehicle and they're the only ones in and out of it.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	So really radios and our dispatching consoles everything else we have you know I mean even in the office you know basic computers that do and don't work, basic printers a lot of our stuff is still handwritten forms so we have a lot of paper forms we fill out. We are kind of starting to standardize. All of our reports get typed but then we there's no electronic admission process so we type the report and then we print out copies, copies, copies, copies. One goes to the prosecutor and one goes to the detective, one goes here so we eat up a lot of paper. From a technology standpoint we use it's called Impact which is our which is the state's crash reporting form. That's an electronic submission and that's the only thing but that's not our doing that's because that's how the state requires it and they support it so they say here's the software you have to use, we'll support it, if you have problems call us.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	No. We don't use our personal cell phones. We don't even though it's a web based we don't log in from our cell phones. When or if we were to do that they now become a subpoenaable device and so our prosecutor has been very clear with us that you know using it to communicate a

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								phone conversation is fine, text messages to send images, taking pictures of crashing with your phone that all makes your personal phone subjectable to a subpoena at that point so we don't use any of that.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	Yeah so when we check on scene every 10 minutes they'll be prompted to security check us is what we call it and then if it's a critical incident so if it's something that it's based on the nature of the call the system (INAUDIBLE 00:31:45) who doesn't for them. Based on the nature of the call like on a hot domestic it'll be every five minutes. We don't use EMR buttons. If we get in trouble we have to key our minds and say help and get somebody coming.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	The large agencies around here they have no pursuit policies. They will not chase you. People know that. They come to our county and they run from us and we chase them. People are going to get hurt and we don't know why they're running and we don't know what you know so we use a lot of discretion and common sense. We don't always chase them. If they're doing ten over yeah I'm not going to get in a pursuit over that but a way to shut down that vehicle something I don't know you know that's kind of a pie in the sky thing for me.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	For just a period of time right? Just a week what happened? Because it's a cultural structure. It's around guidelines and boundaries and so it's tough but when we start talking about you know technology allows us to do our job better and our mind that allows us to focus our time and energy and resources on what really matters to me which is kind of informing and educating the public around why that is important and not so much time on a traffic stop and not so much time on some of the other administrative tasks around it.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] ... They pretty much based on policy we have to wire them on our heads. Comfort is a bad thing because it's a one size fits none type headset. I got a big head.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] ... It would cost the department not just more money in server space and server upkeep they would have to hire probably one or two more IT

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								guys just to man that. Plus the equipment upkeep, the contracts and stuff like that that they would have to have with [company] and with [company] or [company] whoever they decided to go to and it just comes down to money really.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] Because they issue one but you're only allowed to have it for the first year. They give you one just until you can get your own. You buy back up guns and stuff like that you have to buy on our own.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] We have trouble keeping applicants it's just the hiring process is quite extensive. I applied and well I signed up for my initial PT test at our department. You have to pass the initial PT test before they even give you the application. So you have to sign up once the job opening is there you sign up for it on the [City] website, you go and do your PT test. I signed up for mine. I did my PT test excuse me I did my PT test in June. My first day starting was [Date]. It took that long and throughout that process there was background checks and then PI tests, a psychological test, physical test, lie detector, polygraph and that was about it but to get all those appointments set up and stuff like that and do the background checks and everything it takes quite a bit of time. It would've taken me longer but our captain was like we're going to lose him if you don't get him going so give him a hire date so that's why I was hired a month before the
Rules-Politics - Policies-Procedures	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] We get a lot of applicants but we have to through that whole screening process we lose a lot as well because for the most part I mean our department we don't want to hire any of these bad cops you're going to see on the news in two or three years. We don't want to see them fighting with their subjects just because they talk bad about them and stuff like that acting like the ones that we're out there trying to prevail.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] ...Well I laughed at that because for the last 2 ½ years that's all I've been know as you know and that's what I know myself as. When I'm in my car they don't say our names they say our badge number so I can be on a cell phone talking to my wife, talking to him doing whatever not

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								really even listening a whole lot to the radio but I here my number and this side closes out and this side opens
Rules-Politics - Policies-Procedures	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	...There there's a bit more control and required proof of being a student in order to reside in those apartment complexes...
Rules-Politics - Policies-Procedures	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	Sergeants and above are issued phones. Police officers are typically not issued cell phones until the advent of the utility body worn camera system. That body worn camera system utilizes a smartphone which is held in a receiver, a holster centered in the officer's chest.
Rules-Politics - Policies-Procedures	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	Very little and that's pushed down from upper management from executive leadership down. We don't want the officers here. They should not be spending time here with the exception of a lunch break, bathroom break or coming into file for an electronic warrant or use of the intoxilizer. There really isn't much need for an officer to be here. If they spend an hour and an hour and a half out of a shift here that would be generous in the amount of time they spend here. A bulk of their time should be spent out in the field. They have all the capabilities to be able to complete their reports, to be able to do everything they need to do out there and out there is where we need them. We don't need them here in the department.
Rules-Politics - Policies-Procedures	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	Largely it's done in their vehicles. They're expected to be complete it on their MDT's. Now there's an exception to that and that would be our public safety officers who are not police officers. We have unarmed public safety officers who are again police staff.
Rules-Politics - Policies-Procedures	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	So other communication is huge. Yes, there could always be there have been in the past you know cross radio traffic or walking on someone not getting them the memo that we have switched from our primary channel to a secondary channel for special events but again that can either be self-rectifying when their finding that nobody's talking back to them or someone else will say hey, you need to be on secondary or special

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								event. 9/11 was a primary case of east coast experience I think the worst loss of cell phone usage and overwhelmed telecommunications infrastructure. Now largely that led to The Sarbanes Oxley Act which led to the requirement for there to be redundancy to build into that critical infrastructure. I think that we have come a long way since then. I pray to God we never experience another 9/11 that we would have to test it but first step I think is a result a long awaited result of that.
Rules-Politics - Policies-Procedures	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	We are too densely populated. We are so heavily treed we have such a thick tree canopy that the potential for a drone to strike an off school and fall on someone is just too great right now. I don't trust that the technology the off school avoidance and the redundancy and the lift and mechanisms are to a point where it's safe to operate above people. It's not legal to operate above people right now. The FAA hasn't authorized it so we're not there yet.
Rules-Politics - Policies-Procedures	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] Or if we're doing an investigation like you saw we had drama up here earlier. Say we were going to do a narcotics investigation we may spend two hours in here prepping for everything. Here's the intel we got, here's what's on the social media, here's a map of where everybody's going to be if we're going to pick off or something on a drug house we would just methodically put the whole plan together and just rally up and then take off so we may be here all day or maybe here a couple of hours.
Rules-Politics - Policies-Procedures	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] I think the only thing that would cause problems is the unnecessary people being on the communication level. You know what I'm saying? There's certain people that you want putting information out because they know what is the pertinent information. Sometimes you got too many people putting out unnecessary details that don't necessarily involve other people. I don't know. What else guys? I think if you necessarily don't have a restriction on who is putting information out that's when it kind of gets all cloudy you know what I mean?
Rules-Politics - Policies-Procedures	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] And if you think about it it's just like anything if you have too much of it then you get complacent with it. You're not really paying attention to it you know your phone's going off I'm not looking at it because you

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								know that's [Name] goofing off sending out unnecessary stuff. Doesn't necessarily involve us. If you restrict it to the amount of information being put out as important necessary information then everybody's going to look at it when the phone goes off.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	...If people are going outside the department for training my job's to schedule them for that, pay for it, it's maintaining all of our posts, police officers and standards, records, making sure that people get credit for the hours, making sure people have met their [name] standards. Every year you have to have 20 hours of training and there are certain mandates of what that training has to be so and then also I'm involved in background and recruiting.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	We were analog before that it was like an 800 megahertz trunk system that system was ours. We owned it, we owned the FCC rights. I believed what happened was we sold our channels to [county] on the understanding that we could piggyback off their network so now we have our dedicated channels still a number of them.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	It's a mix. Officers do not have issued cell phones, Sergeants do. I do now that I'm in this position, detectives do, the community relations officers do. I think is the only people that don't have an issued cell phone are the patrol officers.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	I don't believe so. I think if you chose to just say I'm not using my phone for personal business you could. You could use we have a talk around channel. You could find a means of communicating if people choose to. We're not expecting people we provide every car has a digital camera so we're not asking officers to document in fact that's a big no no here. If you're going to take photos of something you're going to take it with the departmental camera, burn it to a disc or upload it to the records management system so if you're using the phone if you need to take a report over the phone they can transfer it to your cell if you want some officers ask to do that through a recorded line or you can come back to the station and take the report.

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Rules-Politics - Policies-Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	No the way the law is written is jurisdictionally we have authority on any property we own or occupy and then we have it's a weird old law from the 60's and the 70's that said I think it really only applied to 2 counties at the time [county] and [county] and it said if you are so state schools and institutions have authority on the property they own and five hundred yards any direction. Private institutions and counties with a population greater than 400,000 have that authority so when we're working in [county] and when we're working here our officers have jurisdiction within 500 yards just like they do and then we have ticket books and citation books and all that sort of stuff and we write tickets and take people to jail and all that sort of stuff.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	...Now the sheriff has been willing to do that. We're not going to look to do (00:30:56) part time jobs anywhere just to allow us sort of an added level of authority and protection and that's great.bNow some people in [name] interpret that deputization means you have authority in any county in the state but our agreement with the sheriff is wer'e not going to...
Rules-Politics - Policies-Procedures	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	...Because I was a student employee here a long time ago almost 15 years ago so I've known part of the department peripherally for a long time and so we had two Sergeants who were both really good Sergeants and our now doing other jobs that were running dispatch and I don't know how well equipped they were for it then they finally said okay we're going to hire somebody so they hired someone who had run a large 911 call center and she's done a much better job of dealing with the personalities of bringing the standards of training up of knowing what to send people to so I think it was you know we had some people that were kind of deficient.But we also didn't have clear guidance and clear direction of how we were going to run our dispatch and then we got someone who came in with all the skills and she's really helped bring that and they've identified they now have shift supervisors which they didn't have.
Rules-Politics -	LE	R	Field	46-55	21-30	Male	LE-R-052	... So that's the only concern we have because we're told to use it as a

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Policies-Procedures			Responder					personal phone, it's unlimited data, unlimited messages, hours and minutes, so people are going to get accustomed to using it, and they start using it like their own. But in the back of my mind, I don't like using it for personal because it's their phone, it's not mine. If they want it, they can have it back.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	... If you are not a shift lieutenant, you're not allowed inside this facility unless you're called here or given permission as far as this communication section. But we never, we never see our dispatchers. Your north deputies may never see their central deputies because it's just that long of a [County]. On a busy day, unless there's transporting a prisoner, because what happens if a south deputy makes an arrest, they bring them to the south substation. They're booked in, they're processed there. But if their bond is too high and they can't bond out, or it's a major crime, they have to be brought to [City], where they bring a prisoner to central unit. Central unit picks that person up and brings them to the north unit. So it, that is normally the only time we interchange--our deputies interchange change out with... to see another deputy.
Rules-Politics - Policies-Procedures	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	No, not really because now we don't allow officers to take picture at crime scenes or investigations or anything like that with their cell phones. We have department issue cameras that where they can be placed into evidence, but we don't allow they get like sensitive information on their phones. Only text messages about incidence of details that come up available.
Rules-Politics - Policies-Procedures	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	I do believe it is. I do believe especially across jurisdictional lines. National incident management says that we all should be doing the plain talk version. Some agencies still are doing the 10 code so if I'm trying to communicate with somebody from a different agency; they're not necessarily inclined to what was going on here.
Rules-Politics - Policies-Procedures	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Yes. Yes, we have all of our patrol officers are issues body cameras. The body cameras it's in policy that every time they go on a complaint and they talk to somebody, they activate the body camera. And then we have a system when they come into the police station, they dock the body



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								camera into a docking station and it uploads to the system. So yes, we do have body cameras. All of our officers in the department are issued regular digital cameras that we use for different day to day activities and when we get something major, then we call out our investigative units and they come in with specialized cameras and digital cameras and we can video
Rules-Politics - Policies-Procedures	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	We do have... you know we're part of the region and correct me if I'm wrong at some point, but I think we're Region I, the communication district here and so there's protocols set in place that should we have a spontaneous event, responding agencies are going go to certain radio channels and use those to coordinate and kind of take the place of inter-ops that we were using.
Rules-Politics - Policies-Procedures	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	There is, there's been directives to the detectives that they will carry their department cellphones with them at all times. But there is no, there is no police department policy on it.
Rules-Politics - Policies-Procedures	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	... towards the afternoon we start looking at any type of, you know, we review our policies very, very often, so that is something that I generally try to do towards the afternoon even it is just five or ten minutes, taking a look at one of our policies and seeing if there is anything that we need to readjust or look towards, you know, revamping. Following the afternoon policy review, it could be some of those personnel related issues or maybe, you know, something that as far as looking at new technologies or something that we may implement.
Rules-Politics - Policies-Procedures	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	But you know, certainly we have processes that we follow and that being, you know, generally the guys will come in and they will brief amongst themselves as far as information that the previous shift dealt with again, you know, what type of incidents they dealt with the night before. They will brief the oncoming shift so they are aware of anything that may carry over into that oncoming shift.
Rules-Politics - Policies-Procedures	LE	R	Supervising Field	46-55	21-30	Male	LE-R-059	We do. It depends on what it is you are looking to be addressed within that policy. We have some restrictions for the use of personal cell

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			Responder					phones as far as photographs of scenes and stuff like that; you know, we don't want our officers to expose themselves by taking photographs of scenes and at some time later down the road, that information being foible, so we strongly suggest that, within our policy, that they not utilize their phones for those types of situations. We try to restrict the use of their personal phones while on duty in a patrol car that is in movement, you know, if they have to take a phone call, we request that they pull to the side of the road to do so; those type of things are covered in policy.
Rules-Politics - Policies-Procedures	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Potentially. We haven't had any, you know, but when you talk about, you know, the capabilities of the phone, you can take pictures and so forth and you know, although the department discourages using your own cell phone for, you know, evidence pictures and so forth, you know it sometimes just becomes a necessity.
Rules-Politics - Policies-Procedures	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Our cell phone use policy is basically nothing within the public view, - obviously not on the phone while you are driving, anything like that, but for the most part, a policy like that isn't possible to enforce; I mean, unless I got a citizen coming up showing me that he is on his phone, you know, in a parking lot for an hour, we have no way of knowing that, so, yeah, that's definitely a negative impact as far as technology.
Rules-Politics - Policies-Procedures	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Basically, I mean, that is, you know, if there are any weapons involved, they wanna know. Sometimes somebody calls and says, so and so has got a gun, that is obviously going to change your - we approach things cautiously anyways, but you it really stuffs it up, you know; somebody's neighbor calls and says, hey, he is out in the yard with a sniper rifle, well, you know, we are not gonna pull up in front of the house. So.
Rules-Politics - Policies-Procedures	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	We - I know some departments have it but we do not have internet in our cars, so if we need to look some information up, we usually use our personal phones. It's only the detectives that are issued city phones, so; look at our numbers or addresses or other resources like that, calling on people's behalf. I have an app that I use for calling people on the road that I can call them with a local number that is not mine so, stuff like

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								that as far as - the phone is the big one. Our MDTs are - we have a digital camera for taking evidence photos. We have radar in lighter units for traffic enforcement [unintelligible]
Rules-Politics - Policies-Procedures	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Sure it would be, I mean, anything that you do that generates any documents or anything for government is all -- you know, right.
Rules-Politics - Policies-Procedures	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	We do have MOUs signed but, you know, [city] and stuff, we have an aviation unit that supplies air support for them if they ever need it. We have [Organization] within the [state] Sheriffs Association. You know, if anybody around us in this region needs us, we are always there even if we don't have an MOU signed, you know, we are always there to help.
Rules-Politics - Policies-Procedures	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yes we have. Every two and a half years is the contract we wrote and get the lightest and greatest updates every two and a half years at no cost to our taxpayers. So, it is a five-year contract with a five-year extension. Two five-year extensions that are in and they've increased our storage and everything so we are really -- we are pleased. I mean, it is Axon, the same people that made our -- the taser weapon system and we are happy what we got so far.
Rules-Politics - Policies-Procedures	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	So, you know, and then we were hiring people to take care of that that can really hold you hostage because they talk in a language that is foreign to me and I don't want to have programmers and people working -- we are law enforcement, so let those folks take care of that. Let us do -- I don't need to be hiring those people working in Sheriff's Office. I need that to be a service that we hire.
Rules-Politics - Policies-Procedures	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	No. No, we have done more with less than at any other time in history. [Inaudible] you know, the toughest economic down time in modern day history. We have done more with less. We've had things shoved upon us though we have had now in position since 1998 law enforcement. We've double bunked two pods out of the [inaudible] facility without hiring a soul. So --
Rules-Politics -	LE	R	Supervising	46-55	21-30	Male	LE-R-058	But now, we are very, very stretched, very stretched. Closing [town], we

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Policies-Procedures			Field Responder					take all of the mentally ill that are up for evaluation to [inaudible] in [City] now, did that on our own.
Rules-Politics - Policies-Procedures	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yeah, incredible. And we do it all with, you know, we used our reserve unit, that are people that volunteer for our agency to work for free and to do the mental transports. We lost 21 reserves this year. I think a lot of it was -- some of it was attrition, some of it was, you know, I've done this long enough, I want to do something else and but I think some of it, you know, this isn't what I signed up for. You know, I am not Uber for, you know, the mentally ill, you know, and they are spending their volunteer time doing that instead of doing other things they could be doing. So, I think that was a big part of losing some of our reserves, but just can't continue to -- we were just talking in here already. We have not had any -- although our budget has increased but it is we picked up juvenile or because we picked up, you know, animal control or other things have been handed to us to do and it comes with that budget increase but as far as us getting law enforcement positions because we have more people, we need more policeman on the street, we haven't. We just went from five shifts to four shifts so we could put more officers on the street. These guys are working 12 hours a day now and we got to stop that.
Rules-Politics - Policies-Procedures	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	There are some two in a car if they are being trained. We have a field training officer program. After you graduate the Police Academy, you go into a field training officer program where you are paired with somebody and you get that basic education of the Police Academy, then you get the real op experience with a trained officer for three to four months Performa, so --
Rules-Politics - Policies-Procedures	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	We've got young guys. We've had a big turnover with retirements that we have had. We have a pension that's in place that's allowed people to retire with a defined benefit, you know, a percentage of their income. So, a lot of guys have taken advantage of that and that gave us an opportunity to be younger and younger agents. And when you get out of here and you are doing that work, I'm 53 okay. Some of my years were

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								dog years, so I have lived 7 and 1 a few, but I am telling you, that's a young man's forte there. When you are out there in that patrol car and you are chasing bad guys, you ain't chasing a 53-year-old man.
Rules-Politics - Policies-Procedures	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	And I remember a guy in 2013 at the [state] Sheriffs Association -- [Name] was the Sheriff from [county] and was the President of Association and we were at the Maxwell House in [city]. And this guy is set up there for 45 minutes with a PowerPoint presentation telling us how we need to audio and video every custodial arrest and any time we come in contact with the public we need to audio and video and he went on how it would be and how great it would be and he opened up for questions and the first thing [name] said as President [state] Sheriffs Association and he said -- you take that Teddy-Kennedy bullshit back up to Massachusetts. He said, it ain't go work down here. And you know what? That's exactly what we are doing today. Exactly what we are doing today and it is as good as he said it would be. 2003, I thought -- man, can you do that? They will never talk to you. People will never talk to you. The criminals we deal with are pretty stiff. Did they tell that? They were like, we're glad. We're glad.
Rules-Politics - Policies-Procedures	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	A few -- common as our population grows but we have English or we have Spanish-speaking people and we have one on every shift and then, you know, there is interpreter in court.
Rules-Politics - Priority-Influence	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	...As you got towards the 2000s, you started to see some of the failures of the systems because they weren't maintained properly or they started to not spend money on them. And then you had this window in the early 2000s where broadband was becoming big and people were saying, "Well, you know what? You don't need these super costly Motorola systems to buy something that you can communicate with." So you had people that were trying to use bridge-gap solutions, or that's when you have the KENWOOD's or the Yaesu's or the other companies that come out-- Vertex Standard, that come out with these radios that are a lot cheaper and they say, "Oh, they work great."
Rules-Politics -	LE	S	Not	Not	Not	Male	PS-S-002	No. Unfortunately, even with the FirstNet proposed plan, I mean, the

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Priority-Influence			specified	specified	specified			rates are about the same as what we pay so it's still going to be the same issue. But if we can show better reliability or better functionality or capability, maybe we can make the use case. I think that's becoming less and less of an issue. I mean, as everything else is going up in cost, those things are staying pretty static.
Rules-Politics - Priority-Influence	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	So I mean it's really getting down to where that kind of cost for the accessibility, even the leadership in these organizations is starting to recognize that it's worth it because you're more effective with your work time.
Rules-Politics - Priority-Influence	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Correct. So this is issued to me. And when I key up on it, in dispatch they get two things. They get a number off of it. Here, that's an IT number and my name. So if for some reason they go, "Well, [Name], he retired," and they get this number, then they can go by this number and figure out who I am.
Rules-Politics - Priority-Influence	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	So the mobile data computers, we're going out for a bid right now. So we replace those every five years. So we have a-- part our budget, we have a replacement project every five years. So the radio stuff, that's all budgeted. The minute we buy something, we budget for the 20 years.
Rules-Politics - Priority-Influence	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	So if they say-- yeah. If they say we're getting laptops and it's going to cost us \$200,000 for laptops, and we say we can use them for five years, every five years there's \$200,000 in our budget--
Rules-Politics - Priority-Influence	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	--to replace them. So that way when we go in five years, the typical CIP that agencies do, we don't have to fight with. It's already there. We don't have to go ask council for special consideration or a budget modification or anything like that it's in the budget. And if we don't spend it, it just rolls over.
Rules-Politics - Priority-Influence	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] And in the town that we live in it's challenging. We're using anything from you're using anything and that's what I wasn't trying like even in that meeting to say we all need to be on the 700. I know it came out that way but I know that it takes every single type of radio or cell phone or phone or smoke signal to I mean out here you could be in the middle of

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								nowhere, you could be in wilderness land and you can't take anything in there so you got to get the authorization and that's timely and you know so it can be difficult so you have to figure out what works and you have to be flexible enough to recognize that and support it.
Rules-Politics - Priority-Influence	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] And they do. They have to trust the CAD. They're trained to trust the CAD but the CAD has to stay accurate and so when they run into those problems typically they will continue to trust the CAD and then just be corrected and then send it off but the CAD system you know what goes in is what's going to go out and so that's a top priority for me is making sure that on the mapping side or on the data entry side that what's going on is accurate or being taking out so that the information that they're getting all the time is up to date or as up to date as we can determine.
Rules-Politics - Priority-Influence	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] You know the first 911 event that caused that movement needs to be supported in a higher level. I think the responders should be able to communicate and I think there should be grant funding for that not just now I know it was out there in the beginning but it kind of just went away. With our state they now the [state] Public Safety Communications Commission now oversees the radios as part of the umbrella of not only 911 but also the radios and my goal this year is to make sure that funding those system is made a top priority because the repeater sites cost money, the radios cost money, the consoles or the base stations or whatever they all cost money and that's where some of the argument comes from. You know where 911 is trying to prepare for the next generation and there's many agencies that are still using funds for radios or whatever because there is no funding for that and so 911 ends up kind of behind the eight ball just because of the funding aspect alone so funding for the next generation 911 also has to be those are going to be the top stuff that will be happening in the state of [State] I know this year so it's always having to do with funding I guess. You can't tell people to do things and then not fund it it's kind of hard.
Rules-Politics - Priority-Influence	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S3] Another technology initiative that we saw fail in this valley was the fire several fire agencies were trying to get mobiles in their vehicles and

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								right now there's very limited capabilities for fire to see the important information in their mobiles that law enforcement sees and again it comes down to just lack of funding and ability for them to tie into these calling systems and so I think that interop just isn't radios there's more to it with these officers, these first responders need to have certain information, they don't need to see arrest records and things like that but there's a lot of information that they crave from dispatch and they just don't have any way to get to it because they can't have the tools that are funded by the law enforcement side.
Rules-Politics - Priority-Influence	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Last year we did a complete remodel. Actually this year in May of our comm center. So we took everything out of it. Moved it into a different room for a couple of weeks and we stripped it down to zero and put new furniture, new computers, new everything pretty much
Rules-Politics - Priority-Influence	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Yeah, we did almost \$400,000 this year. So pretty cool. [upgrades]
Rules-Politics - Priority-Influence	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	... And the fire departments can't all afford it either because some of them are volunteer and some of them are this, and some of them are that. And the way that it works is it's hooked up through dispatch, so they have to have this equipment in order for us to dispatch for them. They don't want me to-- I can't pay for it because if I pay for it, I have to go ask them for the money anyway, and they just don't have it. So if want to give my people a raise, I have to go ask them for money, they're getting tax.
Rules-Politics - Priority-Influence	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	If you might want to look into that, they seem to be on the ball with it. They're pretty much the only place I know where you kind of have an overseeing government that provides funding, which I understand that there's probably some bitter pills they have to swallow to get the money to. But it just makes sense that the government would take care of 911, and emergency dispatch, and emergency public safety. That's kind of where I'm at.
Rules-Politics -	COMMS	S	Comms	36-45	11-20	Male	COMMS-	... We have a lot of resources that other people don't. We have our own



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Priority-Influence			Personnel				S-003	paid psychiatric doctor that's just for the fire department full time. We have our full-time medical staff. We have our own doctors and nurses and everything, in our own medical facility, just for us. So we have a lot of resources, we have our own health and wellness division that specifically caters to the family well-being, the spousal support, the child support, the financial education for retirement, everything like that. And then the stresses. If you need time off, if you need life adjustments, if you're addicted to anything they kind of help you with coping mechanisms for all of those things.
Rules-Politics - Priority-Influence	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Honestly, we should have had more but we did not, I don't know why. That's up on the technology chain that I'm out of, but we did not have sufficient training.
Rules-Politics - Priority-Influence	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Usually, yeah, all the command staff, they have a cell phone. So we have a duty operations chief; he has an issued one. Each battalion chief has one; the ECC supervisor has one; the EMS duty officers, they have one; the PIO, of course, has one.
Rules-Politics - Priority-Influence	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So demographically speaking the [county] is an extremely wealthy county. It's one of the I believe it has one of the highest median income household incomes in the whole country. Very, very privilege people live here. With that they also kind have grown accustomed to a higher standard of living and they also expect that in their public safety so a lot of the things that we deal with are usually maybe other agencies would not respond to but there's kind of something that's referred to as the [city] Way and that's just kind of used within the government here to kind of refer to the kind of extra customer service that we provide that maybe other agencies do not. We respond to a lot of calls that other agencies would not respond to. We are a lot more patient than other agencies would be and so I think that it helps us in a lot of ways but it can also be kind of negative. It helps us in one way because I do feel like there is a higher professional standard so we're very good at our jobs, we're very professional and courteous to the public but then on the other hand sometimes they can tax our resources because we're responding and

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								dealing with these incidents that maybe you shouldn't really be receiving a public safety response.
Rules-Politics - Priority-Influence	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Usually so for a perfect example would be one that I took a couple days ago in which a person kind of expressed that they didn't like the look of a vehicle and there was nothing that they could express about why they found the vehicle to be concerning.
Rules-Politics - Priority-Influence	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	There was no suspicious activity, they didn't find anybody that they found suspicious around the vehicle that sort of stuff. We respond to a lot of civil matters that because they want the police to respond we will respond even if it is a civil dispute and there's nothing for the police to do. If they say they want the police to respond we respond. So that's more of a and that's a policy that a lot of us kind of share the opinion that that's a policy that kind of is bread of this [city] Way.
Rules-Politics - Priority-Influence	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	And again it's good you know sometimes it's nice if you're an [city] citizen and you request the police you'll get the police but then on the other hand we also don't have as many resources as other agencies that are surrounding us. Like for example [city] has many, many officers from many different agencies that can respond to a variety of incidents however we don't have as many resources as they do and yet we're also expected to respond to more incidents in that sense you know not the volume but necessarily the type.
Rules-Politics - Priority-Influence	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	And a lot of that comes back to like the investment in personnel. So I was very privileged to have an extremely good trainer and then also a lot of time dedicated to me. My shift happens to use have training as a priority you know so we focus on that and we try to make our people good dispatchers. So we try to make it as you know this stuff off the top of your head because---
Rules-Politics - Priority-Influence	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	...I know how I want to get a description of a person and we're trained on that and then I've added my own flair to it you know and so once you learn that stuff it becomes a lot easier to process a call even if it is a high stress environment and then also that being said we also work you

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								up to that you know we start you off on phones. You take really basic calls and then you take the non-emergency line and in the non-emergency line you are going to need to use some of those skills you know in a trespassing person or a disorderly subject or something like that. You still need to get a person description but you don't need to get it as high as important as you might need for like a hot call or something like that's really active.
Rules-Politics - Priority-Influence	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Mmhmm so I would say there's a lot of emphasis in this job in all of public safety on my ability excuse me so I would say we're constantly reminded of liability and we I mean there's the obvious stuff which is your life can go from zero to sixty in like 10 seconds. You know you never know what's going to be on the other end of the phone you know I was having a really slow day one day and like nothing was happening and then I took a double stabbing in the parking lot outside. So it can just go and you'll be taking calls all day and you'll think they're kind of you know kind of silly you know like parking complaint after parking complaint after you know this guy just doesn't look right you know that type of stuff.
Rules-Politics - Priority-Influence	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	You'd be talking to them you stress for them and then on the other hand you're also stressed for the officers because or the paramedics or whoever's responding you know because we're all kind of one family and we all care about each other and your job and this is how we think of ourselves our job is to keep them safe and make sure they get the resources they need. Make sure that they are prioritized you know and we're sending them into these crazy situations and we want to make sure that they're going to be okay. So there's a lot of stress about just again the unpredictability just don't know what's going to happen and then in addition to that the liability that if anything that goes wrong you are responsible.
Rules-Politics - Priority-Influence	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	There's a lot of emphasis on that and it could be for anything. Could be something simple like teletype where you're entering a warrant and then you put in the wrong information and then that person gets let go

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								because you didn't put in the right information right? So or you could put in the wrong information and the wrong person could get arrested right?
Rules-Politics - Priority-Influence	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Because of the how up how Z our jurisdiction is. So it's finding the funding for that, finding making sure that the carriers meet their goals and I believe that there's a 15 year goal---
Rules-Politics - Priority-Influence	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Even if it's a very non-emergency they expect a certain level of response. So it's hard for us to keep up with some of those expectations. Some of them are very disappointed that we don't have certain applications that are out at the moment. One of those being smart 911 and the reason that we chose not to purchase smart 911 it is free to the citizens but it costs the county an annual amount.
Rules-Politics - Priority-Influence	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	...A lot of jurisdictions their dispatchers work 12 hours a day and they work 4 to 5 days a week and so when you're having someone here from 7 p.m. to 7 a.m. and you are constantly giving them the worst of the worst now you're wanting them to view the worst of the worst but we're not getting the support and the resources that we necessarily need to deal with those kind of things and because you're here for 12 hours somedays when we have only 5 employees on shift we can't give you a break.
Rules-Politics - Priority-Influence	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] ...And then people don't like to carry big bulky radios anymore. They'd rather have it on their phone. Now you spend a bunch of money to give all these people radios and now they're just going to use their phone. So it's cultural but it's also cost. And grant funding has been the primary stream for all that. Most if it didn't come out of budget. Once this starts to need to come out of budget because grant funding isn't available or needs to be for other things, then that becomes kind of a challenge. A tug-of-war over what gets priority.
Rules-Politics - Priority-Influence	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] [crosstalk] Yeah, the font size is different. So that's a little bit of a factor. One that I don't think our technology folks probably focus enough on. And I think the reason why is, going into the profession you have really high standards for health and all that kind of stuff. But you do

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								have an aging population, right, and as soon as they start the job they're starting to age, so there's some consideration that needs to be given to that. But there's only so many options out there.
Rules-Politics - Priority-Influence	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Everything is up to date and in good shape. We try to stay on top of that, make sure we have, as I said before, the latest and greatest so that way when we have equipment that works and is working for us, you have a happy dispatcher, and you have a shift that runs smoothly.
Rules-Politics - Priority-Influence	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	It is 4 years old. We actually went active in here in October of 2014. The good part is I was involved in the design and the construction and the buying and finding of everything in here. We made sure that we had furniture that would accommodate them to work 12-hour shifts because at a minimum you're in here for 12 hours. If an emergency situation as in lovely hurricanes, living on the Gulf, comes in, you may be here longer than 12 hours at a time. But we made sure that, you know... they could be as comfortable as possible at their station. Their stations go up and down whether they want to stand up, sit down. They each have fans. They each have a heater. They have dimmable lighting.
Rules-Politics - Priority-Influence	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	And it seems a little excessive but when you're sitting there for 12 hours and you just need to get a little bit of heat but the person 2 desks down from you is cold or is hot and wants the fans on them, it makes a big difference because just in their work you are letting them get comfortable at their station as far as, you know, environmentally-wise they can heat up or warm up or cool off and they can--I find that it helps them perform better because if you're sitting there freezing, I mean you're not exactly going to do anything at that moment in time. So. But we've been here 4 years and it's still a work in progress I think. It's still, you know a year after we were here is when we had the video wall installed up with the--but we're constantly getting technology and adding stuff to it so.
Rules-Politics - Priority-Influence	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Fortunately we work for a sheriff that is very big on technology. So we normally... normally getting in on the very front of some new technology. Our sheriff's office is CLEA [phonetic] certified and he's a commissioner

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								and all that other stuff. So we get in on the very front of that. He was president of the National Sheriff's Association so he get a lot of people that come to him to try this or try that. So I feel like we have a lot of technology here that some departments may not have or may not have the access to.
Rules-Politics - Priority-Influence	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So we have to, we do more work with less people than government does. So if you go in and look you will have people sitting around on that side, that's government, not doing anything, now [indiscernible] you can see on our side too, the phones are ringing, go off, but they're usually doing some training or something going on. So we do more with less and we have to because if we don't make a profit, I can't buy new radio systems, I can't do all that stuff, so we have to be frugal with our money.
Rules-Politics - Priority-Influence	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	At least that's my personal look on it and it's got to be cost effective so for me to go to a board and sell, which I just did, so ATCO, if you are familiar with that.
Rules-Politics - Priority-Influence	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	The reason for that is politics. So the people that ran rural metro helped create some of the bankruptcy issues. They all quit, walked out the door one day to go start a new ambulance service and part of that they knew what was going on, so they entered into this contract that we're in now, some things to make it difficult for us to remain here, but we're smarter than they are; we're doing financially well and they're suffering so, but it's politics, so they got in and they agreed, 'we will do this for free, we will pay those fines if we can't do it', so it's a mutual agreement from our side of the company, those people don't work here anymore, so that's how you end up in a thing like that, but if you look at a lot of -- we've gone full circle so, we used to get at one point if I can remember \$90,000 or \$100,000 a year to pay for the indigent people in [city] who couldn't ambulance, to offset those possibilities. And then negotiated a way and it went down to \$ 30,000 and then it totally went away. So we get no money for anything, for indigent.
Rules-Politics - Priority-Influence	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	I will still have three because the VHF, UHF and 800. The goal is for all of us to get to 800... There's just some barriers of political things in the way

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								of getting there.
Rules-Politics - Priority-Influence	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Right, for us it's uncommon. [state]? They do it all the time. They do it all the time, so they're set up with a lot of grants and funding and all that. We tried to take those lessons, but how do I sell to somebody that we need to buy a half a million dollars' worth of radios that we are going to use twice before they have to be replaced because of upgrades. That's just hard to do.
Rules-Politics - Priority-Influence	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	That part of technology, we've had some issues. There may be a little bit even going on with this new radio system, we have egos. Depending on who is in that position, there's egos, there's politics, so we're able to get through all of that because of the relationships. I'm a big relationships guy. I mean if you have a relationship with somebody that they like you and they somewhat trust you, or do trust you, it's much easier to conduct business than 'oh crap, here comes that guy again.' So I'm really big on that, so I take time to meet with [City]PD leadership outside of here, same with the communications liaison for [City]PD, he and I talk all the time. If an issue come up, I shoot him an email, 'go ahead and check into this', because I'm not first blush and there's personalities in there. It could be a personality conflict. But I look at everything as so we do adjust culture within EMR which is how I've always done business. I don't headshot people or go yell at everybody when we have an issue.
Rules-Politics - Priority-Influence	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	It is much easier to fix it with less social media repercussions. Now you're going to have some social media that will tell one truth and trying to get attention [indiscernible] I don't address it, I don't touch them. But the mayor does. They've got some stuff on the social media and I've gotten a call from the mayor over the [inaudible] 'hey you need to look in to this' and I go "already looked at it and its not true and here it is" and he'd be like "okay". But they, the politicians pay attention to social media. They do.
Rules-Politics - Priority-Influence	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	I would like to see technology to continue to move forward to true total interoperability between every agency. I've heard that my whole career. For 30 years, we've been talking about interoperability and politics

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								always gets in the way of interoperability. More than money; egos, politics. I'm in charge. There is no "in charge" and there is less of that here than I see in other places but, you know, over the years the police and the fire get about -- [State] code states that if a fire department on the scene of a fire then the highest ranking fire official is in charge of that scene. The police hate that.
Rules-Politics - Priority-Influence	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So we have to -- I want to be on the front end to learn more about it and understand how we can make it help us and not do it because we have to and it'll hurt us and I don't know that that's...because everybody's got an agenda. AT&T right now has an agenda about selling up this new system. If the State buys into it, which they did, now they have an agenda to make that work, because it's a politician thing.
Rules-Politics - Priority-Influence	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Oh, I knew it would. But we've got to have voices of people that use it that are non-ego voices and that's where we struggle sometimes because politics falls into, "oh I want so and so because he believes like I do" and then somebody else says "no I want to put that in the board because they believe in that and they lined that up and now what should be a true user group is now another political group and I see that happen a lot of times.
Rules-Politics - Priority-Influence	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Honestly, what it comes down to, we all got to go to it, so we got to find the funding so that we can get there and it'll be and it'll work, because there's going to be some small counties in this State that can't afford to do this, and that funding's got to be there for them.
Rules-Politics - Priority-Influence	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	He's a great guy, but he doesn't do much with the 911 because he has got it running and it runs great. But I guarantee you, he's more up on Ambulance, financing budget, ten care, Medicare, those types of things than he is on next gen 911, because his primary job is EMS and that's another responsibility he's got.
Rules-Politics - Priority-Influence	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So there's all kinds of things that we need to work on, but when you get to the political its like "we can't afford lawsuits; you've just got to treat it." I mean were endangering people when we are in emergency traffic calls



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								that we should not be running around [indiscernible]
Rules-Politics - Priority-Influence	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	And you're coming from the slow end and this sort of seasonally busy end, and that never end transfers and their end transfers, and had a way higher property value, and that was managing themselves okay financially. But because of financial downturn, and because a lot of our money is based on property taxes, and because it takes two years for the property taxes to actually trend one way or another, even if they're going down, it still takes two years. They were in trouble financially. So it was to their advantage to merge with us. And their person that was in charge of them, saw all of that. And I think it also makes us stronger overall as an agency, to be together with five different fire departments. Fire departments sometimes like to take over EMS agencies, and if you have one through out the county with five different fire departments, it's a lot harder for one fire department to say, "I'm going to take your whole thing over when they only cover a certain part of the district."
Rules-Politics - Priority-Influence	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: change in communication] I'm not really sure they've gotten all that much better, from paper to what we are now. I mean, I understand why we're forced into using technology. I mean, it's volume, basically. We just couldn't do what we do any more on paper, it just takes too much time, and it's, shuffling the papers around. But, like I say, the time wasted on technology is enormous. I don't think anybody admits what it really costs. Yeah.
Rules-Politics - Priority-Influence	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	But technology, fire prevention hasn't obsoleted us, because there's still the possibility of-- I mean, look at that thing in London. That kind of thing. That's why fire departments stay around. Because people see that on the news and they go, "Oh, no. Can't get rid of the fire department." But it's taken away a lot of our sort of innate sense of what you use this for.
Rules-Politics - Priority-Influence	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Yeah. It's difficult. That's probably one of the most difficult parts of my job, is adequate staffing so that they're not getting just beaten to a pulp in a busy season, and there's not a bunch of people standing around getting paid for nothing in the off-season. That's what taxpayers

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								demand, but it's-- you got to have a happy medium. I mean, I'm usually a little understaffed in the winter and a little overstaffed in the summer, and I try and smooth out those curves a little bit, but it's-- everyone complains when the ambulance doesn't show up for 10 minutes or something. It's like, "Where were you guys [laughter]?"
Rules-Politics - Priority-Influence	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	So we just message each other, so standard commercial messaging systems. Again, at an enterprise level, for sharing files around, we have our own intranet with shared central drive systems. That gets heavily used. We asked for something more mobile-friendly, and we got access to the box.com platform which is very nice...
Rules-Politics - Priority-Influence	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: pre-plans] ...every once in a while, something really weird will happen. President [Name] decided he wanted to address a crowd. I don't remember what it was but at a local high school. So the man can draw a crowd [laughter]. Basically, on four or five days' notice, we had 20,000 people showing up to hear the president speak on what was essentially just a high school football field. So it's not really geared for that kind of crowd or anything and you just wing it. Those are the ones that are a little more interesting in terms of getting that information together and then out to everybody, especially because those change up until the last moment when you get-- he, the president, whether it's [Name] or not, they're just notorious for-- I mean, the president, if they change their mind, everybody else changes around them, not them. But other events do it to a lesser extent, where you're adjusting on the fly and you need to get all that information out to everybody.
Rules-Politics - Priority-Influence	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] ...There's various procedures and things that need to be followed to change anything, and that can be very technical. And there's a whole lot of people who are in charge of this part, and then a whole lot of people that are in this part and getting everyone to meet on the same page. That can take years. And culture is a hard thing to change. Some of it is just a cost. I mean, our Lifepak monitors when we got them, we got a deal, but they retail for over \$40,000. Our Toughbooks are 6 or 7 thousand dollars new. The new tablets are certainly not cheap. That's an

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								enormous cost when you have 35 ambulances that you need to put at \$50,000 monitor in [laughter]. And so some of its budgetary constraints.
Rules-Politics - Priority-Influence	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Well, for traumatic, not traumatic-- for violent incidents that we respond to, I want to know who's also responding. Are the police responding? Why do I have to call the office to find out if the police are coming in? That should be an automatic, "Oh, yeah, by the way, the police are going there." But that has a lot of political implications. For example, some priorities differ from what my priorities would be where we need the police. "Is this a domestic?" So.
Rules-Politics - Priority-Influence	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	... Funding is an issue everywhere I would say. You have to prioritize where you're going to put the money that's you know set aside for you. You have to have somebody that's going to keep the interest of the personnel as well as the county taxpayers in mind when they're buying stuff for the year, when they're budgeting out their year. For example, the [devices] were real expensive for us down here but it was a necessity because we're taking people 45 minutes so that was a necessity over maybe something that we could have had that was nicer like the automatic stretchers or the power load so you just have to prioritize these things.
Rules-Politics - Priority-Influence	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	You going to crawl till you get service somewhere? I mean so it's the communication technology is pretty primitive and nobody seems to want to pay the money to fix it because it's not a big deal to the commissioners. You know they can't just spend the money on it so I fear it'll take somebody getting hurt or a lawsuit of some kind because the crew couldn't get somebody out ended up passing away or having long term effects from a stroke or something like that, the crew was trying to get on the radio, couldn't get out, the family sues. I think you're going to see something like that that's going to change this before pleading with the administration to change it.
Rules-Politics - Priority-Influence	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Absolutely yeah. Out here it's all reactive. That's the way it's done. They don't have enough money to proactively do much of anything so you know there's no tax space out here relatively speaking. [city], [county]

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								huge tax spaces. Out here you don't have it so it's all reactive and it's right, wrong or indifferent it's the way they got to do it. They got to run a whole county here. You know they got a road department, they got a police department, they got people that they need to pay for.
Rules-Politics - Priority-Influence	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Not until the county builds a plan and lots of money for it. I mean there's nothing you can do other than make it work which is a lot of what emergency services does that nobody understands. You know everybody thinks oh man they got the BRT's, the big red trucks and they got everything they need in that thing. I don't know what they got but they got everything. Normally you know in a lot of these places the stuff is held together by what the guys do in the station. They're not going to pay for a new light bar because a tree fell and hit the light bar and broke it so now you're running with a broken light bar but if you fix it in the station nobody's going to say anything you know so you fix that stuff, you get it going.
Rules-Politics - Priority-Influence	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	Yeah. And I think, probably this department, they're big on innovation and trying to get better equipment and do better things. So they'll get a lot of new ideas, they'll try them right away, and see if they'll work for them. We'll try new hoods, which isn't really a technology thing, but it's just a piece of our equipment. But we'll try it, and if it doesn't work, we'll just give it back
Rules-Politics - Priority-Influence	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	Right now, it's me and a lieutenant. And I think we're way understaffed.
Rules-Politics - Priority-Influence	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	I mean, there was a group that was doing it prior to us, and it was a lieutenant and like five sergeants. So they all could kind of take little areas and share-- right now, what we have to do is-- the program we came up with, we have to find people to do the training. So we came up with the program. Now we have to find people to do the training. And they'll come in on overtime and kind of be adjuncts for us and work for us as adjuncts.
Rules-Politics -	FF	S	Field	18-25	5 or less	Male	FF-S-039	But there is definitely a push for people to follow their SOPs, their

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Priority-Influence			Responder					standard operating procedures more. And to communicate less of the stuff that should be assumed. Like, I know if we were in a fire right now, our job is to do a search. That's our primary job. That's our primary job. Our secondary is to is to control utilities. No one needs to tell us to do that. So if we're really adhering to this policy of less radio traffic, no one should have to tell us to do that. When we're done with those things we'll say, "Rescue squad 741 to command, we've completed the primary search and it's negative. The utilities are gas and electric and they're both controlled." That transmission right there took 20 seconds, and that should be the only transmission...
Rules-Politics - Priority-Influence	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Yes, one is the department one, and one is personal. So being in government, everything is subject to Freedom of Information Act requests. And we have had in our state people that have been very specific. They don't like the idea that they can't get the information, so they have done many blanket requests where they want every single text to every single employee of agency XYZ or whatever have had-- they've made request for every single email for every single state employee for the last year. So some of these, they may know full well that, I mean, the state can't fulfil those because we're dealing with millions of hours and [laughter] dollars. But knowing that those requests are out there, yes, anything on this phone, I understand and acknowledge is work-related and always subject to that. And then anything on this phone is for the wife and kids and [laughter].
Rules-Politics - Priority-Influence	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So the fire stations are spread pretty evenly throughout the city. Yeah. And there's all kinds of sociopolitical reasons for why fire stations get put wherever they do.
Rules-Politics - Priority-Influence	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...When Sprint/Nextel for example were looking at adopting the iPhone platform, they had to figure out are we able to move a million of these devices a quarter? Or I think the numbers might have been even more inflated, like a million and a half a quarter or something, a month. If you total up all of public safety in the United States, every cop, firefighter, volunteer, numbers estimate, you may have three and a half million of us

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								total here in the entire United States and we're certainly not replacing our radios every two years like average customer is with their cellphone.
Rules-Politics - Priority-Influence	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	And so the whole idea to have public-safety technology, public-safety equipment that is free with a three-year signup [or?] lease, whatnot, has been a real interesting paradigm to try to address with public safety as far as technology: how we have it, what we do, what do we need. But it's for no lack of needs. Public safety definitely has technology needs, but it's always been kind of this push pull as far as, "Well, here's what's available," or, "Here, how can we make this work for us?" versus just saying, "Industry thou shalt do it for us because--" I mean, we just won't buy enough of them, they think, so.
Rules-Politics - Priority-Influence	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: communication with LE] That they don't. What we have found since September 11th, is that after September 11th, public safety put out the word that, "Hey, we need a lot of help with this." And in short order, we got a lot of technological support. So there are the little black boxes or apps or software. You can pretty much make anybody talk to anybody. So that was part of it...
Rules-Politics - Priority-Influence	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	My daily routine is very hectic because as the training division we're required to manage training curriculums, provide evaluation processes for probationary firefighters, to disseminate and deliver required training by the [State] Administrative Code, the National Fire Protection Association, as well as manage budgets and funding so we can provide those training with all our personnel.
Rules-Politics - Priority-Influence	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Yes. So I have a department issued phone in the training division but each company officer, lieutenant or captain or battalion chief, will have a department issued phone. And that's their means of communicating just for that crew and that shift.
Rules-Politics - Priority-Influence	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Okay. So all of our engines and ladder trucks have thermal imager cameras on board. And it is required-- I don't want to say required-- the protocols and the standard operating guidelines that we have, dictate that the company officer will have the thermal imager when they enter

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								an IDLH atmosphere.
Rules-Politics - Priority-Influence	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	I guess it would be stable funding of the fire service. And I don't mean just more money, what I mean is stable funding so we're not reliant on levy's and votes. And we have adequate staffing, so we're not-- let me just close this door. So that we're not trying to get by with the very minimums.
Rules-Politics - Priority-Influence	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	...That technology is out there but for a third-party company to build it on their own, there's a ton of motivation because the end-user group is not gigantic. So it's not something that you can, "Why do I want to build a system for the fire service when I can go build Instagram and try to make billions of dollars, right?" So there's that element that's at play.
Rules-Politics - Priority-Influence	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	And how to breach into that access of those skill sets and the funding that's necessary to create those systems, because right now they seem lackluster for sure.
Rules-Politics - Priority-Influence	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	...I would just think more probably where we could really, really jump forward, but it's all money, right? Because it's-- that you want to talk about being leading edge, that's where I think it would be advantageous, is the fire scene.
Rules-Politics - Priority-Influence	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4]... So now we're sort of on the leading edge of a lot of the technologies for communication, patient care, patient transfer information, things like that. And one of the leaders here just because number one, we've lagged long so far behind. We've got a very progressive, particularly on the medical side, EMS program that uses data very heavily, relies upon data studies and things like that very heavily for care. And we're willing to invest the time and energy, and these guys are very capable in terms of it. They didn't embrace it at first. I think the curve into which they have embraced the technology and been willing to work with it has been pretty amazing.
Rules-Politics - Priority-Influence	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] And one of the difficult things, I think, is you're developing standards, but sometimes standards come out, and we don't have the funding to meet some of the standards. That's one of the challenges we

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								have when standards are created. As the federal government and the state government, there's a lot of unfunded mandates, and it's very difficult to do sometimes.
Rules-Politics - Priority-Influence	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] And a lot of spares to go with them. So that worth, maybe on a small scale. Maybe \$2,000 doesn't seem like a lot with that technology, but when times 400 of them, that's a big hit, so.
Rules-Politics - Priority-Influence	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: equipment checks] I mean, it works fine for us. I think there probably be a more efficient way to do it with technology that's available, whether that be on an iPad which we tried for a little bit... And I don't know really what happened with that. It sort of-- we had them, and then didn't have them anymore. It just sort of went away.
Rules-Politics - Priority-Influence	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	And in doing so, we actually-- the other captain and I are going to be working with that commission to kind of spearhead drones in public safety for [State].
Rules-Politics - Priority-Influence	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	With that said, we're right on the outskirts of the high-rise district, so a lot of business. What we've seen recently, honestly, is we've always had a fairly large population of homeless but it's exponentially increased over the last few years because of the marijuana legalization. So every 16-year-old that's angry at Mommy and Daddy because they don't let them smoke marijuana decides to leave home and come out here. So if you look out right where they're going, right over here is a high-density area for homeless people and drug usage. So it becomes, for us, we've seen that increase dramatically and with the homelessness comes-- and the marijuana, it just takes-- it goes from the marijuana and then they come out here, the next thing you know, it's some type of cocaine, heroin, just whatever. So we're trying to-- and there's not a lot of places to put them, so the mayor's priority is really trying to get people into some type of housing so that they're not out there just-- and programs that really help the people that are out there coming in and just getting addicted to stuff, so. But this firehouse really has just a wide-- if you just head just a little bit that way, it's low-income. If you head a little bit that way, upper-end business... So this area kind of hits it off... This area just



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								totally sees it all.
Rules-Politics - Priority-Influence	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...I'm trained to put water on a fire. I'm trained to cut a hole in a roof. I'm not trained to come in and say, "What do I need to--?" ... Or even, what is data? I don't even know where to begin to look at saying, "Hey, I would like more fire trucks." Great. And usually, as firefighters, we're very passionate people because we want to help. And so when a government comes in, they can understand a passionate argument significantly. They come in and they say, "Man, I totally agree with you, but I don't have \$1.8 million to buy a new fire truck. I have all these other priorities."...
Rules-Politics - Priority-Influence	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...so being able to come in without my emotional argument and bring in a logical argument and say, "Here's how this \$1.8 million could benefit you," is what these data analytics people could do, right? They're the ones that could come in and say, "I'm going to take your emotional argument, and I will show you how you can collect data, whether it's through response times, through call volume increases, through number of citizens that you're serving every time, how many touch points do you have. We can come in and actually utilize that data to justify a fire truck or additional staffing." Chief [Name] is a master at that...
Rules-Politics - Priority-Influence	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Internally, I think we're just getting to a point now where we have-- we hired, a few years ago, a community outreach director who's-- now, she's a civilian. She worked in government for quite a while, but she's now our-- I don't want to say political affairs, but she has a really strong foundation in that world. So even though that's not her primary function, because she has a strong background there, she assists a lot of our commanders, our division staff, which is the highest level of our department. So it'd be the chief, the deputy chief, and then we have six division chiefs. She kind of comes in and, "Hey, you might want to think about this," or "Here, I could put you in touch with this person." ... Where I don't specifically know what stuff we're tracking, I do know that she's really helped the division heads and the chief of the department start looking at how we can utilize data to advance some of the priorities that we have.

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Rules-Politics - Priority-Influence	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Our dispatch is kind of unique, where we still have [City] firefighters work in our communications and our dispatch. We don't have call takers and dispatchers. Our union has fought very hard to keep firefighters and we have a group of people that-- we still rotate some people through there because not everybody wants to go to work in dispatch. But usually some of the older firefighters, or people who might have been injured, or people who just don't want to work in a firehouse anymore, they'll go up and they'll work up there and they'll stay there for however long. And so they can become quite proficient...
Rules-Politics - Priority-Influence	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...sometimes CAD will come in and say, "Engine one, respond to this call." Well, it's not taking into account that this road is closed, and so engine 11 may actually be closer because right now there's a protest going on, and so this road is closed. And so it just automatically assigned engine one... So, us having firefighters up there who actually understand firefighting... They understand, "Hey, you know what? I got this road closed." And usually, they're not quite as-- I don't want to say fearful of making a decision as maybe a civilian who's hired to be a dispatcher. "CAD told me to do this so that's what I'm going to do." I have firefighters who are like, "No, this is the best reason why I would do this." Or, "Hey, Chief. Do you want me to start you a second company on that? It looks like you're running a little low on truck companies. I'll start you another one." So having those firefighters up there is kind of a-- every time we come to collective bargaining every three years in the city we always fight to keep our dispatchers up there.
Rules-Politics - Priority-Influence	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	He's very interested in advancing the department. A lot of times we don't have firefighters that stay in key critical positions for a long time because we love to get back out and do the firefighting thing. And so those key positions that keep the organizations moving forward, in the fire service in general, we get huge amounts of turnover. I'm a brand new captain. A brand new chief. I'll do my 18 months in hell. Go work in an office and then I want to leave. But anything, if you want to advance the organization, if you want something... If you want to increase your

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								budget, get a new piece of technology, those things aren't just like--
Rules-Politics - Priority-Influence	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	I'm a firefighter out on the street and, all of a sudden, I come into a position in here. Just figuring your schedule out, let alone what you do for your job, takes you a year. Well, then you only have six months left. And you know as well as I do that a lot of times, it's who you know that can make-- I can call up somebody at technical services and say, "Hey, I have this problem with this. What do you think?" "Oh, there's this dashboard program that you could use that could really help you track your people and help you create some efficiencies in your time." "There is?" "Yeah." But if you're only spending 18 months, number one, do I really care? And number two, I don't even know where to start to do that kind of stuff...
Rules-Politics - Priority-Influence	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Yeah. And I think especially when you're looking at a lot of city projects, everybody's competing for funding. So even with a very well-laid-out, high-priority project, the timing on it may be--the city could have other really-- in two years from now, this project could get pushed right through. But right now, there's three other projects that are super important. So it could just be killed. So, by Chief [Name] being where he is, he understands what's going on in the city and going, "That's a great idea. We need to push it. We're not pushing it right now." ... Because the timing is bad... And so he understands that. And he's a master at that.
Rules-Politics - Priority-Influence	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Yes. We have an IT. So we had a battalion chief who sent us down this road and then left to go work somewhere else. So now one of our engineers, our drivers, is trying to keep it afloat, which is great. I'm glad he stepped up, but it's too much. In my opinion, it's too much responsibility to put on someone who drives the engine and is paid a certain amount and is already busy doing a whole bunch of other things. So we will see how it pans out.
Rules-Politics - Priority-Influence	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	So for that point there, every week all of the agencies from [County], which is one county east-- from [County] to the [State] border, conference call every week. So I didn't know this until last week when the chief said he couldn't be there so I had to call in. And so not

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								everybody makes it every week, but at that point, there were 46 people on the line. And so what happens is the [Organization] kind of goes down the list of agencies or counties and they just chat about current fire conditions. How are you feeling about it? When it's rainy, there probably isn't much to talk about. When it's dry, a lot of them-- there's a lot of chat about what they've had. We've had some incidents here and there, whatnot. The particular phone call I was part of was, "Let's go to stage one fire conditions," or-- yeah, stage one. So basically stage one is just you can still have campfires but the have to be in an approved camping ring. You can't just light them with rocks on your own, if you will. And so it's that phone call where the decisions are made, and then every agency has a PIO up here, everywhere.
Rules-Politics - Priority-Influence	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: wildland fires] ...[City] had a big one a couple of weeks ago, and because of the status of the town of [City], and it's a resort, they had nine planes on it within a few hours, which is unprecedented. They were not going to let that town burn down. But it was 80 acres in the forest right in the ski slope. So if it's situated in an area that's going to go and burn down neighborhoods, we're going to get a lot of help pretty quick. And then we will. And so the way it works is it's our fire for the first, say, 24 hours' operational period, and then if it extends into the Forest Service or if the sheriff declares that it's a certain-- if we can't take care of it on our own, then we can go to the federal level and then they can send in a type three team or a type two team or whatever and we can get resources. Those are rare. I have not ever had anything like that in 20 years. [County] has gotten lucky, very lucky.
Rules-Politics - Priority-Influence	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: station alerting] ...So each bedroom, for instance, will, when there's a call, the sound will come over, the light will come out-- will also come up. The red light's important because it preserves your night vision so that you're not turning on the light and then going right back out into the dark. There's a lot of components. They add a lot of bells and whistles to entice people to buy it, but I just want us to get away from this high-low thing. In the '80s and '70s it was a bell, like a bell, a buzzer, so we've

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								come a long way. But we're just stuck here because with station alerting-- because it's an all or nothing thing. Everybody has to have it or nobody gets it. And so then you go out west to [City] and [City], where they don't have a lot of money so they can't really invest in it. [City] doesn't even have people in the station every night, so what use it for them? ...
Rules-Politics - Priority-Influence	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	We have a system for callback, but we don't require it and it's rare. We might get one or two. But now, with five-staff stations, we have a minimum staffing of four, which is [Organization]. The chief, we spend hundreds of thousands of dollars in overtime to make sure that these engines have four. So we can do a lot more now than we could 10, 12 years ago. 10, 12 years ago, we were doing callbacks for a lot of things, but it's rare now.
Rules-Politics - Priority-Influence	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Well, I mean, I think, I guess, for me is if we're going to explore technology, let's explore and keep it and quit jumping around or trying to solve this with that. I mean, technology evolves so quickly that I don't know how anybody keeps up, but we're not going to slow the private sector down. They're going to keep evolving and keep creating all of these incredible, awesome things, and we're just going to keep shelling out the money for it. Yeah [laughter]. We can't keep up so.
Rules-Politics - Priority-Influence	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: cell phone use in FF] It's not going to be used as much. The chiefs do it. They'll use cell phones to communicate probably to our main dispatch center when they can, just because they have the capabilities. They have the time to do it. They're set back from the scene. They're not actually in the trenches, so for us to use a cell phone in fire situations are less likely, but other incidences like maybe if it's a situation where we're able to step back and not get so involved, we may be able to use a cell phone. But when cell phones are used, it's mainly an incident-command type of situation, not actual-- the companies are actually mitigating a situation. We don't really get into cell phone use at this point, so.
Rules-Politics -	FF	U	Field	46-55	21-30	Male	FF-U-028	I can either want to do and too much-- remember picturing yourself in a

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Priority-Influence			Responder					conversation with five people talking to you, or you had to-- or being overwhelmed or being overloaded with stuff? If there's a way to just funnel one aspect, if you're receiving from one, maybe two, you might be able to handle. I think that's all you're able to handle as your brain is going to process. It's the biggest technology. Your computer is your brain that you're using. Funnel or filter or triage messages. What's important, what's crucial, what is information that we can actually hold off on for right now, what is crucial for the incident, what can we hold off and funnel it, keeping it simple. I keep going today. Keeping things on a simple basis...
Rules-Politics - Priority-Influence	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...Gaining complexity is the real killer of simplicity from my perspective. And how to improve that? A lot of face-to-face communication, maybe having one guy operate the radio. Giving messages instead of everyone having radios, and all this talk and garble. I have to be responsible for listening to all this, because it may apply to me. So funnel. So you take your five people in a room. You tell them all be quiet, one speaks. So that would be just a suggestion for that, just not being in a position where you're going to be overloaded with, where this technology has become rather burdensome in your decision making or thought processes right now.
Rules-Politics - Priority-Influence	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: communication issues] Failure to communicate is one of them, yeah. But as far as communication from a technical aspect - buildings, dead zones, again, metal buildings, being encased in concrete - you're just not getting that signal out. What is causing communication is possibly the-- in fact is that we have possibly too many radios operating on one fire realm. It can be cumbersome, and lost messages will occur. Some of those are crucial, or non-crucial... Sort of triaging your messages, yeah. What needs to be known, readily known right now? What can wait? If you've got some guy at an active fire that says, "Yeah, I've got a water cooler out on the rig for you guys." You don't need to say that. It's hogging up air time, we'll address it later. I think those are the two communication problems. Those would be the two that I've

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								experienced. I'm sure there's more, but from what I've experienced, those seem to be the two problem issues.
Rules-Politics - Priority-Influence	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	In this department not much. If we had more money we would have other things. Thermal imaging camera would be awesome to have for structure fires but I mean that's a lot of money for one of them you know. And now you know these days by NFPA standards your gear even if it's brand new, never been worn if it's ten years old you got to throw it away and replace it. Well it's to rig out one fireman is almost eight grand completely that's boots, hats, bunk gear everything. So I mean you know our little department didn't have that you know. We're getting money now because of the tax but we need to use it in other places.
Rules-Politics - Priority-Influence	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	And just a county. I think it's geographically a little over 300 square miles, give or take. There's 1,100 sworn police officers. So I guess by agency size, that's about midsize. I mean it's not like a Chicago or a New York, but that's still a lot of police officers, but realistically, it's less than what we should to serve a million people. We should have almost twice that to adequately serve the community
Rules-Politics - Priority-Influence	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	...I mean, typically, they're not, but quite frequently, we run into it getting pulled off your uniform shirt, or stretched, or gets caught on something where a Bluetooth-affixed microphone would be really nice or even a better headset system. And they make some nice stuff, but it's really expensive, and they're not going to buy that for 1,100 officers.
Rules-Politics - Priority-Influence	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Yeah, a diagram. Yeah. So I certainly would like to see that kind of technology for us. Unfortunately, those are very expensive and we don't have enough incidents I think to really bring up the need for that-- the need for that.
Rules-Politics - Priority-Influence	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	But the goal for this year and next year is that all the new people that are coming out translate into two officer cars.
Rules-Politics - Priority-Influence	LE	U	Supervising Field	46-55	31-40	Male	LE-U-029	...And then for me, it's just going to be finding the money to get the technology to the officers - of tablets, of cell phones, things like that. Our

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			Responder					department's trying to get larger. We've actually gotten the authorization to hire up to 200 more officers.
Rules-Politics - Priority-Influence	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	I have the cell phone. I just don't have the program because they ran out of the licenses. And so I can't run names.
Rules-Politics - Priority-Influence	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] I think so. And I think that you get, at least down here, we get certain people or groups of people that think they want to take us in this direction, and another group wants to take us in this direction technology-wise, or this type of technology, and I think that that gets in the way too.
Rules-Politics - Priority-Influence	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] --if we need to expand our coverage, it takes funding and we have to expand our infrastructure. We can do that. And that's done and we're doing it now. We're expanding coverage into the airports. Those are sort of the special grants that we apply for. We get them and then we solve issues that come up.
Rules-Politics - Priority-Influence	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] Well, the body cameras, you could google all about the body camera. You got that. I mean, I can't speak to that. That's up to our commissioner/
Rules-Politics - Priority-Influence	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...well, we have an RFP out on the street. We have an RFP out on the street. So it's that program is initiated, I do it. But, again, it's going to be a program that's going to help us be able to eliminate some of the boundaries and challenges we have. Maybe those cross-geographic boundary issues and the way calls are presented to [City]PD, and also alarm companies and the hearing impaired, and being able to handle those types of requirements, and in a platform that is all integrated. It's all IP-based, end to end.
Rules-Politics - Priority-Influence	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: running a person's information during a traffic stop] ...we have a few people who will not use the computer, use only the radio, which then takes up bandwidth for everybody else, but they won't change, and they're our trainers. So when you have trainers who are teaching people to constantly do that, it's like, yeah I can teach them how to, but you don't need to do it all the time. So it just, there's a lot of things that we



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								can do with technology that our people are preventing. Whether that's dispatching, whether that's running inquiries and stuff like that on computer, because we just get a mindset of, "Well, this is how we've always done it."
Rules-Politics - Priority-Influence	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: evidence system] it's not a lookup system. You're logging on to upload your data that you've already logged on and looked at and used. So it doesn't have the highest level of security. I don't know how it is on the district attorney's side. But only a few people within the department need to get into that. So there's not very many people that even have access to it. But it doesn't give me any ability to go look at another agency's records. So as we talk about those levels of security and if it's really a low-level program, how much security? Do you have to have two-factor and change a password? Sometimes yes. I think it needs to be looked at on a program-by-program and what's it really doing and what's the exposure risk.
Rules-Politics - Priority-Influence	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: evidence system] ...At the DA's office, they may log on and see every agency who feeds them information. And if I'm only blocked down to my agency, maybe it's less exposure for me because I have the same data in another database. They're just kind of thoughts and considerations and all these new programs and devices get rolled out.
Rules-Politics - Priority-Influence	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I think it comes to the question on, as they're going through this process... even on the National Broadband for Public Safety when they're defining who's a primary user or secondary user and dispatch wasn't included. I think when you look at the people who actually physically respond, and not to say when a dispatcher answers the phone that's not a response, but to me that's a very controlled environment, and if they had to step away for some reason, someone else could fill in, there's not that immediate sense of peril and they're talking on the phone, and that they're doing a lot more stuff on the computer screens and looking at stuff, but they're not out there where the sights, the sound, the smells. To say taste comes in, but on a heavy wet foggy day, you get those tastes sometimes in your mouth...

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Rules-Politics - Priority-Influence	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I guess that's where I see the differentiation on who's a first responder, someone responding to a scene or in the field versus all the other people who are certainly part of the public safety system and may be on the front lines but don't get that full sense of engagement. To really have those impacts you've-- I've never heard about dispatchers getting tunnel vision or auditory exclusion or all the other things that we're regularly trained on and discussed to recognize in ourselves and in others because it creates a safety situation that can affect others. I think there is a line there and I think it's continuing to be defined... By FirstNet saying we've got to draw a line somewhere, and where is that line, and what could you objectively and scientifically measure and say, "Here's why there's a line." When I thought about it last night, I think that engagement of all five senses and the potential impact it can have to you, in the sense of immediacy and threat and security to you is what kind of creates that.
Rules-Politics - Priority-Influence	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... we stood up an 800 MHz system within our county. So we all had each other's talk groups but everyone was still afraid to change the channel on the radio or talk in somebody else's talk group because they just didn't do that before. So that took a while to convince people that we have new response protocols. And if multiple agencies are responding to a scene, we're going to move off the various dispatch talk groups and go to one response talk group. It took law enforcement a long time, and they're still not really there, that they're going to go off their channel to go to that response channel because their thought is they're always waiting for the bigger and better deal to come along and go do something that is more fun than directing traffic on an accident scene. So they always listen to their talk group. So we try and do that from a resource utilization standpoint, from an information sharing standpoint. If we're all driving up and down the interstate and no one's found the accident, it's nice to know that...
Rules-Politics - Priority-Influence	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: decrease radio time by using computer] "And then when you get on query, you say--" and let them know you already did it on the computer.

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								So it's MDT traffic stop. Then everyone who doesn't have a computer knows you built a traffic stop somewhere. So that was a process of working through. I'll say it was a little letting go of control from the dispatchers. They disagreed with a lot of this. I think, as a field user, we said, "We don't care. This isn't your decision. We love you guys. We appreciate what you do. The person most responsible for my safety is me. And so if I need to build it on the computer, don't try and give me a policy that says you shall not. It's not going to work. Highly discourage. Make it as strong a language as you want. It's going to happen."
Rules-Politics - Priority-Influence	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	So a Code 0 would be the situation or-- there's a robbery, or anything like that. So when they call out on it, there's a tone, so all units be ready for a tone, or however they word it, and it's just a siren over the radio, so that means that channel 1 is specifically dedicated to whoever is being dispatched to that call or any other units that are associated with that call. Nobody else can talk on that channel. All other traffic goes to 2 or whatever else...
Rules-Politics - Priority-Influence	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	[S2] They don't even have the unit here. I just looked at what other cities do. "Oh, that's cool." [Name] is probably the closest one, it's probably the longest one we have had there. He's been there two years now.
Rules-Politics - Priority-Influence	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	We are in the midst of a three-year \$72 million project to replace our whole radio system, portables, mobiles, desktops, tower infrastructure, transmitters, repeaters, everything. This contract was just signed about 9, 10 months ago, so we're just getting geared up, working on permits and other issues to try to get everything ready for the subcontract. Motorola won the contract. Now, we're working with Motorola and their contractors to make sure it's done on time.
Rules-Politics - Priority-Influence	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Actually, it's done around plan E [laughter]. So just recently, I was asked how we create more room in the trunk of the car. Because now I'm told they want to put a printer in the trunk. Yeah. Granted, they can't give us the laptop that will function inside the car, but somehow they think a printer with thousands of moving parts is going to hold up in the trunk.

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Rules-Politics - Priority-Influence	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	So for about two years, we were paying for 1,800 phones, and then they audited the system, and I got a call when I was out on patrol that I'm needed-- and this was the dictate from the Puzzle Palace, that I immediately go to my 6:00 AM lineup and order everyone to retrieve their company phones, turn them on, and call the station. Use them.
Rules-Politics - Priority-Influence	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Absolutely. And then they're back prior to one particular administration like 15 years ago, the city was always willing to pay for cars, pay for gun, pay for anything, just don't ask who's for dental. I mean, this current situation is going around and around between the battle between Affordable Care Act and whatever the new one is, but we saw that the new people don't understand it. Dental was a new thing we didn't have. I mean, we just started getting overtime 22, 23 years ago, 25 years ago. But yeah, the one protocol pension, they'll give you anything, but something you can actually feed yourself with.
Rules-Politics - Priority-Influence	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	We had a \$3 million grant that we left on the table about 12 years ago for dash cams, but one of the bosses didn't want them, the troops didn't want them, so they left the \$3 million grant on the table for dash cams because they were bad. Because there is no trust.
Rules-Politics - Priority-Influence	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	I mean, if I-- you get told what you're getting for Christmas. Don't ask me what you want for-- I'm not going to ask you what you want for Christmas. This is what you're getting. It's like, "I don't want that." So it's every year, it's like, "Oh, God. What's in my stockings today [laughter]?"
Rules-Politics - Priority-Influence	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	But these events, depending on what the event is, don't raise to the level where we're going to open up a huge DOC, where we're going to have representatives from all these other agencies and be in there for a huge instant command kind of thing. We're dealing with this command on-site for this event in there.
Rules-Politics - Priority-Influence	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[To the?] aspect like the radio communications that there's something going on. "Shots fired." Like, "We have an officer shot." Everybody tries to get on the radio at the same time. Sometimes the dispatcher just-- they have a hard time controlling the entire situation. The officers have a hard

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								time not cutting each other out. So, like we had one officer that was shot while the other officer didn't know she was shot because they work in a pair. He took off chasing the guys. So, she's trying to come over the air saying she's shot while he's coming over the air saying he's chasing this person. Then people would step in, that, "I'm going. I'm going." Where then that person doesn't need to-- you just go. So some way of better controlling the airways when there is a critical incident.
Rules-Politics - Priority-Influence	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I think technology-wise, because you could really only say you're en route or on the scene, to call that the dispatcher has to physically put you on. I don't know if that's control they don't wanna give us or we can just go to any call on the board and say yeah, we're going, or we're not going. Or we're there or we're not there.
Rules-Politics - Priority-Influence	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] ... Fire dispatch gets on and helps the fire when we said it. Life on the other hand there's been times on injury accidents where because usually in town we usually only have one or two ambulances running at times and there's times where they work three counties. They don't show up for half an hour and we need them there within 5 minutes.
Rules-Politics - Priority-Influence	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	They had no battery backups so it would take 10 to 15 minutes for radios to come back up. If anything happened during that time it was just tough. No it didn't work and so I actually went and bought battery backups for everything so now when the power goes out or if the generator kicks on you operate through it because you know when you have severe weather and stuff that's not time you need the radio going out so we fixed that issue. A lot of the cars have 45 watt radios and for something this size and especially the topography of [county] 45 watt radios just don't get it. I actually just bought two weeks ago I bought 14-110 watt radios for the cars and I got them off [store name]. I got seven of them for \$129 a piece without a speaker. I got four of them for \$139 a piece with a speaker and the guy called me back here. He's from out west and see we're still using the old VHF MO you know and so he called me back and said listen I got we bought 300 of these radios for someone to change up to a digital system I've only got three left. It's

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								saturated out here I can't sell them to anybody else.
Rules-Politics - Priority-Influence	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	So we're looking at a solution for that is putting up some smaller towers with a microwave link that would transmit back to the main tower and offset the delay time and everything and have repeaters setup to rebroadcast portables back so actually it would help cover the area.
Rules-Politics - Priority-Influence	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	What we found on the tag reader it was \$16,000 yeah it worked, it was great. You run somebody's tag it would run them, it would run the owner to see if they had warrants. We got probably more warrants off of tag readers than anything else but we have so much it's like we don't have a lack of things to do. I went out here this weekend and on Sunday I wrote 19 tickets just on Sunday. I wrote 12 tickets of those 19 were over 80 miles an hour. Speed kills people so it's not like I need a tag reader to give me something else to do. I have plenty to do you know an expired tag is not going to kill somebody. Somebody doing 85 or 90 miles an hour will.
Rules-Politics - Priority-Influence	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Is it money well spent that's the question.
Rules-Politics - Priority-Influence	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... If you got unlimited resources you can make phenomenal technology and I can come out here and put up digital towers, put high towers up in this county and have crazy good you know I can make it so that you know we can connect computers to it and everything else. I ain't got that money so the question is how good can you have for what you can afford? You know you try to make the most of what you have and I don't mind buying used stuff. I don't see value in used stuff. If it's good you use serviceable equipment. You save a ton of money and get more for your money and come out ahead on that you know.
Rules-Politics - Priority-Influence	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Probably the burdens placed on, whether it be, you know, just the saddle burdens. You know there is a lot more scrutiny, which can be a good thing, but now it's almost to the point where in law enforcement, you know, traditionally we have been kind of separated from the politics, but

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								not so much anymore. So any time politics drives a service, you know, there is room for abuse.
Rules-Politics - Priority-Influence	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	And they have. And much more than, you know, it's always been politics that drives policy to a degree, but you know, we always used to be able to tune it - it doesn't matter if its law enforcement or fire, we always used to be able to defend kind of what we did because of, you know, rational, legal, objectifiable, you know, data. And now it doesn't matter.
Rules-Politics - Priority-Influence	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Emotion. With people making decisions based on emotion outside of whether it is factually based or not.
Rules-Politics - Priority-Influence	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Probably unwritten. I don't think there is a written policy on using your cell phone. I know there has been discussion openly that using your cell phone to take pictures and so forth is discouraged just because, you know, [unintelligible] your phone, but it sort of an officer's decision whether, you know, they feel like they want to give their phone up if need be.
Rules-Politics - Priority-Influence	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	I don't know that it really - I mean, that is really all I have ever known. I worked a couple of different places and there generally wasn't any but they expect a higher level of customer service than what some of the other areas might.
Rules-Politics - Priority-Influence	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	And pretty much in the county I dont see that. There is also a level of - you know, most of your career fire departments have a better working relationship with the career law enforcement than some of the volunteer departments and I think that boils down to professionalism and you know, the professional police, because we dont have volunteer police for the most part. You know, they look at the career fire fighter generally is more professional and more resourced and so the volunteer agencies dont exhibit the same level of professionalism because their standards are a little bit lower as far as accountability and so forth, so, and there is a little bit but you know, as far as not helping or - you won't find that kind of division. Not in a lot of way anyways.
Rules-Politics -	LE	R	Field	46-55	21-30	Male	LE-R-060	Probably I think as it relates to any potential safety concerns we might

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Priority-Influence			Responder					have when we get there. So is this person known to be combative? What is the nature of the call? So it is, somebody stole something from the store or is it something very emotional where, you know, emotions are high, people aren't thinking rationally and becomes an issue. So anything safety-wise, their anatomy and everything else is just secondary.
Rules-Politics - Priority-Influence	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Basically, we are not competitive with surrounding departments. We are about \$10,000 to \$ 15,000 under everybody else. We got our pay rate up a little more, we were able to keep some more people but I can't even get anybody to apply for the department - and everybody is having people having problems getting people to apply but on average I will send out 100 emails from the testing agency and I will get 10 people to come in and actually interview and out of those 10 people that I interviewed last time, I only hired two.
Rules-Politics - Priority-Influence	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	It's a budget issue, it is a political issue, it all comes down to [cities] coming to an agreement to put it into place; no one knows what's going on at this point.
Rules-Politics - Priority-Influence	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	No, it wouldn't be that type of merger because we would keep the police department here; it wouldn't be like a merger with - like our fire department became [city] fire department. We would still be [town] police, but we would just be using their computer system that they will be dispatching for us, so everybody is going to have to learn a new - learn how to use the new software.
Rules-Politics - Priority-Influence	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	One of the biggest things for us I think was our body-worn camera initiative. So, we started that prior to [city]. Prior to the --
Rules-Politics - Priority-Influence	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yeah, we were kind of cutting edge around here on that. We were knocking on their door. They weren't knocking on ours. Or actually, let me reverse it. They were knocking on our door because after [City], everybody went to them. And in that interval we were already implementing our program. And we did that and I talked to our community a little bit, it wasn't because we had bad officers that we



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								wanted to watch. It was, we really wanted our community to see what our officers were doing for them. What they were putting up with. The mentally ill that we had to deal with and the closing of [City] and what it means to us as a Sheriff's Office and what we had to deal with that comes from our community. And that was the biggest reason. We wanted people to see what we do and it has paid dividends for us.
Rules-Politics - Priority-Influence	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	And don't -- let me -- don't get me wrong, we have some knuckleheads. You know, we have human beings, right. I am not somewhat immune to it but we have not -- never had that rash of it being cultural in our agency you know or failure to train on a certain area or training bad in areas, use of force and stuff. We've not had that issue, but it still brings a level of accountability to the officers when they put that body camera on and they instinctively know then. You know, so it has dropped assaults on the officers, it has dropped our complaints. The most complaint you get is he's ride too, right.
Rules-Politics - Priority-Influence	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	I mean, it's dropped that. Officer's assaults on citizens where we have to lay hands on people, it has dropped. So, you know, we are seeing those things pay dividends for us and that's good for our community because everywhere you go and if you are doing something, somebody is right there, you know? So, you might as well have one on you and this camera gives you that perspective from what the officer sees. Not that, you know, 10 feet away.
Rules-Politics - Priority-Influence	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	No. No, we have done more with less than at any other time in history. [Inaudible] you know, the toughest economic down time in modern day history. We have done more with less. We've had things shoved upon us though we have had now in position since 1998 law enforcement. We've double bunked two pods out of the [inaudible] facility without hiring a soul. So --
Rules-Politics - Priority-Influence	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yeah, incredible. And we do it all with, you know, we used our reserve unit, that are people that volunteer for our agency to work for free and to do the mental transports. We lost 21 reserves this year. I think a lot of it was -- some of it was attrition, some of it was, you know, I've done this

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								<p>long enough, I want to do something else and but I think some of it, you know, this isn't what I signed up for. You know, I am not Uber for, you know, the mentally ill, you know, and they are spending their volunteer time doing that instead of doing other things they could be doing. So, I think that was a big part of losing some of our reserves, but just can't continue to -- we were just talking in here already. We have not had any -- although our budget has increased but it is we picked up juvenile or because we picked up, you know, animal control or other things have been handed to us to do and it comes with that budget increase but as far as us getting law enforcement positions because we have more people, we need more policeman on the street, we haven't. We just went from five shifts to four shifts so we could put more officers on the street. These guys are working 12 hours a day now and we got to stop that.</p>
Rules-Politics - Priority-Influence	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	<p>We've got young guys. We've had a big turnover with retirements that we have had. We have a pension that's in place that's allowed people to retire with a defined benefit, you know, a percentage of their income. So, a lot of guys have taken advantage of that and that gave us an opportunity to be younger and younger agents. And when you get out of here and you are doing that work, I'm 53 okay. Some of my years were dog years, so I have lived 7 and 1 a few, but I am telling you, that's a young man's forte there. When you are out there in that patrol car and you are chasing bad guys, you ain't chasing a 53-year-old man.</p>
Rules-Politics - Unspoken_Rules	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	<p>...And so I kind of pressed the issue a little bit and he came back in and he didn't have my yellow pad with him. And I said, "So if you want your laptop you can go get the yellow pad and you can come back and get the laptop." And so he did. And I said, "And just so you know, I pulled up the Internet history on the laptop while it was sitting on my desk here." And I said, "You like this laptop because you get to go and surf the web and do all the things you want to do." I say, "Guess what? We pay for this laptop. You're going to do some of the things we want you to do with the privilege of being able to do the things you want to do." And then I told</p>

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								him also that, "You need to go back to your briefing and tell all those guys that this thing is actually a decent piece of equipment."
Rules-Politics - Unspoken_Rules	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Well, it was interesting because my husband and I ended up in a similar situation. He was working in OSTP, Office of Science and Technology Policy, and that's considered in the president's office. This was X years ago. And so they had a call for all emails that included some piece of information. And [Name] and I were both like, "We talk between this phone all the time. They're not going to search every one of our emails. But, again, if they want to that's fine." I mean, it's doctor's appointments, it's the boys are doing blah, blah, blah, and whatever. But yeah, you feel like, "Wait a minute [laughter]."
Rules-Politics - Unspoken_Rules	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	And they will make them. So a lot of people, "I don't know if I need fire or police." So you have to ask them. And even medical, "Well, I don't know. Can you just tell me over the phone if I--?" "I'm not a doctor. I can't give you medical advice over the phone. What I can give you is an ambulance and the ambulance will come to your house, they'll take your vital signs, they'll ask you a whole bunch of questions, and then you can ask them if, between the two of you, you can go to the hospital." Some people think if they call 911 and an ambulance shows up, you have to go to the hospital. You're a hostage. No. We can give you a free check to see if you need to. We'll give you our best-educated guess at the basic level. If we have any questions, of course, we'll turf it to the hospital and say, "We think you should go to the hospital." But in the end, its still-- we have a specific form that's called a patient refusal, they have to sign it, we sign it, we give them a copy, and then we're out of there, in case something happens. We've had cases where people have refused and then later on we've responded back to their house emergency and they've either died or they're close to death, because they ignored the signs of either a heart attack or something that we had advised them to go to the hospital, and they ignored it.
Rules-Politics - Unspoken_Rules	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	...But it's really not a requirement that everyone listen to every single channel. I think the bare minimum would be the dispatch channel, ops

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								channel, and the mutual aid channel. And then if we get a fire call or a big major incident, that will go on a separate talk group, and I'll listen to that as well.
Rules-Politics - Unspoken_Rules	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	With this system, we have one but it doesn't work half the time. But going back to the dispatch times, we have a station alerting program called PURVIS. And when we dispatch a call, the station alerting in the station, it starts out real low. So a tone will go off and it's low, and then there will be a voice which says, "Ambulance respond to this address." Then it will do it again at a higher decibel. That takes time. So they tell us not to dispatch calls on top of one another. So if we have three calls and are pending queue to dispatch, we could be dispatching the one call and we just sit there for a minute waiting for the station alerting to cycle through. Then dispatch the call. Then go back and dispatch the next call. Well, by the time you get to the third one, it's been in there for over two minutes. That is stressful.
Rules-Politics - Unspoken_Rules	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	It makes it hard because we don't want to set the expectation that you can tweet out emergencies but we want to say if there is an emergency and you can't reach 911 don't tweet but if you do happen to tweet we're going to be looking for it. So it was kind of this fine line that we had to play. We didn't want to set an expectation that you could start tweeting emergencies but we didn't want people to be tweeting non-emergencies and emergencies then to not be answered for someone not to be there.
Rules-Politics - Unspoken_Rules	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well I think most of us do live in the county. I can't imagine anybody who doesn't but I don't know that it's required really so no I don't think it's required. Most of us know it because we're here because we live here because we know the area but I don't know that it's not like we take a test or anything about it but it's hard to dispatch a car if you don't know where you're sending it so I think that we do work hard. We've got maps here and different things that can help us too.
Rules-Politics - Unspoken_Rules	COMMS	S	Other Public Safety	36-45	11-20	Male	COMMS-S-001	[S3] Yeah, you've got to follow chain-of-command. Some things have to be formal, some things can be informal, but you just need to inherently know that. And so I think culture really is our biggest inhibitor to having

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			Personnel					better communications. One of the things that on the incident side right, out there, cost of technology is a significant inhibitor to-- not everybody can have a radio. Right? Even though they really need it for their job. To spend \$7,000, 8,000 on a portable radio is just, it's wrong.
Rules-Politics - Unspoken_Rules	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Right. No. You probably get another 1%, maybe [laughter]. But at least they're doing their part to give you another tool to train. And so patrol has it. Anybody that's in the sergeant position above will have an issued phone as well, but everybody still brings their own phone, right? That's just the way it is.
Rules-Politics - Unspoken_Rules	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] So exactly, right? So people end up carrying two phones everywhere they go. And not everybody's issued laptops or computers either. They might have a shared one or whatever. So if they could do all of their jobs from one device that would just make everything easier, more seamless.
Rules-Politics - Unspoken_Rules	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	We are able to have our cellphones in the dispatch center. We do know in the event when the phone rings or you have radio traffic, it's put aside.
Rules-Politics - Unspoken_Rules	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	It's understood that we try to minimize.
Rules-Politics - Unspoken_Rules	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... Everybody knows that we meet back here at 2:00 every day until the event's finished. But going back to the technology, I think we've always stayed at that cutting edge, right ahead of the curve. Not far in front of it, but just ahead enough, far ahead of the curve to make sure that we weren't left in the dust.
Rules-Politics - Unspoken_Rules	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	...So it's imperative that they pay attention to what's going on with the fire departments. So sometimes we'll page them out. That'll be our main task.
Rules-Politics - Unspoken_Rules	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	So the relationship is really a positive relationship. Yeah, dispatchers are generally thought of as that... that entry level... position but I don't think of them that way and I don't think our sheriff does. I think he looks at them as someone who is not only a very important link from the public to the public safety resource, they are the link. But they are a very important link. And he tells them this in all of our staff meetings that

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								dispatch, the dispatch radio room, whatever you want to call it, communications, is the voice of his agency. And so whenever he says, and he really means that, that he wants these people whenever they answer the phone, he wants them to be the most professional people because they are his voice to the public on a day to day basis.
Rules-Politics - Unspoken_Rules	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	We're not supposed to switch. But 21 is more of a, just the lingo we say. We kept a few of them. We don't give most of the codes. We just plain talk it mostly.
Rules-Politics - Unspoken_Rules	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Not people listening. Language barriers could be. But I've really learned to just be like I understand you're kind of new here too. I get that. We're new to each other; we need to listen. But that can still be stressful. You have people that are rude. I don't deal with rudeness well at all.
Rules-Politics - Unspoken_Rules	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: You know, I used to tell them if you are out and you are going to a store, look around, see where you are at. Look at road signs and you know and it helps. Of course, I did that to my kids and I will tell you, if you call me and say I don't know where I am at, you know --
Rules-Politics - Unspoken_Rules	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...Our boss allows us two hours of PT time, so I normally do some kind of physical training. After that I normally go around the county. I drive around in a Dodge Ram pickup truck in which I am available to respond on whatever calls I would like. My boss gives me a lot of leeways to what calls I want to run. But there are certain expectations that if there's a pretty significant call like if it's a stabbing or shooting or cardiac arrest, they kind of expect us to be on those kind of calls. And we can run at them at any time.
Rules-Politics - Unspoken_Rules	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So my daily routine, when I'm at work, is that I work a 24, 48-hour schedule. So I work 24 hours on, and then two days off. It works out to be 9 days a month is my schedule. Typically, I report to my duty assignment, whatever station that may be by at least 6:00 AM. Our report time is at 7:00. So that gives me an hour ahead of time to just kind of help with a last minute call or whatever needs to be done. Makes smooth transition... A little bit of an overlap. That way you're not just

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								walking right in at 7:00. And if the bells go off or something's happening that you're walking into that, so it kind of eases the stress coming into it.
Rules-Politics - Unspoken_Rules	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	What I mean to say may be different from what you mean to say. So it can stem all the way down to basic cultural differences and diversity to department policies and procedures of if I work tomorrow, the captain may have a completely different way of operating and may call me on the phone rather than delivering a message on the radio, something I'm not used to. I may not have my phone with me and he's been trying to get a hold of me, well I'm not used to that. I'm used to my officers talking on the radio or so.
Rules-Politics - Unspoken_Rules	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So me personally, my time, my experience. If it's a message that I don't know, I repeat it back to them. And that's just educational knowing of communications and repeating messages back. Confirming what they mean to make sure that I understand. And I think that's done very tactfully saying if I don't understand something and it's you want me to go to the second floor, that may indicate to that individual, "Yes, I need you to go to the second floor and do a particular task. I may need you to." If you're repeating back to them and they hear it, like, "Oh, yeah, I didn't give as much information."
Rules-Politics - Unspoken_Rules	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	[RE: drug reference app] Yeah. I mean, and then there's a number of them out there. So I mean, I've got Mobile Physicians Desk Reference on my phone. And there's these several other like Nurse's Drug Handbook stuff and there's a number of apps that people probably use. I don't think there's any that the department has officially said, "Hey, look. This one we'd like you to use," so everybody pretty much uses whatever they want as far as that goes.
Rules-Politics - Unspoken_Rules	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	So, yeah. [inaudible] the app for free instead of paying the \$10. A lot of people were paying the \$10 before the department did that so [laughter] [inaudible] feel like It's a one-time \$10 fee. It's not that much so a lot of people went ahead and did that, but then the department, they-- [inaudible] [how much and how that works out?]. That's something between the agency and the developer. I mean, the developer, there's

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								two [inaudible] versions of the app. There's Paramedic Protocol Provider and there's Paramedic Protocol Provider Agency, which is the one that we can [inaudible] and d and use for free. So, again, the specifics of things, I don't know how that works out, but.
Rules-Politics - Unspoken_Rules	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	[RE: patient responsibility] It's a bit of a gray area, and I don't know for sure how exactly that works out. I would say, it's at the very least, a gray area. From what I've heard, there are some statutes and that are in place that basically say once a patient arrives at the hospital's doors it's their problem So if we're sitting there waiting to be triaged and whatever, and something happens to the patient, they would say, "Hey, it's the hospital's fault. It happened inside their facility." On the other hand, since we haven't actually-- until we actually give a report to the hospital and tell them what's going on, it's still somewhat our patient. So again, it's a little bit of a gray area, I think, at the very least.
Rules-Politics - Unspoken_Rules	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...we also have extra things besides just the daily duties that are actually even bigger in the summer which are special events. So there's rodeos. There's concerts. There's bike events. There's white water stuff with kayaking. There's weddings. There's visiting dignitaries. There's just all stuff that just comes with the summer. And then there's busy weekends like 4th of July weekend or holiday weekends, or there's a big concert in town, so suddenly we have 30,000 extra people in town. [the scheduler] likes to look ahead. He knows these events and probably how big they're going to draw. So he might add an ambulance or two, or 12-hour ambulance, or 1 24-hour ambulance, and it's all kind of up to him...
Rules-Politics - Unspoken_Rules	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...you used to have-- in [City], you used to be able to call the hospital on the radio. It didn't happen that often. But you'd do it 5 to 10 times a year. That hasn't happened in years. They still have the channel, but nobody ever uses it. So that's gone away. So some things have changed like that.
Rules-Politics - Unspoken_Rules	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] So in both places, they're removable. So you can take it in the station, plug it in, or they have a battery that'll last, if it's fully charged and working right, it should last for six hours. And some of



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								them you can lock it into the ambulance but most people'll just leave it on their lap...
Rules-Politics - Unspoken_Rules	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...So many of us on calls, if we have a unique situation, sometimes we will take a picture with our own personal phone and send it to our chief's personal phone so he can look at it, because the department doesn't issue the rigs smart phones. Only a flip phone, and then a separate digital camera. So we can't make it all work. So having an updated tablet or an updated cell phone for the unit would be very helpful.
Rules-Politics - Unspoken_Rules	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	I actually don't do it very often. In fact, I don't think I've ever done it with my own phone. But the people that do-- I think we tried to send it to another person's private phone so that they can make decisions. I think for the-- and the not knowing, not with intent, they're trying not to, and we can't because we don't have the smart phones back and forth, but try not to mix our business phone and pleasure phone. You know what I mean?
Rules-Politics - Unspoken_Rules	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Honestly, I like to call notes idea, because I think I'm a traditionalist or purist in the fact of I don't think we need to be talking on the radio a whole bunch just because, especially in a system that's busy. So send us to where we're going and how you want us to get there, and then just put it in the notes, and we can read the notes as we draw down the road. Because there's obviously somebody driving the apparatus and that's their primary responsibility, and then whoever is sitting in the passenger seat, who's usually the paramedic in our system, can read the notes and you're making an informed decision as we're going to the call.
Rules-Politics - Unspoken_Rules	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	The tone that just alerts us that we're going to a call, but when we're en route, they'll usually tell us the severity... But usually when they tell us what the call is, we have an idea how we're going to respond. So we'll go ahead and turn our lights and sirens on, or just go without lights and sirens. And it's like he was saying, there's somebody that's talking with the patient and then there's somebody else dispatching, so they may be long winded and not getting the information that they need right away. So it may take a little bit longer and it's no fault of theirs or ours. So it's

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								just what it is.
Rules-Politics - Unspoken_Rules	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...We're currently just finished up doing an RFP for a new LMR radio system, so I was involved in that. If anything breaks, I get involved in making sure the right people are coordinating to fix it. And then just the everyday stuff, too. I just listen to the radio, I make sure ambulances are behaving themselves on the radio, dispatchers are behaving themselves on the radio. When mistakes are made, I send a lieutenant out to investigate, and then I take the results of those activities and would go ahead and take whatever action's appropriate there, so.
Rules-Politics - Unspoken_Rules	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: box.com] ...But again, they put enough security limitations on the use of it that there's typically a lot of ghost networks built off of free Google accounts that offer a little more flexibility. So you'll see a lot of those in use on a day-to-day basis. People moving files around via Google Drive or whatever commercial service they can get a hand on. You just have to be real careful you don't put any PHI, anything that's HIPAA-protected... PHI is personal healthcare information... Or is it private healthcare information? I forget. So it's the stuff that's HIPAA-protected that gets you into big trouble with the feds, both as an institution and personally, if it leaks out. So we don't play around with that stuff or take chances with that stuff. But operational information, which is less secure, we rely heavily on commercial networks as well.
Rules-Politics - Unspoken_Rules	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Well, currently each member has their own radio, their own portable radio. And then they have their MDC. Their mobile data terminal, or MDT. However you want to call it. Which was where they get their runs. They also have an MDC inside the firehouse where if they're in quarters they get their runs that way, and they have to-- basically it's a touchscreen where they have acknowledge their runs when they get them. Sometimes the firemen do it for them. They also have a mobile recording unit which is basically a laptop where they do all the patient care reports.
Rules-Politics - Unspoken_Rules	EMS	U	Supervising Field	46-55	21-30	Male	EMS-U-010	[RE: personal phone use] I can tell you that they do. Sometimes it's easier because we do supply cell phones to the paramedics. Sometimes

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			Responder					it's more of a burden and it's easier for them to just take out their phone. They already had their hospital listed on there. You just hit a button and you can communicate them and give them report over there, right, so.
Rules-Politics - Unspoken_Rules	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: comms with PD] We don't. We don't communicate with [local PD] in our frequency. And our frequency is only just EMS. I am able to communicate on the fire side frequency. That's not a problem. Let me backtrack. We can communicate with PD on the frequency, only a few people know how to do that, and I know how to do that because I learned it. I wanted to learn it. But there is no really set memo, or order, or documentation where they tell us, "If you need to communicate with police, do it." There isn't. I just know how to work my radio really well that if I need to get a hold of the police I could switch to the frequency and do it that way. A lot of people don't know how to do it and a lot of paramedics don't know how to do it. I'm teaching my partner how to do it. He's liking it...
Rules-Politics - Unspoken_Rules	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: apps] I Google maps and then the regular yellow page maps, I use. But the thing is, in downtown, it bounces. That's the word they use, it bounces off. We do have a GPS in the ambulance. We don't use it because it bounces off too. We've tried it. We'll put in an address from my firehouse, [address] to-- get me to the [high rise]... It bounces off walls or recalculating. So maybe the model's old. I think we got those GPSs, I want to say, probably about six years ago, [inaudible].
Rules-Politics - Unspoken_Rules	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: using MDT to communicate with dispatch] ...that's something where I think everybody should be trained on too. You need to look at your computer. If I know that it's really busy on it, there's a lot of communication over the radio, and it's something simple where I'm going to have to tell dispatch, "I'm on the scene." and there's a lot of other important stuff going on, I'm going to hit on the scene in my MDT. If it says the alarm office acknowledged my on the scene, I'm not going to tell them I'm on the scene, because they have other important things. If it's quiet I'm going to say, "Okay. [company]'s on the scene." "Okay, [company]. You're on the scene." But if it's really busy out and okay,

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								"Take it to the gunshot. Take it to this. Take it to the fire." I'll hit on the scene from my stubbed toe and I want to make sure the alarm office has acknowledged me. Okay, they acknowledged me. They know I'm here. I'm not even going to bother because they got other important issues relaying over the radio.
Rules-Politics - Unspoken_Rules	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: using radio to communicate with dispatch] We're supposed to use it all the time. There's a memo out there, there's an order out there that we've got to tell them. We have to tell them we're on the scene. We're facing northbound, [company]'s on the scene. I think it's a personal thing. It's my personal thing. I do follow the orders if it's nothing really busy going on. I will say, "[company] northbound. We're on the scene." and I want to make sure they acknowledge. But if it's so busy out there, that's my personal thing. I'm going to make sure I'm going to hit that button. Did they acknowledge? Okay, they acknowledged me. If I'm in the call, whatever, radio traffic has subsided, "Hey. We're on the scene." "Okay. I got you on the scene." Cool. It's a safety thing too, because they're monitoring us. They want to make sure that we're safe. That we're on the scene. And also too, they want to make sure that we've made it to our patient. So they want us to say over the radio. Tell us we're on the scene. But there's only one channel. There's only one EMS channel.
Rules-Politics - Unspoken_Rules	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...The FAA continues to change their laws. Sometimes they're advantageous and makes things a little bit more streamlined, sometimes they're not. And so, it's bureaucracy at it's best, and so we are slowly moving in that direction.
Rules-Politics - Unspoken_Rules	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...We were providing everybody a pager which would get away from the argument of utilizing, calling on your personal cell phone. But then, as anything else, people were ignoring them or not utilizing them or they were tired of having them, and so the compromise was, "Okay, we'll take your pager back but you will provide a contact number so we can get ahold of you 24/7/365."
Rules-Politics -	EMS	R	Field	26-35	5 or less	Male	EMS-	...But I am expected to say things that could help the incoming crews. I

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Unspoken_Rules			Responder				R-002	got to give them a task, and I got to give them an update on the patients, or where they're going, or what we're dealing with. I mean, I don't have to give this-- paint this beautiful picture, but I need to start painting the picture.
Rules-Politics - Unspoken_Rules	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] It really doesn't differ that much because we all work on the same ambulance, and we're all subject to the same communications codes, and the police have what's called a 10-code system that we use as well. The expectation is that all employees on the ambulance have an equivalent level of training for the operations. The medicine differs, of course.
Rules-Politics - Unspoken_Rules	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...radio communications are a big part of the job too. And every single day we hear something on the radio that we're like, "Come on. Why did he say it like that?" or, "That's not what you're supposed to do," or, "Don't say anything at all," or stuff like that. But around here, for the most part, especially the more senior people are fairly good with the radio communications. You keep it concise. You use the right terminology, that type of thing.
Rules-Politics - Unspoken_Rules	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	SME: They can't say, "Engine [Name] to [City]. We have people trapped and the house is on fire." They can't get that message across. So a lot of times you'll hear people like the Command Officer on scene try to order radio silence. Which is like, "Just shut up. I don't care if you're responding or if you're on scene. I have an important message to get across. Let it happen." ... He just says, "Radio Silence." Or, "Emergency communications only." Or, "Priority traffic only." Something like that. Q: How long's the silence supposed to be [laughter]? SME: As long as people adhere to it [laughter].
Rules-Politics - Unspoken_Rules	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: exposure tracker] You're not required to, but it's for your own safety. It's your lungs. It's your body. They said we have an individual that we didn't have a history on him, and he lost his hearing a long time ago and had no recourse.
Rules-Politics -	FF	S	Not	Not	Not	Male	FF-S-022	SME S3: ...We had a car fire a week ago. Well, we went fast, but we didn't

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Unspoken_Rules			specified	specified	specified			go lights and sirens, because it's not next to a building. It's in the middle of the street. It's a hazard for that person, and a hazard for that car, but it's not a hazard... SME S2: for the surroundings and everything else. And so there's not really a reason to put all the people in danger from point A to point B, because it was a non-issue. The car's already on fire... SME S3: It's already ruined. It's not a big deal. So you show up and you do that...
Rules-Politics - Unspoken_Rules	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: communication with LE] So they'll request entry. We can communicate on this. So we recently had a SWAT activation for a guy who had some hostages. So we had an in-sync commander who will do unified command post. And then, we'll listen to whatever PD channel they're on. And then, we'll operate on our own fire channels with our fire person. We usually only have the in-sync commander go to the PD channel because they really don't want us talking on their channels if we can help it. But we have access to all their channels. And within the last year, they've added our channels onto their supervisors radio. So they can come up on our channels now to-- up until a year ago, they didn't have that access. They didn't want it. All of the sudden, something happened where they couldn't get a hold of us and they realized they really wanted it and they've got to add it on to their radios.
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: radio training] ...so the training is really-- we had formalized training, but then we do routine training in the firehouse. And it's nothing that we-- it's annual but sometimes we do it more often than that. Usually, it's with newer firefighters. So the older firefighters kind of jump in and will kind of help. Officially, we do annual training, but unofficially it's usually probably more like once a month or once a quarter.
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So within the respective stations, either it will work or it won't. And if it won't, usually people will on their own transfer to another station or another crew, or something like that. So there's a real cohesiveness and camaraderie that develops very quickly between people working at a given station, on a given shift.
Rules-Politics -	FF	U	Field	46-55	21-30	Male	FF-U-030	...the expectation in the fire service is that you have to learn your first-in

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Unspoken_Rules			Responder					distract. And then you have to learn major arterials and everything throughout the whole city. So the map's kind of a convenience thing. But sometimes it doesn't always work. So, for example, our apparatus or part in the stations, they can't see the GPS. So--
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: state of communication technology] I think it's good. I think at first, there was a lot of overtalk. There was a lot of-- everybody had a radio, so everybody felt like they should use it at first. So there's been kind of a transition of learning with that and more listening versus talking. So when you have a radio, a lot of times, it's really to listen to what's happening. Listening to the progression of the fire attack. Listen to what maybe could be dangerous about the building. Are there holes in the floor on the third floor? Are they getting the fire under control below you? Those kind of things, is the more listening when it comes to communications...
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...So through time, we've learned that when you have somebody outside telling you to get out of the building, just get out. Get out and ask questions later versus being in there getting on the radio, "What's going on? We got it." There's been a number of situations where, I myself included, are guilty of that, slowed getting out because we thought we had it knocked. And we thought we had it under control. "We got this. We got this." I mean, that kind of thought. And then you finally back out slowly and then you turn around and look and you notice that the roof's getting ready to come in or the building's getting ready to-- and it didn't seem like that inside. So those things are situations where communication-- and not even that it's poor communication; it's just there's a period of time where there's an unknown, so.
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: solution to communication challenges for large incidents] I think, certainly, education, but I think the only thing that really helps those situations is-- it just happens. It's just expected. It's really hard to minimize those, just because there's so many things that need to get done immediately, but we just don't know where to start. The only way to really help that is to be more focused on listening rather than talking, so

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								is to minimize your transmission, especially when we know that a lot of decisions need to be made. So I think that's really one way to really help that. So.
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	[RE: change in technology] I think it's definitely a good thing to move up. The only thing with having more radios, we have to have better radio discipline. There's a lot of things that don't need to be on the channels. A lot of people like just hearing themselves on the radios rather than-- clogging up the airways when pertinent information needs to get through. I mean, you'll see. If you listen to our radio channels, there'll be a big fire, one with a lot of messages. Then some other company - it's not even close - and all will be like, "Yeah, we're on the scene for an ambulance assist," instead of just hitting the button to let them know they're on the scene, right in the middle of an incident going down.
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	[RE: cause of communication issues] It's probably two-fold. First, a lot of it is operator error. Like I said, radio discipline - being able to use your equipment and also being able to make the correct communications at the appropriate times. And I'm sure there's also a technological aspect where you have to make sure it works. If anything, there's a tendency that things may break, need to be replaced. As a whole, our department, we don't embrace change very well. So we have a lot of people that-- I mean, I don't think it's as much now, but I know that whenever I get a radio, in the beginning, some people are like, "I'm never going to use it." Just like the computers, "I'm never using that." 150 years tradition unimpeded by progress. We're just getting to the part where we don't file forms with carbon paper anymore.
Rules-Politics - Unspoken_Rules	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	If they don't have one, they don't get that service. But other than that, no. I mean none of us complain about the fact that we're using our own. You know? It's a nice feature for 2 reasons. One) I don't have to carry the radio. Let's say I want to go to dinner which I carry mine if I'm in the [County] but if I'm close by, I can leave, you know, I can leave the radio outside. It'll--there is a delay in it though. The text messages, some of them come before the tones do because as soon as they're generating



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								the call it'll generate the text message. So we'll--a lot of time and I've got a couple of people, we call it across the concrete divide or the road between the two, as soon as they get a text message they want to start calling on the radio do we have a call?
Rules-Politics - Unspoken_Rules	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] Sure absolutely, we do a shift change in the morning with the previous crew. We get total information about the truck or about equipment, any changes that needed to be taking place and anything that needs to be repaired or replaced from the previous shift, any cool calls that came about and we will talk about those and we do talk about those as in a debrief type of atmosphere is routine. You know the crew ran a two-car crash at an intersection, there was a patient trapped, they flew one out, and you know we talk about that kind of a call, not breaking any HIPAA laws.
Rules-Politics - Unspoken_Rules	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] And that's one at the time of the bidding process things that we look is we try to work close to where we live so we don't have to travel all the way across town.
Rules-Politics - Unspoken_Rules	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	S1: They do? Are they really - I mean like you know we got a new car couple years ago and I haven't bought a car in like you said 10-15 years and all the electronic stuff on it just blew me away is it same things with these things I mean? S3: Yeah I mean it is just like we got one right over here this tanker truck over here. You start that thing start out it might go or it may not go because it has got all its computer stuff on it, if they don't go you got to cut everything on and off and start all over.
Rules-Politics - Unspoken_Rules	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Think before you speak thing especially in small communities that everybody's listening to the radio traffic so as a chief of an organization you're definitely you're listening and you're just hoping that it goes well just because it's one of those things that it reflects on you and so yeah just kind of taking the time to think that extra couple of seconds before is so key to making a clear decision on the radio.
Rules-Politics - Unspoken_Rules	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Initially your base job responsibility is fire suppression, preservational life and property and our motto and our code of ethics what we take our

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								oath for is to preservational life and property. To elaborate on that we do a lot of fire preventive safety measures. It's not that we want things to burn down as firefighters we just want to be there when they do to help people but a big part of our job now does lie in fire prevention. That's the first line of defense to save lives and property.
Rules-Politics - Unspoken_Rules	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	If we see some stuff that you know if the [Job title] were to come in right behind us they may put these people in a little bit of a pickle we try to point that out and say hey you know let's get that knocked out. We have a duty to make note of it but we don't really necessarily have a duty to report it immediately unless it's a life safety violation so we have some days where we're assigned a fire safety education which means anything from going out to a school to talk to kids, going to community centers to talk to community groups, going to retirement centers to talk to elderly people so we have routines but it just depends on what day you work per say and what comes down the pipe.
Rules-Politics - Unspoken_Rules	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	...Whether you're a volunteer or you're a professional when you're on a call the same level of accountability is necessary and I think that's what they're going towards making sure people are trained, training records are kept. People volunteers in the state are allowed to be in the state fire pension. I go to work every third day to get my pension.
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] You stay in your territory for the most part but station territory can be big, could be small all depends on where you're at but usually everybody kind of like stays in the territory just in case we may get a fire call, may get a call you don't want to be too far from the territory.
Rules-Politics - Unspoken_Rules	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Yes. So the idea is that when you show up at the call, you have already logged onto your tablet, and as you're doing interaction with the patient, you're giving that information, documenting that. And when you enter it, it automatically is sent to the hospital destination that you're going to
Rules-Politics - Unspoken_Rules	FF	S	Supervising Field	Not specified	Not specified	Male	FF-S-036	[S3] I mean, you can't say, "Don't." It used to be don't carry. We know for a fact everyone is carrying a personal cell phone. We ask common sense.

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			Responder					They shouldn't be answering on the middle of a call.
Rules-Politics - Unspoken_Rules	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] Everybody is carrying them. They're highly discouraged to not use them for work because if they are using them for work, they are discoverable. Everything on that phone becomes discoverable
Rules-Politics - Unspoken_Rules	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] Every time we're on a call somebodies video taping us. That's why you have to tell everybody, "Keep in mind, you are on tape at all times."
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah. It's a balancing act, I think. If they're going to transmit three minutes worth of information over the radio when somebody else needs access to the radio also. A lot of times they'll send that in the text of the MBT. An officer will read that on the way.
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	I would say, for the most part, it's the accidental transmits and then it's people getting too excited and not trans--or not communicating effectively over the radio and not knowing how to speak into a microphone and have that come out clearly on the other side. A lot of people get up too close and you hear over-modulation [laughter].
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah, it's just professional speaking. We don't send a whole lot of personal messages over the radio [laughter].
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	So we are expected to be here at 8 o'clock in the morning but most guys come in earlier, around 7:00 so they can relieve the people that are here. You can imagine if you've been here 24 hours, you're dying to get out of here. Some of us. So we show up at 8:00 and then our day really doesn't start until 8:30.
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Well, in a fire-- you might have to do a face-to-face with the incident commander, the chief that's planning the call. Because there's so many people talking on the radio that if it's important enough, instead of waiting, I'll just go outside and do a face-to-face.
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	My pet peeve is that there's no specific class on radio ethic, and so you want to be short concise and some people just love to hear their voice and if they're always talking. And in an emergency situation, it should be

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								just what's needed to be said, not--
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Because you imagine, if it's a fifth alarm, there are so many people. And people are just stepping on each other when they're talking.
Rules-Politics - Unspoken_Rules	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	No. No, there's some days that we do 10, 12, 14 times. Some days 2 or 3. But yeah. Somebody phones up and says that their house is on fire, then we send a lot of people, yeah, which means a lot of radios. Which means people have to have discipline on the radio to not be talking very much.
Rules-Politics - Unspoken_Rules	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	So I mean, the people problems are just a matter of-- I tell people, "I need you to talk to me in words, not sentences, or sentences, not paragraphs," and so limiting what they say and how they say it. One of the things then is-- one of the number one things that I encourage as a drill very often is the ability to communicate when you are on air. And [inaudible] wrr-wrr-wrr because that's what it sounds like, and they have to practice that and learn to talk to each other when they are not on air. Because if they don't know how to talk to each other when they're on air now, when they get a fire, it's going to be the same thing.
Rules-Politics - Unspoken_Rules	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Only one at a time can talk on the air. And so we talk about radio discipline, we talk about what's important. "
Rules-Politics - Unspoken_Rules	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	..Hey, I want you on another channel, and you're going to take care of these other tasks that aren't necessarily--" the people inside are the ones in harm's way and so I want to give them, say, channel one. And then the ancillary stuff, if it gets bigger, they're gonna get, say, channel two and not to talk on top of these. Because when they talk, I want to be able to hear it.
Rules-Politics - Unspoken_Rules	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	To do other tasks, like bringing air bottles, bringing batteries. "Hey, the water supply, they're having to work on it a little bit more. I want y'all to talk off grid on that."
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	...There's more rules regarding how much you should say, how much you should not say. We strive to keep our communications short and to the

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								point. And there's lots of different tactical benchmarks and things that you're expected to say depending on the call that you go to. So that's something that's changed in the last few years, that becoming more structured and rigid and paying more attention to what you're saying on the radio.
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	You show up and let's say you paint a beautiful picture of this house on fire and you take 45 seconds doing it, versus, now, when you show up, they want you to say who you are, what channel you're on, what your assignment is, and a brief description of what you have. Say it in like one to two sentences.
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	Somebody that likes to talk and they say stuff. And sometimes people will say things before they get on scene. They're three blocks away and, "Chief, we're almost there. What you got for me?" So wait until you get here. The people that are on scene are trying to talk. Let them do that.
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	...Sometimes it's helpful but not really. For the most part, dispatch should be the only ones communicating en route. Because they're taking direct caller information that they can give to us and we don't know anything. We're just going.
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	You have to say more to get more, to paint that picture. There's a fine balance you have to strike. You want to get the information out that you need to and you don't want to just say we're out and it's on fire. But you don't want to spend 45 seconds saying everything, describing the paint colors of the house.
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	...The best thing you can do is when you are overwhelmed-- everybody's going to be overwhelmed in a big two-story apartment fire at 3 o'clock in the morning where people are still in there. But the best thing that person can do is not let that show over the radio. Just staying calm, going down your radio script on what you're supposed to say as you're first in. If you can say that in a calm manner, then that's going to help set the rest of the incident in a good way.
Rules-Politics -	FF	U	Field	36-45	11-20	Male	FF-U-005	...And then if there's something I feel that everybody else needs to know,

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Unspoken_Rules			Responder					if they tell me face-to-face, I'll transmit it out. But a lot of that stuff, I'm just making sure that they're completing stuff as they're supposed to without any difficulties.
Rules-Politics - Unspoken_Rules	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Some of it's tradition. I mean it a legal, binding document. Some of it's just a backup, but a lot of it is also just tradition. And it's just something that they're always going to do. [talking about the journal that the firehouse maintains]
Rules-Politics - Unspoken_Rules	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Yeah. Obviously, anything with a battery. The temperature can affect the battery. But even in the cold, I notice-- and we have ways of checking them, so. All the chiefs out there, they carry extra batteries with them. The firehouses are loaded with battery chargers and extra batteries [laughter], and there's no excuse for that either.
Rules-Politics - Unspoken_Rules	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	For our agency, we're not supposed to, but we're down enough people that we have a one to one-- or just about one to one so everybody has their car, which I think is great because you know how that car operates. And naturally, guys that have their own cars treat them better because if it's a pool car, everybody drives it like they stole it. It's kind of like a rental car.
Rules-Politics - Unspoken_Rules	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	overall, I'm just about the newest-- by a month, I'm almost the newest guy to the unit last year. And I still work the road a lot because I'm workaholic. And I think overall, the computers were pretty reliable
Rules-Politics - Unspoken_Rules	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...Our department's pretty good about being responsive to technology needs, and hopefully, I'm not just being biased because I work in the unit, but there were some officers right before we got body cameras that were going out with personally purchased cameras and wearing them. But the department did a good job of responding to that, got the body cameras...
Rules-Politics - Unspoken_Rules	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	We use cell phones quite a bit too. We try not to use them too much when we're on scenes because it's not recorded. But a lot of times, once the scene's stable, we'll be using our cell phones back and forth to get the stuff we need instead of using up the air time because we're limited.

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
								Only one person can talk at a time, and some stuff is more important, some stuff isn't, so there's a lot more cell phone usage...
Rules-Politics - Unspoken_Rules	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: running a person's information during a traffic stop] ...we have a few people who will not use the computer, use only the radio, which then takes up bandwidth for everybody else, but they won't change, and they're our trainers. So when you have trainers who are teaching people to constantly do that, it's like, yeah I can teach them how to, but you don't need to do it all the time. So it just, there's a lot of things that we can do with technology that our people are preventing. Whether that's dispatching, whether that's running inquiries and stuff like that on computer, because we just get a mindset of, "Well, this is how we've always done it."
Rules-Politics - Unspoken_Rules	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: paper, but want electronically] Yeah, things like tow sheets. We're still doing them on paper, even though technically I can build an app into our eticketing where we could do that. We have a lot of forms from the state. Like drivers, if they get a DUI, then those revocations, they won't allow us to do an electronic version. We try to come up with an electronic version and, "Oh no. You can't do that." I don't know why not. I can print out three copies. But they don't like that. Other things, like DUI field notes and stuff like that that I've already generated as a PDF, we're still not using electronically. We have access in our RMS system to do affidavits which then keeps it as part of the permanent record in there. But, again, at the command level, we haven't forced the officers to use that, so some still use Word and type it up. And then we're scanning and attaching, all to six different systems, and I think that's the big challenge...
Rules-Politics - Unspoken_Rules	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: recording via body worn cameras] If it's anything more than "Hi. How are you doing?", pretty much. We have a very-- we have a very good relationship with our public up here. And, for example, an open container of alcohol is against town ordinance. 9 times out of 10, if I'm on patrol, I can walk up to someone and say, "Hey, that's against the rules. Can you go throw that out please?" And they'll say, "Okay."

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Rules-Politics - Unspoken_Rules	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I do have a department-- this is my personal one from doing the contract work so a lot of people just know I carry that one. I have my department issued cellphone for when I'm doing patrol shifts because if I call people back I'm not going to use my own cellphone. So it's kind of a mix of which one I use. And I usually carry them both now but my department issued one's not on as much unless I'm doing more patrol work where dispatch is transferring calls to me. Yeah. Then it's to get in and check the emails and respond to a few of those. It's for the more formal, written stuff. And then, occasionally, I actually get to have meetings with people.
Rules-Politics - Unspoken_Rules	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: app for situational awareness] ...But it was kind of a new concept at the time since, as I mentioned, the department wasn't using cellphones yet, or the smartphone, so the concept of having apps that did all this stuff wasn't there. The chat was more encrypted than I think if we just think of the standard messaging apps that are within the phone. Sometimes that comes into play, sometimes it doesn't. Sometimes the tracking of those messages can come in if we're all using one app. And so we go through a server and we tell everyone, "Hey, guys, all this stuff is cataloged. Just be aware it's discoverable." That's always the issue guys want to know. A lot of time guys will use apps that aren't official apps because no one knows they are using them, so it could never be discovered, just like a phone conversation... Everyone knows everything on the radio is recorded, but if you call me on the phone we can talk about whatever we want.
Rules-Politics - Unspoken_Rules	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	We all know who likes to ramble on the radio. As we said, if you have to say break when giving notes about a call, you probably should have typed it to your computer by yourself. That's just a little much for the dispatcher to be hearing and typing and doing everything...
Rules-Politics - Unspoken_Rules	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... So every officer that I know, ever work with, doesn't arrive on scene and think, "Oh, this is what it is. I'm just going to walk up and be like whatever." We arrive and assume that potentially it's the worst situation that you're going to arrive on, and you need to deal with it in that manner,



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								or else you're not doing your job properly.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Cell phone-- the radio would be the initial call getting put out. Maybe you need an update or you need dispatch to call that person back because we don't have access to their phone number after they call. So that's all on their end. So any information like that is going to be on the radio. If it's for cell phone really, unless something's happening and you don't necessarily want to put it on the radio is when I would typically use a phone call. And then if it's just something like looking up a database, for the most part, it works on most of the computers and if they're nearly updated by now.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: technology use] I would say it's pretty much computer and phone-based. Other than that, it's all through-- word of mouth is really still going to be powerful with police work. Because people want to talk, but they don't want to talk. We can't exactly always talk to somebody on the phone or say, "Hey, come into the station." People still want that type of business to be handled privately. So even though we have all this wonderful technology, there are still people that are shy to get into-- some people don't even want their names put in reports, let alone phone numbers and all that kind of stuff. But I would say the bulk of what I'm doing is computer-based.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[To the?] aspect like the radio communications that there's something going on. "Shots fired." Like, "We have an officer shot." Everybody tries to get on the radio at the same time. Sometimes the dispatcher just-- they have a hard time controlling the entire situation. The officers have a hard time not cutting each other out. So, like we had one officer that was shot while the other officer didn't know she was shot because they work in a pair. He took off chasing the guys. So, she's trying to come over the air saying she's shot while he's coming over the air saying he's chasing this person. Then people would step in, that, "I'm going. I'm going." Where then that person doesn't need to-- you just go. So some way of better controlling the airways when there is a critical incident.
Rules-Politics -	LE	U	Field	Not	Not	Not	LE-U-024	I came from a department and we had different technology on the

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Unspoken_Rules			Responder	specified	specified	specified		computer. And we were a smaller department so it wasn't we didn't really need to worry about walking on each other, but if he got a call and I wanted to go on his call, I could put it in the computer-- we used 10 codes there. I would just put like 76 to blah-blah-blah's call. So I never had to go over the air to dispatch or [inaudible]. At least it was on the computer, which I think some people may be a little old school or worried about, "What if I get in a crash. I never said I was on the way to the 10-1, then I'm gonna be in trouble."
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: 10 codes and plain language] I think it's a little bit of the radio like how we talked about radio discipline. I think it's a little bit of the problem. But it's not encouraged here. It's keep it short and sweet. Now I've noticed that I've gotten that way a little bit, too. Now that I'm working here, I will get on the soap box and maybe hold the air for too long where it would have been totally inappropriate at the last department, and there's a 10 code for inappropriate use of radio. So if somebody was on the radio too long, somebody would come over and say 10-39, like you shouldn't have done that. So you got called out on it.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: 10 codes] I mean, there's 100 and I would say 20 of them are useful.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: communication issues] ...on the radio, a lot of people try and get out at the same time, and then were walking over each other.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: personal cell phone use] Sometimes they will. We try to get them to use the department cell phone. All the phone numbers are in there.
Rules-Politics - Unspoken_Rules	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	... We should only be sending information out. We should be informing the public of what they need to know, in other words we shouldn't be commenting on other people's posts. We shouldn't be allowing people to comment on our posts... We should only be sending out valuable information about road closures or anything to update the public.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	The end of the day is shift change, I'm expected to be--I get back here to the office a little earlier than most--than we expect our officers to be, start compiling anything I need to pass on to the next shift.

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Rules-Politics - Unspoken_Rules	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	...We all came in at a different hour, so we're just expected to go to [inaudible] on the radio and get to work.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	... That's almost day to day, it's just a custom, remind them, hey, try to keep the messages as short as possible. Before I went to Motors, I got this job, we used to have laptops and a couple cars, and we could send messages via that to each other. Which they do now, I believe, they all--pretty much every officer here has been issued a laptop.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	... It was a lot closer with everybody, I think, and some officers want their dispatchers calling to them in a certain way, may have not been great for the uniformity of the department, but most of the shift, because it was the same dispatcher every time, had a good idea of what they wanted, what they needed to ask, things like that, or at least the pace of which they were going to get something.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	It can, certainly. I had several situations where, when I first got here and it was like that, I worked the same hours every day, which was 11:00 at night to 7:00 in the morning, and we also used--we have a car-to-car on our base radios that a lot of us would use at night. It was just the culture then, that we liked to use the car-to-car for those conversations that we may not want our main dispatch, just because it will take up too much time.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	... We encourage--or at least I encourage my guys to do it, and I enjoy it, as just get out and do foot patrols, and go out and communicate with people that way, that way you have a physical--someone is actually out there, a physical presence out there, as opposed to a car just driving by, because once you're in the car and you're going somewhere, you have almost--except for having to stop for people at crosswalks or the other traffic, you really don't have any real interaction with anybody.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	All of my guys have department cellphones. If they're using personal, we don't advocate it. We use our departmental cellphones for everything.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	There is, there's been directives to the detectives that they will carry their department cellphones with them at all times. But there is no, there is no

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								police department policy on it.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	A lot of text messaging too, yeah. But I don't, we don't typically text message with our victims or suspects or anything that we're looking for. I guess if there's no other way to get in touch with them, they may send a text to meet up with them. We try to avoid that. But we will text amongst each other, me and the detectives, say hey look, I need you over here to help me collect some evidence, where are you at? And they would respond that they're doing this instead of picking up the phone and talking. A quick text or something like that.
Rules-Politics - Unspoken_Rules	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	... You know, we work in a - basically if it is going to be more than a five or ten-minute report, I want them back in the office.
Rules-Politics - Unspoken_Rules	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	You know, we tend to stay away from the conversations on the MDT and again, unless they are of critical nature or very - not critical nature but sensitive nature I guess is the best way to put that, we generally don't have those chats back and forth on the MDTs, again, unless it is something that is officer safety related, you know, maybe embarrassing to whatever the complainant may be, something along those lines, you know. We don't put that information out via the radio.
Rules-Politics - Unspoken_Rules	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Okay; yeah, I mean, pretty much. We come in and usually get a briefing from the night crew and pretty head out on the road right away and a lot of the time its monitoring morning work traffic, work flows and obviously if there are calls for service in between, then we take care of those. Then the end of the day is kind of the same, you know. We will hit the hot spots for traffic and speed enforcement and kids and help them, you know, cross roads and so forth, you know. It ends up the same by giving a brief to the next shift.
Rules-Politics - Unspoken_Rules	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Umm, I mean not really; I mean, usually for communicating with like school staff or something that don't have the radio capabilities that we have. We try to - actually there is a culture here - we try to limit our radio traffic - we are not gonna give, you know, a two-minute narrative on the

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								radio when I can just call them and tell them.
Rules-Politics - Unspoken_Rules	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	S1: Okay. And what are the potential issues there? S2: What is foilable and who would have access to that phone if it...
Rules-Politics - Unspoken_Rules	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Probably unwritten. I dont think there is a written policy on using your cell phone. I know there has been discussion openly that using your cell phone to take pictures and so forth is discouraged just because, you know, [unintelligible] your phone, but it sort of an officer's decision whether, you know, they feel like they want to give their phone up if need be.
Rules-Politics - Unspoken_Rules	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	It's almost nonexistent. We do have the frequency but it is a county frequency so, you know, if I wanna talk to [Town] Fire, I can do so, but a majority of that cross-discipline radio traffic is unheard of generally.
Rules-Politics - Unspoken_Rules	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	You know, because the big push is to stay off - we really only have the main frequencies in all - I shouldn't say all, like we have our own frequency, [town name] police have their own and the sheriff's department those are pretty much the three. But every fire department has the main, so everybody tries to stay off the main because you don't want to tie it up, so they go to their second channel, and not everybody has those. Fire does, to a degree. At least the frequencies are variable, available for them if they want to put them in their radios, but nobody else has them.
Rules-Politics - Unspoken_Rules	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	... Every downriver community has their own separate channel. There is a plus and a negative with that, the plus being you can be a little bit more informal on the radio on your own channel
Rules-Politics - Unspoken_Rules	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yes, well I mean, you know, you want to try to keep as much as you can separate, but with today, it's just -- it's just very difficult, you know, and years ago when cellphones were more expensive, you really try to keep [inaudible] when it was 25 cents a minute, you know, you really try to [inaudible], but you are really trying to keep that down to a minimal personal use or use your personal cellphone. But today, the way the plans are today, it is not as important as it was.

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Rules-Politics - Unspoken_Rules	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Sure, you do. Yeah, you do. I mean, you know a lot of people will have their personal cellphone but they will have it forwarded to their county phone, you see. I mean, we are using one device your phone and --
Rules-Politics - Unspoken_Rules	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Yes. Yeah it's mostly email. You know occasionally phone calls but they'll it's nice of the emails because it's a written document and you can always go back to that. It's like it's a way of keeping track if you've done it or not right because you can just delete it when you're done with it. And if it's not deleted then you still need to do it. At least that's the way that's my unfortunate work plan.
Rules-Politics - Unspoken_Rules	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	I don't have a pager. I have a radio but I use it for monitoring mostly. I try not to communicate over the radio because since I'm not a responder.
Rules-Politics - Unspoken_Rules	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Times where they send us to a call and I'll call someone whenever he was working with me or we were just doing our own thing I'd call him and say hey, you know let's go check this out, let's go sit over here and watch this. We won't touch our radio until we go and make contact with whoever we're out with. Outside of that we keep it on the down low. We try and keep off the radio as much as possible because in [City] we have a lot of people that we like to call standard land so we have a lot of people that listen to what we say so there's a lot of times we get sent to a party call they'll have a scanner pulled up on their phone.
Rules-Politics - Unspoken_Rules	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Used to hearing that number because that's the bar right from now on it's never going to be said anything on that radio other than that number so if you don't listen to your number and you get sent somewhere and another officer goes and you don't show up and he gets hurt that's on him. That's on that other officer so listening it's bad. They're hiring a lot younger guys which I can't say a whole lot I'm probably only older than two people on our PD so my first day was my 21st birthday so 21 my first day of work I went out that night with my parents I had one drink went home went to bed and had to wake up again at 6 a.m. and come back.

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Rules-Politics - Unspoken_Rules	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Q: The ability to subpoena your phone? SME: Yes. People look at that and they're very careful about what they do.
Rules-Politics - Unspoken_Rules	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... We'll let them bring beer and wine. Can't have it in bottles or cans. Have to have cups so if anybody takes pictures but anybody needs a ride home you ride home.
Rules-Politics - Unspoken_Rules	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	We almost always have 2 dispatchers. They're not divided unless they between themselves informally agree upon some way of dividing any of our four zones between themselves. Typically it's a first come first serve. If a call comes in first operator to take the call while the other is continuing to respond to officer's radio traffic they'll hand off calls. It's really somewhat informal as far as that functionality.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	No we don't certainly we don't want people in the office all day but there's no hard and fast rule you can't be in the office. There's no hard and fast rule when you get in your car you have to be gone. We understand the constraints of working in a you know it's a fairly restricted geographical area.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	I don't believe so. I think if you chose to just say I'm not using my phone for personal business you could. You could use we have a talk around channel. You could find a means of communicating if people choose to. We're not expecting people we provide every car has a digital camera so we're not asking officers to document in fact that's a big no no here. If you're going to take photos of something you're going to take it with the departmental camera, burn it to a disc or upload it to the records management system so if you're using the phone if you need to take a report over the phone they can transfer it to your cell if you want some officers ask to do that through a recorded line or you can come back to the station and take the report.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Q: And it sounds like though you've developed some policies around that ie, you don't use it for evidentiary right? SME: Yeah that would be certainly I'm sure it's codified somewhere but also it's just it's a practice.

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Well you can both our trunk and car radios can be what most officers do and this isn't dictated they're supposed to carry a county radio or if they're in [City] they're supposed to carry the [City] radio. We understand that carrying multiple radios can be problematic so what most officers do is grab one and keep it in the car. If they go on a call they might need a CAD they take it with them and most officers keep their portable tuned to our channel and may change their car radio to the county channel so they can hear what's going on but your portable should be on the channel you need to be on so with regard to you know communicating with [name] and CAD you can just hop on the radio and say and we use the same codes and signals as [name].
Rules-Politics - Unspoken_Rules	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Just in the last month. I had another one. It was just an older phone. So I had a few different apps on there that I changed, but I used- I pretty much use the mail. I use Outlook on here and the phone. And that's it. I rarely text on here just because it's a work phone. It's not as professional [laughter].
Rules-Politics - Unspoken_Rules	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	No, no, so. And we keep our work phones and our personal phones separate. You don't want to use your personal phone to do any work.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	...There's a procedure protocol for communications down there that we don't grow and practice enough, and some of the dispatchers have very short memories, and so they don't say, "Hey, this is what you need to do. This is what we're doing. Move to Channel C8. We'll patch it to your A2 channel. When you're on the platform but as soon as you start coming up out of the ground, you got to switch back.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yes. They were issued with a stern warning that if anyone were to use them for non-police work, there would be hell to pay. So everyone took the receipt of their phone and threw it in their bag. I'm not going to carry two phones. If I can't use that to call someone, or have a regular conversation, or receive a regular conversation--
Rules-Politics -	LE	U	Field	46-55	21-30	Male	LE-U-011	--it's a problem. If you are using the phone to film your partner, problem.



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Unspoken_Rules			Responder					If you do anything incredibly stupid with the phone and then another incident occurs where I'm going to want your phone and all that stuff is there, don't be surprised when all of
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	And they don't have to now. They have to now. But we could've if they were presented. Like most corporations when they give you the phone, here's the phone policy. If you violate it, there will be repercussions.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Genius. Most of the big agencies got away for that thing about 10 years ago. Somehow, they saved them all for us. So you have to have a fob. You can get a day off for losing the fob. You can get threatened with a day off. You might get a day off held in a band if you lose the fob. Back to trust.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Most of it's through the radio. A little bit is through-- I was always taught, if you don't need to be on the radio, do it through the computer in the car. Send a message to dispatch and let them know through the car or something very minor, "Hey, can you send us that run?" or, "What is this call concerning?" If you can do it on the MDT, do it on the computer in the car. Don't tie up the air. That's what I was taught.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	And we have certain parameters for our description. This, this, this, this, this. This, this, this, this, this. And some of the newer officers don't even know that, how to give it properly.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So being consistent, people know what they're going to get when they get there, so that the consistency is what people, I think, thrive off of or look for their own stability from where they can go forward in a conversation. If they know what the baseline is, they know where they can go from there, what the rules are kind of going in, so being consistent with that as opposed to-- depending on what your own particular mood is in a day, letting that influence you regardless. There is some sort of that regardless, but being aware that being consistent on how you respond to everybody regardless of the situation, I think, is important.
Rules-Politics -	LE	R	Supervising	26-35	11-20	Male	LE-R-001	You know, it's probably not super bad. There are people that oversee us,

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Unspoken_Rules			Field Responder					[CJIS?] oversees us, and says "you can do this, you can't do that, you can do this, you can't do that." And so with every piece of technology that we get, there's a requirement that goes with it.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	...But when I was on patrol, I couldn't pull up Facebook on the computer. The few websites we were able to access were very controlled. I mean, it was just the [City] Police Department website, a couple of others, and that was it. But I couldn't just do a search for something like in Google or Yahoo.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	...Now, with city-owned cell phones, that kind of alleviates that part of it. But then it brings in it's a city-owned property, and then an officer decides to download something they're not supposed to. So that already comes into an idea of control over the device, which is very manageable as well. So there's some issues with having a cell phone, but they can be managed.
Rules-Politics - Unspoken_Rules	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	...So if there's an affidavit that came out for the media and the detective isn't available or it's just something providing safety tips like a particular media outlet wants to talk about running on the trail at Lady Bird Lake, what you should do, what you shouldn't do. Or we had a sexual assault suspect that was a serial rapist going around, and so we would go and give public safety talks and those types of things.
Rules-Politics - Unspoken_Rules	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	...But as a police officer unless you're in a specialized unit that deals with that you may not be as familiar with the Public Information Act. So what we run into sometimes, even with detectives or supervisors, because of course, it's their case, they don't want to release anything. But we also know what legally we can't release that's not going to jeopardize the case. So sometimes we have a little push and pull there because you as a PIO don't want to get up there and say nothing because you'd look silly giving a briefing on nothing.
Rules-Politics - Unspoken_Rules	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	So I won't key up on the radio though to talk to people before I get on scene because they have their other radio chatter. I don't want to interfere with whatever it is that they're doing.

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Rules-Politics - Unspoken_Rules	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	...It's like [inaudible] the last version was at its end of life by the time we implement it into the department. So that would be nice if we-- and I understand the purchasing process when you work in a police department is that there's a lot of rules, restrictions, and it's a long process.
Rules-Politics - Unspoken_Rules	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	We did when I started. And then now we're told to not use 10 codes. Which, some people still do. Because it's like they taught you another language and then they tell you-- yeah so I think, probably the newer officers may not as much. Because I don't even think they're getting taught it anymore.
Rules-Politics - Unspoken_Rules	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	...We try and limit that because when you're on those types of calls, there's a lot of people on them, and there's a lot of people trying to talk on the radio. And some people are very undisciplined when it comes to radio conversation
Rules-Politics - Unspoken_Rules	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	It could be something personal. It could be, I guess-- I mean there's a lot of, I guess, VIP-type people live in [County], so sometimes they don't put that over the radio. If there's a hazard on a person's house, like this house or this address has been an issue in the past, it may not be that they're not going to put it over the radio for any reason, it's just that there's so much to read. So they don't want to take up all the radio time. So they'll say, "Check your MDT for the CAD hazard." Computer-- you know what CAD stands-- C-A-D. You know what it stands for. So let's say look at the hazard for that location, and you just read it to yourself. So it's going to be for personal reasons or it could be not to tie up the radio.
Rules-Politics - Unspoken_Rules	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] Okay. The call takers start their shifts. They are eight-hour shifts. It's important that they be on time.
Rules-Politics - Unspoken_Rules	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	When I was out on patrol, I gave my number out, my personal number, out to people. But what I had done is I had created a Google Voice Account, and my number was [Phone_Number] [laughter], and I would give that out. I had it on a business card, and I'd give that out. And it would ring on my phone, but it was a pseudo number. It didn't come

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								back to anything, because I was afraid-- because I have Sprint, and if I run into an offender who has a friend who's at Sprint, the next thing you know, they get all my personal information.
Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	TargetSolutions
Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Antennas, Motorola Radio
Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	RFID, Bluetooth
Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Radio, CAD, Tiburon system
Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	SCBA
Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Radio, earpiece
Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Lapel mic

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Earpiece, Microphone, Talkbox, Lapel mic
Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Dell laptop, Modem/router with a Verizon card, CAD, iPad, Phone
Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	iPhone
Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	WISER, PEAC
Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	PEAC
Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	iPad, Phones
Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Raptor
Technology	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	iPhone, radio.

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Technology	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	LMR, radio talk to their radio.
Technology	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	iPhone
Technology	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	We have phones in all the cars.
Technology	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	earpieces.
Technology	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Dell Rugged
Technology	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	radio phones, earpieces
Technology	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Phones, laptops, tablets, APIs from different software companies
Technology	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	personal phone.
Technology	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	Windows, Samsung phone, Office phone
Technology	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	Personal cell phone
Technology	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	4 camera trunks, 911 lines
Technology	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	Ztron phone system
Technology	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	700 megahertz radios, HF radios
Technology	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	EMS - emergency medical dispatch, ProQA, Expectation software

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Technology	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	EPRO Plus
Technology	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	Email, Word
Technology	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	CAD
Technology	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	Cloud
Technology	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	AQUA program (quality assurance program)
Technology	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	Smart watches
Technology	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	Phone apps
Technology	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	Smart phones, Skype, GPS mountain bike app
Technology	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	Text to 911
Technology	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	radio consoles
Technology	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	computers, phones
Technology	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	email
Technology	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	CAD, CAD database, CAD map
Technology	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	keyboards, mice, monitor

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Technology	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	fire alarms, burglar alarms
Technology	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Product that combines 911 and administrative lines
Technology	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	CRT monitors
Technology	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Gen-911
Technology	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	cell phone, Text to 911
Technology	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	GIS data set
Technology	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Reverse 911
Technology	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	system that allows people to sign their cell phone up and associate it with an address
Technology	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	radios
Technology	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	radios
Technology	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Smoke detectors
Technology	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Air packs
Technology	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	EMS equipment
Technology	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	GPS



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Technology	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Phone system with language button
Technology	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Computerized dispatch
Technology	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Computer
Technology	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Pagers, Automatic blood pressure cuffs, Laptops
Technology	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	drone
Technology	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Landline phones, Cell phones
Technology	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	video
Technology	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Department issued cell phones
Technology	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	radio
Technology	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	CAD system
Technology	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	station alerting program
Technology	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Unit status monitor
Technology	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Phones, Radio, Teletype phones
Technology	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Aveson, ANLETS

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Technology	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Text to 911
Technology	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Cell phone
Technology	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Servers
Technology	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	PDX systems
Technology	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	P4 processors
Technology	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Computers
Technology	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	CAD
Technology	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Trunk lines
Technology	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Portable radios
Technology	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Laptops
Technology	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	GPS
Technology	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	phone data collection center to run reports, Fiber infrastructure
Technology	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Beeper size device worn on belt and tracked where officer's location
Technology	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Pager

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Technology	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Cameras, Social dashboard
Technology	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Web virtual EOC
Technology	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	keyboard
Technology	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Mice, Foot pedal used for push to talk on the radio
Technology	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Computer screens
Technology	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Email
Technology	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	CAD system
Technology	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Cellphones
Technology	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	phones
Technology	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Report system
Technology	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	radio
Technology	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	keyboards
Technology	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Word processing software, computer
Technology	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Caller ID

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Technology	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	radios
Technology	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Phone, Headset, Computer
Technology	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Personal cell phones
Technology	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Trunk radio system, Analog VHF radio
Technology	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Digital video dialing system
Technology	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	WebEOC
Technology	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Windows desktop, Internet Explorer, Mobile devices
Technology	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Email
Technology	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Online reservation talk groups

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Technology	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	GIS
Technology	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	RGIS (high fidelity mapping)
Technology	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Google Maps
Technology	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Drone
Technology	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	LTE, FirstNet
Technology	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Laptops, Computers
Technology	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Reverse 911
Technology	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	911 Comms Center

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Technology	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Radio, Reporting programs
Technology	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Mapping system
Technology	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	NCIC, Zuercher (reporting system), Microsoft, Emailing system, Nixle (notification to the public)
Technology	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Headsets
Technology	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Laptop, Desktop, Monitors, Foot pedals, Microphones
Technology	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Phone
Technology	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	radio
Technology	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Big screens
Technology	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Internet, Google
Technology	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	cellphones
Technology	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Iphones, Laptops, Docking stations
Technology	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	paggers
Technology	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	In-car cameras
Technology	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Computers, Screens/monitors

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Technology	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	phone, Cell phone, TTY machine
Technology	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	radio
Technology	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Zuercher database
Technology	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	headsets
Technology	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Personal cell phones
Technology	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	911, Cord
Technology	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Camera system
Technology	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	C4 camera, Email, Recorder
Technology	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Handheld mic, Body camera mic
Technology	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Smart 911
Technology	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Next Gen 911, Voice over IP phone lines, OMNIX, NCIC, Record management system, CAD
Technology	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Security cameras, License plate readers, Are You Okay program
Technology	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Twitter, Facebook, Social Media
Technology	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Cell phones

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Technology	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	GPS
Technology	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Phone
Technology	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	radio
Technology	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	landline
Technology	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Fax machines
Technology	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	headset
Technology	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Foot pedals
Technology	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	CAD
Technology	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Microsoft, ADSI reporting system, Internet, computers
Technology	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Google
Technology	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Camera monitor
Technology	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	radio
Technology	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Consoles, Computers, Screens, Printer, Television
Technology	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	phone



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Technology	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Paging system
Technology	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Cell phone (personal)
Technology	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Department issues cell phone
Technology	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	CAD
Technology	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	headset
Technology	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Radio, CAD, Computer assisted dispatch
Technology	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Next Generation 911
Technology	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Computer screens
Technology	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	iPhone, iPad, Computer
Technology	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Phones
Technology	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Foot pedals
Technology	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Wireless headsets
Technology	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Google
Technology	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	NCIC

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Landlines
Technology	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Text to 911
Technology	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	TTY
Technology	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	TELO (data mining application for public records, telephone books, public record)
Technology	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Traffic cameras
Technology	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Computer, phone
Technology	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	cameras
Technology	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	radio
Technology	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Database, TLO
Technology	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	CAD, Shield (paging system)
Technology	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	NCIC, Internet access
Technology	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	911 Shield
Technology	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Mapping service, Camera systems
Technology	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Cameras, TLO (program to find people), Mainframe computer

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	IPhones, Computers
Technology	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	CAD
Technology	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Celtron, MCIC, Science Point
Technology	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Radios
Technology	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	911 system
Technology	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	NG-911
Technology	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	MDTs
Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	CAD
Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	radio
Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	Phone, Intrado, West Viper System
Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	NEC digital phone
Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	screens
Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	Cell phones
Technology	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	GPS

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Radios, Telephones
Technology	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	ATCO Meds, CAD, Optima
Technology	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	First Watch
Technology	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Land mobile radio, UHF frequency, Tri-band radios
Technology	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Kenwood
Technology	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Wi-Fi hotspot, EKGs
Technology	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	APCO cards
Technology	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	800 trunks
Technology	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	EMS UHF, VHF radio, 700-800 radios, TBRS system
Technology	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Servers, Cell phones
Technology	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Citrix
Technology	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	New texting technology
Technology	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Portable mobile repeater system, Mobile repeater system
Technology	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Broselow tape, PD-Sleeve

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Mobile data computer
Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	GPS
Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	County-issued shared cell phone
Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Personal cell phone
Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	County-issued personal cell phone
Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	radio
Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Secured channel
Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Toughbook... It's portable, but it's mounted on a bracket inside my unit... I can detach it, but for the most part it stays attached inside the vehicle.
Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	email
Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	SYSCOM, which is a [State]-based medical communication system
Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	we typically dispatch on alpha, [Name]. Then we respond on [Name]
Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Portable radios
Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Personal computers
Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	[RE: apps] CHATS. It's C-H-A-T-S. It's a [State]-based hospital status program. I can look at the app and it shows me all the hospitals in [State] and what diversion level they're on.

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	hazardous materials apps ... pill identifier apps
Technology	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	printer
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	calls placed from the 911 user. Calls 911, it goes through our CAD or our Computer Aided Dispatch
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...They generate the 911 call, the type of people that are needed for that call. And then it's transmitted to the station where an alert goes out. It's dispatched using additional technology or forms of communication through the radio system
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	While responding, communication is utilizing our computer or our mobile terminal, which is a-- someone not familiar to it, I would say is a glorified GPS system that has GPS, email, and text messaging
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	Cell phone
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	[RE: cell phone apps] multiple applications that I use on my phone from a simple calculator to do and double check mathematic formulas to my protocol of my medical guidelines that I need to follow within the state. I have that as a computer app as well that I easily look back on
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	[RE: cell phone apps] we have the means of looking to see what hospitals are open or closed via a website
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	Personal cell phone
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	Google translator
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	email
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	[RE: mutual aid] We have the ability to do radio plugs or communicate to a free channel

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	800 megahertz radio system
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	Messaging, two-way radio communication, GPS, AVL
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	FireApp, to use that to get directions to a call
Technology	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Each person has their own log-in, tablet up front for CAD system, tablet in the back is for patient care reporting
Technology	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	GPS, radio
Technology	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	[RE: CAD via tablet] The software has buttons on it for all the statuses.
Technology	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Cell phone
Technology	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	For the EKG monitors we have now, have modems and or Bluetooth, and they can transmit that EKG directly to the tablet, into our report as well as to a server. We can transmit EKGs to the hospitals for them to look at. If we have a STEMI, we'll [transmit?] the EKG to the hospital we're transporting to. And I don't know for sure- I've been told that when we send the EKG to the hospital, it automatically alerts not only the ER attending physician, it alerts the cardiac cath team, and a cardiologist as well
Technology	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Windows 7
Technology	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	the patient care reporting software runs as an Android app on the Android tablet
Technology	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	CPR app, protocol app
Technology	EMS	U	Field	36-45	11-20	Male	EMS-	Pediatrics app, drug reference app

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder				U-017	
Technology	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Mobile physicians desk reference, nurse's drug handbook
Technology	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Hazmat response guide app via CAD tablet
Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Zoll cruise scheduler
Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Phone, text, radio
Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	one's personal, one's work. So we have a supervisor phone, one for each. Every ambulance has a phone-- so there's supervisor. Each has a phone. And then, each ambulance has a phone with phone number.
Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Motorola X132500 radio
Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Whiteboard app, computer, keyboard
Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Vehicle status app
Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Everbridge paging app, email, fleet tracking app
Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	ES Chat app



Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Active 911
Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Google maps, Apple maps
Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Siri
Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Laptops for trip reporting
Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Via trip reporting system: mapping, wristband bar code scanners, video of patient accepting risks when refusing transport to hospital
Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	toughbooks
Technology	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Tablets, touchscreens
Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Crystal Reports database and analysis program
Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Personal cell phone, portable/mobile 800 megahertz radio in truck, satellite phone
Technology	EMS	R	Other	56-65	31-40	Male	EMS-	Ambulance-dedicated cell phone, icloud, iphones

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Public Safety Personnel				R-008	
Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Fleet program, app that alerts when a call is received
Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	In-house scheduling app
Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	In-house ambulance tracking app (not real-time; no GPS)
Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Panasonic Toughbooks for PCR system, Bluetooth, cardiac monitor
Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Password manager
Technology	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	SOWS
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	TIC, hydraulic lift
Technology	EMS	S	Field	26-35	11-20	Male	EMS-	David Clark headsets

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder				S-005	
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Portable radio
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	MDC
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Headsets wired to fire engine, lapel mic for portable radios, earpiece
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Department-issued rig flip phone, department-issued rig camera
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Smart phones
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	GPS
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	EKG monitors, Wifi, Bluetooth
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	CF-19 MDC, EMS logging computer
Technology	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	TAC channels
Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	LifeSize unit (closed circuit TV)
Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Closed unit dispatching, CAT, MDRs, AVL
Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Radio (portable)
Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Mobile unit (radio) in ambulance
Technology	EMS	S	Field	46-55	Not	Male	EMS-	TriTech software CAD on MDT

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder		specified		S-006	
Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Cell phone, flip phone
Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Wifi router in ambulance (connectivity for CAD)
Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Laptops, monitors, USB when wifi not working
Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Ambulance speaker system
Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Drones: video imaging and infrared, thermal imaging; in-mask thermal imaging; wireless communication
Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Wireless EKG cables
Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Smart phone
Technology	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Department-issued flip phone
Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	CAD, LMR radio system
Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	Office phone, cell phone, email, enterprise-level messaging system
Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	Intranet with shared central drive systems, box.com
Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	800 megahertz trunk system
Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	Radio system talk groups
Technology	EMS	U	Field	46-55	21-30	Male	EMS-	VHF radios

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder				U-003	
Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	Backdoor mobile data terminal via reporting laptop with wireless link, MDTs, Cell phone, car-to-car channels, command back channel, iCall, car phones
Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	fax
Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	So the back channels, I mean, that's all just various talk groups on the LMR system. And ICALL is just a capability to set up what's essentially a two-radio talk group. So it's a point-to-point, radio-to-radio communication, set up a private channel just for those two. So yeah, those are not separate systems. They're just oddball uses of the current system.
Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	Commercial push-to-talk broadband devices; programs that allow you to tie phone traffic, radio traffic, pager traffic, SMS traffic, all into these kind of central hubs
Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	Ambulance hotspots via Verizon jetpacks
Technology	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	AVL system
Technology	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Radio
Technology	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	FF/EMS comms channel
Technology	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Portable radio, MDC
Technology	EMS	U	Supervising Field	46-55	21-30	Male	EMS-U-010	Firehouse MDC with touchscreen, mobile recording unit (MRE - laptop for PCR's)

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder					
Technology	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Telemetry radio (onboard radio in ambulance), personal phones, tablets
Technology	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Social media, Instagram, snapchat
Technology	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Text message
Technology	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Department-issued Locked down flip phones
Technology	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Standing medical orders app (medication lookup)
Technology	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	GPS unit, GPS map
Technology	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Life pack monitors, AEDs
Technology	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	GPS locators (to track ambulances)
Technology	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Drone with a camera
Technology	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	Panasonic CF-19 Toughbook (for reporting), SafetyPAD, CAD

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	CF-30 toughbook (for dispatch)
Technology	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	4G Verizon connection
Technology	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	Tablets, GPS
Technology	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	iPhone
Technology	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	Garmin
Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Radio, handheld radio
Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Laptop/MDT
Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Toughbook
Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	EMS radio frequency, PD radio frequency
Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: handheld radio] 100 channels, hospital frequency
Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Telemetry radio
Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Walkie talkie
Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Personal cell phone
Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Short distance fire channel

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: apps] standing operating procedures, [city] fire frequency
Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: apps] google maps, yellow page maps
Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	GPS
Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	life guard channel
Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Printer (for call tickets)
Technology	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Cardiac monitors, Bluetooth modems
Technology	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Excuse me our handheld radios do not. They don't work. We can reach from here to the dispatch center but it's only a couple miles that way.
Technology	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Handheld radios
Technology	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Cell phones, GPS
Technology	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Cardiac monitors, CPR devices, Toughbooks, iPads
Technology	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	computer
Technology	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Google search
Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Personal cell phones
Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Printer, Copier, fax



Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Cardiac monitor
Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	PD dose, Safedose
Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	MapQuest
Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	GPS
Technology	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	iPad
Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...we're also very heavy on social media. We have quite extensive use of Twitter, Facebook, some of the other platforms.
Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...there's a lot of web-based like WebEOC, the Intermedix group that does WebEOC and patient tracking and all of that
Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	So yeah, we still use our pagers. Really it's just for the critical notifications. So most of our medics aren't carrying alpha pagers anymore off duty, but on duty, every ambulance has two alpha pagers and all of our critical people, like PIOs and command staff, have alpha pagers.
Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	We do have cell phones on the ambulances. They don't have data. They're just flip phones. So we can do phone calls.
Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	And then we use mobile data, computers in the trucks. Those are connected to the CAD system. They have GPS and all the CAD call information that's coming in gets automatically pushed out to them...So we have a modem that's just for the MDCs that does it, and it's very secure. And pretty much nothing can get on that network except an MDC because it ties right back into CAD, which is also on a very secure network. We don't go out to the internet. Some places will allow their CADs-- you can go click a button and go to Google and pull up information...So now we're just using Sierra Wireless truck-mount

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
								modems. We've got GX450s or 480s, I don't know-- these modems that are LTE. Everybody at EMS is all using AT&T. So we use the private carriers for all of our mobile data. The second modem connects to the ePCR so they can send information out from here to the ePCR, and it also connects to our monitors, so our heart monitors
Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...So they've used GroupMe. They'll use a platform like GroupMe... We do believe that probably the vast majority of personnel in our department use their cell phones for a variety of reasons, work related, I'm sure. I know that the higher up in this organization you go, the more you're going to use your cell phone, and it'll be work related, whether it be-- I know my deputy PIOs, they use that to just look at something like our [visanet?] or the CAD system because as a PIO we need to function mobily.
Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	Yeah. As an emergency service provider, if we have an emergency staffing issue because we have a large-scale incident, a mass casualty incident, then we have a responsibility regardless of whether we're calling you on your cell phone, because the other option was everybody was being issued pagers.
Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	Another thing and actually what got me pushed over to a smart phone was we have one extreme to the other that people are very involved and want as much [inaudible] overtime hours.
Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	I mean, for us too, we have the radios, but we may be separated on the scene or something like that.
Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	The other thing I think people use their personal devices for is we're pretty limited in what they can get to, both on the ePCR tablet and the MDC is locked down
Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...Because you can go on a call downtown and they want their 15 minutes of fame, right. But, on the other hand, for PIO, I can Facebook live, I can do this, I can do everything, I can create a whole movie from this thing. So, it's great but it's dangerous
Technology	EMS	U	Not	Not	21-30	Male	EMS-	--get it out to the responders so they can see it. All of the TeleMedics

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			specified	specified			U-001	stuff that's happening, with the cars, and OnStar, where they're able to get G-forces and see which airbags deployed and how hard was the impact, we're seeing that now, as we can get
Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	That would be their only option because we don't a Polaroid anymore. And the phones that we issue are a dumb flip phone.
Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...In fact, we're going to use it as a platform to allow them to contribute from the public information side, because we're waiting to launch our Instagram account based on the imaging policy
Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	..We've got some equipment that we can take with us, satellites and things. But the interoperability, what would be great is to have a combination of like LTE, public safety LTE that's on top of the public LTE, and to be able to integrate radio communications into that.
Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	Yeah. So when we had our [inaudible] when we hired in, we were using UHF radios. We had [FSol?], we also had the big bag cell phones, but we didn't really have cell phones--
Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	Yeah, with the cockroaches, they'll be there forever. We had mobile data computers, but they were on a [MFR?] layer that was really slow and junky and kind of up and down, and they were mobile data terminals.
Technology	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	Mobile data was just really getting started where it was usable for things other than an MDT terminal that popped up a couple of numbers and very limited. So that grew into mobile data and radio. And then we decided with mobile data and radio, we probably need to look at where we're going to keep all this stuff, the infrastructure behind it. That turned into our communications center concept. So it all kind of grew out of we need a better radio system, and then we need mobile, and then we need a new CAD, and we need some place to keep it.
Technology	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	Okay, our radios, our chief's really cool about that. He buys the best radio stuff. So we were having an issue with our microphones.
Technology	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	So I came from a department that didn't have one. So you would literally use your phone as your routing device.

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	So we carry our COGs on our phone
Technology	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	So I've got the Epocrates app and I've got my standard-- my SOPs on there. I think that's everything. I just got done with EMS class so I had-- I would quiz myself a lot on stuff like that.
Technology	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	It has a search thing for like-- yeah, Pill. It's called Pill ID.
Technology	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	...I have a search on my phone, I can just search it and I can look at it and go, "Okay."
Technology	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	MDTs, yeah. Those are what we use, so.
Technology	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	We have a 800 megahertz digital system and so we can communicate pretty reliably.
Technology	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	So we use Panasonic Toughbooks with Motorola PremierOne CAD system, CAD dispatch. We use another Panasonic Toughbook with an ImageTrend, patient care reporting module. So that's how we do all of our patient care reports, is electronically.
Technology	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	That's for patient care. So those are the primary computer tools we use. We don't carry any-- aside from personal cell phones for some people.
Technology	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	I carry my personal cell phone. I use it to look up-- it's very easy to get to the website that shows us hospital statuses.
Technology	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	Yes. There's actually a system-- there's a resource for us, it's EMRC, the Emergency Medical Resource Center.
Technology	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	So as [City], [State] suming that we've made patient contact, we carry an AED in to all of our calls and we carry a green bag that has an oxygen tank and airway equipment.
Technology	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	badge swipe, portable radio
Technology	EMS	U	Field	26-35	Not	Not	EMS-	radio

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder		specified	specified	U-004	
Technology	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	Pagers, cell phone, Email
Technology	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	Cardio monitors, Bluetooth, Wi-Fi
Technology	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	PCR device
Technology	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	Toughbooks
Technology	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	Computers
Technology	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	antenna
Technology	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	hand-held portable radios, Wi-Fi, patient-tracking devices
Technology	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	cell phones
Technology	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	personal cell phone, cell phones (professional – kept in ambulance)
Technology	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	Toughbook

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	LifePad 15
Technology	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	personal radios
Technology	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	MDT
Technology	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	GPS
Technology	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	cell phone
Technology	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	Radio, computers, GPS, phone
Technology	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	Toughbook, telemetry radio
Technology	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	Google Maps, Translator
Technology	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	email
Technology	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	radio
Technology	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	computers
Technology	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	MDC, EPCR, Toughbook, internal radio system
Technology	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Active 911
Technology	FF	S	Field	18-25	5 or less	Male	FF-S-039	Personal cell phone

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder					
Technology	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	AVL
Technology	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	tablet
Technology	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	PulsePoint - App to listen to radio
Technology	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Map of where fire fighters are; TICs
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Squawk sheet
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	LifeSize (video conferencing system)
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Data analytics program that actually lays out where our call volumes happen, what time that they happen.
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Vendor for scheduling; vendor for payroll; fire marshal software for inspections, pre-plans, and fire control systems; CAD system
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	TriLink
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Excel, DOS, Fire Zone
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Exposure/toxin tracker
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Inventory software
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Program tracking firefighter history
Technology	FF	S	Not	Not	Not	Male	FF-S-022	Gmail, Outlook

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			specified	specified	specified			
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Microsoft Word, Microsoft Excel, cloud-based software, Google Sheets
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Regional CAD system, VoIP, alerting system (in the firehouse), electronic forms & sheets
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	touchscreen
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Radio, cell phone, voice amp, vibe alerts, HUDs, TICs
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	TIC integrated into helmet
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Rip-N-Run
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	MDT
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	GPS, UHF
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Channels: green EMS, blue LE, silver feds
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Bluetooth, David Clark that's MIL-SPEC
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Headsets built into masks
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[Name]
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Flip phone
Technology	FF	S	Not	Not	Not	Male	FF-S-022	WISER hazmat pp



Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			specified	specified	specified			
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Language apps: built-in, google translate
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Ropes and knots reminder apps
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	PulsePoint app for incident notifications
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	AskRail app, Rail Crossing Locator app
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Web-based water and swere tracking system, GIS map
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: apps] cutting cars, weight estimator for structure collapse
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: apps] we-based program with Exposure tracker app
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	AristaTek PEAC-WMD Software that gathers free data into one place, e.g., ERG, NIOSH pocket guide, CHRIS manual
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Digital format (for cell phones) of information on web and in books
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	All-in-one information resource app
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	One encompassing piece of software that tracked, worked with CAD, calls, exposures, scheduling software
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Software to track inventory from purchase to death
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Dude Solutions (purchasing), WASP (tracking)
Technology	FF	S	Not	Not	Not	Male	FF-S-022	Bluetooth, VOX system

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			specified	specified	specified			
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Prams (automated stretchers)
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Zoll RMS
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Robot with camera and screen that remote doctor can drive around trauma center
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Redundant systems
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Drone
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Drone air monitor
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	NG 911, text
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	ANI/ALI system, level three 911
Technology	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Monitor with call info next to garage door
Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: dispatch] Q/A, EMD/EFD system, Westnet station alert system, radio, backup radio systems, trunk phones
Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	CAD, infer system (first reports), PCR system
Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	Email, skype
Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	Personal cell phone
Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	Car radio, portable radio
Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	UHF radios, VHF radios, 100 & 400 frequencies
Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	Digital 800 radios

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	Live cameras
Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	Uber, Lyft
Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	Robot, drone
Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	UAV
Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	Mask radio, integrated TIC, integrated radar
Technology	FF	S	Manager	46-55	21-30	Male	FF-S-023	Keyboard
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	email
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	RMS
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Motorola, freestanding MACOM
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	State DTR
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Interoperable talk groups
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	AVL
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Personal cell phone
Technology	FF	S	Supervising Field	46-55	21-30	Male	FF-S-017	MDC

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder					
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Ipad
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Primary dispatch channel, 5 TAC channels (incl. dedicated medical, dedicated fire)
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Portable radio, extra radio
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Analog channels
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	In-mask communications, 5-port microphones
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Radio holder
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	All-in-one tablet, Bluetooth
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	HUD, communications integrated into helmet
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Scott plug-on/add-on TIC, responder tracking
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Video conferencing system

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Ipad
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Laptops
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Electronic chemical meters
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	TAC channel
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	In-mask communication
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Bluetooth
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	TIC
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Flip phones
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Smart phone
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Google, MSDS sheets
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Mapping
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	PulsePoint app
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	MDT
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Pre-plan software, CAD drawing system

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Google, Office 365
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Target Solutions
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	High Plains
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	iOS for supply ordering
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Dude Solutions
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	EWS payroll system
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Reporting system
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Portable radios, radios in the rescue itself
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Throat mics
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	HAZMAT in-suit communications, speaker, HAZMAT radio system
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Voice amplifiers
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Retractable gear keeper
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Headsets
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Telestaff

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Truck screen interface showing, e.g., cameras around truck
Technology	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Emergency Medical Dispatch system
Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Email, text, radio, push-to-talk
Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Department cell phone
Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Texting, Everbridge, WhenTo Work
Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Emergency reporting, training program, state cert system
Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Iphone, android, blackberry
Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	LastPass password manager
Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	MDTs
Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Intergraph Cad interface, iPage SMS messaging (SMTP)
Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Motorola radios, DTR
Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	PowerPoint
Technology	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Next Gen 911
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Drone

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	radios
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	email
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	SharePoint
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Department issued cell phones: fire truck, chiefs, commanders
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Earbuds, throat mics, AUGA masks
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Tablet Command
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Google Earth
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	TIC-mounted drone
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	WebEOC, Situational 360
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Voice amplifier
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	MDTs
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Firehouse program, Safety hazard box program
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Ipads for inspections, ESO ipads app
Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	Computer, in-house tech
Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	Emails



Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	Personal phone, department phone
Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	Texts
Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	Pagers
Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	Firehouse app
Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	Portable MDT
Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	Department-issued Ipad
Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	Thermal imagers
Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	In-mask TICs
Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	Vehicle schematics app
Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	Rope system, auto mask, throat mic, headless communication sets, radio with microphone, headsets with built-in microphones, wireless communications
Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	Voice amp
Technology	FF	U	Manager	46-55	11-20	Male	FF-U-021	Google maps
Technology	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Email
Technology	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Department-issued cell phone, desk phone, department-issued laptops, radio
Technology	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Evenza maps
Technology	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	WISER for hazardous materials identification
Technology	FF	R	Supervising	36-45	21-30	Male	FF-R-024	ERG 2016, Google Translate

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Field Responder					
Technology	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	GoToMeeting, Everbridge
Technology	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	One Drive
Technology	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	800 megahertz
Technology	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Motorola APEX 6000 radios
Technology	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Dragonfly incident command tool
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Department smart phone, personal smart phone
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	FEMA-issued phone
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Station-assigned desk computer, department-issued computer
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	800 megahertz trunked radio system, P25 Phase 2 radio system
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	EMS app to communicate with deaf/mute person
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: apps] Medication lookup

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: apps] Emergency response guide
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: apps] Chemical databases
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: apps] Rail crossings
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: apps] medical protocols, CPR in progress within 3-block radius
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: apps] texting, emailing, meeting, scheduling
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Wired, landline, satellite network
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	800 megahertz, UHF spectrum, VHF spectrum
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: apparatus technology] modem, mobile computing platform (MDC)
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: MDC] status messaging, dispatch messaging,
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: MDC] mapping, GPS
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Medical records platform
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	earpiece
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Conductive mics: throat mics, head mics
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	VOX, voice activated, hands free

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Sensors, camera, GoPro
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Radio, radio mic, mobile unit engine radio, radio portable
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Cell phones (for EMS), laptop, ipad
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	GPS
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Cellphones (for fire chiefs)
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Digital radios
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Hazmat meters, multi-gas meters
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Real-time video, satellite, street cameras
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Thermal imaging cameras
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Repeaters built-into high rise
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Radio (maybe Motorola 6000 X), rig radio
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Email
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Rig computer / Mobile data terminal
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Firehouse terminal (for dispatching), firehouse computer (for reports)

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Google Earth
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Cell phone
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Portable radios (Motorola)
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Mobile radio on rig (Motorola), 800 MHz system, repeaters throughout city
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Mobile data terminal
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Thermal imaging cameras, EMS cardiac monitors
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	12-lead EKGs, YouTube
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Body locators on responders
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	breathing component system with built-in heat temperatures, Heads up display
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Cell phones
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	SharePoint
Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	YouTube video
Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	Mobile radio
Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	Walkie-talkies, Cell phones, I-pads, Laptops

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	I Am Responding app
Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	GPS
Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	Small tablet
Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	database
Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	CAD system
Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	Handheld radio
Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	Radios, Jaws of Life, Generators, Pumps, Thermal imaging cameras, Gas meters
Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	Portable radio
Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	Pagers
Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	Active 911
Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	Training apps
Technology	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	Google, Google Earth
Technology	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Phones, GPS, Active 911
Technology	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Cell phone

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Handheld radios
Technology	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Personal cell phone
Technology	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Active 911
Technology	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	iPad, Computer, Base stations, Motorola station
Technology	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Training apps
Technology	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Air tank
Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	700 system, 150 megahertz system, Tower sites, Repeaters, Vodor systems
Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	iPads
Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	IPhone, Radio, CAD
Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Active 911, phones
Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	personal phone
Technology	FF	R	Supervising Field	46-55	21-30	Male	FF-R-051	Region frequency

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder					
Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Laptops
Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	electronic system, Firehouse software system
Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Bluetooth, Headset, Face piece for SCBA
Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Zillow
Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	Radios, Pagers, Active 911, CAD, Google maps, Apple maps
Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	Personal cell phones
Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	Firehouse software (software reporting system)
Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	Video camera
Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	Tablets
Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	iPad
Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	emails
Technology	FF	R	Supervising	Not	Not	Male	FF-R-046	Text messaging



Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Field Responder	specified	specified			
Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Mobile radios, ES chat push to talk system
Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Telephone
Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Department issued cell phone
Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Duty phone
Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Command radio
Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	paggers
Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Active 911
Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	MDC, CAD, Mapping system tied to text messaging from the CAD system
Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Computer
Technology	FF	R	Supervising	Not	Not	Male	FF-R-046	[name] mobile channel products that you can hook radios up to or

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Field Responder	specified	specified			mobile radios and create a --
Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Portable satellite dish
Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Anything that goes on this channel comes out over our phones with [name].
Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	VHF
Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Trunk systems, VHF repeater
Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	WiFi, [Name] mobile device to one of the channels in here from anywhere in the country., [Name] dispatch center in [State] that can link into if they have to use them for backup
Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Tablet,
Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Firewall
Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	iPads, active 911 which has mapping
Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Hand radio, [name] units which are similar to the spot units for tracking of team members
Technology	FF	R	Supervising	Not	Not	Male	FF-R-046	wiser app for identification purposes... it's the ERG

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Field Responder	specified	specified			
Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Pagers, Brick portable radios
Technology	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Infrared camera, Drone
Technology	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Radio, 2-way radio, Who's Responding app
Technology	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	[name] mapping system
Technology	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	GPS
Technology	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Who's Responding phone app, E-Dispatch
Technology	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Handheld radios, Personal cell phones
Technology	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Radios (on the trucks)
Technology	FF	R	Other	26-35	6-10	Male	FF-R-048	Map applications (on phone)

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Public Safety Personnel					
Technology	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	GPS
Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Radio system
Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Fire pager
Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Q: Okay. And I would imagine then those are not department issued cell phones they would be personal cell phones? SME: Yes ma'am they are.
Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	GPS
Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Thermal imaging cameras
Technology	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	MDT CA system, Laptops
Technology	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[Name] - System gives a certain buzz for a fire, medical alarm and say exactly who is being dispatched
Technology	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	MDT
Technology	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	CAD
Technology	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	Thermal imagers
Technology	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[Name] – software that takes over the paperwork and records

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	Laptops, Tablets
Technology	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	Platform that allows hazmat team to look up industrial companies that make chemicals and tells team what chemicals are being made, where they are stored, who is the emergency contact person during the day or at night, how much and then if needed get into the science of the chemical makeup
Technology	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[name] – software that helps out with scheduling, keeping a track record of everybody.
Technology	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	GPS
Technology	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	PowerPoint
Technology	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Radio
Technology	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Mobile data terminal, GIS application
Technology	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Earpiece
Technology	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Thermal image camera
Technology	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Blood pressure cuffs, Stethoscope
Technology	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Workstation, Email, Web-based portal, Phone
Technology	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Department-issued cell phone, Microsoft exchange accounts
Technology	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	AVL locating technology

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	GPS-based technology, Modem-LTE device, Laptop, MDT
Technology	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Tablet, MDT, Third-party apps for navigation
Technology	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Smartphones, Tablets
Technology	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Mobile radio, Personal portable radio
Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	IPads, iPhones
Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Mounted radio, Personal portable radio
Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Active 911 app
Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	IPhones, Digital cameras
Technology	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Computers in apparatus, Radio, IPads
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Pagers

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Work cellphone
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Tablets
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Tablets, CAD programs
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Tablets
Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	Radio, Smartphones, Pagers, Electronic devices used to gather information for inspections
Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	Personal cell phone, Work cell phone
Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	Radio
Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	MDT, Tablet, Motor radio
Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	Defibrillator
Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	Active 911
Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	MDT
Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	RAADAR
Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	EMS book, Cell phone
Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	Facebook, Twitter

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	Cell phone, Radio, Pager
Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	Cell phones
Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	Pager
Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	MDT
Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	Computers, Map routing
Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	Active 911, Pager
Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	Radio
Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	MDC
Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	New World software
Technology	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	Computers, Smart phones, iPad, MDT
Technology	FF	S	Supervising	Not	Not	Male	FF-S-036	Air packs



Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Field Responder	specified	specified			
Technology	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Computer, Computer programs
Technology	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	MDTs, MDCs
Technology	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Radios, Cell phone
Technology	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Social media
Technology	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	FirstToSee app
Technology	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Active911
Technology	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Everbridge communication tool for emergency preparedness
Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Active911, CAD
Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Personal cell phone
Technology	FF	S	Supervising	46-55	31-40	Male	FF-S-038	Radio

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Field Responder					
Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Radios, Cell phones,
Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	iPads, Active911
Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	MDC
Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	South Sound 911
Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	GPS units
Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Rip-and-run printer, MDC
Technology	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	IPCR – electronic reporting system, iPad
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	mobile data terminals
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	computers, mobile data terminals, radios, cell phones.
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	a personal cell phone, iPad, tablets

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	mobile data terminals
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	apps where they calculate friction loss in the hose
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	The MDTs with a map feature
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	I really like having the MBT's
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	radio.
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Google Maps.
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	[City] Fire Credit Union app,
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	a scanner app.
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	cell phone
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	tablet, your phone
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	phones.
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	radio
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	thermal imaging cameras, scuba for diving, search cams for if there was ever an earthquake or anything, For hazardous materials, we have sensors, rad meters for alpha gamma, air bags, I guess that's technology, to move stuff., face pieces now have eye gauges to show us where our air is, how much air we have in our bottle.

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Since we first joined up, we did not have any computers. We had teletypes, and that would come from downtown, and it would just be that dot matrix
Technology	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	radio waiting for you on the whatever apparatus that you're on
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	Both the mobile and the portable radios get turned on, operated, batteries switched out if they need to be charged.
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	human resource management system, the recording system we have.
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	handheld radio.
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	A mobile radio
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	CAD system
Technology	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	MDTs., iPad, Tablet Command
Technology	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	different radios that we carry that have some different loads of zones that we can go to,
Technology	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	department phone, my personal phone, Apple phone.
Technology	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Radio, Trunking P25 digital radio system, Hand-held radios, Mobile radios
Technology	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	P25 radio
Technology	FF	S	Field	46-55	31-40	Male	FF-S-015	Radio, Mobile data turnoff

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder					
Technology	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Windows laptop
Technology	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Accountability software component, Ipads, GPS-type technology, Portable radios
Technology	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Radios, Bluetooth integration, Air packs, FirstNet, Big Pipe arena
Technology	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Apple iTunes
Technology	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Accountability application, Mission Critical Push Talk application, LMR, Cell phone, Radio, Smartphone
Technology	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Pagers, Cell phones, Land mobile radio
Technology	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	SCBA, Breathing masks, Radios, Portable repeaters
Technology	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Video conferencing, GoToMeeting conferencing, Phone
Technology	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Radios, Trunking antenna
Technology	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Accountability software application, Bluetooth functionality, Air masks, Radio, Speaker mic, Health and wellness vest, Portable radios
Technology	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Phone, Real time lightning detection, Mapping, Emergency response guide to HaMat, ESChat
Technology	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	iPad, Tablet
Technology	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	MDT, Cell phone
Technology	FF	S	Field	46-55	31-40	Male	FF-S-015	Trunk radio system, Repeater

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder					
Technology	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	GPS, Google maps, SCBA, Health monitoring application, Big Pipe, FirstNet, Wi-fi
Technology	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Big Pipe, FirstNet
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	iPhone 5S
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	Computer
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	Personal phone
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	Computer, Iphone platform, Droid platform
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	Email
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	Phones
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	800 megahertz trunk systems, Repeater, Radio
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	MDT, iPads

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	CAD, iPad, Tablet command cloud-based system
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	Drone
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...And so a radio helps us do that, that is, it doesn't have to be encrypted, it can be open. It's not a big deal. We also send out our orders about, "I have these stations, these people, this movement." And we've created a system on Outlook which is a meeting notice that every station saves, this recurring notice, it's a blank template, and then we go in. And I think every BC does this now where it's, "Here's who's coming to work, who shows off, and here's any special--" like today I've got some people training. Somebody's training at 2:00, somebody's training at 3:00, somebody's training in the morning, and so my whole team reads that daily order email or meeting notice, and then they have their marching orders... So we have the radio that we all get on one channel, say channel one, and we're all listening to that channel. So when the first person gets there, they tell us what they have. "It's a fire. Here's how big it is. Here's what I'm doing."
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	... So when we show up to let's say a typical house fire, we have thermal-- you read the building and determine many things at once, and we call them "size-up factors".
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...So technology with radios, technology with calling on the phone, taking pictures, using thermal imaging cameras. Computers help us in staffing and doing reports and just, the more administrative stuff. Right now I find, kind of, a roadblock on the network part of it. So we're linked into a network, but as soon as I leave my desk, now I've lost my ability to operate administratively as a battalion chief.
Technology	FF	U	Supervising Field	46-55	21-30	Male	FF-U-001	... Now we have iPads that are cellularly connected. Just like this iPhone.

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder					
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	And so, right now every incident commander has a helmet cam.
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	... So seeing where they are at, I know that our new air packs have the ability but the software isn't there yet. So to send out how much air they have, that's a really big deal because as people get close to low on air, it doesn't tell me where they are in the building, but it tells me how much work time they have left.
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...So the Phase 1 air packs that have the software that reads it, but that was a blah, blah, blah bit system, and now they said, "Hey, this bit is more up-to-date," but the software, they haven't built that bit system integration yet
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...I know where it's at if I could-- and we have printers in the back of our car to help us, although I will tell you it's anything that's meant for a sterile environment. Computers are ready, printers are glitchy, mine probably works maybe 40% of the time, I'm saying.
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So every department probably does business a little bit, different but for the most part when you go to a fire scene, you have a primary channel. And then we've decided that we want a secondary channel for like the ancillary logistics things. But we also have a third channel, so there is one, two, and three and that's the emergency channel.
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...Because if we have a notion of, "Hey, this is explosive, it's a gas call," we're going to use the sense set which detects gas and figures out what the hazard zone is so we can make sure nobody gets in, and then go and solve the problem. Because we don't have the ability to do with our eyes or nose, we have to use monitors.
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	As I'm sure you've already figured out, we just got new radios last week.
Technology	FF	U	Field	46-55	21-30	Male	FF-U-002	...And oftentimes, the way our industry works, we rely on these radios to



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			Responder					talk to each other on incident scenes and in training. And with the advent of cell phones, we quickly fall back on cell phones in a lot of those cases, even on emergency scenes, because the cell phones always work. And the cell phones have different functionalities that are beneficial to us, especially on those greenbelt, those wilderness rescues, where I can use GPS location, and use longitude and latitude and things like that to help my team, that becomes important.
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	...I care about three things in an emergency situation: I care about this orange button, which was on my last radio. I care about this button, the push-to-talk button, which was on my last radio. And I care about being able to change radio channels, which it's very similar to my last radio.
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	I see, okay. Cool. So besides your radio and computer or MDC, what other kinds of technology do you think would be the most useful when responding to calls?
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Sure. But my point is, you would think, if that's the reason, I'm going to buy the iPhone 7, because I can find my phone when I lose it.
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Everybody does. I mean some people have department-issued phones, but nobody goes-- I mean, we live in an age now where no one does anything without their phone. And everything is done on an app, or done on a-- what have you.
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	So, we use a lot-- as an example, in hazardous materials. We use our cell phones to look up lots of databases that store information on chemicals and what to do about it. And so when we go to those types of calls, which is part of my responsibility, everybody in the back is on their cell phone--
Technology	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	...Some of them are color coded, so all those things are good. We talked a little bit about whether it's on the radio, or on my air pack, or my SCBA or something, but the ability to track me from the outside. For the chief, to be able to look at a computer screen, outside, and watch where I am in the building.
Technology	FF	U	Field	36-45	11-20	Male	FF-U-003	If I go into a basement of a high-rise, I have zero-- I might as well pull my

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			Responder					cell phone out and call-- and call [crosstalk]--
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	...Today we walk in, our radios balk and they give you out of range signal.
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	So I just say I was a little disappointed when I was like, well not that great. As opposed to the iPhone 10--
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	Everybody has a radio.
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	In special operations, we use GPS to drop grid coordinates. When power's out, when we go on boat calls and stuff, that's very useful, so we use GPS....The cops have sonar for finding bodies in water. So that could be helpful. People are talking about the drones stuff.
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	I'm the guy that makes the walkie-talkies work
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	So we were using the XTS 5000 radios, and that's a Motorola product. We work within a-- the Gator system is a Motorola trunked radio system. That's what we use for our radio communications...So we switched over to one of the newest radio, that APX 8000, so that's why we're doing it. We didn't necessarily have issues with the 5000s other than they're just old now. So, yeah, we're a little over half way. We ordered 624 radios, so we're about halfway. Every week I get about 70 to 100 radios from the radio shop.
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	...We had just a conventional radio. We didn't have computers in the fire truck. In fact, I never saw a computer in a fire truck till six years ago when I came to work here.
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	All the departments I worked for before here, we never had a computer in a fire truck. So the MBCs, I was like, "Wow. That's cool. We got an MBC now
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	So when the fire trucks are in the fire station, they're connected to a WAP. When they leave that fire station, they have cellular network cards built in, so they continue to get the information.

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Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	-- if I'm an available station or if I'm responding to a call, you could hit the button on the radio and stuff like that and more of a device it would-- our MBCs are mounted in the trucks or locked in the trucks, but we're looking at going towards tablets
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	Well, I think we're looking at going with a brand for our MBCs possibly and with that [inaudible] if we're going to switch out all of our hardware, even our current provider, I think they have a tablet option but we're already invested in what we got.
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	We're fortunate in that we have, on each of our rigs, we have at least one radio per person. There's a mobile radio and we have a pretty robust radio system around town.
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	As far as responding, not really. I can get it on our MDC but I like everybody to be able to hear it in the truck.
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	I'm the passenger in the front seat. That's where the officer sits and that's where our MDC is. That's correct.
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	I can't really think of any off the top of my head. We got good radio communication. All the battalion chiefs carry cell phones on them. We have iPads on the units-- or at least, I think there's an iPad assigned to every station. And when we're going to do hydrant maintenance, we get on our little iPads and pull up a map when we can check them that way versus writing down on a piece of paper. That's a good piece of technology that we've seen in the past couple of years. The ability to do smartphones and for HAZMAT stuff, I can look up on my smartphone.
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	I don't know, some kind of a-- I don't know if it's like a GoPro or if it's like FaceTime, some kind of FaceTime application or something that as I'm walking down the hall, the chief sees us and is seeing what I'm seeing exactly and at the command post on a screen or something like that
Technology	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	We just recently got new radios.
Technology	FF	U	Field	26-35	6-10	Male	FF-U-006	We have TICs, thermal imaging cameras. This actually kind of goes back

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			Responder					to the radio thing. On the ladder, the TICs are actually a lot larger than they are on the engines, which, we're already carrying a lot of equipment...I guess our air packs. We also recently just got new air pack assemblies that once the department gets the software for they can actually track how much air is still in our bottle, where you are on the fire scene, what position that air pack was in in the unit
Technology	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	...we actually have a little remote control rescue boat. So that is also equipped with infrared cameras or a camera. It's battery powered.
Technology	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	...I mean, we already have the Opticoms on the rigs for changing all the lights or at least canceling all the lights to turn them red. Like I said, we've got the MDC. So that also has a mapping feature if we're going way outside of our territory, we don't know where we're going. It's GPS for the fire engine.
Technology	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	Some of the officers do use their phones a lot as far as taking reports
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	When I first started, we were assigned two portable radios per unit
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	Our data terminals on it are really [inaudible]. Our MDCs just kind of slow to operate and kind of-- you got to kind of dig for information. It's not just you whip out your iPhone and you have a map and you can move it around, do what you want to.
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	Yeah. We're all wearing headsets
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	... We just got a new set of radios, and I missed it when our handhelds came in.
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	...I can't really put in a feature like I could on a map. Like on Google Images, satellite images, you can see very well where things are and it's just a square here and a square there.
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	...All the features that we have now, the FDC, the fire phone, all the fire protection stuff we can look at. And on this table that we have, we can

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
								look at, somebody's on engine one.
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	-- as far as phones, notification devices, and then just exhaust fans, stairwell preservation fans, seems like every time I walk into a new high-rise, there's something even cooler, fire-protection-wise,
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	...So that pressure, a lot of times it's on our MDCs already
Technology	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	...some of the functions of our new air packs-- like accountability stuff, and air supply. I think that's all going to eventually be monitored technologies there.
Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	... so we operate on the same radio groups and we have the same capabilities, MDCs , mobile data computers, and then the portable radios and the stational learning and all that is all integrated from one place.
Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	...So that's a department cell phone, but one of the things that our guys do is they get Active911 pushed to their personal cell phones.
Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	So we have GPS in the vehicles.
Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	...So when we go out and we do searches for homes or clearing a street or what have you, we carry tablets. And we use a system-- and I forget the name of it. [State] Task Force 1 owns this system, and then [State] Task Force 2 uses the system. But what it does is it shows me an overlay, like using Google maps, and then I can hit that address, and it logs the actual location GPS.
Technology	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	...So the guy that grabs the hydrant bag had a radio, but you didn't have one assigned to your person
Technology	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	So we need to look at that before you're on calls. So that helps a lot on the phones. With our radios, I mean, that helps us obviously, talk to

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
								dispatch, let us know what's going on, if we need to upgrade something...That's something I should probably be aware of because we have a thermal imaging camera. We had that melt on us before.
Technology	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	Stuff like that. Other than that, I mean, communication-wise, that's pretty much all our radios are used for. The CAD system, I mean, that's the main thing it's used for.
Technology	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	...Let me see, Chief keeps in contact with us through, I guess, we use the phone for email too a lot because that's how he'll normally keep in contact with us
Technology	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	Yeah, so radios I've had, it's been the same type of radio the whole time. We haven't done anything different with that. What else would they have? I mean, all the emails and they didn't have a CAD system over there because it was a small area, they just worked for the port. So everything was off of radio.
Technology	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	...So we were here and it started raining just terribly. And we usually have 10 calls on our CAD at one time, but that's for everybody, for every department.
Technology	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	He's big on his drones, so he does have a drone or two. And he's done a lot of neat stuff, but that won't work [inaudible] train.
Technology	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	Yeah. We use, I guess it's all iMac stuff over here maybe. I don't know what the hell we use.
Technology	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	--Microsoft Word and Windows and all that, and then you go to this, it's a totally new system.
Technology	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	...But also, the heads-up display, it's got a monitor on your air pack. And then on your actual face piece, so it'd show you colors.
Technology	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	..So even though it shows up on your-- because they'll shows up on your CAD system
Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	So here in [County], we operate on a 800 megahertz digital trunked radio system.

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	Now, both of their battalion buggies have VRs in them, the vehicular repeater systems.
Technology	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	The particular SCBA that we use here in the [City] region is Scott Aviation SCBA, and the regulator is right here on your face piece. That regulator has what's called a vibralert in it.
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	Yeah. I have a department-issued because I'm a battalion chief. I have my personal one. [Department issued phone]
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	It's also used. There's several things on this, different apps and forms that we use. We have our schedule. We have our lineups that people fill out. There is the weather because it'll alert us when there's flooding going to come within the area as well as when the heat's too high, and we have to cancel training when the heat gets too high. Also, there's maps so we can use it as a backup to get to places. In addition, our county has a M-Sent, an internal notification
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	Yeah. For us, it's a MDC, mobile data computer.
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	...But in my vehicle that you're going to see, I have four mobiles. I have our dispatch. I have, what I call, our basic channel, that unit switch over. I have the tactical channel for complex incidents. And then I have our talk around channel. And then I have a police portable.
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	Yes, four—[radios]
Technology	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	Okay. Every person that is on the unit has a radio. There are four radios on the unit, okay?
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Yeah, sort of. Yeah, alerting system, Everbridge pages, the old manual phone calls for all the upper echelon for major incidents, callbacks, stuff

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
								like that.
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	That's pretty much it. Two portable radios, the dispatcher radio module, and the CAD, and then a computer for email and sending out alerts, and a cell phone that we also have.
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Actually, that's almost the anti-technology unit. Just the mandatory tablet, and portable radio, and a lot of meters. I mean, the technology we were using is more actual--
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	We're the other half of the hazmat team so if there's a hazmat incident, the hazmat unit will be the primary and then we're their backup. So we have not everything they have but we have almost all of the same meters they have for the average run, minus some of the ones that cost a hundred grand a pop.
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	All of the radiation meters, all of the different chem-bio papers. And that's our main, I guess, technology core.
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	--or the racing industry. Our thermal image cameras, they were developed by the navy. So a lot of the technology we use was actually developed by other--
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	--over the radios. I can't wear a headset. I use portable radios and the speaker. In fact, I don't think any of the four of us wear headsets.
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	--personal because they don't give us a work cell phone. So not that I really want one, because I want to do everything on the same cell phone, to be honest with you. But I use it-- so I'm also assisting with driver's training down there.
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	Sort of. Yeah. End result's going to be our responsibility. We have TargetSolutions, which is currently our Internet-based learning solutions. It seems like it has problems. It might be a IT thing on our side
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	So it's each individual, yes. So when you come in to work, you're assigned a position that day. There's a portable radio for that position. You take that portable radio. Most guys don't even look. They just pull the battery out, go to the charger, grab a fresh one, stick it in there, and



Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
								then it's like, "At least I started with a fresh battery."
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	Each charger has six banks on it, so they're going average it out. You're either going to get two chargers, three maybe. A place like this should have at least three chargers probably. And then, if we have reserve pieces, there should be capacity to handle those as well. All of our vehicles - all of our engines and trucks - are specced with a single bank or single slot charger. Again, it's a personnel thing. It's a MOU thing. When we first switched over to our newer batteries, a lot of our vehicles had the older style. So we went from these XTSSs, which were long, skinny, stand-up batteries, to Apexes, which are short, stubby ones.
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	So we've got all these vehicles that have these XTS chargers in them, and we get brand new Apex radios, and not a single one of them is capable of charging one of those batteries
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	I think we are-- I want to say we're in like the 2,000 range for portables just in the fire department. The police department's somewhere in the neighborhood of 5,000 portables.
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	So Motorola and WAVE. [cell phone apps]
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	So WAVE is a VoIP solution, right, that's tied to our radio system.
Technology	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	Again, I think a lot of it is our management of the technology. We have these Getac tablets that we use. They're our MDTs. They work relatively good. There's been a lot of stuff going back and forth. First generation, we were doing Panasonic Toughbooks. Every Panasonic Toughbook had a cell card in it, so it was great. Your tablet or your computer had its own cell card. In an effort, my understanding, to make things cheaper, we decided we were going to buy routers, put a cell card in the router, tie two laptops or two tablets to a router
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	A Surface Pro.

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Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	There's a tablet in every fire truck, and every unit has the tablet.
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	What else do we have, other technology? Obviously, meters, HAZMAT meters for detecting air.
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Air samples, thermal imaging cameras, radios.
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	I'd like a better phone. So I've I actually got an upgrade [Name]?. I got an iPhone. And I think she got fired for giving me an iPhone [laughter]. But everybody else has-- we had BlackBerries. Then we went to Windows phones. And I think now we're going another month where everybody's going to go to iPhones.
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	So we have an official tactical worksheet which is create [crosstalk]-- no, so, engines are usually red. Trucks are green. Just their patches are usually that color, and squads are blue, and so then, it's green because it's usually a truck company. Why there is a red I'm not really sure.
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	So Firefox works a little better with PDFs, but-- and I may still end up going back to my Mac. But for now, this is what I've got. So you're asking how long. So once I bought it, I probably had the tac sheet loaded up in the first day, my first tac sheet. And then I was playing with it. I was on Drawboard, and that didn't really work. You can go back to Drawboard.
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Well, a couple of different options. We have the repeater system, a digital vehicle repeater system.
Technology	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	So I'd work with the doctors and we had Centricity, which is the electronic medical records program.
Technology	FF	U	Supervising	46-55	21-30	Male	FF-U-044	We just switched to a new personal protective equipment pack and part

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Field Responder					of the reasons why we did that is the stuff that we were wearing was based on a 10-year spec.
Technology	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	...We all have department issued phones.
Technology	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	Obviously, the computer, laptop. I have my personal laptop where my entire work life is on it, essentially.
Technology	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	Yes and no. I try not to. It's hard because-- if this was an iPhone, I would use this everyday [laughter]. But yes. So that's what I'm used to because that's what my personal phone is, so a lot of times it's just easier for me to pick up my phone and call so and so because I already have them in my phone, or send an email from my iPhone.
Technology	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	Waze [laughter]. So there's a couple hazards materials apps. There's I think it's called WISER, I believe. The department has an app which is good if the public asked you a question, you have an answer, "Who's the contact person for this?" or something like that.
Technology	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	So all of our phones come preloaded with the department app. We don't have it but I'm sure you're familiar with it and there's an app called PulsePoint, I believe?
Technology	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	We use Google Earth a lot. We have hydrant mapping in Google Earth and places like water supply.
Technology	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	Radio, marine radio
Technology	FF	U	Field	56-65	31-40	Male	FF-U-026	snorkel which is an aerial platform

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder					
Technology	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	computer
Technology	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	TIC cameras
Technology	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	camera
Technology	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	cell phone
Technology	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	shared drive
Technology	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	radio
Technology	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Computers, scanning equipment, mainframe computer, Email
Technology	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	on-board computers, scanners
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	email
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Text messages, iphones

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Desk phone, cell phone, car Bluetooth, office radio, car radio, personal cell phone
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Iphone biometric authentication
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	4-digit passcode
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Gmail, 2-step verification
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Authenticator app
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Chive app
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] Facebook, Google, Voice, Messenger, undercover accounts, SnapChat, Dunkin Donuts, Reddit, dark web, [State] Road Conditions, Pandora, Spotify, Scannable, WhatsApp, Google maps, Theodolite (surveying with GPS coordinates)
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] Chrono Age (for death investigations)
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] DUI (for teaching), Units (for conversions)
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] US Cop
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] drugs.com, pill identifiers
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] Google Translate
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Blackberry
Technology	LE	R	Field	36-45	11-20	Male	LE-R-017	Computer, MDT, word processor

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder					
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Desktop, laptop, printer
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Siren controls, 2-3 radios
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	e-tickter
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	N/A
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Samsung, Android, iOS, Apple, Microsoft
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	VHF radios, digital radios
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Universal translator
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Nationalized name database
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	HDMI, PowerPoint
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Wearable technology
Technology	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	ipad
Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	CAD, mobile pac-set radios
Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	Motorola CAD, MDC
Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	Motorola CAD-RMS smart copy feature
Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	Smartphone, PC

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	Personal phone, departmental phone
Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	Traffic apps
Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	email
Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	VHF radio system, shared channels
Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	FirstNet broadband
Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	Apps, live video, next gen 911
Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	Excel
Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	Text-to-911
Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	Safe2Tell program for kids to call anonymously to report incidents involving in schools
Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	DTR – Digital Truck Radio system
Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	Modems, new lights and sirens tech, hands-free radio, steering wheel switch
Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	MDC text-to-speech
Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	Cell phone, pay phone
Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	Star CSP line
Technology	LE	U	Manager	46-55	31-40	Male	LE-U-020	Satellite communications, EUC, FirstNet
Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Car computers, radio, license plate recognition, surveillance cameras, GPS trackers, fingerprint readers
Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Body-worn cameras, drone technology
Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Email, in-car video camera system
Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	CAD-integrated body worn camera
Technology	LE	S	IT	Not	Not	Male	LE-S-015	Wireless pole cameras

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Specialist	specified	specified			
Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Homegrown wireless mesh network
Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	MDCs, Verizon data cell connection, USB tether connection (body camera->MDC), wireless body camera to smart phone connection, PC
Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	CPI – car investigation
Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	LPR downloaded results: text files, photo of vehicle, photo of license plate (no video)
Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Report-writing program, dispatch program
Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Cell phone, portable radios, car radios
Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Motorola P25 Phase 2 radio system with data and GPS capabilities
Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Digitally encrypted radio system, CAD maps
Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	City cell phones (for covert units)
Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Personally purchased body cameras
Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Hand-held e-citation devices, patrol car printers
Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Tablet, laptop, Windows 10
Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Ipad with hardened case and attached Bluetooth keyboard
Technology	LE	S	IT	Not	Not	Male	LE-S-015	Vehicle heads-up display



Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Specialist	specified	specified			
Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Facial recognition
Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Body camera triggers, e.g., gunshot, taking gun out of holster, turning on sirens
Technology	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Integrated car; in-car and body camera system; EMP
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	3D laser scanners (for crime scenes)
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Portable LMR, trunk mounted LMR
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Cell phones, city issued Samsung smart phones
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	GPS, CAD system
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	CAD app, Net Viewer app (internet version of CAD screen)
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	MDCs, tablets, WiFi hotspots
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Radio
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	RMS system
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Harris radio
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Interoperability channels
Technology	LE	S	Field	36-45	21-30	Male	LE-S-016	Handheld android device for ecitations

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder					
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	PDF
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Panasonic tablet MDT, screen built-into dash, Panasonic Toughbook laptop, hotspot
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Portable Bluetooth printers
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Lasers & radar for traffic stops
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	LTE, app to converse through radio system
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: apps] PowerDMS (online training), Rs and Ps, schedule, resources (e.g., Line of Duty Death, Patrol Pocket Guide), drug recognition, Google Drive, email, license and photograph scanner (converts to PDF and uploads to Google Drive)
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Drones
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Earpiece
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Dictation app (for reports)
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Encrypted radio channels
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Facebook, Twitter, text 911
Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	Email
Technology	LE	R	Field	26-35	11-20	Male	LE-R-018	Work computer

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder					
Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	Work-issued phone, cell phone, evidence tracking system, in-car camera, body-worn camera, bar code printer, tablet (for detectives) for remote connections to computer systems (e.g., evidence tracking)
Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	Surface pro tablet
Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	VHF, UHF
Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	800 radio
Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: dispatch] 6 computer screens per person
Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	Digital phone system, digital radio system
Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	CAD, state CIC system, alarm monitoring system, phones on a computer screen, report writing software
Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	Work-issued digital cameras
Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	Maps app, text
Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: report writing] Word, Intergraph
Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	Body worn camera app
Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	e-ticket machine
Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	License plate reader in parking structures

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	Voice recorder
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Computer system, database, (old) DOS-based system, PC, mobile data computers, digital cameras
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Bag phone
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Cell phones, in-car computers, body cameras, videos, audio formats, private business surveillance systems, evidential storage system, department-issued thumb drives, personal thumb drives
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: electronic evidence discovery] Electronic tracking
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Evidence system authentication
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Email, text
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Department-issued cellphone (for patrol), personal cellphone (for contract work)
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Calendar app
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Response apps
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	ADP payroll processing app
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	app for windages
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Apps for messaging, chatting, situational awareness
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	e-ticketers, backup printers

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	In-vehicle boosters for cellphone coverage
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	In-vehicle technology: backup cameras, customizable dashboard
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: police vehicles] Satellite radio receiver
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: police vehicles] auxillary audio input, USB ports, video system, USB stick with identifier (for video system login)
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	VHF, 800 MHz
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Repeated talk group, direct talk group
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Radio pack set
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Radio scanner app (public)
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: radio transmission via mic] If it's windy
Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Laser range finders (e.g., Bosch)
Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Nikon D90 cameras, cell phones, FARO 360
Technology	LE	S	Other Public Safety	26-35	6-10	Male	LE-S-021	MDCs, Google Maps, digital recorders, video recorders, body cams

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Personnel					
Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Earpieces, shoulder mic
Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Downloadable taser
Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Evidence.com, information sharing database
Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	information sharing software (desktop version and mobile version), CJIS
Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Digital media, cloud
Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Glasses with camera and earpiece built-in
Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Personal phone, department-issued phone
Technology	LE	S	Other	26-35	6-10	Male	LE-S-021	[RE: department-issued phone] fingerprint lock, 13-digit passcode lock

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Public Safety Personnel					
Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Thumb drives (for collecting surveillance video)
Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	MDC toughbooks, tablet built-into vehicle dash
Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Cellebrite (for downloading cellphone and computer data)
Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	FARO
Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Drone with vehicle docking station
Technology	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Drone with 4K camera, FLIR (thermal imaging), and FARO SCENE compatible (3D rendering)
Technology	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Personal cell phone, handheld radios, vehicle radios, email
Technology	LE	S	Field	26-35	5 or less	Male	LE-S-022	Earpiece

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder					
Technology	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Vehicle technology: computer system, tablet, touchscreen, swivel keyboard, StarChase
Technology	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	e-ticketer
Technology	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[information sharing software], Messenger
Technology	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	I/LEADS
Technology	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	GPS tracking
Technology	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Jurisdiction locator app
Technology	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Translator app
Technology	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Email app
Technology	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Dragon (dictation service), Google Docs
Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Warrant database, station computer, vehicle computer, CAD
Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Printer
Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Cell phone, radio
Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Department phone, personal cell phone, email
Technology	LE	U	Field	Not	Not	Not	LE-U-024	PDT



Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder	specified	specified	specified		
Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: apps] HunchLab, ShotSpotter
Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: apps] Google Maps
Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	CLEAR system, Data Warehouse, Hot Desk
Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: software logins] GunUps, TipSubmit
Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	State emergency network
Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Body camera, car camera, taser
Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: body and in-car cameras] Motorola, Axon
Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Subway frequency
Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Voice activated search: Alexa, google
Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Podcam-- drones with high definition cameras
Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	License plate readers
Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	GPS
Technology	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Facial recognition
Technology	LE	U	Field	36-45	11-20	Female	LE-U-026	HunchLab, Shotspotter, [surveillance] cameras

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder					
Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	PowerPoint
Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Email, department phones, PDT, radio
Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Work cell, personal cell, radio
Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Text messaging
Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Social media, CLEAR system, GenTech map, Data Warehouse
Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Body cameras, in-car cameras, plate readers
Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Fax machines, copy machines
Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Google Maps
Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	GPS
Technology	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Vigilant
Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	700 megahertz radio system, telephone, cell phone, land line, email, social media, Facebook
Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Ticketing system
Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Personal cell phone
Technology	LE	R	Not	46-55	Not	Male	LE-R-042	County issued phones

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			specified		specified			
Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Mobile data terminals, UHF
Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Door swipe systems, pneumatic manually controlled systems, intercoms, intertied camera systems, door controllers, pneumatic Sally doors, DVR, body cams, electronic fingerprint systems, kiosk systems, encryption, crystal reports, databases, QuickBooks
Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Twitter, VM wear
Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	In car video, body cam video
Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	WiFi
Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Records management system
Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Voice recorders, VPN technology
Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Lexopoll app, code red app
Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	CAD system, app tied to CAD, calendar
Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	GIS app
Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Repeater
Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	19-2 modem system
Technology	LE	R	Not	46-55	Not	Male	LE-R-042	Eyelets system, blogger

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			specified		specified			
Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Voter systems, registration systems, voting booths
Technology	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Integrated comms line, WebEOC
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Email
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Radio, Phone, Computer, In-car computer
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Personal phone
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Specific law-enforcement apps
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	CLEMIS (report management system)
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	CAD
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Social media
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Body camera, In-car camera, Mobile data computers, printers

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	MDT
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Social media, YouTube, Videotape
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Emails, texts
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Personal cell phone
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	MDT, Radio
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Facebook, Computers, CLEMIS
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Body cameras, Car cameras, Microphone, recorder
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Office suite, PowerPoint, Publisher
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Adobe
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Password keeper
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	GPS
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Legal software, Drug identification software
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Reporting software
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Email, phone

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Radio system
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Motorola 800 MHz system
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Computer, CLEMIS
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Laptop
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	MDT
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Radios
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Cell phones
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Personal cell phones
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Body cameras
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	[State] officer app (app for looking up laws/ordinances)
Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Computer, Printer, camera
Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Radios
Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	GPS tracker
Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	MDT

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Personal phones
Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	App for decoding VIN numbers
Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Google
Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Radar unit, Hand held speed device, Body camera, Dash mounted camera, Audio recorder
Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Computers, Document scanner
Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Phone
Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Radios
Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	MDT
Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	LEAN network, WireScan, Body camera, Video, Disks, Flash drives
Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Personal phones, City-issued phones, App for calling people while on the road, Digital camera, radar
Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Thermal printers
Technology	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	modems
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Radios, laptops
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	MDTs

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Intercity app
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Cell towers
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Google
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	CAD software
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Cell phone
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Landline, Email, radios
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Portable radio
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	App to track bank robberies
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Body worn cameras
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Taser weapon
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	server



Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Evidence.com platform
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	In-car camera
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Axon
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Bluetooth
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	CAD system
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	License plate readers
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Inkless printing
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Mobile radio
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Drones, Cameras, Flyable helicopters, Huawei, OH-58 Jet Rangers
Technology	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Joystick

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Outlook, Computer, Xirgo Technologies
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Radio
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Department issued cell phones
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	LED system, Recorders, Cameras
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	In-car video cameras
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	GroupMe
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Google maps
Technology	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	GPS (in-car)
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	700 radio system, Computers, Mobile capabilities
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Cell phones
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	cameras
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Screens
Technology	LE	R	Supervising	36-45	21-30	Male	LE-R-053	pager

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Field Responder					
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	GPS system
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Body cameras
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Docking station (for body cameras)
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Google maps, Active 911
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Social media
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Facebook
Technology	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Cell phones
Technology	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	radios
Technology	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Department phones for patrol
Technology	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Radar, ADSI (online reporting system)
Technology	LE	R	Field	Over 65	11-20	Male	LE-R-054	Mapping app

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder					
Technology	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Google maps
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Radio
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	MDTs, CAD
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Social media
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Email, Text
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Portable and mobile radios
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Facebook page
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Cell phones
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	radio
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	Body cameras, Handset (for radio), earpiece
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	Wi-Fi, Bait bike, GPS, phones
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	laptops
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	Emails
Technology	LE	U	Field	36-45	11-20	Male	LE-U-057	Phones

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder					
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	radios
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	Department cell phones
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	Cameras
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	Social media, Body cameras, Camcorders, Landlines
Technology	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	CAD system
Technology	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	GIS
Technology	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Test messaging
Technology	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Email
Technology	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Radio
Technology	LE	R	Other	36-45	6-10	Male	LE-R-043	Multi-band radio, Smartphone, computer

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Public Safety Personnel					
Technology	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	JAZZ software, Survey 1,2,3, Operations dashboard
Technology	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Weather stuff
Technology	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	LTE technology, Radio over IP, Voiceover IP
Technology	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Google Glass
Technology	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Phone
Technology	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Facebook, Snapshat
Technology	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Web EOC

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	MDT
Technology	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	drone
Technology	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	PC
Technology	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	UHF repeater system
Technology	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	Computers, printers
Technology	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	[Company] web-based dispatching software
Technology	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	Body cameras
Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	Body cameras
Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	Video, Earpiece, Radio, Cell phones
Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	Cell phone camera
Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	MDTs, GPS
Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	2-way radio
Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	Microphone
Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	ITI, OLET

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	Geosafe
Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	Printers
Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	Car cams
Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	Taser
Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	Mobile recording device
Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	Drug.com, OCL, Police One
Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	US Comp
Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	Zello
Technology	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	Social media
Technology	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	radios
Technology	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	Cell phones
Technology	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	microphone
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Facebook, laser
Technology	LE	R	Supervising Field	36-45	21-30	Male	LE-R-048	Radar units



Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder					
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Radio, Phone, scanners
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Google number
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	MDT, Computers
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	[Name] – remote access/application publishing software that allows users to access and run Windows, Linux, and UNIX applications installed on a central server.
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	video
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	DSL, IP Phones, [name] reporting system
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	CAD, Docking stations
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	[name] reporting system for E-tickets
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	GCIC – [State] Crime Information Center
Technology	LE	R	Supervising Field	36-45	21-30	Male	LE-R-048	GPS

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder					
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Radio, Personal cell phones
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	VHF
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Body cameras, Radar, Lasers
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Cell phones, Pill ID – software to look up drugs
Technology	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Facebook
Technology	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	Video surveillance system, Cameras, records management system for CAD and RMS, common operating picture platform – open source map-based geographical plotting capability so that we can visualize the location of all of our assets, calls for service, cameras, vehicle locations, body worn cameras with GPS location capability, vehicle location system
Technology	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	smart phones, Live Safe app - provides one touch calling of the police department. You can text us, you can send us pictures, you can send us live video streams
Technology	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	fixed LPR

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	Mobile alcohol detection, Mobile fingerprint and identification, Radar to laser
Technology	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	radios
Technology	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	License plate readers, MDT, Body worn cameras, Google Glass, a device that is worn by the dog allows the dog to speak to the handler quite literally by the dog triggering being trained to trigger any number of sensors on the vest that it wears
Technology	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	[name] app that allows vehicle inspections, access to bolo's
Technology	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	Facial recognition
Technology	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	Social media
Technology	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	Phone, Radio
Technology	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	App to communicate
Technology	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	Cell phone (personal and department issued)
Technology	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	MDTs

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	License plate reader
Technology	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	Videos, Instagram
Technology	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	geotype
Technology	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	Body cams
Technology	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	In-car cams
Technology	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	NC4
Technology	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	Downlink system
Technology	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	Carfax
Technology	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	Bluetooth
Technology	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	Tag readers
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Laptops, Automated records system
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Radio, Cell phones, CAD, CAD report screen
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Digital camera
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Body cameras, Virtual training simulator, Computer, Tasers, Hardwired audio and video equipment

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	FLIR binocular style
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	DMS – document management system
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	computer
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	External vest carriers
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	[name] GPS system to track someone, provide anonymous tips
Technology	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Computer, Spillman – CAD based system
Technology	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Cell phone
Technology	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Phone (in car)
Technology	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Outlook, Phone
Technology	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	MDT

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Computer, MDC, Panasonic Toughbook
Technology	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Sector – the [State] Patrol for traffic accidents
Technology	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Phone
Technology	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Nextdoor – neighborhood program people sign up for as an information exchange
Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	MDC
Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Laptops, Pager, Cell phones
Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Laptop
Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Computers, Radios, Microphone
Technology	LE	S	Supervising Field	36-45	21-30	Male	LE-S-028	Radio, Cell phones, iPhones

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder					
Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Cell phones, Computer
Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	License plate reader
Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	MDC, License plate reader
Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Dash cam
Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Cell phones
Technology	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Integrated policy manual
Technology	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Radio
Technology	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	MDT
Technology	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	COBAN radio – the in-car video system
Technology	LE	U	Supervising Field	46-55	31-40	Male	LE-U-029	Sector system – allows use of bar code reader in the car

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder					
Technology	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Automated license plate reader
Technology	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Department-issued cell phones
Technology	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	MDT, Portable radio, Smartphones
Technology	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Lapel microphone
Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	CAD system
Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	MDT
Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Radio
Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Computer
Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Radio
Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	CAD
Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Modems
Technology	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Versadex or Versaterm – proprietary system (for report writing), CAD, Report Management System



Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	800 megahertz trunk radio system, CAD, MGT application
Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	CAD
Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	Body-worn cameras
Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	Smartphones
Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	Body cameras
Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	License plate reader
Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	Personal cell phones, Department cell phones
Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	SMART
Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	DAP – for data analytics
Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	INWEB
Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	APPEX – platform for developers to create applications
Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	Radio, Cell phone
Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	MDT
Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	CAD system, NCIC – state system for record management

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	ANI and ALI
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Toshiba and Panasonic Toughbooks.
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Phones
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Video
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Personal phone
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Department phone
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Body cameras
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	CAD, Level Two
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Amplifiers
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Radio, Cell phones, Call box key
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	License plate readers
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Email
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Body camera app
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	GPS

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Phone, Iphone
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Pictures, Cell phones, Shot spotter
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Cell phone
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Earpiece, Radio
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	CAD
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	radio system, portables, mobiles, desktops, tower infrastructure, transmitters, repeaters,
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	physical equipment software, CAD system
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Motorola Peak radio
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	mobile radio also in the car
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	printer in the trunk
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	phone to film your partner, problem, license plate recognition cameras on the cars, GPS tagging for the photos, CAT 5 cables
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	cell phone, body-worn camera.
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Android and OS systems, iPhone personal who are Apple kids
Technology	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Windows, so we all know it

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	Cell phone
Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	Cell phones
Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	radio
Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	CAD
Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	Phone
Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	Google maps
Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	License plate readers
Technology	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	Touchscreen, Window display odometer
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	cell phone for work
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Cellphone, the laptop in the car, computers at work, Internet, a lot of Internet, I try to utilize apps when I can for work
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	license plate readers, fingerprint readers at the stations
Technology	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	radio
Technology	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	cell phone now, body worn cameras
Technology	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	They have it on their phone, the technology for the report-writing system.

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	department radio, SWATbot
Technology	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	license plate readers for the vehicle plates, ShotSpotter systems
Technology	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	eCites, which is the electronic tickets on the street.
Technology	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	We currently have an ink pad that we use (to capture prints)
Technology	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	eStop
Technology	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	Well, we use the MDTs in the cars for our traffic enforcement side, and like I said, there's a messenger
Technology	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	VHF and a P25 trunking system. That's what we're on right now. We're on a VHF full-time, and then we changed to P25 trunking system two, three years ago, and then we had Kenwood radios and they weren't as functional as Motorola, so we transitioned to Motorola radios for portables.
Technology	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	Some of the supervisors and the criminal investigation division have issued cell phones and the patrol officers don't.
Technology	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	...That's kind of when we started putting the jetpacks in the cars and the internet in the cars
Technology	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	Yeah, they can do their reports [crosstalk] in the CAD dispatch.
Technology	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	Good. We like them. We've had them for three years. [talking about body cameras]

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	...And in my opinion it's dated, and it's not very convenient for the officer, and same thing with the radios. Obviously we're rural, so the radio communication isn't the best
Technology	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	Or sometimes if you're in the situation where you can walk back to your car radio because your car radio always works.
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	...If we're on the dividing line, like on this side is my sector and that side's another sector, I won't know what's going on over there unless I actually flip to their radio.
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Okay. It's not as neat as Google Maps. So it's kind of like a slimmed down version of Google Maps where you see the map of [City] and then all the little patrol cars, but it's filtered by your area.
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	...Our current system is, like I said, it's kind of a very like slimmed down version of Google Maps. More like MapQuest, like 1990 style where [laughter] it doesn't give you a whole lot of info other than the streets. When I was on patrol, I usually-- if I was going somewhere new or if I was having to go across town, I would just pull up Google Maps.
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Just my phone. My cell phone.
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	There's not a budget for it in our department. If you're, I believe, a second lieutenant and above, they get cell phones. Everyone else just has to use their personal cell phone. They're strongly encouraged to use a personal cell.
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	...Now we can take it out with us, but it's a Toughbook, so it's kind of bulky.
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	...So I don't. I have a laptop. It's not a Toughbook, but it is a laptop.
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	It's a radio [laughter]. I mean, it's a thing. It's the Motorola. I think it's the XT 5000.
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Yeah. Well, even as a recruiter, the stuff I have to work-- I mean, we're using Excel and stuff for our database and whatnot

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	...Different ways of communicating, like cell phones, made a big part of that. We can communicate both with officers and with the public through our cell phones, sometime. With runaways and stuff, I'm going to try communicating through Facebook, because I saw they're not answering their phone
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	The only benefit I think to having the Toughbook that I've seen is that they're a little more water resistant
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Well, the newer radios, they also want you to use this massive-- I think it's like a 10-inch long antenna.
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Well, we have pagers, too
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Yeah. We have our own. We call it the HALO camera system, I guess. Downtown, we have a whole bunch of cameras.
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Yeah. We also have those up. So we have in-car cameras
Technology	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	...I think it's called Blue Check or whatever. It's some fingerprinting device.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	...anywhere from your normal stuff that you hear, the radio, communicating with dispatch, communicating between officers. Then you have your messaging on our computer-aided dispatch, on our CAD systems.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	I have mine sent to my phone. I mean, I'm checking email probably 80% more than I was when I was on patrol.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	--I get by my phone. Obviously, computer is probably the more norm, either desktop or on our Toughbooks in the cars.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	I would say, speaking for the norm, like the patrol officers, they're not checking their emails until they're at work. So they're using department-owned computers, either the desktops or their in-car computers. I still think it's my phone as my personal phone. It's not department-owned.

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Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	For that day. Essentially, you go to work and you get assigned a vehicle. And then there's a Toughbook inside the vehicle
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	It's mobile report entry is the broad term of just entering reports in our digital database, essentially, so yeah.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	And they'll go into our-- it's kind of the same thing with our mobile report entry. It's all the same program, Versadex, that has subjects' information in it. If they're arrested, they have--
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	I'd say the most important tool that we have is the radio. And describing that, I mean, it's a radio that goes--
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	There's your computer
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	Third-most form of communication would be probably the cell phone. Whether
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	This is my personal cell phone.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	...But the possibilities are essentially endless with having a city-owned cell phone. You have a camera that you have on you all the time, obviously web search, all your basic stuff that a cell phone can do. But then you can add applications like having CAD right on your phone
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	...A lot of the guys bring a camera, a city-issued camera.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	Semi-old, stuck in their ways kind of thing. Just most recently, just body cameras.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	The computer has become very indispensable between CAD being right there, all the involvement, all the just people searches you can do, location searches you can do, report writing.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	...A couple of that, we got a CAD. Which CAD, I'm sure you've heard, has lots of issues in itself, needs constant updates. All these things all have individual passwords. They all have individual updates and then coupled



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								with that are Windows. I think we're using Windows 7. We finally moved off from XP. Well, we're using Windows 7
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	And I don't want to get off on a tangent, but one of the big issues that I brought up last week with these guys is, this is going to be compounded 5 to 10 fold once we go to body cams.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	Okay. So if I need directions, if I'm working a call at a sector sometimes I'll have my GPS up and it'll give me audio directions.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	Our toughbooks have a GPS and then CAT has an integration for voice-over, so it tells us how to get to places. It's not as effective as say Google Maps because it's more rudimentary but it's still pretty.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	...I am a fan of a GPS transmitter on an officer.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	...So there's no way of something working for both. I know that there's jawbone technology that's just supposed to be really amazing and we've never seen that.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	Well, I guess we'll start with the DMAV?, which is our in-car video camera system.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	Again, me personally, I handle our CAD, mobile CAD that's inside of the car. That's one of my bigger projects. Currently I'm assisting with the rolling out of body cameras.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	Okay. We use 4G LTE in our cars. We have our own [ATMs?], our own private network on Verizon. That's what our department uses. It goes back to our-- we call it CTech. It's basically our combined dispatch center with fire and EMS, but it goes to our portion of that. We have the ability to query our RMS. We have the ability to look up histories in our CAD calls.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	...So we have, again, the electronic ticketing. We have the mobile fingerprinting. We have our Panasonic Toughbook. We have pagers. We have radios. The list grows as we get more technology.
Technology	LE	U	Field	26-35	6-10	Male	LE-U-006	...But right now, we're really consumed with body cameras, getting that

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			Responder					rolled out.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	...Those fingerprint devices, they're not-- I won't call them dummy devices, but they are. All they do is they take the fingerprint and they transmit it back to our Toughbook.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	...Same with our CAD system, believe it or not.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	...We have looked at the phone factor, we looked at tablets, two-in-ones, to replace that Toughbook. And then, instead of it being hard-mounted in the car, maybe it would be something that is assigned to each officer.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	So that is something we struggle with. We like the form factor of the tablet or the two-in-one because, to some extent, it actually can be forced into a smaller form factor like a phone
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	...We had talked about rolling out an iPod or a phone with our cameras. We're going to have a Windows device, mobile device, that could be a phone. It is a phone. You could just turn it off. And a phone for our camera, and again, we're talking extra logins, more stuff to charge when we get home. You have officers have to run these banks of charging bays so they can charge everything every night
Technology	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	And we try to show all the positive things that law enforcement does via Twitter, social media. We have one girl in our office who does nothing but look at Facebook stuff all day and respond to citizens and that kind of thing. And we also utilize Nextdoor.
Technology	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	Before I get there I need to know who's out there. So I need to know what type of call that it is. And what we do is we have what's called a Real-Time Crime Center. You guys have probably heard of our HALO cameras that are downtown
Technology	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	...I'll log into our CAD system
Technology	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	Yeah. It's through Outlook. So we just get the email notifications.

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Technology	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	...And we don't have phones in the department issued to us as patrol officers. So you use your personal phone a lot.
Technology	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	I mean I think you could on a cell phone when you push in.
Technology	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	Which is sometimes-- because like our CAD system, for example, they would charge ridiculous amounts of money for us to have an interface with other companies for whatever reason, so.
Technology	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	Not really. I mean, everybody utilizes the radio pretty much and your personal cell phone. Like to log in now, we send a text message to the dispatcher.
Technology	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	I would think the big thing would probably be just work cell phones that were just multifaceted and functional. Even if we didn't have all of the same companies and everything wasn't able to auto-populate. Just if we had something kind of available at our fingertips if we needed to without lugging that Toughbook everywhere.
Technology	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	--that sort of stuff? So we show up at work. We log into the computer using the automated computer that we have. You're able to assign yourself--
Technology	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	...So you would have a car number and that car number is associated with that geographical beat. And then, when a call comes up in that geographical beat the dispatcher doesn't have to look and see who's available. The computer knows, hey, this person is supposed to run a call in that geographical region.
Technology	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	...And the new system that we were using, that they just switched to which is, I believe, a Motorola system, is a premier one. I believe that's what it's called. That--
Technology	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Personally, I use the laptop in the car, the mobile radio. I use a audio-video recording system in my cruiser. I, personally, have a FLIR, so a night-vision unit. K9 officers use a very high-dollar piece of equipment using that. Other than that, I mean, I'm using my cell phone on a

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								consistent basis.
Technology	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Yeah. Communicating with other officers, and that sort of stuff. But other than the audio-video recording system and that sort of stuff, I believe that's probably it.
Technology	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Yes. It'll record the front and it usually records the prisoner transport area. It doesn't shoot out the back window, it just goes-- if you had a prisoner in your car-- [talking about the dashcam]
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	County-issued cell phone.
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	It just depends. I can get it on my cell phone. I can get it on my computer.
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	We have a way of doing it ourselves. It's called a Web Board. So everything that's happened each day is listed on that Web Board that is of significance.
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	Yeah. It's just a computer-- yeah. It's a computer program. And basically, everything of importance that happened that day, you'll see a list of things, and you can click on it, and that'll give you the information about what happened.
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	So I have my cell phone. I have my computer in my car, my MDT. That's powered by a-- we call them [pox?], but they're a 4G wireless device, whatever, camera, mobile hotspot. I use a desktop every now and then, not often, and the radio.
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	No. I don't have my own desktop. But in our office, we have I'd say maybe six computers that we can use.
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	Well, we switched to a new CAD system, and it's--
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	Yes. It will just show up on his computer, and we can go back and forth. Now, it's a little more difficult. It's almost like an email. So then you have to wait till the email gets sent, and then they read it, and then-- it's a little more difficult. Also, with that is-- and in K9, what we use a lot, it was-- on

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								the old system, it was called the Announce Screen.
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	When we're training, we use an app called MotionX. It's just a GPS app, so it'll leave a track of which way you went and how far, how fast you went. So we use it in K9 when we're training, so we'll know exactly which way somebody went, the person that's laying the track and then when it's time for the handler and the dog to go, they'll go and you can put the track on top of each other and see how close you were to being on top of the track or if you were way off.
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	I'll look at the app. I'll tell you the apps if I use. Sometimes I use the Map app for the same reason, just to look up a call, just an address to see. I think that's it. Yup. Well, and this is another piece of technology I forgot about, but we have the cameras.
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	There's an app for the body-worn cameras that you can download the-- so when you're on an event and you record the event, you have to put the case number with it. So once you're finished with the call, you just type in the case number.
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	No. Then to get it saved onto the server, there's a docking system at each station, and you set it in there. And it's also a charger.
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	Yeah, I'll have it hooked up to my belt, and then there's a microphone that goes up with it. [talking about the radio]
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	Yeah. I don't know. Well, I'll say that we have camera systems for our dog. When I'm with the SWAT team, we have a camera system.
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	Yeah. It sits on the dog. It's like a periscope almost, it looks like. And we have a wristband that you can wear that has a little, tiny monitor so you can see where you're searching.
Technology	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	Yeah. So they're like 20 60-inch screens, and it makes a complete video wall.
Technology	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	Yes, it's computer-based. No, those are computer-based. Yeah, those are computer-based. And their apps, they're probably accessible from your cell phone, logging in to the application through the cell phone. Most of

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								the times, we utilize it on tablets...You have to have a situational alert application running because that's basically a running resume of everything that's happening during that day and your plan of action, where your offices are in relation to the event, the support that you have, how much manpower do you have, do you need more manpower
Technology	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	Yes. All our cameras are recording. Every time.
Technology	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	Yes. Amount of data. Well, I'm very familiar with that. I'm very familiar with that issue because it all comes down to one place. Video is video. And video takes up space, so it's a huge space hogger
Technology	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	It's actually video, yes. So those cameras that are coming in, it's coming out-- so our network is made up of-- we have a mesh network. Our network is made-- and I'm talking about the cameras, not the body-worn cameras
Technology	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	Very expensive, yes. But their plans, they are looking at a fiber network now. So I understand that [October's?] looking at doing something like that, so. But that's not the plan. That's not what we have right now. Now as far as body-worn cameras, that camera also is-- each person who has a body-worn camera, that camera is uploaded when they get off of their shift.
Technology	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	...We may have on that one seven screens. And this guy at the computer desk, one, two, three, four, five, six-- six computer desks on it. And now the same things that we see in a JOCC in our command center, we can see out there. The same camera views that we bring here, we can see there. Because a lot of those camera views that we have are URLs.
Technology	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	No. No. We use department-billed? [talking about cell phones]
Technology	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	Yes. Yeah, but we're looking at a couple of systems right now. A couple of our situation learner awareness applications, it already does it.
Technology	LE	U	IT	46-55	11-20	Male	LE-U-035	To their cell phones as well. Yes. Same thing. But it can already bring it

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			Specialist					to the cell phones right now.
Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah. So inside, it's a regular car, obviously, and then there's the control panel for the sirens and the lights, and that's usually-- it's a rectangle box, and that controls the lights, and sirens, the emergency equipment. And then there is-- now, we have tablets in them. We have Getac tablets inside. And then also, there's a keyboard attached to the tablet.
Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	...And then there is-- now, we have tablets in them. We have Getac tablets inside. And then also, there's a keyboard attached to the tablet. [in the patrol cars]
Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	And then the keyboards are pretty good and they're a touch screen. So that's primarily where we get the program that has all the runs in it and how we can run tag numbers. And then so there's that, that, and then there's the radio for communication. And then some cars have a LoJack in them, and then other cars have license plate reader systems in them.
Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	There's only a few license plate cars. I mean there's probably-- so there's seven police districts in [State], and there's probably about three or four LPR cars per district. So there's probably about 30 license plate reader cards, more or less.
Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	...Now, the only cameras we have are our body cameras. And before body cameras, there was no cameras in our cars or on our person.
Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	No. I mean, now, everyone has a body camera, but what did you get them, three years, four years ago?
Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah. So the way we primarily do the communication, you can either do it through the tablet, through the mobile data terminal, or you can do it through the radio.
Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Sort of. Yeah, because you actually log in to your account. Because before, the Toughbooks we had, you use a general login.
Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah. Before, we had Toughbooks in the cruisers, and those always worked great.
Technology	LE	U	Field	26-35	5 or less	Male	LE-U-036	Yeah. But it's still on when the car is off. But because of all the

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			Responder					technology in the car, the tablets, the emergency equipment, the Wi-Fi, the battery, and the electronics, and sometimes the car is there, the batteries don't last.
Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	...And then there's an application, Mobile for Public Safety, MPS, and that's the application that the dispatcher sees at our office of unified communications. And those are all where we can see all the 911 calls that come in.
Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah, the tablet, for the most part, for most patrol officers, a tablet, you can do most things through it. So that's the one way of doing things, and the other way is strictly through the radio.
Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah, so we have our mobile radio, and then we also have our car radio.
Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	So this is my body camera. This is how it mounts to my shirt.
Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah. So this is a Axon 2 body camera made by TASER.
Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah. It's in the Axon view app. And then you have-- it shows you what the battery life is.
Technology	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Starting to move over more to the tablet and being able to do more stuff autonomously on the tablet. But I mean, still the radio is definitely the main way to communicate still.
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Yes, both for the reporting system and the dispatching system is all on our laptop computers in the cars.
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Well, the only other technology that we use on calls for service is we will use some night vision. And recently, I think in the last-- it's been two years, I guess. We have gotten through-- one of our sergeants was able to get a grant somehow. I don't know how all that worked, but we have four or six handheld thermal imagers.
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Well, yeah. Like we wouldn't use the thermal imager typically for a building search. So that's strictly pretty much tracking or for looking for



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								a missing subject or those types of calls.
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Right. Yeah, and the thermal imager isn't very useful in the day because you need the contrast.
Technology	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	We'll even use some of the Uber apps and stuff if we're looking for a suspect who may be jumping in an Uber or something. If you're watching those, then you can help try and stop them and just check the passengers. There's a couple of them that will show you-- that help you set up a perimeter, a radius. They'll just give you a quick radius over a real-time map, which is a little helpful. As that type of stuff develops, it'll be faster and easier to do all those things.
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	So we use the radios and we use the phones to communicate.
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	Generally, no. If there's a time crunch with something, they'll call me on the radio or they'll call my phone. Or they'll ask the dispatcher to ask for my phone number or ask to give me their phone number so I can call them.
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	Work cell phone.
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	All the K9 handlers and anybody on the squad team, they are issued a phone.
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	So there's radio. There's the phone, computer. I have a GPS that I use.
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	...The actual MDT has a GPS system that we can't use with the new software that we're using. But like I said, I didn't use it too much before I got in K9 school, so I'm not sure exactly how that works. So I just use my own GPS.
Technology	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	..I have multiple radios for different assignments, whether for SWAT or for K9. We use a camera for a-- on my dog. We put a camera on him and send them into building
Technology	LE	U	Supervising	36-45	11-20	Male	LE-U-039	The dispatcher can come over the radio and say, "Hey, 3051, there's a

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			Field Responder					theft at the store XYZ," and they'll send the call to you on your tablet...So if you needed to communicate with a dispatcher, you had one option and that was use your radio. Or if you had a cell phone, you could call them on a cell phone. But we didn't really issue cell phones. Now, our officers have cell phones that are associated with their body cameras.
Technology	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	So yeah. So we use a tablet system. So our computerated dispatching-- [inaudible] I think we use MobileCOP...There's some other crime scene apps that we could use, like to take pictures, we go to SecureCloud. The body cameras go to an app so that way you can tag and sort the information on the video.
Technology	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	We've had tablets for about, I'd say, two-and-a-half years. SO when we had-- there's the old MDT, which was kind of the old chunky-- we had those years ago and then we went to laptops. So your tough book laptop that we'd be taking it in and out of the car. And I'd say about two, two-and-a-half years, we went to tablet-based, which is very similar with the keyboard, the wireless keyboard, and a tablet that you can take out, that's connected to the [inaudible]. The cars have the wireless modems in there, so if you have more devices, in the future, you can go to the router. So you can do all that kind of stuff. And the body cameras are Bluetooth to the cell phones and you can do that. And the body cameras, they upload when you dock them. Or you can also [inaudible] the cell phone, you can upload it. It just takes forever to do that. But, yeah, you can [inaudible].
Technology	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	Honestly, it was kind of seamless because we had the tablets already. So officers were already going-- we were already doing everything on the tablets-- already doing it on the laptops in the cars, so switching it over to the tablet, basically, was not much. And now, most people have a cell-- they have an iPhone or a Galaxy or an Android phone.
Technology	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	We had a few MDTs in the car, but then when Chief [inaudible] took over as the Chief, there was really a push to embrace technology and push it out there

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Technology	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	But I'd say patrol versus different areas-- so I would say within patrol, when we push out things like computers, and tablets, and things like that, it's pretty much-- we may start in a district, may push it out, but we go pretty full live.
Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	Then it is reviewing the chief's correspondence to see what important documents we load through the cloud to his iPad, so he has them handy... We have what's called an IQ system, where it's from citizens, or questions, or anything that we can direct to our many bureaus.
Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	Yeah. It's called an IQ system. And what it is, it's mainly just a tracking system.
Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	We use an Adobe--
Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	If you're in a patrol district, no matter which patrol district it is, you are radio-driven. You are radio run-driven.
Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	I'm not very familiar with the eTicket.
Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	. I mean, it's independent of our iPad system. Because in some ways you don't want those connected. Because you don't want that ability, if somebody gets into our iPads to try and find a manual for what are our plans for a large-scale march or demonstration, then you don't want them to be able to access all of our camera footage.
Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	No. Not for our department other than our evidence.com, which is our body camera.
Technology	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	..and I loved a Toughbook. But they're really phasing out the Toughbooks and going to the iPads and stuff like that. But you need something that your technology will be safe and stable, and you can get it knocked around or it can be in a crash and it will survive. But the ability for everybody to have the access to the information they need very quickly. And the MDTs are great for that because you can read our notes as somebody's typing in our dispatch,

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Technology	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...We essentially have 36 radio zones plus multiple citywide zones plus transit radio channels as well plus interoperability radio channels that we utilize as required to communicate with the fire department, if needed.
Technology	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...What's in the MDT is the same applications that are used on your smartphone. So it's, essentially, all the 911 jobs that come over dispatch are viewable on tablets as well as the smartphones
Technology	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] I should explain. Every single police officer in the [State]PD is issued a department cellphone.
Technology	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...Again, the smartphone communication is greater situational awareness. Like we said, we don't use it for digital dispatch at this time. Maybe sometime in the future, that would be an option, and we're looking at that.
Technology	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...There are ways to putting this tactical interoperability channel in all our radios, all their radios. So there are some things that we've done to optimize our interoperability. So ESU, our Emergency Services Unit never had an iMac. Now they have an iMac. So you make changes along the way, and you make it better. I mean, that's what we do.
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	LeadsOnline (software that we use which ties into all the pawn shops)
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	Phone, portal
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	Google Voice Account
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	Phone
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	Motorola radio
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	plate readers, NVLS, National Vehicle Locating Service

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Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	Google
Technology	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	Radio, mobile phone
Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Computer, the iClear page
Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Work cell phone
Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Samsung model
Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	[City] Wire, which is, basically, the mobile computer
Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	ShotSpotter
Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	PCAT terminal
Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Radio, PDT
Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	body cameras
Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	COBAN, in-car camera
Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	LoJack System
Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	tablet
Technology	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Google Maps, Caboodle

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Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	So you can look it up later. It's C-L-E-T-S, right? And so that database system-- let's say an officer runs somebody-- say you get pulled over and they run your license, right? And you're going to get a ticket. Well, they will check all the different systems. And that's one piece of law enforcement that's very critical.
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	But, within the [City] area, as part of the EBRCS system, we have kind of migrated to a digital platform. And I don't know a whole lot about whether or not it's IP based. That's a [Name] question. But really, that system has taken us into the 21st century in my mind.
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	And it was awesome. And it was great. Right? It works. It's loud. It's clear. There's no delay in transmission or receiving. But, again, it's kind of keeping up with technology.
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	... let's talk SCBAs. So SCBAs, we are the secondary thought. The mining industry really is the bucks, and so we kind of get underneath that. When you're not servicing a clientele with real big pockets, you kind of have to make things generic. So I think they do a fairly good job of making things simple, but I see it all the time. They had a countdown timer feature in one of our [cabs?].
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	--the FBI-looking thing? And then we'll still use the lapel mic, but it plugs right into that. That lapel mic is noise canceling and so we get a fairly good audio signature when you transmit, which is very cool, but we don't have an issue with these newer
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Okay. Whereas, where we use an in-mask communication, we didn't have a lot of that. And so, on patrol, you don't have that circular feedback because everybody's speaker is in your ear so you don't hear it.
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Whereas, I've had really good in-mask communications, of which, you're like whoa. I mean, it's just like I'm talking to you, and it's great. That's it. We went to that system because it was kind of a global project, of which, we have a huge benefit but, again, our manufacturer is still kind

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								of somewhat behind on providing a solution. I'm being told, recently, that they developed 50% of the solution. Because there's an earpiece, and a microphone, and then there's a talkbox. They fixed the talkbox, which would be the lapel mic, but then the earpiece plugs in. All they had to do was just wrap the stuff in shielding. Okay?
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	I think when you have either a system lockup or-- right now, we use-- I think we use a Dell laptop. It's really rugged. I mean, it's touchscreen. It's great.
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	.... I've never had my iPhone die [laughter]. Imagine. Imagine that. But I pay a premium for that service. I use a Verizon carrier. And I'm telling you, it's the most expensive phone, it's the most expensive carrier, but I've never not had cell phone service in the entire continental US. Sierra Nevada mountains, I can still talk. So I'm a true believer, you get what you pay for sometimes.
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	So our iPads [on our rigs?] are kind of-- even though they're our EMS Portal-- those are all paid for with other funding from our local dollars that are not [City] specific. So our local EMS agency kicked down some money for iPads for-- and we use ImageTrend ePCR, so ImageTrend's a provider like Tiburon. Okay. And they have a really awesome, in my mind, patient care reporting system. And it starts like incident number and time, and, okay, I'm on scene, and it's all touch-friendly. But with that iPad, it really has brought us more tools, and so on those-- oh, sorry. I left my phone out here. So on those iPads, I mean, we have a ton of stuff, so we have like the ERG.
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Nope. Not for me. But that doesn't mean-- so we get 911, so that's our EMS [inaudible]. But technology, at least in this world, whether it's iPad or our phones, it's helpful. But it's only helpful if I can slow things down. Even on some of the extrication stuff, we just don't have a lot of time to mess around with, "Okay, I'm going to dig through lots of material." No, I need to make some decisions quickly. So these apps really do a good job of getting me that information. Okay, yeah, we got a Tesla, the

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								battery's on the floor, and the high energy's here, here, here. Let's avoid those areas and go to the other side. But in terms of the hazmat response, I have a little bit more time, generally speaking, to manage events unless I have some sort of rescue component or some sort of immediate need like with emergency decon procedures on somebody that's been exposed to something. But with those things, I have time.
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	... But now, we have systems that I log in as a Lexipol user. Oh, yeah, hey, look, one, two, three, four, five new policies. Okay, they got a due date that I've got to read them by. I click on. I say, "Yep, I've acknowledged the policy." So tech is all around us. I mean, even though the buildings look old and aged, we have a lot of technology, which is very cool.
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	... So, maybe, okay, I know I can look it up in Lexipol [inaudible] field because I have web access. But things like that. I mean, it's amazing. You mentioned technology and what does it do for us. Is it crippling? Is it not? No, it makes our lives easier.
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	I've seen [laughter] some of the most incredible VR stuff up in some of the labs that are around us. It's amazing. Technology is amazing. It looks really neat.
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Yeah, absolutely. So, yeah, there's lots of examples like that through the course of history in the last 10 years, 15 years. But, yeah, technology, it's a wonderful thing. Amazing, right? I grew up with a Casio watch.
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	And I'm telling you right now, this watch on my wrist, I'm absolutely amazed it does what it does. And what's cool is it's designed right here, so.
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	The other good use for it is kind of the law enforcement side. It's a tactical tool, right? Let's say we have a bad guy pinned down with weapons and other things, having the ability to put eyes up in the sky and really look down [at an event?] is huge. My gut tells me because of



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								where we live and some of the high-end brands around us-- I mean, you have technologies that they want to deliver your toothpaste via drone to your door. So I imagine that we will see progression into that, where maybe 10, 20 years from now, we'll see-- from the PSAP, we would see a drone launch when we have a fire or we have some sort of tactical event involving weapons or bad guys, and we would see a point-to-point coverage of where somebody [inbound of the event?] could look over at their CAD and they could see live--
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Absolutely. But, yeah, I think what you'll see is you'll see embracement of that technology over time, as long as people are professional in the dispatch of it and really are transparent about, "Well, why are you using that?" "Well, we're using it because it's a huge tool and a training tool post-event for not only training, but also the investigation. Is this arson? is it not?"
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	So this is retrofit too, okay, which is huge, right? It saves a lot of people. And I've been on several legitimate CO-- cracked heater block, it's leaking natural gas. You got CO and you got natural gas in the air. And, fortunately, nobody died. So these alarms are actually really good. The problem is, 1 out of 1,000 are legitimate. 999 calls are fake--
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	...So the other day, we were demoing a really simple \$100 CO monitor, like single usage. It's got a 24-month life span that we throw away at the end. They're 100 bucks. They're cheap. So that technology actually may be a good thing because we'll buy 12 of those, put them on all the rigs, and then we'll reduce the wear and tear on this rig and this team, and then we'll just have the single companies around the city run their own. So technology, when it gets cheaper, it's actually better
Technology - Positives_about-with	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	And then you have the Motorolas of the world showing you how technology can work on my iPhone that can help me communicate over the radio. People think it's neat stuff...Now Motorola has the dual purpose. They have the broadband through a portable. I think the biggest thing we still see with broadband is the, I guess-- whatever. And since we haven't seen FirstNet in full swing-- but from a broadband

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								perspective or Verizon, or AT&T, or any of them, you run into those traffic issues. Whereas we don't know what FirstNet's going to provide.
Technology - Positives_about-with	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	...So I mean it's really getting down to where that kind of cost for the accessibility, even the leadership in these organizations is starting to recognize that it's worth it because you're more effective with your work time.
Technology - Positives_about-with	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	It depends on how you look at it. With electronic report writing, you won't find an officer out there that says, "It's easier for me to do that than write it on a piece of paper."... Dispatch would call down to records, somebody from records would go find that folder, open up that folder, tell what happened to dispatch, dispatch would then relay that to you over there.
Technology - Positives_about-with	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	Or they'll have you know obviously we have redundancies of one of their fiber might have an issue but you're on the other fibers so they just move it over. I think that's how they maybe twice but it's not an impact.
Technology - Positives_about-with	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	Yeah CAD and RMS it does have to go that's for sure but I'm probably being pretty nice to my CAD but it's not the worst out there I know that but it's got it's problems for sure.
Technology - Positives_about-with	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	And that's like one of the other CAD members were looking at. They do the same thing and then they also collect analytics along the way too along with pictures and everything else in that app that we were just showing a little while ago.
Technology - Positives_about-with	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	You don't have to rely on user information to figure out where they are sending that long back to the system automatically just relying on geo location or triangulation is it? It's relying on the GPS and the phone information from the phone yeah. Yeah.
Technology - Positives_about-with	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	True. Well, each one of our consoles has four computers. There's a what we call a console computer, which is your basic. We have our remote desktop for the town of [City] with email. You get your calendar, all that kind of stuff, Outlook stuff. And then that computer also controls the CCIC and NCIC.

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Technology - Positives_about-with	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	So when we enter something into the supplementals like an officer runs a plate, we put that in, and it automatically runs that through [Organization] and NCIC on that computer.
Technology - Positives_about-with	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Radio is on the screen. And that one does recording. Of course, we have an instant recorder that comes with the radio and comes with the phone. So if you want to just go back and listen to what you just said, you go back, and you just hit-- they're just on a list.
Technology - Positives_about-with	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Yes. This one has been-- the remodel has been fantastic. These consoles-- if you look, they're linear. Our last console furniture was when I was in training. And they put in for the old CRT monitors, the big heavy ones-- that's got all that space back there that's just wasted because all we have is this flat panel computers, and we were able to put eight consoles in where we had six before we had more room and in the room.
Technology - Positives_about-with	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	We can turn them off and down a little bit volume-wise but no.
Technology - Positives_about-with	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Usually, yeah. But we have a good system in it. It's easy. It's pretty simple. And I pump some of those out too, but whoever it happens to be on duty as a supervisor, they come into our email and from the District Attorneys. Maybe if they just need a phone call, it might take 10 minutes to do that.
Technology - Positives_about-with	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	We've had it for a couple of years. We use gen-911. It's a third-party provider. It's just a web-based deal. Works great for most things.
Technology - Positives_about-with	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	...So we have a cell phone in the center that we sometimes use to text out and try to initiate contact with people. Once we've got contact then we're good.
Technology - Positives_about-with	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	So now, we're going to do this through a website so if you change a road name, or you change a street number, or a center line, or anything like that this is the form. You go online. You go to [website], and you fill out this form. And then, [website] just automatically shoots that out to everybody that cares. Just email. Right there. So hopefully, we can get

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								that organized. If we get it organized, I mean, then it'll work, I think.
Technology - Positives_about-with	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	... The [name of app]. Because you have systems like [name of app] that send back and they're based on a map, locator map. So you have the database that they have is from the phone company, based on landlines. And if you have, say, a forest fire coming into a neighborhood, you can go in and draw a parallel gram around that neighborhood, shoot your message out to them, and it gets all those phones. Well, there's sometimes now, where we'll go into a neighborhood and just because we can do a census and just draw a fence around it and see how many phones are in there. And sometimes there's none. There might be 40 or 50 houses, 40, 50 families, and none of them have a phone. So we had to go get-- we had a different program. We have [app]. And [app] allows people to sign their cell phone up and associate it with an address. So that they can get that [app]. But if they haven't signed up for it, they're not going to get anything.
Technology - Positives_about-with	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	... because we found another company called [company]. And they make a voice recorder that is very similar to [company]. It runs on a server. It's web browser-based and never sunsets.
Technology - Positives_about-with	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	... And then if we get a large assignment, like a hazardous materials call, a house fire, a water rescue, a trench rescue, or a large mass casualty, we'll defer that to one of our tactical channels. And we have up to five different tactical channels.
Technology - Positives_about-with	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	A perfect call would be they called from their landline phone because when the information comes over we have their address, we have their phone number. So we only have to verify it once. Protocol says if it comes over on the landline phone and we have it, that's one source of verification.
Technology - Positives_about-with	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	... As far as the dispatching goes, the dispatching in some ways is much faster, much better because have more variables with the [name] software system. We can drag and drop fire trucks, we can just click on the fire engine that's in the station, just drag them over and drop them on

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								a call if we want. When we bring up a response plan, like if we have a diabetic emergency within a specific neighborhood, then instead of going off of what the closest fire station is, the new AVL says which is the closest transport, the closest manpower piece, and the closest ALS provider.
Technology - Positives_about-with	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	So it's redundant, but the computer shows you the times so you have to balance between who's the closest and what's the appropriate response for that specific call, and that's a big variable. So that's where if you're a paramedic in the field, you can ride a fire truck or a fire engine or a medic unit, and your resource-- you yourself are a paramedic, you can do the same thing.
Technology - Positives_about-with	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	See, helpful for us as a dispatch side, yes, from a field perspective, it'll vary. Because sometimes when an ambulance, for example, goes transporting we can see them on the map move.
Technology - Positives_about-with	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...Nowadays there's a lot of machines that do a lot of that. And then so that was that... So over the evolution of radio technology, now we have laptops, we can talk and the laptops inside all the fire trucks and the ambulances, we can talk to each other, there's AVL. They can see all the calls other people are running. They can talk to the police, they can talk to the sheriff. They can talk to us. And it gives them a yellow brick road. As soon as we give them a call, they click, en route, they look on their mapping system and it shows them the fastest direction, according to traffic and speed bumps and miles per hour. And it shows them the fastest route to the emergency. So that's a major advancement change. The first trucks are bigger. They have more power. They have more water. They have better quality equipment, so we can do our job better. The medical equipment is much better nowadays.
Technology - Positives_about-with	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Then also for one of those tactical channels, like for a river rescue, that would be awesome. Send a drone up in the air, search it out ahead of time, so then that drone can pinpoint according to our GPS, coordinates right to the person. We can have video, audio, tell the people, "We're here, we're overhead, help is on the way." Immediately, we can tell the

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								people to pinpoint instead of us searching miles of stuff. Then if we have visual on them, we can see them, we can what the clothing they're wearing, male and female, what their injuries are. We can ask them questions and we can-- all of what stuff can already be ahead of, before someone even goes face to face.
Technology - Positives_about-with	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	So the text to 911 is a great advancement.
Technology - Positives_about-with	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Oh, yeah, so for the most part, the CAD will recommend a response package for the call type.
Technology - Positives_about-with	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	--yeah, CAD will recommend more than what you need because CAD recommends transport units and manpower, manpower units, and ALS resources...Plus, the CAD also now recommends times, travel times for each unit.
Technology - Positives_about-with	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	So then the call taker will process the call and then once they get a call type, the call automatically goes to our dispatch pending screen, so the dispatcher-- and it makes a beep, and that lets us know that there's a call for us to dispatch. So the dispatcher opens it up and the supervisor, the dispatch supervisor opens it up, looks at it and makes sure it's the right call type, the remarks match the call type. And then the dispatcher will dispatch it.
Technology - Positives_about-with	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	It may help us. It may help us get calls out quicker, calls dispatched faster that way because we're not asking five questions, six questions before we send a call to the pending-- to dispatch.
Technology - Positives_about-with	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So we call it next gen capable because we will be we will have the ability to get multimedia however the cell phone carriers are the ones who have to upgrade their systems in order for that multimedia to be sent to us.
Technology - Positives_about-with	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Right now we have the ability to custom redirect. Because our 911 trunks come from two different tandems so we have them for diversity of our different trunk lines. We can send those trunks to another jurisdiction if we need to but all the calls are going to be mixed.

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Technology - Positives_about-with	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Exactly yes and with the new technology that is coming out we will have more capability of being able to grab command center laptops and go to somewhere and set it up and answer phones.
Technology - Positives_about-with	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Basically what it is it's an application that you can open up and you can put whatever information you want, your medical information, your husband or wife's information, your kid's information, your pet's information, where you work, what kind of cars you drive, medications you're on anything and everything that you want, you can put your home address, you can put your work address, you can put your typical route that you drive. It has a text back feature so we can initiate a text to a citizen that has called 911 and maybe has hung up or abandoned or we need to try and get in contact with them in another way. It also has a new feature that they're coming out with for panic alarms.
Technology - Positives_about-with	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	It is yes. So I do have a department issued phone and that is because I am I'm not paid to be on call 24/7 but I'm on call 24/7 for telephony phone issues. So if something is deemed an emergency we have been lucky enough that our [name of system] system has since we implemented it has never shut down on us.
Technology - Positives_about-with	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So what they're doing yeah it's so it's the same company that worked with [County] during the [Event] and what they did is they had like a beeper like size device that the police officers wore on their belt and they could track where the officers were within the Super Bowl location. So they want to use that but for us they want to integrate that with some of the infrastructure that we have built in this area and try to see how they can use that to give us in building location for firefighters.
Technology - Positives_about-with	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So this would be really helpful in trying to locate firefighters that are injured in buildings.
Technology - Positives_about-with	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	... So the [name of system] is integrated into our dispatch center and they not only watch local media but also international media, they monitor cameras not only in [county] but in the region through the [name of organization] dashboard. They also have a social media dashboard in

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								which we can not only look for specific hashtags but we can geo code certain areas and pull up tweets or [social media] things that are coming out because as we know everybody will tweet an emergency before they call 911.
Technology - Positives_about-with	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	There is a shooter on this floor, there's injured on this floor, there's injured in this room, I see one shooter has a long gun located at this spot wearing this that's the kind of stuff we were looking for. We were looking for hashtags, we were looking for geo code, who was sending tweets or [social media] messages in that area and for us we feel like that would really be useful hopefully not you know God forbid but if we had an active shooter in [county] we could geo code you know especially if it happens in a school or somewhere where there's a lot of kids with cell phones they're going to text or they're going to tweet and we can then pull those tweets and use them.
Technology - Positives_about-with	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Yeah so for us when I first started getting trained on the radios we had a system and it was older it was [name of system] but everything that I needed to do I could just type on a keyboard and I didn't have to move my hand to a mouse.
Technology - Positives_about-with	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	It's a lot and so having something that integrates all of those and you can work seamlessly through all of them I think is really where we're lacking in this world. The technology is there, the technology is great, it's going places but there's a divide where the operations folks know operations and the technology folks know technology.
Technology - Positives_about-with	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	People that had been here for 15 years, people that had been here for two years, every aspect of the spectrum so that I could get as much information as possible so we could purchase the right product for them which actually is just the upgraded version of what we have which works perfect because it is one of the top of the line products. We've never had it shut down so we know it's reliable.
Technology - Positives_about-with	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Yes and some of the companies are now buying phone companies and they are radio companies, they're buying phone companies and they're



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								developing their own CAD or they're buying CAD companies or they're CAD companies and they're buying phone companies so they're phone and vice versa and they're integrating all of their stuff. So their phones are integrated into their CAD or integrated into their radios and everything is one system which sounds really nice but it's brand new.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	... However, we have a CAD system, which is computer-aided dispatch, so I've had people call here and say, "I'm walking down the street. I see smoke coming out of a house." I don't tell them to hang up and call 9-1-1. I just take all the information. I enter it into the computer. It's already on the screen for central, and then I'll just call over there and say, "I just put one in, on such-and-such street. I've got a medical; They need an ambulance," or, "I've got a fire, they need the fire department." Or even, if I get called calls outside the city for traffic, accidents, any of that stuff, I just put it in, and then I call over and say, "Hey, I just put one in for you." Just because it's just as easy, we all look at the same screen, and it's, to me, it's not right to make people repeat all their information, or it someone is in a panic mode, to say, "Hang up and call the sheriff's department," or, "Call 9-1-1." You just get their information and put it in there. And then it's done.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	... But once you get to know all the boundaries and the streets, then you know which department needs to be contacted. We handle all of the-- what's called the lean work. So if I run a file or a criminal history, warrants, all that stuff we do [name] and [name]. So I talk to those guys everyday, because I might be entering a car, entering a warrant, putting a conditional bond in, a no-contact order.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	And then the other nice thing, we have come up, a little bit, in technology with the CAD, is I can see where all the other agencies are in the county if somebody's on. And then I can pull up the calls, see what kind of call it is.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	..., I was taking a phone call and talking on the radio, so I got them in one ear and I'm writing stuff down in the other, just so I don't miss anything. We also have this complaint book which is old school, but if the

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								computer goes down I can still go back-- if somebody comes in and wants an accident report I can still go back and say, "Oh, that was last week at [name]." And then I can run and get the report, so even if my computer's down I can still pull the report and make a copy so they don't have to come back.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	I have caller ID, which is nice, but when the sheriff's department takes a 9-1-1 call and we get all the information. We've got their address, we've got their name, we've got their phone number, so we can call them back. And that, that's awesome. And with the technology of the in-house computer, we can know if we've been there before, we can put alerts in there if it's a residence where they have a lot of guns, or they're violent, or they're anti-police, we can put stuff in there. So I mean, technology has come a long way and the same thing with the cell phones when people call and like caller ID being able to get that phone number, especially if somebody doesn't want to give you their name or their number or the phone goes dead.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	I think it makes it easier. [talking about technology]
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	... But most of the stuff that when we get something, in the long run, it's better and easier to use and probably gives us more information.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	...When you watch all the presentations on what they'll be able to do technology-wise, it's fascinating. When you think how far we've come in the last 30 years.
Technology - Positives_about-with	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	They're fine. They're not that old. I think we've got okay equipment. Again we do have those coverage issues. Sometimes with the radios where you know they can be out in a remote location and they just are not getting a signal and so they need to move somewhere or get in their car and come closer in something like that but generally I think the radios work really pretty well and they're what we're all used to and so that's been a good thing.
Technology -	COMMS	R	Comms	36-45	11-20	Female	COMMS-	I can't no not really. No. Just that using the radios seems to work fine. I

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Positives_about-with			Personnel				R-009	do sometimes I do use a cell phone to call people if they aren't responding on their radio because it usually means that they're sometimes out of the area where the radio is going to work and sometimes a cell phone will work in those cases.
Technology - Positives_about-with	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	No those are people's personal cell phones yes and but sometimes it's just easier or sometimes it's better I'll say to use that because we actually get them and sometimes we can't on the radio.
Technology - Positives_about-with	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	... One of the things we're priding ourselves on is not making it too complex because if it's too complex, you require too much information, then people are going to be hesitant to actually use the tool. But we've been really successful and just about everybody says it's been an amazing implementation.
Technology - Positives_about-with	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	So on a basic level, it's all manual entry. We can pre-supply a lot of information. If we know that these 20 different places are likely to be where we're going to open up a certain kind of shelter, we can pre-populate that and then just say, "Yes, this is the place," when it's go time. But it's all manual entry for the most part. A lot of things will get drop down options to make selections to make it easier. But yeah, somebody will go in and actually enter that information.
Technology - Positives_about-with	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Yeah, it's really slick. And then the State offers a version called [application] that they're rolling out right now. And then obviously, there's [application]. And the majority of our functions and interactions [application] is for high fidelity mapping, as opposed to kind of a situation where there's like, "Here's a pen, here's a pen". If we needed detailed mapping like, for example, we have a large landslide that took out a road in our county. Cut off a community. We needed high fidelity mapping to say, "Okay, this is where the pipelines are, this is where the utilities are, poles, and all that kind of stuff". To look at it from a detailed perspective how we are going to fix this problem. So it's a right size-- you pick the tool based on the scenario [crosstalk] and who has access to it.
Technology -	COMMS	S	Other	36-45	11-20	Male	COMMS-	Exactly. The whole team has access to it, right? Makes it work well. And

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Positives_about-with			Public Safety Personnel				S-001	it interfaces with Google Maps and those kinds of apps [crosstalk]. So, yeah, it's really nice from that perspective.
Technology - Positives_about-with	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Well, it's changed dramatically. Particularly since we've-- from a law-enforcement perspective, we left the analog radio world and we went to the digital world. That's been a significant change for us. Capacity has increased significantly. We've been able to divide up our communication paths by function and just made it so much more simple. Access to applications and application development, and being able to develop things on our own has made really a significant positive change for the organization.
Technology - Positives_about-with	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	There are some people that don't understand that concept, right? That those problems were there all along, you just didn't know about them [laughter]. And now you're getting it out, right? And so I think we're working our way through that phase right now. And I think things are improving and then we'll just get to a much better place where hey, yeah, it's not that difficult for a fire guy to call a law guy and a law guy to call a fire guy. And we're all the better off for it.
Technology - Positives_about-with	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	... Here are the 30 things I do and condense it in from a code perspective and a UI perspective even more so a UX perspective, into something that is succinct. What people don't understand is that simplicity is--
Technology - Positives_about-with	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Right. Right. Yeah. We actually just used the drone. Well, we used the drone at our county fair for situational awareness, large crowd gatherings, to monitor that. What's going on in the middle of the crowd. And then perimeter stuff, so. We had a local police department that pulled a car over. The guy actually got out and ran. Ran through the perimeter of the parking lot of the fairgrounds and those kinds of things drones are really good for because you don't have to break somebody off a security spot. The better off you are if you can just go check it out. "Hey, is he coming in, or is he just running through?" Those kinds of things. And then we had a large fire in [town] a couple weeks ago, and

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								they used a drone there to map out how much was actually involved in the fire, and whether or not structures were involved. That kind of stuff. [company] transmission line, it was in the fire area. So those kinds of things. Checking that stuff out. So they can be really useful.
Technology - Positives_about-with	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Yeah. That's not cool. We just got rid of our MDC's and went to tablets. So part of the reason for that is so you can pull your tablet out of the car and utilize it. We also dropped hard-wired modems in the cars and exchanged for a modem built into the tablet so that if you do pull it out you can actually still get connectivity. So those kinds of things. I mean, they're small but they make a big difference for some, in some cases to have that accessibility.
Technology - Positives_about-with	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Yeah-- well, yes. We've gotten good feedback. The screen size on the tablets are a little bit smaller, so that can be a little bit of a challenge. I know there's an accessibility factor that doesn't always weigh in. You get the older people who have been there for 20 years and they're like, "That's really kind of hard to read." Because the screen is a little bit smaller than what was previously--
Technology - Positives_about-with	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	So I mean, they did buy the tablets with the biggest screens possible. Those kinds of things.
Technology - Positives_about-with	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Yeah. So it's pretty sophisticated. I can also opt in and just say, "Hey, anything in this city I want to be aware of," right? And then I'll just say for my zip code or city or whatever and they'll automatically get the notification.
Technology - Positives_about-with	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	But Internet of Things, I think it's a good option. Pushing video over LTE, I think it's going to be a good option just because the back-hall bandwidth will be so much bigger. I am concerned about the plans that people have to use the [system] for things like-- we have [application] here, the [state] Law Enforcement Telecommunication System. I'm thinking about pushing [application] data over that system and just all those kinds of

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								things, make you think twice. Just based on the way the project is being run. So that's it. My two cents.
Technology - Positives_about-with	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	...Right now we're running on our Zuercher. I'm not sure if you're familiar with that system. It's a reporting system. And that's what our deputies use, and we also went to it. It's very user-friendly. So it helps us out with tracking the units and making sure that we know what location they're in. As long as you get their information and put it in correctly, it helps. The system helps you. So it's very user-friendly.
Technology - Positives_about-with	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	...We have the Code Red system, which is another alert system for mostly our elderly, where it'll send a call out, and they can receive it by an automated system that'll give them that information that we just typed in. We also have our state radio system, our main radio system, which is the 800 and 700 channels. We have our, on our state system, the PSL [phonetic] Reserve, which is the Coast Guard, that if we have anything on a river, in event we have anything on a river, we can contact [City] [phonetic], and they'll go out. They'll contact the Coast Guard and let them know hey, we have this at mile marker whatever on the river. It's a spill. We have our Hazmat Farms [phonetic], which is a system that they came up with to keep track of anything happened at any of the industry plants that we have. We have our Weather Bug, which is good for our rain, heavy rain that we had last night and everything, which keeps track of that.
Technology - Positives_about-with	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	... So it's 50/50 with the headsets. You use it. It's is very, very user-friendly, and it's very handy 'cause it frees up your hand. You have that free space where you can give the call out and type in at the same time, so that I mean myself, I use a headset. And very seldom I'll go without my headset.
Technology - Positives_about-with	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	... I can say the programs that we use, they come in handy so, so much. It's like a lifesaver. It's way more that you can save rather than putting everything on a paper and filing everything. You can save it on your computer, and you go back at any time and get that information.

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Technology - Positives_about-with	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Hmm. I'm very pleased with the technology status. Okay, I'm very pleased with the technology system that we have in place right now. So I don't think I would change it. I wouldn't change it unless there's something more.
Technology - Positives_about-with	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... And there were a couple of applications through a GIS provider that we implemented after that, so we could do damage assessment. We can show, we can take a picture of an address and not have to worry about buying hypothetically a \$3,000 camera that gives you lat and long of the picture. And we can put it up on these big screens that we have inside [inaudible] and show exactly where, of course keeping confidentiality, where confidentiality needs to go, but being able to show what parts of the [County] are damaged... So it was pretty much something that we already paid for through our GIS department that we didn't know we were paying for. So it's a pretty neat application.
Technology - Positives_about-with	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	I hate to say the Internet. But not so much on the law enforcement side. I think just as a generalized statement, that if ABC trucking company's got a truck on the side of the road on fire and can't find the driver, that we could Google ABC trucking company and at least try to find a name and number. But I think we're too, as a whole, today's culture is too much at the Jetsons, if we remember the old cartoon.
Technology - Positives_about-with	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... However, they know that if they don't catch me at my desk with my desk phone, they know they can try my cellphone, and 99% of the time they'll get in touch with me. But then again, you go to the Jetson and the Flintstone era and try to figure out how exactly do you communicate, which is hard.
Technology - Positives_about-with	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Yes, I think so. Majority of us all have iPhones. Some do have some of the Droid operating systems. But majority of my staff all have laptops with docking stations here that they can take their laptops with them if we do have to go to another location, or if we have to relocate to a different facility. Because we don't operate like normal EOCs operate, to where if there's an incident at a facility, a [inaudible] facility, we go to that facility.

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Technology - Positives_about-with	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Dependent on text notification. Before when we had the old pagers, not even the two-way pagers, did that person receive that text, I mean I'm sorry, receive that page? To where now you can see on your phone if somebody's received that message right away. My staff knows if they need me right away, to text me. Same thing with dispatch center, they need to get in touch with me right away, they know to text me because I look at my texts before I look at my email, for the simple fact that if it's emergent enough, I mean think how about how much spam email we get these days, how many please buy our product emails you get versus, it's not that I discount every email. But if it comes across my phone as a text from somebody, something must be wrong.
Technology - Positives_about-with	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	To its own demise. It's its own worst enemy. Lots of things that we, let's take social media. I hate it, especially in emergent situations. [Name], a chemical plant [inaudible] neighboring [County] had pictures on Facebook of contractors running away from the fire before the phone call was even made to the local jurisdiction as far as an event was going on. And technology is good because I can keep up with my friends and family that's across the country.
Technology - Positives_about-with	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	It helps us because as long as you have a Facebook account or you have a Twitter account or you have this account or that account. But being rural, we still have to go back to the paper press release or making sure that family takes care of family, friends take care of friends.
Technology - Positives_about-with	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Yes, because it shows the proactivity of a lot of departments and facets of the [County] that people, according to some people, all I do is walk around the office with a two-way radio and a cellphone. I had a family member the other day, I was at a family gathering, and it was right around, right before Thanksgiving. Man, you don't have too much going on right now, huh? What you mean? What, no hurricanes this year, nothing else going on, huh?
Technology - Positives_about-with	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	There's technology that can help other disciplines. But who is going to monitor that? And when I say that, right now there's a big push by one of the radio manufacturers for body cameras. And it's good after the fact,



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								but a lot of, a lot of the people that make the rules don't think about the long term. And yeah, it's good for the heat of the moment, but at the same time, the emperors think that someone needs to watch that at the same time.
Technology - Positives_about-with	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	... And the computers are much up to date, so they move a lot faster, and we don't have to worry about officers being in danger 'cause our computer is frozen, we forgot where they were, or having to go to paper and then back, back and forth from the computer to paper.
Technology - Positives_about-with	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Interposing] The radio, sometimes, the radio sometimes does call taking, but we prefer to keep the radio's focus on the deputies.
Technology - Positives_about-with	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	We enter it into the Zuercher database, and it shows up, which it shows the same on everybody's screen. But it'll show up on the radio, so he can dispatch at the same time as we're taking information. So he can give the information as soon as we hit enter and put it on the screen.
Technology - Positives_about-with	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	... And then our computers, we have are our Zuercher, which like I described before, it keeps records of everything. Like if you have anything to do with this [County] and we've ever dealt with you, we have we have it on file. We have what kind of car you've driven before, what kind of car you have now. If we pulled you over in your brand new car, we now have the demographics for that car. We can pull up protective orders, jail cards, or like inmates that were, if you were ever once in this [County] and you were in our jail we have your mugshot. So that's a really good program. And now the surrounding agencies have also adapted the same program. And once they're fully, I guess fully integrated with it, we're going to be able to view theirs. So which that's really neat because that's something that's typically not really heard of. You're not able usually access another agency's information like that. I f we're looking for this guy, he lives in [City], we're pulling up his phone number and everything through their program, or through their records because it's all on the same level. So that's always, that's really neat because it levels the playing field, so to speak. And it makes everybody's job easier.

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Technology - Positives_about-with	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	...So if we see somebody in the middle of the night walking around the parking lot that shouldn't be there, we can send somebody to, hey what are you doing? Because we do have a lot of, like we have our body shop here. We have a lot of property here that would not need to be damaged. We also have a license plate reader, which is, that's actually my favorite thing, that there's about 15 to 20 cameras in the [County]. And what they do is they keep an electronic record of any and every vehicle that passes by with a license plate. So if we're looking for a stolen vehicle, we type in the license plate, and it shows every camera that that vehicle's ever hit since 2016. So obviously we're going to [inaudible] the last camera. But if the guy's been running around [inaudible] in the vehicle for a couple of weeks, we can kind of observe his patterns, where he's staying, what two cameras he stay in between.
Technology - Positives_about-with	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	... The recorder which I can use, I tend to use 'cause I play back calls, if I hear a dispatcher raise her voice a little bit or say something that I don't think maybe should have been said that way, I'll replay the call, make sure that that call went the way it was supposed to, not inappropriately to where I don't have to pull somebody aside and have a conversation with them. But we have our map for our deputies, so I can view where every deputy is that has a unit.
Technology - Positives_about-with	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	... You can take pictures with it and add it to cases right from there. Like you just take it off, and you don't [inaudible] your computer. You just add all your, do audio recordings. I'm like I never even thought you could put all of that on one thing.
Technology - Positives_about-with	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	I definitely think the program we use is extremely useful. Like I stated before, it makes a level playing field. It gives us access to information that before when you were on paper writing, you're not going to someone's phone number from five years ago unless you're digging through filing cabinets, and it's time-consuming. And now it's kind of at the tip of your fingers.
Technology - Positives_about-with	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	It hasn't really, like in here really, we went from, I started working in an outdated building. So when we switched, it was a big difference. We

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								went from slow computers to faster computers. That's essentially, that's all about the difference.
Technology - Positives_about-with	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Yeah, I use a couple of apps. I used to use a GPS map. But my car has a fancy little thing on there, so I just type in the address, and I'm good to go. [Inaudible] about technology in my car. It's way different [laughter].
Technology - Positives_about-with	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	...Our record management system is actually where our CAD is at which I am involved in greatly and I love that fact. We do probably updates every 3 to 4 months on it. And it's constantly evolving and growing. We're developing a hurricane module right now so it's going to track everything we need for the hurricane including whatever FEMA needs at the end of if which will make it super easy to do. We have a records management system that we can run a report on anything that we want however we want that report to look which is... hugely different than a basic CAD when I started here
Technology - Positives_about-with	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	... We have several license plate readers throughout the [County] that scans every plate coming through whether it be stolen vehicles and such. So they're monitoring that. They are monitoring fleet tracking which is another program which tells them where our officers are at, how fast they're going, whether they've got a seatbelt on, whether their lights are running.
Technology - Positives_about-with	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	It has saved one lady, elderly lady who fell doing something and she fell into like a Rubbermaid container and really fragile, older lady and she couldn't get out. Unfortunately she was there for about a day. She made it though. But because of the Are You Okay--she had answered the call and was doing this after and the next day the call went through and couldn't get in touch with her and they sent them and fortunately we were able to because otherwise I don't think she had any family very close to here. They had all kind of moved away and no one would have checked on her.
Technology - Positives_about-with	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	... And instead of in our regular day to day calls for service section or records management we would go to what we call this hurricane or

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								emergency weather section and document everything we need for that event, everything that FEMA may need from us, from you know flooding to wind damage to power poles to trees and everything in between that we don't document on a day to day basis until that situation happens.
Technology - Positives_about-with	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	... But from their phones they can read a call for service and what's going on. They can take a picture of a scene and it automatically downloads to their case. And they can take a video as well. It doesn't allow them to do signatures just yet and a couple of other things that we would prefer if we're going to go for it and buy into the cost of that technology at the moment for the amount of employees we have for it to be truly worth it just yet.
Technology - Positives_about-with	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	... Their lines are actually defaulted if their center goes down no matter what agency it should have went to, it's going to default to come to us and we turn into 911 for the [County]. And when that happens they send 2 or 3 of their 911 operators to come here and help answer telephones.
Technology - Positives_about-with	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	We are constantly using technology to help us in using cellphones to locate people that a missing or lost or sometimes unfortunately wanted for a really bad thing. But... not only that our records management system, we had a bank robbery and we had a description of the guy and a description of his vehicle. I immediately went into our record management system which tracks any vehicle we've ever deal with and searched for an older model Chevy Blazer. Came up with 3 or 4 names in the vicinity of the bank that it happened at 'cause we knew it was an amateur, not a professional [Laughing] and anyway. And within 5 minutes we knew who robbed the bank because I pulled up a driver's license pictures and sent it to the detective and said is this him?
Technology - Positives_about-with	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	That is that hindrance. But I believe it helps a whole lot more than that, than hurting. [technology]
Technology - Positives_about-with	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	We love the capabilities that it gives [talking about NG 911] to us, the different phases that you can find for when your GPS locations on cellphones and such because everyone has--so many people has went

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								to cellphones and don't even have home phones. So you get a 911 call and you can't get an address out of them because they're scared or screaming or fighting for their lives sometimes but you're able to get that close of a location for the most part that normally where we see it at is where an officer goes immediately to and finds them.
Technology - Positives_about-with	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	... But I was able to find a company that has them that it automatically--you configure your monitors when you're installing the software but it automatically can tell by the movement of your mouse which screen it's on and what system you're operating at that point. So you're not sitting here with--because people come in and they want you to run this or our radio runs off a separate computer than our network computer.
Technology - Positives_about-with	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	So we're looking at that right now because that in itself will help us do our job more efficiently and easier than switching stuff. I really don't know what I'd want. That is the biggest one right now in our communication center. All of my people, you know, want it, they asked me when are we getting it.
Technology - Positives_about-with	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Q: And so you think then that that--the improved technology makes communication better is what- SME: It does.
Technology - Positives_about-with	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Q: Okay. Is the technology that you use today user friendly? SME: It is. It's kind of self-explanatory.
Technology - Positives_about-with	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	There are times when we've had calls where people were in domestic situations and they couldn't really tell us everything so that would help a lot.
Technology - Positives_about-with	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	... So like we rarely talk to you so we'll know that you got it but think about how long it takes to sit there and call 10 different people when you can send 10 people a text, well it's a paging system, but you can send basically send 10 people a text message in a second and keep doing whatever you're doing instead of having to stop and say let me call him and let, you know, it's just tedious to do that.
Technology -	COMMS	R	Comms	26-35	5 or less	Female	COMMS-	And they each have a different radio. We do have it now where we can

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Positives_about-with			Personnel				R-015	multi-select them so we can select EMS, fire, and road patrol if we need to all the same time. So that has been really, really helpful because before we didn't have that. Like about I'd say maybe 3 or 4 years ago we didn't have that. So that's awesome now. And we can patch them into each other like if they want to say something like we can put them almost like they're on the same... radio channel I guess, like they can talk to each other directly.
Technology - Positives_about-with	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Hmm, no foot pedals. We have it, well I think they took it out maybe like within the last couple of months but nobody used it anymore 'cause we have a little button on our headset and it's kind of easier to just press the button 'cause you can walk--I mean if you're walking around and stuff then you can just hit the button, you don't have to rush back to a foot pedal.
Technology - Positives_about-with	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	And I really like our CAD system. Ad we just got a new phone system that we're still learning [Laughing].
Technology - Positives_about-with	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	... But for me I like the technology of it. I like not having to sit there and call everybody, 1 person by 1, not having to sit there and write down every little thing that's going on. I can just type it in and keep going. So I really like the technological aspect of it because it helps a lot. And we don't have to--like it saves time basically is what it does.
Technology - Positives_about-with	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Q: Okay. And have there been times when technology has been particularly helpful? SME: Yes. All the time [Laughing].
Technology - Positives_about-with	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Hmm. I don't know, it just makes everything easier. Like it makes it... the radios, I mean that's part of technology that makes it easier for us to talk to you by radio. And then if we talk to you by radio that means that everybody heard it. So somebody is closer to something than you are, they can say, hey, I'm right here, you know I can go--it's just--it's easier talk to a whole bunch of people at one time.
Technology - Positives_about-with	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Well like I said we have our multi-select button now which I love 'cause we can talk to all of the different departments at the same time. We

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								have the... I forgot what it's called. Oh [Laughing] I forgot what it's called... the pairing thing where they can talk to each other if we just click the button, they can talk to each other. Our CAD is has been updated to where it's not just like you type everything in there or whatever, like we can send the pages now to the officers. Like if they didn't get an address or they didn't copy it because we were talking over the radio we can send them a text and the address will come through their phone directly. So I like that part of it. Our computer screens are bigger [Laughing].
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Headsets. They use wireless, we do use wireless headsets to give them some mobility as they move around to do their job, copy machines, fax machine stuff, moving back and forth, going to another console or whatever to get some supervisory help.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	...But with our CAD comes so many other modules of that CAD such as our warrant control system, what we call out-interface which is the stolen articles and people and missing people and things along with our NCIC... the telephones. The telephones are a computer now. It's not an old pushbutton set anymore. It is a full-blown computer, integrated computer that when someone calls 911 it gives the location based off the cell tower, based off of the handset that it's calling from if it's wireless and maps to their location on the screen in front of them. They can use that to find a history of what's going on at that particular location
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	It just... just the ability to... look at history and look at the response capabilities. We have AVL which is the automatic vehicle location of all of our units now. And that's another resource that they can use but it's also one of those liabilities and responsibilities that they have to look at and go, ooo, that guy's closer but he's on a call, do I pull him from that call to go to another?
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	In here I think we're very good on the technology. We are as up to date as I really want to be because I think there's some things out there that just have not been tested enough. And they may not fit our application

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								yet. But I think that there are some technologies that are coming that are going to be good. But then there's some technologies that are out there that I don't want to have anything to do with.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	But then there's some technologies that are coming that we're in the process of implementing. Texting to 911. I think it's going to be extremely important for our deaf community.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	... And I think that's a huge thing for victims who maybe needing to contact 911 from a school shooting to a burglary, a home invasion that they can make that text to 911. I think it's going to be an awesome tool. I don't think and I hope that the public will not use that as a way to communicate regularly with 911. I don't think they will because I think most people are going to go, you know, this is an emergency let me speak to someone. And I hope that our public education efforts will center around you only text 911 if you can't talk.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	I think it's going to be good because I think knowing the architecture of 911 and the bulky, how long it takes to route those calls, I think that that's going to help us with that. It's going to speed those calls up. They're probably going to be clearer and easier for us to understand these calls. I think they'll be routed much more appropriately in many cases. But I'm hoping that the texting feature and the apps that we're using on smartphones and other devices that they don't take away that human communications during an emergency because 90% of all communication is nonverbal in nature. And hearing that voice, hearing the background noise of a particular call gives us so much more information than just the words that that caller is saying.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	So I think it's going to change things for the better in most cases but I'm really leery that it's going to change how we communicate. I mean we already see it in our society now with our social media. I mean anybody can say anything they want to about anybody on the phone that you would never have said to someone to their face. And... just not... not real... real sure.



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Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Q: It does sound though like there have been times when technology has been particularly helpful. SME: Absolutely.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Absolutely. There are, oh, I mean being able to find someone who is suicidal. They don't want to be found because they are feeling lonely or they are really intentionally trying to harm themselves. Using the technology that we have, data mining through some of the applications that we use, absolutely.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	... Technology helps us so much. Just being able to ping a cellphone for the appropriate reasons, with the appropriate authorization from a judge, and that's the other thing of being able to get to these people, sign a document, a warrant or a search warrant to be able to do that, getting that back to us really quickly. Used to, we had to bring it to them, sign it and bring it back. Now electronic signatures, ship it to you and you've got it over, over the applications, faxing applications or email. I mean technology has really helped us there being able to share data about certain events.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	...I mean how quickly do we learn about events that may happen in our area. I mean traffic cameras. Just look right out there and the dispatchers can pull up traffic cameras. I watched them earlier. Had a traffic camera, good view of a stalled vehicle, 18-wheeler in a center lane and they're able to contact the Department of Transportation, get a wrecker out there, a heavy duty wrecker to get it out there quickly and clear that interstate before they had 3 or 5 accidents behind them. They're using technology so much more.
Technology - Positives_about-with	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	...After Virginia Tech, some people developed this one where it can do police, fire, and ambulance. I wish I had my cellphone so I'd show you. It's pretty cool. But students can enter on that, and it comes up to our, I guess it's like a paging Internet service. So we're logged into the Internet website. And if it comes through on the phone, it shows us their name and where they are, if they've logged all their information in. Most of the time they have. We get, most of those are 911 hang-ups, on accident,

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								'cause they're learning to use them. But it's still great. They have their height, their weight, did they take any medication, all this other kind of stuff. Most of the time they'll answer. So that's one that we use. So phones, that one. We have a playing computer that we're only allowed to just play on. The rest of it we're not allowed to play on. I would say, so I have my Internet screen, my CAD screen, my NCIC screen. So NCIC, I can run people from here and [country], I believe. And I can, even license plates, I can do that. I can get criminal history from all over the United States and maybe [country]. I get, we have [inaudible] pull over, or they pull over a terrorist, I have their information. And if it's a hit, it's a wanted person, they could be from [city], and they're in [city], and lo and behold here they are, and they want to extradite. They will come get them. So I can do that. That's about as basic, I would say, as you get.
Technology - Positives_about-with	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	It's basic. It's not, the ones that I've seen over, I guess you could say at the bigger location, which I don't know if you've been there yet, they've got some amazing stuff. It's basic compared to what I've seen. For example, I like the idea of the patrol car showing up on a map, on campus. I love that a lot. That way if we don't hear from them, I see where they are. I love the idea of our Motorola radio system, how it can go to different agencies, how I can just key up, and there's [County]. Or there's state police. And say [University] headquarters to all available surrounding areas, we have an active shooter on [University] campus, stand by for further. That way LSP is listening; everybody's listening. They can get here. I don't have time to just call every single one of them. I love that. That is probably one of the best tools you could have. It's severely underrated, but I think it's an amazing system.
Technology - Positives_about-with	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	They do. I've rarely had a problem with them, knock on wood as well. [radios]
Technology - Positives_about-with	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Oh yeah. The whole mapping situation, when my officers, say if my officers were running code, having a radio that's just, it's blowing out all that, there's not a lot of white noise in the background. Radios have come a long way, a long, long way. I think that, along with them getting

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								the earpieces, I love the earpieces on them 'cause I can be like this person has four warrants, this person's known for aggravated battery, this person is known for 108, or attack on a police officer. So they're like okay, they know. I like that. That's very useful.
Technology - Positives_about-with	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	I do. I know that some cities are wanting to use it. But the thing is if they are using that through their app, their phone can be tracked. So even if they're playing on it, [inaudible] one way or another. You can't shut that off. So you might have to have a detective call that agency, and they show the pinging. But the pings are getting better too. I had a really interesting situation with a phone call where the guy, I want to say he was, he had shot his wife and killed her. And he was from a surrounding area. They were looking for him. Well he turned out, they thought he was over here at the [building] engineering building. He was not; he was up on the levee, further down, off our jurisdiction. Shot himself sitting up there in his car. But his phone was pinging around this area. So that can be a problem as far as that. But your phone either way can still kind of give you a general area where you are. We've had students go missing, or they're not answering their phone call, and their phone pings where they are. And we go and find them. Or one kid, he left it in his dorm room when he went down to [celebration]. Don't know how you do that, but he did. But he was fine. So that does help, I think.
Technology - Positives_about-with	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	... We also have a program called TLO, and we're able to find people through that. Usually, if you have a name, there's a 99 percent chance you're going to find them, and mostly, the detectives ask for stuff like that. You can get addresses, names, numbers. Anything you need, you can get it through there. We also have NCIC, say that we want a driver's license and vehicles, vehicles [inaudible]. We also enter stolen articles, like if somebody is missing a phone, we have [inaudible] we enter, and it goes through the database, and so any agency that runs that person, if they're out with them, let's say they pull them over in a traffic stop, if they're out looking, it'll ping to us and let us know that that officer is out with them, whatever agency is out, and then we let them know that, yes,

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								we want the subject detained, or no, it's just local, or stuff like that. We also have a program called Mainframe that we use, and it's for students that are on campus that are enrolled in [University], and we could find out where they live, their telephone number in case we need to contact them for any information, we have all that information in there, so we use that. We also do--usually, you can see these folders up here, we do bike registrations, we do--anything like that, Lieutenant XXXX does the bike registration, we get the information from them, give it to her, and she does that, and they need a record, like if they were involved in a traffic crash, they come in, they fill out the information, we send it over to Records, and then they get what they came in to get. Yeah, I mean, we have a lot of tasks in here, and it's definitely never a dull moment. We always have something going on.
Technology - Positives_about-with	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Right, by building. They have it by number, so we have it in CAD, to where we can just put in [name of stadium] Stadium, and it's going to come up [street], [city], and we have them in-route, and that's it. We tell them, and if our officer gets out there, and they say it's a false alarm, to cancel the fire, we'll call them, let them know that it's a false alarm, and then they cancel them. Now, if it's a medical emergency, it's the same way.
Technology - Positives_about-with	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Well, it'll go to their case number, so like, once they pull a case number for it, and they go to write their report, all that information is in there, and they know, the time--everything is timestamped and all that.
Technology - Positives_about-with	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Radios are good.
Technology - Positives_about-with	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Yes, ma'am. I mean, we can--we send officers, like if they need a DL picture or something like that, we can text it to them, it's faster to get to them, but yeah, we definitely do use that. We use all forms of technology for sure.
Technology - Positives_about-with	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S4] I guess, the main thing with me would be to make sure -- get them to understand that the radios are the lifeline to Fire, Police, EMS, public safety, you know, basic -- you know push-to-talk, whether to listen if they

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								need help, that it has to work, that it has to work, make sure that the towers and all the equipment are up to where they need to be, you know, so -- so there's no lack in communications for -- to send help out to people.
Technology - Positives_about-with	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3] Helpful if common places -- we have a ton of common places in our CAD and like for instance there is a building two blocks up-street which is called the [name] Buildings, that because it was overseer building, 30/40 years ago know, but I mean you if you guys are here you would know to say but anybody here you say the [name] Building, they know exactly what you are talking about, so you know.
Technology - Positives_about-with	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5] Our phone system, we are using Intrado or West Viper system. And like [name] said, it automatically answers for them and shares the call load and that takes a little while to get used to and you walk in there now and if a phone rings and you are like "listen to what?" because we don't hear phones ringing.
Technology - Positives_about-with	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2] If you want to get deeper into what we have is -- we have Intrado Viper for 911 controller. We also have a redundant NEC digital phone system that is sitting co-located with it that is attached. And that is connected to all of our 10 digit lines and it is on the county network that connects all the buildings. So, we have 5-digit dialling to all the other buildings in town that is also attached. So, that what that allows us to do is if we have something happened to the Viper or fall over, [unintelligible] next to us so we don't have to evacuate because of that.
Technology - Positives_about-with	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: Well, and they are set up pretty much individually with the exception of one screen at each console. They are set up individually. So, if I want my map in a certain place, I can put that but if [Name] comes in and sits down behind me, when she logs on, her map may be down here because that's where she prefers it.
Technology - Positives_about-with	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2] It is -- well, it is accurate about 90% of the time, 95% of the time within 100 yards and we get GPS coordinates.
Technology -	COMMS	R	Not	Not	Not	Not	COMMS-	[S5] Even as, you know, of course there is multiple companies out there

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Positives_about-with			specified	specified	specified	specified	R-019	like Rapid SOS and things like that but I actually have a locator on my son's phone and I can locate him, they laugh at me because I --
Technology - Positives_about-with	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S4] And that way like that would help us if we are having trouble locating -- I don't know where I am at. Okay, well -- let me see where you are at.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So, even though I know you're recording, but between us, so Motorola is going ...they went to a new Motorola radio system. I looked at that because I'm upgrading my radio system. I want to be able to hopefully talk and have those 800 channels, because if the fire department goes through, I have to dispatch them, so I got to have them. Right now, I am full; I cannot add any more frequencies to what I have. I have old technology, it's been great technology, and we've been using it since the 90s.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	There's one more. It's a smaller brand. We tried out three, because those were the three most popular in [city]. Verizon was the only one that had least amount of coverage problems. AT&T was terrible, and because we pushed mobile data, we pushed the call, the screen that comes up in there goes into the terminal in the ambulance, they get to see the call, they see the notes when it pops up. So that's important that they have that connectivity and it's also a Wi-Fi hotspot on each ambulance through that data too. We can also send 12-lead EKGs through that system to the hospitals. So there's a huge...
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	The family's [indiscernible] so he's taking care of you, he's frantic, he calls one of your kids, your kid calls us, I don't know, they don't know the answer to the question. So anytime we have anything that's a flag like that, an emergency to the hospital, we look at every one of those calls; two reasons, one is the medic new and should've been an emergency to the hospital, did we code it correctly, so anything that we could learn from any of those calls we do. So we don't have those much anymore, rarely have those types of calls and then we really, we went from the cards to the software on the screen, so it pops up because the cards are hard, you got to know where the card is...

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Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So it's a lot quicker and easier. I can do one card instead of having to do all the cards. So I do like the new technology. But on the back of that, so APCO and [indiscernible] County have had a falling out.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	The good thing is we're going to go with APCO who we've been working with the last 18 months, and when this comes out it's pretty much going to be set up exactly the way we want because we're the only one's been giving them feedbacks; and hey, can you change this; can you make this fluid, this is difficult for our dispatcher; these questions pop up and they shouldn't pop up, can we fix that? I love software.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	It's so much easier, if you have the right support.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Yes. So the great thing is we worked on that with EMA and through the [state] we now have -- so it's kind of we now have this TBRS system, which is the State system. So we have what's called Tac. We have a U-tac, a V-tac and an 8-tac. So if I - I don't know if I will find it here - I don't know which band it's in because I don't use this that much. [state], I don't want [state] - fire department. They have a bunch of fire department mutual aids, but there will be a - and we have EMS mutual aids. But we have a V-tac, a V-tac, and an 8-tac, so if I am on a UHF and I go to U-tac, and you're on an 800 radio and you off to 8-tac, and a VHF radio goes to V-tac, they're tied together in the building and we are on the same channel even though we're all on three different frequencies.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	And we're also have more of that capability of patching with this new system. So if you're on VHF and I'm on 800 and I send you on a call together, I can patch those two channels. Anything said on this channel will be heard in the 800, anything said to the 800 will be heard on here.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	You know if there's something going on and it's a video of a house fire and they turn around and we can see that there's flames shooting out the windows, advantage.
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	But an ambulance call? Maybe, maybe not. If they're bleeding and we can see it's an artery or a vein, maybe it's an advantage. I don't -- I mean

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								video feeds of the scenes to help get the right resources a lot quicker I'm all for; videos for make a 911 call, not too keen on that. That makes sense?
Technology - Positives_about-with	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Mine's antiquated, that's why we're replacing them. So another good thing about going to the new systems is we're replacing very old antiquated systems. A trunked 800 works a lot better than our portable or our mobile repeater system, it's either you do or you don't, there's not multiple a lot of places to go, so the new technology is safer for the crews, it's more apt to work -- you know all the stuff is great, it works, but some of the stuff is 10, 15 years old and so we're - and its ageing.
Technology - Positives_about-with	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	It can be. We have mutual aid agreements. We all have very similar SOPs, whether it's fire and EMS, but once again, talking to some of these jurisdictions can be difficult. It's gotten much better. Years ago we could not talk to each other. Had different radio frequencies. We also used to have separate radios. So if you worked in a border station, like down in [City] or [City], you had separate portables to be able to grab when you want to call into their area, but now we're able to utilize our radios, and go to their channels.
Technology - Positives_about-with	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...For the most part the technology/equipment that we use is pretty good.
Technology - Positives_about-with	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	right now, I would say the state of our technology is really good in [County] County Fire Rescue.
Technology - Positives_about-with	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	The computers would turn off just going down the road. A lot of the communication from those computers to a cell tower would be horrific. But over the years we have invested a lot of time and money into improving our technology so that the computers don't shut off. So that we are getting the most up-to-date information. So it's kind of trial and error as we get something. It's better than what we had, but there's a lot of hindrances as well to it because the technology had not caught up to what we were operating under
Technology -	EMS	S	Field	36-45	11-20	Male	EMS-	... I remember the days of mobile data computers going in and we could



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Positives_about-with			Responder				S-014	be going on the road. I'm looking at a dispatch on a computer, and all of a sudden, the computer just completely shuts off on me. Or I'm trying to respond on a call and the computer communications is too slow. But I know we've had to change things up... It seems like with each generation of technology, we are improving our service.
Technology - Positives_about-with	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	there's a wide range of applications that we can use straight from my phones... We can access it through the MDC... But a lot of times, if I'm operating inside of someone's house, I can take my phone off and go, "Okay, well, Holy Cross Hospital is very busy right now. How about you consider going to Washington Adventist?" or something like that. It just helps the patient out so that they're not going to a hospital and wait six, seven, eight hours...
Technology - Positives_about-with	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Means of radio communication of we can talk from one person down to the other. There are slight hiccups every once in a while if you're in certain basements or buildings or large box stores, so if you go into a grocery store to the back towards the deli or far corner of a store, that you may lose means of communication. But we work around that with different policies or adapting. Or on the river, we may not have complete radio communication but we still have cellular communication should we need to make a phone call...
Technology - Positives_about-with	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...It may be a little bit of a delay if you have to leave, and the wording that I would use is mutual aid. So if we have to respond mutual aid to an outside county or, for us, it could be another state is, how are we going to talk to them? Mostly, that would be done by radio communications. We have the ability to do radio plugs or communicate to a free channel, but that's above us in the sense of that's communications or dispatchers to assign us to a mutually acceptable channel that interface. Since we went to the 800 megahertz system, where it's a lot easier to do that. Easier for us, but if not every agency that we respond with has 800 megahertz, that could be a challenge...
Technology - Positives_about-with	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...I mean, I think we have a really good for [State], as far as the medic aspect of it, for me to be able to talk to any hospital at any time and

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								deliver an EKG system...
Technology - Positives_about-with	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	I mean, I guess it's the day and age radios have changed a lot and I think we're just talking about more or less the interview was communications in general. But if you could take a smartphone and put it on a radio, it would be ideal. So I could have five to six dependable apps that I use on my radio, I can utilize it as a phone if I needed to or wanted to, as well as to a radio communication and delivering messages. So the radio does not make noise if there's a tornado coming. My own phone does [laughter]. I'm not required to have a cell phone. I'm not required to have it activated, but I do so because the two together make me successful.
Technology - Positives_about-with	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	The one up front for the CAD stays on the unit. The other one can be taken out. And it depends on what type of unit you're on. The fire trucks take it out more frequently than the ambulances because they'll take the tablet in with them when they go in somebody's house or something. So if they need to get-- the person decides not to go in, and he can sign a release or something. They can get it. Plus, they can record the information that they're getting when they first arrive, and then when the ambulance gets in, they can transfer it over to their tablet. So they usually keep theirs with them. The ambulances, a lot of times, will keep it on the unit because they'll just fill it out at the hospital or on the way to the hospital. So they don't bother taking theirs in with them when they get on the scene most of the time.
Technology - Positives_about-with	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Majority of our information comes in over the tablet. Often, it's connected to the CAD. We get dispatch on there. We change our status on there. We let communication know that we're responding. If needed, we let them know that we're on the scene. Usually, that's connected to the GPS. Usually, it'll pick us up when we arrive on the scene or when we get close to the scene. It'll automatically put us on scene when we get close. But if we need to, we'll do that on that tablet...
Technology - Positives_about-with	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...if we need to, we can status manually that we're arrived at the hospital, and at the hospital it's mainly just regular communications with the supervisor or communication. We let them know when we've actually

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								transferred care of the patient to the hospital staff, and then if there's any delays at the hospital we let him know over the radio. And then, when we're ready to go back in service-- well, actually, back in service, we usually use the CAD tablet up front for status on there.
Technology - Positives_about-with	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	We usually interact with them frequently and well, usually if we need to talk to other first responders, police officers, or whatever, usually it's face-to-face on the scene. We don't have radio communications with them. Our radio systems aren't connected to theirs. So if we need to relay information to them before they get there or something like that, then we have to do it through our communications. Our CAD systems are connected, though...
Technology - Positives_about-with	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	[RE: comms with LE] ...So the CAD tablet in the front of the unit will have remarks for the call. And any remarks that [City]PD's dispatcher puts in there, we can see this because they're documented on the same call. So we can see any remarks that their dispatcher puts in, but we can't hear directly what they're saying on the radio.
Technology - Positives_about-with	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Yeah. So it attaches and again, with upgrades in the software and everything else, things have changed a little bit. It used to be that it would attach it as a attachment to your report and you had to actually open it up separately in a separate application to actually view the EKG that's provided by the monitor manufacturer. Now, with the latest software we're using now, it'll automatically put the EKG in your report. If I go log into the server right now and pull up reports that I've done in the past where I did an EKG and transferred it over, right on my report will be a picture of the [inaudible] that I did. So it's almost become part of the report. Now, it's even more so-- I guess, I would say it's easier now because instead of having to open up the EKG in a separate application, it's right there on the report.
Technology - Positives_about-with	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...There are some that I personally will use. Children's Hospital has a pediatrics app that I will use for pediatrics. It pretty much has the-- it lines up pretty much with our pediatric protocols anyway because our pediatric protocols were written by Children's Hospital. So it's pretty

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								much the same information, but it can be a little quicker to find the information than digging through the protocols to find it in the protocols. And there's a drug reference app that I'll use for medications occasionally.
Technology - Positives_about-with	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	There's a number of patients that we run over and over. And the other thing is, the database maintains a fairly significant history. And again, I don't know how it's currently configured, but last time I knew for sure, the database actually maintained at least three years of data in the active database. Then it would archive it off into an archive...
Technology - Positives_about-with	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...The way that the current system's working, I'm not sure how far it goes back. But basically, because it maintains that large currently-used data set, that active data set of like three years. If we've transported somebody anytime in the last three years, it'll pull up at least...
Technology - Positives_about-with	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	So now, of course, we're all on the same radio, have the same radio on the same radio frequencies, the same radios. So we can talk to them. And that was several years ago. That was probably back in 2000, 2002, somewhere between there that they actually-- we would be able to [serve?] with the same radios that the fire department was using...
Technology - Positives_about-with	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...And then we went to the tablets that have the whole CAD system on there, so. And the move to the tablets has probably been, as far as I'm concerned, the biggest benefit as far as the first responders and actually responding to calls because of the fact that it actually has the CAD information on there so while we're going to the call, I can look through the remarks, and notes, and see exactly what the dispatchers have put in there. And instead of just having the dispatcher say, "Oh, yeah, it's an asthmatic, probably." Usually, we had basic information before. Now, I can actually look through and see and get a little bit more detailed information on exactly what may or may not be going on.
Technology - Positives_about-with	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: apps] ...we have one for paging. So I can page from the phone. So we have Everbridge for that. And I don't usually use this. I usually just do it from the desktop. But I can sign in from this and send a page from this

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								and pick who I want to send it to. And it comes through as a text message no matter where I send it from and it comes through also in an email for them when you send it. And it's actually fine. It works pretty fast. It's pretty easy. All you have to do is remember password...
Technology - Positives_about-with	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: Active 911 app] ...But it's my understanding that-- two things I don't like about it is you can't click on it and map to it. Oh, yeah you can. Okay. I was wrong about that. You can't look at the details of the call...
Technology - Positives_about-with	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	And then we use the Map, just the Google Maps. I use Google Maps and the Apple maps. And there are addresses that do not exist in there, in both... And we have map books for old technology. When the dispatch tells us where we're going, it gives us a cross street and a map page. So technically, we should be able to find it. It's just that sort of new, younger generation of people just saying, "I'm not going with a paper thing when I can just ask Siri where I'm going, or ask Google," You can start it finding where you're going while you're walking down the stairs rather than walking down the stairs, stopping, not even turning on the vehicle, opening the book to the page, trying to find the cross streets. You could have already been driving. So it's just faster. So we don't use the map books nearly as often as even six years ago.
Technology - Positives_about-with	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...the radios have gotten smaller and lighter throughout the time that I've been doing this. I mean, they used to be like-- you could them as a weapon if you had to [laughter]. And now they're as big as old cell phones. It's happened so slowly that-- I can't really think-- I hated the chirp-chirp thing because I'd like to know what other people are doing, and where they are, and that kind of thing. That was the biggest reason why I hated it. And I also thought it was just-- they only did it for financial reasons. I mean, it was cheap, so that's why they did it.
Technology - Positives_about-with	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...These radios have improved, technology-wise, since I've started here as far as they've gone from I believe it was analog, although, I'm not sure, but they've gone to digital. And during the transitional phase, it was kind of bad. It sounded really digital, like you'd hear a weird thing, or it didn't work as well in [City]. It didn't work as well in places with more

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								canyons, with higher mountains, with more obstacles, physical obstacles. But they've added enough I guess repeaters and antennas, stuff like that. So it works a lot better than it used to work...
Technology - Positives_about-with	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...And same in [City]. It used to be fine, and then they kind of went for this transition, and there were lots of problems. It wouldn't work in elevators, wouldn't work in garages, wouldn't work in concrete buildings that you're in, parking garages. Wouldn't work in certain parts of the city. You could park 10 feet away and it would work, but right here, it was like, it wouldn't work. But that's gotten better also.
Technology - Positives_about-with	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	But I think we've gone way more towards phones. Everybody has a phone, everybody texts. So a lot of that. And then pagers are gone for the most part. I mean, some services use-- the volunteers, use pagers, or very rural places use pagers because they can reach places that phones might not reach, or radios might not reach. But the pagers cost money for services, so [City] got rid of pagers. So now, you can get a pager but I would say 5% of the crews use an actual pager. And they almost all get texts. So they can just get a text instead. And you get all your information on a text and or on the radio...
Technology - Positives_about-with	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] ...some of them, they can drop-- the dispatch can drop the patient information into their call... They can drop the address into the call. They can drop the times into the call. They can drop the miles into the call. They can drop the hospital address where you take them into the call. And those are good, and we like that... And this place is just slowly moving to that...
Technology - Positives_about-with	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Yeah. It's been in [City]-- here, it's working pretty well. There's some little blips but it keeps getting better. But yeah, just adding those extra things is-- when you don't have to do it, it's way better...
Technology - Positives_about-with	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...several of them have mapping. You can put the address in and it will map for you within the trip reporting system. Some of them have ways to do scanning, like bar codes things because a lot of patients become like a number when they get to the hospital and they get a little

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								wristband. Some of them can scan that barcode. Some of them have the ability to do video...
Technology - Positives_about-with	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting system] you have to log in every time. But it's not as hard as you think. So the computer program's already there. The laptop's already up and running, and then you say, "I want to create a report," and it's like, "Okay, log in." So you just put a login and a password and then you say, "I want to make a report," and it says, "You're creating a report by [Name]. Is this correct?" And you're like, "yes." And now you're in. It's not like a-- the computer doesn't have to boot up each time you do that or anything like that. But yes, you have to kind of sign in as that primary person.
Technology - Positives_about-with	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	There are. I mean, I can pull out my cellphone-- well, why don't I do that? So [because I'm old?], I got a big one because I can see it better [laughter]. Each of our ambulances have a dedicated cellphone. And they're all connected to iCloud so that, say, we have a phone list, a common phone list, for a lot of [inaudible] in [City] that we transport to. We can push out updates of phone numbers and addresses and [dura codes?], and things like that on iCloud and it'll update all our phones. So we do a lot of stuff through the iPhones just because they have a good technology and many people are familiar with it already because they have one. That's a big deal, familiarity and usability because people aren't going to use stuff they're not comfortable with or if it's hard to learn or something like that.
Technology - Positives_about-with	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: apps] So I got a fleet program on here that has all my vehicles. When I [inaudible] I put in the mileage and gallons in my fleet program and it tracks how much fuel my vehicle uses, and when it needs service, and it sends me reminders, and things like that. Those are very useful things that aren't difficult to learn and are [easily to interact?]
Technology - Positives_about-with	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: ambulances] I mean, in the last five years, we've gone completely over to LED warning lights because they draw so much less power than the old incandescent ones. That's been a great thing. But we've made up for it by hanging all this other [laughter] stuff, this other new technology.

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Technology - Positives_about-with	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	So the basic Tough-- we use Panasonic Toughbooks for our patient care reporting system. So that Toughbook can communicate by Bluetooth or over cell with, for example, the cardiac monitor. So you hit a button and it pulls the data from the cardiac monitor into the patient report so you don't have to print it and put it in the copier and then scan it and send it over... That kind of stuff, it's nice when it works.
Technology - Positives_about-with	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I mean, we just signed on to a new billing add-on to our technology and basically, it's just an aggregator. It takes information from multiple different places, that their billers have to open, one screen for this and another screen for that, go to a different program for that. It brings all of that into two screens. So that you don't have to keep changing screens, looking back and forth, going to different websites, to get this bill ready to be sent out... So it has great promise, like all technology. It's affordable, we think we can support it because it's written by the vendor we already use. So we're going to try it.
Technology - Positives_about-with	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I mean, I can't make any of my employees do anything. Okay. They're here 24 hours a day. I've done their job. It's not easy. If you throw all kinds of harder stuff to make their job harder on top of it, it's not going to work. I mean, I can put all of the sanctions and rules and everything I want on it, but I have to motivate people to want to use this technology and show them the advantage of using it. We get paid faster. We can post statistics that show us what we're really doing, how it's useful. But if it's not to them, what's in it for them [laughter]?
Technology - Positives_about-with	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: rig flip phone] It has numbers that I don't want on my phone. I don't want me-- or if my kids are playing with my phone, I don't want them to accidentally call the mobile stroke unit, you know [laughter]?
Technology - Positives_about-with	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	So using that flip-- having that flip phone with those sensitive numbers in there, that's really helpful. And I've used our phone plenty of times to call the hospital or whatever. But the ambulance company has smart phones, and a lot of times they do take pictures. And they have all that capability.



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Technology - Positives_about-with	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: technological advancements] So EMS-wise, I like it quite a bit. For instance, the hospitals that we respond to-- now, the one big hospital up north [Name], that one, they have every doctor on site. So we don't need to do it...
Technology - Positives_about-with	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...when we go to [Name] Hospital, that has-- I call it HAL. Did you ever watch 2001: A Space Odyssey? ... They have a machine that they just wheel in and the neuroscientist or neurosurgeon can look at and talk to that patient right there to decide if we need to go to surgery for a stroke alert. It's amazing...
Technology - Positives_about-with	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...We have the mobile stroke unit that drives around. It's got a CAT scanner right inside of that thing, which is pretty awesome. So EMS-wise, I think it's great that we can basically eliminate a lot of unnecessary things, but at the same time, we can catch a lot of things quicker, too, by having a mobile stroke unit and being able to just go right to somebody's house. And then they can deliver the medicine quicker. I think that stuff is pretty remarkable and I think the technology should be used. Firefighting side of it is different, you know?
Technology - Positives_about-with	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	So for us, we don't have dead spots, which is generally pretty good.
Technology - Positives_about-with	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: dead spots] We had one. I think they fixed it. For the most part, we can get information out. Unless we're inside of a concrete building which everybody has that problem. We can't fix that yet. But we have pretty good radio communication outside...
Technology - Positives_about-with	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: dispatch] And so, what's nice about this system is if grandma falls out of bed and she's uninjured, she's just too weak to pick herself up, you'll get just an ambulance non-emergent with no need to go lights and sirens. If there's a cardiac arrest and you need more caregivers than are on-scene, they'll send the engine company and the ambulance emergent to the scene to quickly get there and mitigate whatever's going on. So the dispatchers play a vital role in our system and are very useful to the end-user crews. But we do use TriTech CAD, so it's got the CAD which

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								gives us directions if we need them and call notes in there and all kinds of stuff.
Technology - Positives_about-with	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: portable radios] SME S3: I think it's top of the line... It's the best that is out there. SME S2: I've worked for some other systems that were garbage, so this is amazing from what I'm used to.
Technology - Positives_about-with	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: MDT] ...as far as the CAD itself, it gives us a map of the city. It gives us a function to see where other units are at, what their status is, which is nice if we're out and about we can see which units are out of service or if we need to move to different parts of the district to cover for out-of-service units...
Technology - Positives_about-with	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: MDT CAD] ...I mean, the mapping is nice. And it's nice because the pre-plans have the ability to be in there as well, so if we go to a fire or an incident at a commercial building that we're not familiar with, it can give us vital information to the building itself as to where different systems are, or hookups, or keys, or access to the buildings. So I think the software is good, the CAD is great, in my opinion. I think it's very useful. And again, I came from a system that didn't have a CAD, so it was a dispatch county-based notification system and they told you an address and that's as much as you got... So you need to know the district because you don't get a map. So I think the system we use is very good.
Technology - Positives_about-with	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	...I think our MDT is spot on and user-friendly in my opinion.
Technology - Positives_about-with	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	So thankfully, our fire and EMS system is one entity, which is great in my opinion. Everything's in house. The employees, the communication system, all that. We have very little to no communication with our police agency. We are able to scan their channel, but I don't think they want us on their channel, and they don't come onto our channel. And that's been identified as a huge problem in some of these large-scale incidents around the country of, for instance, the [City] shooting. There was no communication between the police and the fire on one scene. So I think

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								that needs to get bridged. I think that's done through policy and procedure. I think the technology is there. I just don't think we utilize it efficiently.
Technology - Positives_about-with	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I think all the technology on the job far surpasses what I use at home [laughter].
Technology - Positives_about-with	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	So we just message each other, so standard commercial messaging systems. Again, at an enterprise level, for sharing files around, we have our own intranet with shared central drive systems. That gets heavily used. We asked for something more mobile-friendly, and we got access to the box.com platform which is very nice...
Technology - Positives_about-with	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...we have a very robust communication system. We're lucky that way. [State]'s got the best radio system in the state... it's very well maintained. It's super reliable. We have a ton of talk paths. We get denial tones on the 800 megahertz trunk system. System-wide, we get denial tones at a rate of one a month, maybe?
Technology - Positives_about-with	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	So on an 800 megahertz trunk system, when you press the button, you don't actually start transmitting. You're basically requesting from the computer that it open up a channel on your talk group. And so you wait for what's called a grant tone which is a little-- it goes beep which tells you it's okay to talk. Takes about half a second in normal operations. A denial tone, also colloquially known as a bonk, it sounds like mah. And it's the computer telling you, "I don't have a channel to give you right now. You need to wait." We never get them. If you talk to the guys up in [County] County, they will generate them at a rate of 150 a month because they just have a much less robust backend system...
Technology - Positives_about-with	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...On an 800 megahertz trunk system where you run into trouble, it's not with the amount of talk groups you can have. It's the amount of talk paths that you have, the actual frequencies, and the actual [backhaul?] capability from place to place. And [City]'s is very good and very robust so we don't typically get problems there. So our radio system, if we are in [City], is excellent. It's very reliable. It has very few dead spots. When

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								we do get a dead spot-- for example, we had, oh, down at [Street] and [Street] Streets downtown - this was probably 12 or 15 years ago - Verizon put up a cell site and we just lost the whole intersection to interference from the cell phones. And you couldn't talk within about a half-block radius of that. But it got reported. Our [City]'s radio engineers went and talked to Verizon's engineers. And it took them about six months to get everything sorted out so that both people could use the site. But it got fixed. We had a temporary hole. So a lot of our holes are like that. Either you're really deep inside some building where no system's every going to reach or it's something like that where you're getting interference or something. It's a very robust system in terms of its technical capabilities...
Technology - Positives_about-with	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: interoperability] It actually works pretty well. It's had a lot of work put into it. It was not good initially. So, like many things in EMS, a lot of this work came after big system failures. Probably the first of them was the [Name] did a [Event] here back in the early '90s and they had a volunteer medical system that essentially collapsed. They had the not such a great idea to have all the kids do a day of fasting and then walk from Downtown [City], the 20 miles, to where the [Name] was going to address them. And It was in August, so it was a very hot day, and the obvious mass dehydration occurred and it overwhelmed them. And so we sort of cobbled together a system that nobody had talked to anybody else...
Technology - Positives_about-with	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	I'm actually reasonably happy with what we have now because the thing that I really like about it is it is super reliable. It just works every time. So I would definitely like to be able to have more robust data communications in terms of getting the details of the call...
Technology - Positives_about-with	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...Now communication with the firemen, that was easier because we did have a channel that we could go to communicate with them if there was some distance between us. Otherwise, we would be we knew all the companies that were around us, and we constantly had runs with them. And so they knew what to expect from us and I knew what to expect

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								from them. But otherwise, communications via radio was simple because we would just turn the switch over to that channel and communicate with them. And now that everyone has radios, I would assume that it's much easier.
Technology - Positives_about-with	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: personal phone use] I can tell you that they do. Sometimes it's easier because we do supply cell phones to the paramedics. Sometimes it's more of a burden and it's easier for them to just take out their phone. They already had their hospital listed on there. You just hit a button and you can communicate them and give them report over there, right, so.
Technology - Positives_about-with	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	I can tell you way back when I was in the field, I did do research because I would say-- someone would say, "Oh, you know what? I'm taking this medication," and I'm like, "I never heard of that medication." So I'd turn on my phone, look it up, "Oh, yeah, okay, so that's what that medication does." So now I would know, "Okay, this is a medication that may be affecting or is a result of why you're feeling this way." Not that I'm going to tell him that, but at least I have some information on my end saying, "Okay, this may be causing this type of-- your illness."
Technology - Positives_about-with	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: GPS] I can tell you that I use it myself sometimes where I don't know every street [inaudible]. If we get a run somewhere down in the Southeast, looking it up. Oh, okay, what major street is it next to? Okay, now I know how to get to it. So yes, absolutely. GPS units, we use the GPS map on there. I forgot to mention that we also do have GPS units on the ambulances.
Technology - Positives_about-with	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: standing medical orders app] Yeah, as a matter of fact, one of our paramedics is the one that generated it. He communicated with the hospitals. He put our standing medical orders, our policies and procedures are on there. And so it's much easier to look them up if you have a question regarding any type of run that you might get.
Technology - Positives_about-with	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: changes in technology] Absolutely, they have been for the better. It has made our job a lot easier. It's very difficult for us to change but it has improved. It's easier for us to do our reports. Whereas before we used to

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								have to write everything out, check boxes, remember what a 1B means on a report but now we don't have to do that, so yeah, it's much easier. As a matter fact, now I prefer to type versus write. So it has improved our ability to do things easier, I think. At least from my point of view.
Technology - Positives_about-with	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...As far as radio communications, it's better now than the past. We're able to listen to a lot more channels, police channels. We're able to communicate with officers, [suppression?] unit to an ambulance unit. But it doesn't always happen. They forget. Or either [question ID?], don't know how to use the radio, or it's on our side. And then how to set your radio, like I said, some people come in and they want to know everything about the radio. Other people, they're just like, "Give me what I have to know so that I can do my job. I don't want to know anything else [laughter]."
Technology - Positives_about-with	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	[RE: technology in ambulances] The systems work very well, actually. The 4G connection of Verizon is very reliable. The drive itself is a [solid-state?] drive so we've had virtually no data loss. And then we can control, like I said, the components of what's required. We can easily push out an update. If, for example, our medical directors, who kind of oversee what we do medically in the ambulance, decide in a couple of weeks we're going to get rid of one drug and then introduce a new one, I can go online, remove that one drug, introduce the new one, push a wireless update, and then they can just accept that update... We can push that wirelessly and make changes so there's very little confusion about what fields are required, if one require or not require a field. We don't have to touch the computers. It's all pushed out wirelessly. So they're very reliable.
Technology - Positives_about-with	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	[RE: CAD] I mean, for what we need, I think it works well. It's reliable. It pushes out the run and the times. It is linked to the Toughbook, so if I press the CAD time in the ambulance, it'll bounce back and actually bounce to my computer. So I don't have to do that twice, which is nice...
Technology - Positives_about-with	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Very important to communicate. When I'm in a high-rise, on the 30th floor of the [building] and I'm treating a patient and the patient doesn't

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								want to go to the hospital, it's a refusal of EMS. Instead of coming all the way down and going on the telemetry radio-- we have a telemetry radio now that's hooked up to our hospital, the [hospital]. We have to call the doctor and get a refusal. So instead of coming all the way down, we have our handheld. So then we have to switch channels.
Technology - Positives_about-with	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: handlehd radio] It's not heavy. I kind of like it. It's not heavy, it's not light. I can maneuver it in different positions. I could put it in my waist, lock it. I could put it in my jacket and seal it. We're not supposed to take it out of the holster, but if I need to in an emergency, take it out of my holster and use it. So I like it, it's convenient. It's really easy to use.
Technology - Positives_about-with	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: handheld radio] ...Under the subway station, there's no communication except for one channel and it's [local transportation authority] metro channel. But I'm not 100% sure if the alarm office has a channel to listen to us. But when I do get a call for the subway, I do let them know, "Main [dispatch], I will be switching to new metro [local transportation authority]." So at least they know that I'm--
Technology - Positives_about-with	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	So, what I do, when I get dispatched a call on my MDT, I looked at the time, the location, the incident. I'll look at if it's male, female, conscious and breathing. I look at most important information and that information will be there. The alarm office will have remarks on there depending on the caller. They also put on there, which is great, I'm glad they do that, it's called the [local PD} hashtag number. I know how to retrieve that number through my MDT. Down at the bottom, you're able to type in to send information. I'll type in that [local PD] number out to the alarm office and somehow, some way, it comes back to me with what the first 911 call was. What the call is from the call taker...
Technology - Positives_about-with	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	Our cardiac monitors. We have Bluetooth modems, where we're able to communicate to the doctor at the hospital if we want him to see real time of our patient's cardiac rhythm. Say, "Hey doctor, can you look at this second-degree heart block? I'm going to send this out to you right now." So in my cardiac modem, I'll put in buttons, and I'll go scroll to the hospital, and I'll hit send, and that picture of the EKG gets to the doctor.

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								It's pretty cool. I think that's cool. And it's real time. He'll get it right then in a matter of seconds. I think that's great.
Technology - Positives_about-with	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	So we do use pagers. Technically, they're our backup for call notification. They work pretty much when nothing else does, so that's why we've kept them. When the cellular networks are overrun-
Technology - Positives_about-with	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	And then we use mobile data, computers in the trucks. Those are connected to the CAD system. They have GPS and all the CAD call information that's coming in gets automatically pushed out to them. So as our comm medics are putting, "The patient is walking southbound on blah, blah, blah," they're seeing that real time come up on their screen. It has GPS, so not only can we see where they're at as they're out driving around, we can do live routing so it will actually route them through the street network to get to the call, but they can also see each other. They can see other agencies now, so that when they get assigned a call with the fire department and police department, they actually see all of those units on the screen.
Technology - Positives_about-with	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...So we have a modem that's just for the MDCs that does it, and it's very secure. And pretty much nothing can get on that network except an MDC because it ties right back into CAD, which is also on a very secure network. We don't go out to the internet.
Technology - Positives_about-with	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...But yes, from our data warehouse that information then spills over to the ePCR tablets. So they get address, phone number, call type, all of the times for when they get dispatched to go on scene. When everything is working the way it should and their ePCR is connected, they don't have to manually go in and put in an incident a number of times. Those all spill over and it stays. I think the interface stays active. I don't remember how long. There's a period of time that even after they've closed the call, if we go back and say they're on scene time isn't right, they should have been on scene at 2:00 and they didn't get put on scene until 3:00, we can go change that and they'll actually go adjust it. Note it that it was adjusted, but adjust it on their tablet, if we change a disposition or change an incident number.



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Technology - Positives_about-with	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	We look up medications, side effects, stuff like that. So, [crosstalk] some of the-- or even pill identification. There's a yellow oval pill with a square mark on that side and a 137 on the other. So, you can have that answer.
Technology - Positives_about-with	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	--our operating guidelines, our medical operating-- we call them our C-O-Gs or COGs. So our clinical operating guidelines, we actually have a platform where they're actually on our--
Technology - Positives_about-with	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	But on the flip side, the reason why I use the word technology is evil is because it's moving so fast. And that's good, because we want to be technologically advanced. And then we spoke to this earlier that our agency is very on the forefront of using the technology, and trying to see how we can make it more effective and efficient for the way we conduct our business and provide our services in our delivery model.
Technology - Positives_about-with	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	--multimedia stuff into the 911 center. There's some use for us, being able to look at a patient and do a visual assessment of someone. We could have some benefit there. But the real obvious benefit is law enforcement, and even fire, being able to-- if so
Technology - Positives_about-with	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	So if they experience a certain g-force downward or rotational or whatever, the light will start flashing and it's an indication. And they automatically-- once again, patient may say, "I'm fine." But if you've suffered x-number of g-force, then you need to be checked out, so.
Technology - Positives_about-with	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...I mean, we've seen it through the years. I mean [crosstalk] the cardiac monitors that we have now. I mean they do all kinds-- the end title, the pulse ox, the EKG, the defibrillation, the cardioversion, the pacing.
Technology - Positives_about-with	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...I think everything that's going on with Next Gen 911 is great. Some of it's going to be really useful. Some of it's probably not. For us, for what we're doing, I don't need pictures most of the time, but I can see where that's helpful. Yeah, I think interoperability, data sharing, just the healthcare network for us. Being able to track a patient from the time they call 911 until the time the first responder gets there with their patient tracking, until the time the ambulance gets there, we take them to the ER, they call a helicopter to fly them to another hospital, and to

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								have all of that be one seamless patient record.
Technology - Positives_about-with	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	But if you have the ability for-- take me to this medical facility and both of those skilled medical professionals can be in the back managing that patient.
Technology - Positives_about-with	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	So I came from a department that didn't have one. So you would literally use your phone as your routing device. So coming here to that-- and it updates every day. So if there's a new road, if there's constructions like that, it's all automatic. It's really cool because it also routes you now. It's another route. You've got a different way and you may know like, "Okay. Well, I can go this way. I know it's faster [laughter]." But it's really nice too because when you're zooming to a call, I can see when I'm on the way to the call how close my next unit is.
Technology - Positives_about-with	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	...And I love it because it's got a computer screen in it and I can literally diagnose the truck, what's going on from that computer screen. So it's super important like it tells you everything. I can control all my lights from there, everything. So it minimizes my movements in the truck, which saves time overall in a call. I don't have to hop out, start a generator on top of the truck, get back down. I can just hit on my truck, and I know, I see it come on, and I can go help my team.
Technology - Positives_about-with	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	The MDCs gotten better. A lot better. The updates come more often so you're not driving off in the middle of a field because it updates every day. So if there's new road put in, it reflects that.
Technology - Positives_about-with	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	So if I ever need anything-- I also have apps on my phone for medications, if someone doesn't know what they took, they have the pill, I can look it up and tell you what kind of pill they took.
Technology - Positives_about-with	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	You have to search it, but what it does is it'll explain to you the pill size, shape, color, or the marking on it, and it'll tell you. And it also breaks it down and tells you what it can do, what are your contraindications for it, what you may see, it's awesome. Awesome.
Technology - Positives_about-with	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	Exactly. Emergencies are time-sensitive. They're always time-sensitive, so that's huge. What other thing? I mean, I think the apps on the phone is

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								huge. Like I said, the radios are huge. I mean, you can go down to technological advances like the queue on a truck used to be a windup queue, and now it's an electronic queue. So it doesn't get stuck. You know it's going to come on, it's not going to malfunction. So just stuff like that--
Technology - Positives_about-with	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	No. So it's actually attached to the buckle on there, and when I have my thing tight, I can't look at it right, so I have to keep one side a little loose. I thought that having both your hands-free was super beneficial because you know two hands are better than one [laughter]. So that was big. I know it wasn't big enough, but you would be able to see things and be like, "What is that?" And you'd be able to move over to it. You wouldn't be able to, "Oh, that's a body right there, but oh, it's something." So I thought that was awesome. I wish that they would kind of-- that would be bigger. Like I said, I think time is precious so the faster you can search-- we used to use the mentality of how long can you hold your breath for, because that's what we're dealing with. So taking that into account, you need to be fast. I think that's the only thing that I love-- so for me, I love physical activity. So I love being physical, forcing doors, stuff like that. So I would never want a tool to take that away.
Technology - Positives_about-with	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	Day by day, fire to fire, or EMS to fire, fire to EMS, EMS to EMS, those are relatively easy. We have a 800 megahertz digital system and so we can communicate pretty reliably... We can monitor each others' channels, so we can listen to police, which we do for calls.
Technology - Positives_about-with	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	We are lucky in this region that all of our counterparts in the kind of core of the national [inaudible] region have shared radio systems.
Technology - Positives_about-with	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	It can be detached by IT folks or the chiefs, but the providers, we can't. The one in the back, though, is much more lightweight, and it's actually a partial tablet. It unlocks, we take it into the scene, we document everything on it.
Technology - Positives_about-with	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	I carry my personal cell phone. I use it to look up-- it's very easy to get to the website that shows us hospital statuses. So I can look at it on my

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								phone very quickly on the way to a call, and I'm not driving to the call so I'm sitting next door.
Technology - Positives_about-with	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	Okay. Yeah, if we encounter a space we can't reach a repeater, it basically turns the radio into just like a \$20, off the shelf, walkie-talkie. And so it'll ping-- it'll transmit, based on its battery power, out to the radios that are nearby.
Technology - Positives_about-with	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	Applications, I would say, probably not. There is one application that downloads data from the cardiac monitor into-- if it's a cardiac arrest, it will download data from the LIFEPAK, which is a Physio Control product, into Physio Control software, and then convert it to a report about how well we did, doing compressions, medications, ventilations, all that stuff.
Technology - Positives_about-with	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	For EMS, they just need to decide, is this an advanced life support or a basic life support. And once they figure that out, the computer does it. It's also much easier to update us on the way than it is to rejigger an entire fire assignment.
Technology - Positives_about-with	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	They determine, yeah, and it falls into five or six categories of severity. They have, I think, 30-something different types of medical calls, and then they have some appendix-- can put determinates at the end that basically say, "It's abdominal pain, and we think it's abdominal aortic aneurysm." So those kinds of things they figure out through the computer.
Technology - Positives_about-with	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	It's the same model. My understanding is that they increased the temperature rating for the inside. So that it can-- [talking about a new radio]
Technology - Positives_about-with	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	--function. It's a little more heat resistant. But, yeah, the radios themselves just look cleaner. They're not any structurally different.
Technology - Positives_about-with	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	...If we're driving up [Street], which is normally not our response area, but there's a call for trouble breathing in a house two blocks away, we'll get it. Because the GPS system knows we're closer than the unit that is stationed up the road.

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Technology - Positives_about-with	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	...The system used to say, "Unknown rescue." But now it's figured out what the call type is and it's able to announce it. There have been the-- so the station alerting is a softer ramp up, to wake us up from sleep, but our old one was so bad for our hearts that it would wake everyone up and we would just be wired and ready to go. The new one wakes us up gradually and some people have been sleeping through it
Technology - Positives_about-with	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	That's part of the new system. During the day, it's not a big deal, we can hear the alerts. They're actually much nicer. But at night, we were used to just complete silence to really loud noise. Now, we're used to 25%, 50%, 100%.
Technology - Positives_about-with	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] And I worked for another service where they would give a tone out before they dispatched a call so that you didn't really have to pay attention to every single word that's being said on the radio because they're talking almost every minute of every day.
Technology - Positives_about-with	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] ... If we need a partner I was saying earlier, if we need police coverage, police assistance, if a person is getting very combative or whatever reason we would need, in an emergent sense, we would get on the police channel directly for the police district that we're in and ask for help that way. It just eliminates a couple of steps, and we call our dispatch who then has to transfer the call, and then it would be assigned people. Everybody that's listening to that district channel at that time hears us talk on it. So things happen much quicker.
Technology - Positives_about-with	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] Yeah. So we got new cardiac monitors. And now we're using, I guess, it's Bluetooth or Wi-Fi to upload our cardiac monitor scripts to what they describe as an equivalent of the cloud. And then command attaches those written scripts to our reports, our medical documents that we write for the patient. That's one change that I've seen in it. Then for health, that also happened at my last service when we moved to the life pack 15s there.
Technology - Positives_about-with	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] As far as the technology goes, apparently, the software is supposed to be a lot easier on the back end for billing and for pulling out specifics

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								in data. Of course, they always try to pitch it that it's going to be easier for us and user friendly. That's usually never the case. And then they're saying that the actual hardware itself is supposed to be more durable. Basically, everyone that I know, including my experience with tablets, has always been bad [laughter]. So I'm not thrilled about this change.
Technology - Positives_about-with	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] --are phenomenal. We beat the cred out of them. And generally speaking, they hold up pretty well. [talking about Toughbooks]
Technology - Positives_about-with	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] They are a remarkable, extremely expensive machine. They do what they're intended to pretty well. We're not doing crazy heavy web surfing. We're only writing scripts on them, and they do that pretty well. It's a fairly resilient software for what it is.
Technology - Positives_about-with	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] I love the fact that my keyboard is attached to my computer because it's a laptop. I worked on a tablet system before where the keyboard was separate. That was a nightmare. We broke keyboards like you wouldn't believe. Most of the times, the connection wouldn't work, and we had to manually tap, tap, tap, each letter on a tablet. And then they got rid of them and they went to the Toughbooks, which was wonderful, and I was so happy when I came to the service, and we also had them, so.
Technology - Positives_about-with	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] Some systems have a mapping software that's integrated with their CAD, their computer dispatch, and they will get a call, and it will pop up on their screen, and you can hit a couple places on the screen, and it's a GPS, and it will show you right how to get there. And that stuff works when it does.
Technology - Positives_about-with	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3]... Now I had a smartphone that I can use for that type of things. Certain things, I mean, I guess I would say my computer at home is faster than the computer I have at work. It's also less durable. I like amateur radio. I have a very, very good radio that I use when I'm out in the woods with my friends that would be useful potentially in the city, but it's just different. It's not quite the same construction as the radios that we use. We use a government commercial grade radio that's built to

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								be durable and can handle the abuse of that type of work. I guess certain technologies, hard to really pick one or the other.
Technology - Positives_about-with	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] The system that I used to use, we could hit a button that put us at post. So dispatch knew when we arrived at our post. If we decided to go outside of post, we could hit a button that said, "In the area of post." And dispatch knew I was not at the exact intersection, but I was within that six-block radius. If I'm trying to go on scene, this happens all the time where the patient can see me pull up and the fire department can see me pull up, or maybe there's a bystander trying to flag me in because it's their emergency, and so they're the ones freaking out.
Technology - Positives_about-with	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] I can pull up my call notes in real time if the call taker is still on the phone with the reporting party during my entire response to the scene, sometimes new developments happen that are important that I would like to know. Well, dispatch and the call taker are two different people. So dispatch is not necessarily going to be reading all the call notes for the 15 calls that he has people responding to right now. So, if something interesting pops up, he doesn't know, so it doesn't get relayed to me.
Technology - Positives_about-with	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] It's plugged into a power cable to keep the battery charged, but the nice thing about it is that it's really portable.
Technology - Positives_about-with	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] Take it into the hospital with me. If I'm doing a refusal inside a patient's house, I can bring it in, have them sign directly on there instead of doing the paper. I can put it in the back of the ambulance. When I'm transporting to the hospital, I can work on my paperwork. And when I'm done with the call, I can bring it up front and continue working on it while I'm sitting up front.
Technology - Positives_about-with	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] Cops have those really nifty fingerprint scanner things [laughter], which are really cool. They were super excited when those rolled out about a year ago.
Technology - Positives_about-with	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] Right? I did like having a closed camera system from the front of the ambulance to the back, so I could watch my partner while I was driving in front. And that way, if anything got squirrely where he couldn't

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								communicate to me that he needed my help, I could just see it on the screen and pull over and go help him. It came in handy a couple times. It wasn't downloaded to any system.
Technology - Positives_about-with	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] There was an intercom system that once you hit it, you could just free talk between you and you could turn it off. And then there was a camera where you could watch what was going on in the back.
Technology - Positives_about-with	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	... But the Toughbook, it's a great system. It works. I mean, no issues.
Technology - Positives_about-with	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	It's very easy. Everything you need is on there. It's a drop-down box. You can click a button when you're done, and it'll actually let you know what you did not enter. It's great. It's foolproof, really.
Technology - Positives_about-with	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	No. I always think that-- I love the mind-set that change is always good. So truly the Toughbook alone, I was only using that other system for a little while and then we went to Toughbooks. I'd been in the-- working with the Toughbook for years now. So that hasn't changed much. It's improved. They've made add-ons to the system. They've made it better. The LifePad 15, it's a newer model for us. It's a better monitor.
Technology - Positives_about-with	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Right so our 2-way radios are fine right here in [name] but if you get I mean this county is huge and we're sort of right in the middle of it so at any given time like the call I went on earlier it's 15.5 miles to get there so you go 15.5 miles you're not reaching back and forth unless you're on the truck radio which is evidently a bigger radio I don't know much about them but it's more powerful, has a better antenna.
Technology - Positives_about-with	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	In most places yeah. There's a few places that that doesn't work but yeah it seems to work fine.
Technology - Positives_about-with	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Yeah that's coming through the radio but it's a based station radio here at the station so you're always going to hear it and it like I said we're so close to dispatch that it comes through on our portables here but not



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								way out.
Technology - Positives_about-with	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	On your portable radio. While you're in the truck you're going to hear most everything as long as you if you get in an outline area it gets harder.
Technology - Positives_about-with	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	It depends on what software you got on there. Some software's are real difficult to use. They're not at all user friendly. Some of them are very user friendly and but it's all you know a private enterprise deal where whoever's the cheapest price and whoever's direct their license the most that's what they do.
Technology - Positives_about-with	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	It was yes it was very user friendly. It was probably the easiest report to do. I mean I just want to tell you what's wrong with the patient. You know I don't want to have to go through and search things. I don't have time to do that so I just want to go through yes, yes, no, no narrative you know. If I can get my point across as simple as I can it's better for everybody because we can catch another call in five minutes and now we're two reports behind so then you run that report thinking oh man, what was that other guy, what was I going to say about him? I can't remember you know and now your report is down.
Technology - Positives_about-with	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	... Computer does take longer because you have to wait for the thing to load, you got to wait for it to fax but it does a lot I can do a lot more fairly easily than before where somebody else would have to look at my report, fax it, put it in for billing and now I can with a push of a couple of buttons I can do all that so it saves that person other job basically.
Technology - Positives_about-with	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	It communicates with our computers on the trucks, tells us the times, it's easy. Just press one button everything syncs. It gets more interesting out here when you have to you don't have any computers on the trucks you just have you know it's just your normal driving. Also on the other side of that you got when your computer doesn't work.
Technology - Positives_about-with	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Yes. Because it's the same they keep records of every patient you come in contact with so once they're entered into the system they're going to be there for however long and even if you go to that same patient and

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								let's say they're unresponsive I may have never seen that patient before but someone else here may have went to them several times before and they've entered in all of their medical history, what they're allergic to so if I can get a name first and last name and enter it into the system and then it pulls up everything and then I can go in and read oh wow, they're allergic to this so I can't give it because I don't have a patient to talk to me or a family member to talk to me so it's lots of benefits
Technology - Positives_about-with	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: navigation via Active 911] Paper map book. Yeah. I could just pull out my phone. It pops up right here. I can just click on it. Click on the address, and I said, "Hey. Take the next left." ... So that was definitely a perk. I use that all the time.
Technology - Positives_about-with	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	It stands for Automatic Vehicle Location? Right [laughter]. Yeah, okay. So we'll go with that. That sounds right [laughter]. Yeah. I think you're right. So yeah, the AVL is pretty good. It's fairly reliable and the objective with that is to get the help there as soon as possible. So if we're out getting lunch in an hour, and we're getting lunch up the street, we're two miles north of here...
Technology - Positives_about-with	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: AVL] ...So a perfect example is we went to a house or a building fire with entrapment two Fridays ago in, I guess it was [City], where we know for a fact that [City]'s rescue squad is due there before us. But we were on the air. And so that one minute advantage got us there. And we were there pretty quickly. And I think the computer was right that we would have beat [City] there. But six months ago, they wouldn't have put us on that call.
Technology - Positives_about-with	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: AVL] And they might have taken an additional minute to get there. So that's not a kink. That's actually an example of how it worked out. Because that's pretty concrete where we were definitely not supposed to be there. But we went and it actually made sense.
Technology - Positives_about-with	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: info via MDC] You have to click on the incident information...tablet or tab on it. But it's pretty user-friendly. So...as long as you know that that feature exists, you can find it pretty easily... you can get additional

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								information that maybe the dispatcher missed.
Technology - Positives_about-with	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	There is an app that already exists that our county doesn't use where you can actually listen to the radio on the app... so if I'm sitting right here, and I see that they put out a vehicle overturned 10 miles from here, I can just swipe on it and pull it up. And I can listen to the communication on my phone. The thing that the county has done that's pretty good is that now they also changed, with that new dispatch system, they changed what we listen to in quarters.
Technology - Positives_about-with	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So I guess not in this room, but in most of the rooms, there's a scanner too. So you would hear any relevant transmissions over that scanner as well. So that's a new thing. In the past, it was just Alpha, which is the main dispatch channel. You didn't have any of the operations channels. But now you do. So that's actually a really good feature that they just put in too. So I think they put a lot of work into this whole new thing, and it's definitely addressed a lot of the problems or wishlist items. But I do like that, that PulsePoint app is what it's called, where you can hear these things going out and listen to the call.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So we have a technology, it's called LifeSize... And what that allows us to do is, you have a TV screen, and every station, basically, is on camera. And we'll go through each of the stations. They can tell us what they're doing for the day, any trainings. If they're going to be in service, out of service. And then we also use that for critiques. Where before, we'd meet at one central location, and we'd talk about an incident, whether it's fire, a large incident, EMS, mass casualty. So now what that has allowed us to do is stay in our primary area. So if we get a call, our response time is a lot less...
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	he works on a really neat program that actually lays out where our call volumes happen, what time that they happen... He can actually show you a density map that shows the densities of our calls. He can show you the unit hour utilization. So that's the time that we actually spend on a call. So from dispatch until checked back in service, they track the times that we're busy and the times that we're not. And then that helps

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								position fire apparatus, helps position ambulances, so that we can be at the right place at the right time by statistical data. And then, also, where to put our next firehouses and things like that, so... It helps for funding, and it helps for grant money.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...So you can get these hot and cold zones. You can get the hours that are more busier than others. And then you can even-- in Colorado, we can break it out into season because we can see that-- during colder months, we get more CO calls. We get more things of that nature. During the summer is when we get the outside broken arms, broken legs... all that adventure rafting and stuff. So it's interesting when you really start to look at the data. The things that we knew in the past just by experience and rumor, now we can actually see a true example of what's going on.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Gmail's an interesting thing, because at a firehouse you can move, and you can go to different places. And so when everything lived in Gmail, it lived in the cloud, which was really nice because you could go to the firehouse, and you've got access anywhere. Outlook and Microsoft products are a 50/50 split between the cloud and a desktop. And so if you're not on the particular desktop that it worked really, really great at, they have a really terrible user interface for their web version of anything. And so we made the transition for, I think, the wrong reasons, but it's been a hard lesson here in the fire department.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: in-house IT department] ...And then just one of our programmers-- or, not our programmers. One of our latest IT guys does a lot of building forms and sheets for us now, which is kind of a new technology that's started to come out. And we're using that more as a patch to fill the need to track some of our data in a very simple form because when you build a form, it just dumps it into a spreadsheet. And so it gives us at least something, but it's not a great something because you still have a lot of back-end work with the spread sheets. You have to stop the form every year and start it on a new spreadsheet, or you end up with this giant data set... And then how do you break up the original sheet into

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								useable data? And then it's just a sheet, so it doesn't talk with all the other sheets, so.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	It's a computer. We call her Susie. And the computer will come out and say, "Medic 51, respond," and whatever situation. Gives you the address. Right? And then our dispatch comes on, and it'll tell us what the call is. So it'd be a 17 Alpha 1 or whatever. And then you check in. So that and the screen - it's all touch screen in the front of the fire truck - it basically shows you a map of where you're going, shows you your hydrant locations. It'll show you all of the rest of the department, if they're on any calls so you know if you need to specialize in, maybe our heavy rescue, and they're on a call [if they're not?] available, so.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So it's definitely evolving. The technology's gotten better. But between the computers, the radios, they're constantly changing. We still have, with the radios, we have dead spots. It's a big concern. So [when you?] get inside of a building, you have no communication. We don't carry our cell phones in fires, obviously. Now, we have is a voice amp. So when you have a mask over your face and it's muzzled, now you can actually communicate, and you're a little bit more clear and precise. And we can hear each other. The problem with that is you're going to be getting some feedback on your radio, based on how loud you have your radio up. So there are definitely pros and cons...
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...With our masks now, you can-- we call it what? A heads-up display. Tells us where our air level is and how much air we have left and when need to get out. Then we have vibe alerts, where basically it starts to tell us, depending on where our air level is, they need to start going out. So technology's definitely changing in our advantage...
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We have-- we call it TIC camera, thermal imaging camera... Where before, we'd tear this whole wall out, and now we can pretty much isolate certain areas and move it a little bit more beyond that...
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	We have our radios, which, like [Name] was talking about, we've gone from a VHF, when we were in the low frequency. We've gone into a UHF,

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								which started some of our communication problems because we used to have a longer range. And it was actually a longer-- it was a lower lower frequency which got out of buildings better. But when they've gone to a completely digital system now, it's clear, but it's also a shorter length that it can transmit. And it's also susceptible to more interference.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	And so when they first did the system, we had a lot of interference because of cellular, because we're moving closer to cellular bandwidth. We had a lot of bleed-over from a cell tower. And they brought out a company that did monitoring around the entire city for about a year and try to find all the cellular bleed-over. And it was actually a digital system that was between two points. And I don't know the exact information. [Name] may be able to tell you. But it basically sounded like it was sending a Morse code between two points. And depending on the weather and other things like that that affect radio signals, we would get the beeping of the Morse code, the dee-dee-dee-dee-dee-dee through our system. Or it would either just be this low-tone static through our system that was just bleeding over because the bandwidth has become so used. Or not the bandwidth, but the radio waves had become so used that it's just saturated. But it's gotten really cool, because when we were in the other radios, we couldn't talk to anybody. Now we have the ability that every one of our radios has FERN on it. Everyone of our radios has-- that's the Fire Radio Network.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yep. And then we also have green channels now, which are EMS channels. And then we have blue channels, which are police. And silver, which are the feds. And so all of our radios now have that. And all of our radios can connect to these networks, which is really cool when you're starting to work with other places. But you get one thing, and you're starting to lose something else. And the other thing that we lost was just the distance and how well the other radio used to work. And so they're doing things now to fix it. In the city, there's a new push to do an amplifier into large buildings. And so it's just a based repeater that they

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								actually would have to install in new construction. But that doesn't--
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: [Name] that's MIL-SPEC] so we've only ordered one truck like that. It is something that I think is a neat concept, but if they could tailor it more towards the fire service or just be more upfront that... probably have to do this... Then it would be adapted a little bit better, I think.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. Everybody has a smart phone, for the most part. And then, that's what's funny is when we show up, a lot of guys use their cell phones for particular things. On the hazmat, we use our smartphones to access the Internet. There's a lot of apps that we're building.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Google translate works pretty well for language translation...
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: AskRail app] AskRail is actually run through the railroad companies. So you can actually type in the UN number of the railcar, and it'll tell you what's in there. Now, they've added another update. It'll show you the whole train consist. And so we can know what's five cars before it or five cars after it.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...Having the Internet so available for hazmat calls and stuff like that is actually really great. Because on our hazmat truck, we do the research side of things. That's what our primary goal is on hazmat [forward?]. And we had a whole bank of books, and that's where we did all of our research. So from the ERG, the emergency response guide that comes from DOT, to the CHRIS manual, which comes from the navy, I think... It comes from one of the armed services. And then we had just chemical dictionaries, things like that. Now you can just type it in and everything gets queried for you...
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...And we've actually just got a new program from the county, which is kind of an-- it's an interesting concept. They pay a ton of money to a company and they gather all of this free data and put it into one piece of software. And so you type in ammonia, and it brings up the ERG. It brings up the NIOSH Pocket Guide book. It brings up all of these free pieces of information but it's all together. It's called PEAC Software.

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								PEAC-WMD made by AristaTek. That's out of Gillette, Wyoming. So it's really cool, but it's unfortunate that it's that expensive. So it is kind of cost prohibitive for other places to probably purchase...
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...But to have all that information in one piece of software that once you click on Ammonia, it just gives you a bunch of tabs. And you just click on every one of the tabs, and you can get all the information, so. That used to take half an hour to pull up all of these books to find that one particular product... And now, it's all there in one place, so.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Another good thing with that PEAC software is you can type in an address, it'll tell you the chemical. Not everybody participates. Again, back to certain jurisdictions...
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. Like [Name] said, the one thing I think is neat about it is there's Tier II reporting, which is mandatory reporting. PEAC is a little bit behind, but they'll take our Tier II reports, which should be digital, but aren't always, and if they're in a digital format, they'll actually load it into the software, and then flag the address.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. And then that's one of the other technologies that's kind of neat is our Tier II reporting used to all be paper. And it used to actually sit in a box underneath the captain's desk, and that's where it lived. And now, the Tier II reporting is in PEAC. So things are getting there. Things are getting a lot better in forms of communication, access to the technologies, access to the data. But it's moving slower than the world, I think. It's the politics and the... how fast government works to make the change...
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	I know we do-- we use the red channels a lot... Because of the hazmat and because of the rescue. So we go to a lot of other jurisdictions because of that. And then [City] decided to split their-- or [State] split the state into four quadrants... So we have red northwest, red northeast, and then so on and so forth. And then they actually used I-25 and I-70 as their kind of boundary because it actually works as a perfect square through the state. And so that's been pretty neat around here. And then



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								the fact that, up until we went to the digital radio, we couldn't talk to our neighbors. And so that's helped a lot... And now you can just switch the channel and get there.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: prams/automated stretchers] I think that's huge. I mean, just the amount of injuries that that prevents. It's worth it... . I mean, you could lift up an 80-pound person and just lift her on and hurt your back. But it's just that there's a cost affiliated with that. And we're gradually getting there...
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We had an RMS from ZOLL, which was neat because it integrated with our monitor. So they could actually download all the information that was in the monitor instead of-- in the past, when we had the LifePaks, you would turn it off or do a summary, and then all the information was gone. And all you had was the printout of the summary. Now you can actually hit Download, and it downloads anytime that there's a change or event that happens, they're recorded on the monitor, which is really cool...
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	We're moving to a new RMS on [Date]. It's not made by ZOLL. So the interface is there, and it works pretty well. We've seen it now in training twice. But the idea now is, is this new RMS will actually integrate with the hospitals. So the hospitals can see all of our data now, and we can also see the outcome of the patient. And so that's really cool.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...the thing that is here, at least in the metro areas - and this is from the manufacturer of the new RMS - that it just so happens that the [City] metro area has the largest integration into this one particular program. So where we're at, out at the hospitals-- what'd they say? Six of the eight? Six of the eight hospitals that we commonly transport to are going to this new RMS program... And we're in that RMS program. So it just happens that it's working out now... That wasn't planned... That's a happy coincidence...
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	That's a happy coincidence. So that's some of the neat things that are happening with EMS. I know all the monitors now have the ability to

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								send the EKG to a hospital. But it's just the receiving hospital has to have the right technology to receive it... And somebody looking at it. We're getting there. One of the hospitals we go to, they're only a trauma... so they don't have a doctor on staff for strokes at night. But they do have this little robot that drives around. And then it's got the camera, and it has a screen. And the doctor can actually drive it around, move up, move down.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: sending EKG strip] ...it will be neat if you could attach all of that, and then somehow send it. And they can just say, "Okay, received. And go to room five when you get here." Now when you show up there's a big, giant TV on the side of the entry door in the EMS lounge and it says [City] Fire, kind of a little brief description of what the nurse or the receiving nurse reported, and then the room that you're supposed to go to...
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	--so you don't have to put one of us in harm's way. I'd work on the meters and stuff like that, as well, and so. That's one of the things that's come out is we have the meters work over radio frequencies now... So we can actually take a monitor-- we have to physically take it. But we take a monitor, and you can actually leave it inside of a structure. You can leave it around a facility, and then we can actually monitor that remotely... So it's one of the things-- it's cool, but that's on another piece of software that doesn't talk with anything else. But it is cool. It's neat. It's neat where technology's going.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: NG 911] So it's neat. I think it's giving a lot of-- there's a lot of ways to get information to a dispatcher to be able to get people en route to a call. Some of the texting and some of that, when you're getting away from the phone call, it's difficult to be able to gather the needed information to get the right truck to the right call, which is one of the biggest problems. It's being able to ask the right questions, being able to get the right answers. You're dealing with people that are... really distraught. They're really worked up. And you're trying to have them come up with a good answer, I guess, is the best way-- I don't know. You're trying to get them to think and to say the right things. You're

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								trying not to be leading, because once you start being leading, then you start getting misinformation. So the text thing I think is neat, but it doesn't give you that rapid communication where you can get all the information. But at least it's another means to get people there...
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	The CAD that they have now, now that we're doing closest dispatch-- so the CAD monitors via GPS, which apparatus is where. It's actually creating shorter response times, because we're getting apparatus that are driving between the station and another firehouse, or the station and a store. So they're at a position, but they're still in better position for the call, which I think it's a lot better for everybody. So that's neat...
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...we're going to a regional dispatch center next June or July. So that'll help in halving the transfers. You'll just be transferred in house by primary dispatcher to maybe somebody that specializes in fire EMS, because they can ask the particular questions. Because we do EMD. We also do the EMD for fire. So they have all the cards, and they'll ask the particular questions to be able to get the information that they need. And it's helped. It's helped a lot on the streets...
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...When I first started and we were just on the streets, you would just get an address, very generic information. Now we actually get pretty specific information. So age, gender, hopefully a good idea of what kind of ailment they have or how big the fire is. The dispatchers now have a very regiment set of questions to ask, which it was just more of kind of conversationalist and trying to get what you could out of them. But when you start to ask those questions, you can then determine whether the apparatus needs to go emergent or non-emergent. And that puts a lot less strain on the system. It puts a lot less strain on the citizens because you're not going lights and siren and tearing through a city when it's just a car fire...
Technology - Positives_about-with	FF	S	Manager	46-55	21-30	Male	FF-S-023	So we have to use-- currently we have, just on an incident we have three systems that capture data for us. That's our dispatch system, our CAD, computer-aided dispatch. We have an infer system. Which is just as the in-first reports. And we have a PCR System, a patient contact report

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								system. In our current system, none of them talk. Well, that's not quite true. Times get pushed out from the CAD to all these other systems. But to analyze that data I have to download those three data sets and have to figure out some commonality between them because they don't have the same common numbering system. So I have to download it from an off-site server, which is our CAD, and two SQL databases...
Technology - Positives_about-with	FF	S	Manager	46-55	21-30	Male	FF-S-023	So when I first started we had UHF and VHF radio. So the 100 and 400 frequency radios. The 100 stuff we still use for aviation and I think wildland is still 100. So it's the VHF stuff. Those radios were pretty much radios. They were crystals. You'd tune it in and you had only a select number of channels you could get to. They were highly reliable and they had good penetration out of buildings. You didn't have to have as much infrastructure. You didn't have to have as many radios on repeaters and all that stuff in the area because they had a little bit more power, UHF is slower wave. One of the reasons wildland hasn't gone to any of the 800 or anything like that is because you don't have repeaters and you don't have-- and that 100 level radio that we have is actually much longer distance. It's still line of sight but it goes a little bit over the horizon I kind of thing.
Technology - Positives_about-with	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: 100 frequency radios] ...We carry those on our apparatus... The 100. Initially, we got them just as a backup in case our systems all failed or if we got a mutual aid out of the district for a wildland event. But they're there. They rarely get used if ever get used because we haven't had any failures.
Technology - Positives_about-with	FF	S	Manager	46-55	21-30	Male	FF-S-023	Yes. So, over the last several years, we've gone through a couple generations of these radios. We're now on the most recent generation, and we've added some towers. We've added some computer capacity and some communication between computers and stuff. So it's pretty reliable, but we still have a lot of weird dead spaces. Valleys where [City]'s radio can out broadcast our radios, and all of a sudden we can't talk. However, the interoperability of those radios is remarkable. I can put 15, 20 banks and have a bunch of different talk groups in each bank.

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								In the past, we'd have to pick a couple of fire agencies that we wanted to talk to, and then we would tune that in to our 400s. Right now, I have [City] PD, [City] PD; I can talk to the state PD. I can talk to [City], [City]. Anybody in the area, I can talk to on their channels or we can code to a common channel...
Technology - Positives_about-with	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: radio systems] ...So the interoperability of that information, or getting that stuff, theoretically, is awesome. It requires a lot of programming and a lot of coordination, and that fails, occasionally. So there's pretty much the state system. [City] has a system. [City] has a system. A couple of the counties have a different system, and if those don't coordinate how that technology talks - even though in theory it would work really well - when I change the channel, or change my tuner, or whatever, and I try to talk to them, it's not working, because it can't recognize that computer. It can't recognize that thing. So in our state system, since we're all our own individual communities, it takes a lot of coordination, a lot of people talking at a lot of levels. There's a good part of that. That means we're all talking. There's a bad part of that, a lot of errors.
Technology - Positives_about-with	FF	S	Manager	46-55	21-30	Male	FF-S-023	...at that time-- now this has changed, but at that time what happened is two more fire fighters went into the exposure building that was catching on fire, did a quick search but while they were upstairs it blow up on them. A lot of fire came down to the floor. Our more senior fire fighter says, "We got to go," ran outside. Well, he's fine at that point. Turns back and his partner wasn't with him. So he goes back in. Tries to call for a mayday, but his radio melted through. So he grabs his partner who was getting melted to the floor which is part of this too, so he grabs his partner bodily and it's kind of humorous because [Name], who's the hero here, he's only about yay high. He's a very small troll-looking dude, very, very strong. So he pitches out this guy that's taller than I am out the door. During that when his radio melted through, one of their two radios did an emergency broadcast and set off alarms. Well, [City]PD at the time just silenced those alarms and didn't tell anybody. So that was

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								information that you might have helped [laughter]. Now, we fixed this, but there are other agencies that are of dealing with that I'm positive...
Technology - Positives_about-with	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	SME S2: It's better. So we recently, is it the last two years, we switched radio systems? We went to a new... So about a year ago. So our communications prior to this switch to Motorola, we had a freestanding MACOM system. We could talk on a Mutual Aid, kind of regional-- are they the first net, the Reds? SME S3: No, no, no, just we are in the state's DTR system. They have designated specific interoperability talk-groups that all systems are programmed with. SME S2: So we'd go to this interoperable talk-group, [Name], a regional channel. And we would use that for all Mutual Aid calls. Sometimes it works, sometimes it doesn't. It really wasn't meant for us to run large-scale operations on, and we were, and sometimes you could have multiple events going on. Our radio system, because it was freestanding, didn't really interact with anybody else's and the range on it wasn't very good, once you got outside our four antennas really. So then, last year, we switched up radio systems, so now I have banks over the state channels. Is that correct?
Technology - Positives_about-with	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So we have the state channels now and on my banks of state channels, I have the ability, when we run with [City] Fire, I can go to their channels, their operating channels. When I operate with [City] Metro, I can go to their channels. When I head out east, I can patch together. I can have our channels patched to their channels and we can talk. Our biggest problem right now is we're waiting for one of the departments to absorb the other department. And when they do, then we will go-- right now, we're still using Red [City]. We're not using each other's channels because of these multiple comm centers that are involved. Once [City] Metro takes [City] and absorbs them in, they'll be one comm center. And we will then start going to a policy that states whoever dispatches the call, as a Mutual Aid or a dual jurisdiction call, will have oversight and we'll use that channel and we'll be able to switch over and start using each other's channels and talk on their talk groups. That'll make our lives way easier.

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Technology - Positives_about-with	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	I think really good. We work very closely with a similar size or smaller departments. We have a good working relationship with [City] Fire, but they're big city fire department, with a lot of big city calls, a lot of issues going on. We have some border calls that we work together. We don't do a lot of aid back and forth to each other. But I would say, otherwise, and especially now that we've improved the radio systems, that's made it even better. I think as our technology opportunities change, if we get to a point where our CADs are talking to each other, we could look at some-- we have some areas where dual responses, coordinated responses would work out really well for us. But it takes some time for us to have the comm center, notify a comm center, and then they process it. A call gets shipped out, and there seems to be some delay. Whether it's a training issue or a technology issue, not super sure yet because we haven't pushed that far into saying, "Yes, we're going to run dual responses together." But I think there's some opportunities in the future as money gets tighter, and that you just can't build fire houses wherever you want anymore. You have to figure out how can we work together to cover areas on the fringes of your protection area. So I think there's some opportunities in the future. It's just, okay, how do we work through that?
Technology - Positives_about-with	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	That beeping you heard is probably one of them texting me. So there is a tremendous amount of texting communication throughout the day. If it justifies more than texting, then we move to phone call. And if it's more than a phone call, then we move to a face to face meeting. A lot of texting back and forth all the time. So we do a lot of communication by cell phone, a lot of emails go out. I try to do when there's a lot via email or I'll just a cluster, push it out just because it's effective and I can show, yes, I did send you an email and here it is and it went out. So those are really my main ways of communicating with them.
Technology - Positives_about-with	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...a lot of times our chiefs only look at the internal resources and I'm lucky, after I left Arson, I went to training. I built a lot of relationships with the neighbors. I know what resources they have so I know how to

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								use those chess pieces too. Some of the chiefs have that awareness and some are just-- all of them are very well aware of what's going on in our city, it's just what else can you do? The move up module is going to be huge for us, so.
Technology - Positives_about-with	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: communication with LE] So they'll request entry. We can communicate on this. So we recently had a SWAT activation for a guy who had some hostages. So we had an in-sync commander who will do unified command post. And then, we'll listen to whatever PD channel they're on. And then, we'll operate on our own fire channels with our fire person. We usually only have the in-sync commander go to the PD channel because they really don't want us talking on their channels if we can help it. But we have access to all their channels. And within the last year, they've added our channels onto their supervisors radio. So they can come up on our channels now to-- up until a year ago, they didn't have that access. They didn't want it. All of the sudden, something happened where they couldn't get a hold of us and they realized they really wanted it and they've got to add it on to their radios.
Technology - Positives_about-with	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	The new radios where we have the ability to have our radio system and the state system-- so most of the, I think-- I'd love to give you an accurate number. There's probably 10 free-standing agencies that have their own radio systems. And everybody else is on the state system. For us to have access to the state system makes it nice because we occasionally will go out as a strike team. So five departments with five-like resources will go to an area as a strike team. And to now have radios where we can communicate or we can go to state interoperability channel and operate is fantastic. We didn't have that ability before. So it's really cool. The new radios are really nice.
Technology - Positives_about-with	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...So now having it where we can move to somebody else's tactical or fire ground channels, just makes it so much easier. Now we can communicate. I had no way to communicate other than red north east with the departments up north. And now I have multiple state channels that I can go to the top right on. So it just makes my life easier as an



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								incident commander.
Technology - Positives_about-with	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...Cell phones have made life better and life worse because I get text messages 24/7, whether I'm at work or not. And the belief is they know you're going to see it so they expect that you're going to answer it...
Technology - Positives_about-with	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: using smart phones] Specifically for us with the HAZMAT stuff, a lot of that stuff you can download apps now. So it eliminates us using the computers in the truck because we can just do it on our cell phones.
Technology - Positives_about-with	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: PulsePoint app] And we can listen to other departments if we wanted to.
Technology - Positives_about-with	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: MDT] But I think it's been pretty bulletproof, I think. It's rare. We still have a paper map book in back. I bet it's been over a year since I've had to look anything up just because it's-- yeah.
Technology - Positives_about-with	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	So we do have voice amplifiers on the side of our mask, so face to face communication is a lot better.
Technology - Positives_about-with	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...But so far, it's pretty descent. I mean, there are challenges, of course, talking with the Forest Service, totally different radio system. We have totally different [units?]. And honestly, our radio system is far superior than the Forest Service's, so it's like when you go back a couple of decades in quality. It's sometimes hard to talk to them and hear them. So that's a challenge, talking to these [inaudible] in the states...
Technology - Positives_about-with	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	There's more mechanism, but then there's that challenge. Right now, you have so much communication, and it's branched out that there's no consistency that now you're almost overcommunicating with people, and there's that app problem. We have so many different things that now you can't-- which one are you carrying? I can only carry so much stuff. I can only answer so much stuff. So now there's this distraction.
Technology - Positives_about-with	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	50-50 thing. Is it a tool or a weapon? But at the same time, that cop receiving a picture-- here is the suspect of the active shooter that just went to your school. How valuable would that be to every cop that was on duty that day?

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Technology - Positives_about-with	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: radio] I think this thing is an awesome tool... 50% bad, 50% good...
Technology - Positives_about-with	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...Recently, the police department and the fire department and the sheriff's department took our radios and we made them all the same so that we can-- where police has their main channels and we have ours, fire can now access police channels and police can access fire. So incident commanders can actually-- we can actually talk significantly easier now because of the way our radio channels and our trunk [inaudible] is set up.
Technology - Positives_about-with	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Tablet Command program] And so it's very intuitive. It's live, and it records everything just like all of our communications to dispatch. And the other piece is that you're getting this kind of Google Earth, top-down view of an incident, which is kind of nice. So not only do I get to see what my different-- my various resources, what they're doing and how they're doing it, but I can kind of have this overview map of exactly what my incident looks like from a bird's eye view. We're going to try to tie that in with a real-time feed instead of using Google Earth to utilize our drone to actually--
Technology - Positives_about-with	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Yeah. So that's kind of what the goal is, is to have Tablet Command interface with the drone. So let's say I show up, and I have the drone, and I'm flying the drone. The incident commander will be able to see... This is actually what you're seeing, and I could use-- it was yesterday or the day before, we had a pretty good working fire with a multifamily building that had a fire up in the attic. Well, now I could take the thermal imager, and I could actually show the chief, "Hey, here's where all your fire is. Direct the crews to go over there and cut a hole right there." So that has a lot of application... Yeah. The drones that we'll be using, they'll have the TIC mounted to the drone.
Technology - Positives_about-with	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So what we did was we were able to get our technology services division within the city who are our tech people. They dedicated a couple of people and about a year and a half of time to develop what we call a-- what is it called? It's not WebEOC. It's Situational 360 or something like

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								that. I'm not quite sure what it's called. And this tool allows you to see everything that's going on in the city. So every event is put in there. You can click on a map and it'll show you, "Hey, the [Name] are playing a baseball game today. Here's a point of contact. Here's where the event is." Is there alcohol being-- one of the things we thought was important, is alcohol being served there? ...
Technology - Positives_about-with	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Really, I mean, just from a basic level, when I first came on, only the chief and the company officers would have a radio. Now, everybody has a radio. Everybody also has a voice amplifier that's hooked up to the face piece that allows us to communicate face-to-face easier. While I'm talking like this [laughter] I now have the voice amplifier which makes communicating face-to-face easier in a-- what we call an IDLH environment. So--
Technology - Positives_about-with	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So now instead of the company officer calling dispatch to call the ambulance which is essentially a different company, a different entity, the firefighter can call the ambulance.
Technology - Positives_about-with	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...we currently use iPads for inspections, which has really significantly increased our ability to-- like any technology tool, we've had some glitches with it, but I think, overall, it's helped us.
Technology - Positives_about-with	FF	U	Manager	46-55	11-20	Male	FF-U-021	...At any significant incident, any type of fire, we get paged on 24 hours a day 7 days a week as well. So that's some of the technology we use as far as the pagers. And then obviously, face-to-face communication, phone communication, email communication, texts. And that's really about it as far as that type of communications are concerned. Probably the most utilized, I'd have to say, would be email. Probably, roughly 75 to 125 emails a day, back and forth. It's quick, it's effective. Text, very quick and effective as well. Less and less phone conversation.
Technology - Positives_about-with	FF	U	Manager	46-55	11-20	Male	FF-U-021	I've got an iPad that I can link in from home. So I can just log on to my computer from home see if I need to look at any files or folders on my computer things of that nature. So it's good and bad, it's good because it's convenient, but it's bad that you never get away from work.

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Technology - Positives_about-with	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: TICs] Those are, to me, they're paramount for not only fire scenes but for propane leaks, a lot of different things so it really picks up good heat signatures. So it helps if you have something involving a grill car with chemicals, ammonias, anything like that. So those are very helpful. Obviously they make a big difference when searching in hazardous conditions, trying to locate victims and get them out...
Technology - Positives_about-with	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: communications technology] Yeah, so things are getting better. I mean, there's a lot of stuff out there.
Technology - Positives_about-with	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Yes, Evenza Maps is pretty awesome. You can go in, and basically individuals will create maps. And then they can then make them available, so some of them cost money. Some of them are free. [Organization] has all of their maps on there. So you go in and pick a region. You download the maps you want. The other cool thing about Evenza Maps is for crews that are deployed to, say, a wildfire anywhere in the country, the incident command team can send those maps to the people's phones of the area they're working, and so they can interact with those maps. It's pretty awesome.
Technology - Positives_about-with	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Well it's finally robust enough that other repeaters will take over for that. But there are probably some spots in East [City] that were not covered. The [Name] Pass is tough. Highway [Highway] is really tough going to [City]. So it's gotten better, but that's one of the tough ones. And we had to switch to MAC channels so that we can talk to state patrol. They're not even on the same system as us.
Technology - Positives_about-with	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Oh, yes. I mean, yeah. We've got TICs. Our equipment is very well taken care of, very new. We're on replacement schedules now.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: specialized apps] Yeah, there are apps out there that will do that. You may or may not have to have them tied in to some meta database or information pertinent to your area. But, yeah, this is the cool thing about technology, right? You create this capability and then some firefighter or police officer somewhere is like, "You know what? This would be nice

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								information to have," and create the app and stuff.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: communication with LE] That they don't. What we have found since September 11th, is that after September 11th, public safety put out the word that, "Hey, we need a lot of help with this." And in short order, we got a lot of technological support. So there are the little black boxes or apps or software. You can pretty much make anybody talk to anybody. So that was part of it...
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: communication with other jurisdictions] So it really depends. Our first choice throughout the whole region, and again, pretty big region, is using the radio systems. The reason we like the radio systems, excuse me, is because we built those and the reliability is incredibly high. And they'll work when a lot of these other systems don't. Day to day, there's the cellular device where I can just call them. Or even the wired, the landline stuff. We have a pretty robust satellite network in this area.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: communication with other jurisdictions] So if all that other stuff fails, we have, like I said, a pretty good satellite-backed call so that we can at least talk from command centers to each other, in that regard. The technology that I see most of the guys and gals using every day is like the text messaging and stuff. So that seems to be the biggest one.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...The radio system, the current radio system is, I'm not going to say bomb proof, but pretty darn near. Very robust system. They've got a lot of the bugs worked out of that. And so it's very convenient system to use for a lot of our communications, disaster or otherwise. The cellular stuff that we have is good. And again, that's what most people use most of the time because of its convenience. But here in this region, we've experienced where saturation has caused problems even talking to our own devices. So we have the personal cells, but every apparatus has a modem in there. We have mobile computing platforms.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: NG 911] I see a lot of pros and cons with that. There's the potential that you might get good stuff or that you can communicate that stuff, as far as showing a receiving emergency room doctor a picture of the

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								crash, or the 911 center getting a picture of the crash, then you can gauge the level of response that would be appropriate to send to that...
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: psychological effects of NG 911] I think it'll only help. I think that'll only help... maybe it's because they're uniform dispatchers and they've seen some of this stuff. But I think the big problem that they have right now is not being able to see or not be able to know and gauge what the level of response is or anything like that.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So, I mean, we all studied the whole communications model in undergrad, right, as far as sender, receiver, feedback, message, content, and all of that. Those are where the breakdowns are, right? I mean the technology's there. Again, after September 11th, you literally get almost any device to talk to any other device. But coming back to our communications model as far as the people, if you're not willing to receive a message for whatever bias, or if the feedback loop is not there, you may send the message to me and either-- so our city has-- when we put out voters' pamphlets or something like that, I think they publish them in 32 different languages. So the message may be coming, but [laughter] if it's in a language that I-- I can't even recognize what language it is, let alone pick out some of the important words or something like that, that's a breakdown in communications, right? Again, an important one...
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Well, communication for us has been a major player when things go wrong. That's normally one of the-- probably the main, I would say, most common denominator of anything that's gone wrong in the fire service is the communication breakdown. So we use radios. The radios that we use are fairly good. Where it comes into issues with communication is when you're actually interior and you're actively doing something, and being able to communicate what's happening or what you're doing may not be as easy as it may seem. So plus talking through a face piece and into a radio mic, the clarity isn't the greatest.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Well, a few things have changed with communication is that everyone has a radio now versus when I first came on, there was minimal radios,

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								so not everyone had a radio. So a lot of things were based on face-to-face communication or they were based on an officer-directed communication. He would get information from the outside and then relay that to the members inside who didn't have radios. So there was a lot of face-to-face, but now everybody has radios. So that's one change with communication, which has certainly helped tremendously...
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...I think maybe different improvements in radio function or capabilities have changed. Radios we used to have years ago just didn't have the transmittable capabilities, didn't have as many channel selections. And they weren't really high-tech radios. They were very basic, which is okay too. But I think the level of high frequency versus very high frequency and those kind of things, the capabilities of radios have changed. But I think that our biggest change, just in fire ground operations, is that now everybody has a radio, and I think that has really changed a lot.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...what's really advanced, too, or helped us, too, is that having everybody have a radio, now everybody has the capabilities of transmitting things that are dangerous, whereas, let's say, you and I were upstairs and we didn't have a radio, we may run across something that should be good for everybody on the fire ground to know, and there's no way of transmitting that. So that's really improved. So I think that's improved the safety of fire ground, and it's helped us really stay aware of our environment and the progress.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: using tablets] Well, I think it'd be great. A lot of things that hit the fire ground or the fire service in general, especially with this new technology, we're worried about losing it. We're worried about it breaking. And then, at the same time, now you have to train firemen that are 25, 30 years on the job who-- they didn't grow up with technology, so now they've got to learn something. So those aren't easy tasks, especially if the technology they are using is a little more high tech than they're used to. A lot of different steps. A lot of different pushing this and pushing that. A lot of different frames that they have to go through to get where they want to go. The less is better. So in the more simple form and format is better

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								because anything that requires less steps are going to be better for us...
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	I think it's time. I mean, it's time to progress to those more sophisticated areas of communication. And one thing that we have seen happen in the fire service with interior tech is the thermal imaging cameras in which, if you wanted to go back to that one question, that technology is something that could be hindering to someone who doesn't understand it and doesn't understand what they're looking at, what color forms they're looking at, what does that mean. And that's improved. The ability to get a better picture's improved with the technology on the cameras...
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...I think with getting back to the tablet and some more of the more recent and up-to-date technologies, I think there's room for it as long as it's durable and it's user-friendly. That's huge. Because when we need the technology, we need it to be simple. We don't need it to be complex because we don't have the time to work through complexities in anything technology because our decisions are instant, and some things that we need to do need to be made. The decisions need to be made now and not in 10 minutes. We're not sitting in an office and trying to sort through different programs and analysis. We need to make a decision now. And so technology is great, but if it's complex, it kind of is counterproductive, so.
Technology - Positives_about-with	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	[RE: radios] They work better. I mean, there's times where they don't work as well, especially in high rises. You may not get out as much, but apparently, they're always working on that. Subway incidents are another hard thing to use radios at. They have phones in there for us to use. And now they've put repeaters down there, hopefully making in better. But it's definitely much better than it used to be.
Technology - Positives_about-with	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	[RE: change in technology] I think it's definitely a good thing to move up. The only thing with having more radios, we have to have better radio discipline. There's a lot of things that don't need to be on the channels. A lot of people like just hearing themselves on the radios rather than-- clogging up the airways when pertinent information needs to get through. I mean, you'll see. If you listen to our radio channels, there'll be



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								a big fire, one with a lot of messages. Then some other company - it's not even close - and all will be like, "Yeah, we're on the scene for an ambulance assist," instead of just hitting the button to let them know they're on the scene, right in the middle of an incident going down.
Technology - Positives_about-with	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	[RE: everyone having a radio] I definitely think it's a good thing. The rewards outweigh the downfalls, I guess, because if you ever do need help, it's only a click away.
Technology - Positives_about-with	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	It seems like we're definitely moving in the right direction. I know they're going to roll out-- for the medicals, I think we're going to get iPads soon where you can do all the information, capture patient information via the iPad, and then have them fill out their paperwork instead of being on paper like we still are.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	I haven't had any issues. I think our equipment is pretty much up to date. When we compare ourselves, you have to have a comparison to other people. Other big departments are pretty much on the same wavelength as us and we're vice versa with them. So I think our technology has finally caught up. I can't really think of any issues that could pose a problem, but we could be operating portable radios, for instance, in dead zones, high rise, metal, concrete buildings where you might not be able to get that transmission out. That's what's important because their transmission may be very important. It's important that everyone hears it.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Excellent means of communication and then I think that one is still in its infancy, still developing. Because you can also relay a very critical building components from preplans. For example, fire department connections, where are they at and where is the gas shut off. Where's the water shut off? How was this building made? Is it a light-weight construction? Is it a truss roof? It's giving you the information that would help use any sort of commander or the first officer arriving, help base your decisions, what your actions you're going to take. They send a lot of this information, has come about. Without that, it was all either guess work or you had to go and investigate how buildings was made, where

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								the sprinkler connection was, which side of the building we shot the gas off. Hit it just the-- what a great concept and I think, yeah, it's starting to evolve. We can put so much information on these computers for us today.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Well, things have changed. When I first came on we had the - what was that - dual band radio or [megahertz?] working at 154 whatever X amount of megahertz, now we're at 800 or digital trunked systems in there. I think that's a very big step, again, in keeping up with other huge metropolitan departments. And I think it suits us. It suits as well with the communication system that we have now. Again, it's not something that is not problematic. If things were problematic, you can sit here for quite some time and explain it at length. But if you're not having the problems, you only have subject of discussion.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Well, with that, the technology from the military, it spilled over to the fire service. It was a great example of technology. Thermal imaging cameras, those are used quite often. It has its benefit on the fire ground, and able to see things that we cannot see with the human eye. And also in elements of complete darkness which enhances our ability to find victims, or to find or locate where hidden heat signatures are, or indicating a possible fire somewhere that we just cannot see. It's a great improvement of technology...
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...on the EMS aspect, our cardiac monitors that we use for monitoring someone's heart rate. That has come a long way as well, as we're able to do more cardiac procedures from pacing people to having real-time information when people are innovative of how much O2 are they getting. What is their expelling of CO2? Diagnostic tools that help us in the field, again, the ability to save lives or identify a problem and correct it, and from any EMS standpoint. In the great technology that has come along in regards to EMS, 12 lead EKGs. We're doing these into the field where we're early identifying if there is a STEMI, or in layman's terms if there's an acute myocardial infarction aka the heart attack. We're being able to diagnose that and find that in the field, where they would have to

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								be transported to a hospital, have them do their work, and their workups. It saves him time. It buys him time and it gets him enough time to get to a cath lab, or however their cardiologist is going to treat the underlying problem...
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...Advances in just information in itself for many of us, perspective of CPR, the enhancements of CPR, involves in getting that word out to the schools and into public agencies and also the private sector to actually go and do-- have the skill, and again that's done through technologies. If we think of it, it's better coming out of that through YouTube videos. YouTube is very big speaking of technology with that. But just getting it out in the masses to the people for them to learn, which I think kudos for them. More lives are being saved today from cardiac arrest just for bystander CPR. Getting that word out. How did it happen? Technology.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Perhaps, we may have locators on our bodies through technology to find out where is Lieutenant such and such or five-- here to see where they are in actual real time on the fire ground, what floor, and in what room? ... for accountability purposes. What companies you have, who's in there and where? And also, it's evolving with our breathing component system too, with built-in heat temperatures, to know what environment you're in. What is the heat of the ceiling? Thermal imaging for victims. Air pressure in your tank. CO levels. It's all in your heads up display. Wow. Is that something? That's technology.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Cell phones, I think they're-- yeah, again, very useful. We all have one. We all carry one. If you look at the cell phone usage, job-related for use at an incident - at an incident where you have time obviously - where you're not googling or looking up things. It's a great mechanism if you had learn to-- "Oh, I forgot how to tie this knot." Go on YouTube. Various fire departments and well-known fire instructors also put out information in series or in format so you can use it as a drill, or call it up and doing searches on single family dwellings. So then we can use the technology as a form or basis of your training for the day...
Technology -	FF	U	Field	46-55	21-30	Male	FF-U-028	[RE: cell phone use] ...Hazardous material. Again, if you've got time, you'd

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Positives_about-with			Responder					sit back, "Hey, you know what, I got my phone here. Let me look up this product. Let me find some of the physical properties, characteristics of the spill or leak or whatever. How is this stuff going to harm us? And what do we do to rectify it?" Your ERGs can be pulled up, emergency response guides for hazardous material. Pull it up. I think arming you with more than enough information to handle an incident, and successfully to do so. But again, it weighs on time. So yeah, the cell phone is a great tool to use if you have time. If you're in haste, you cannot. So their technology would not benefit you. So calling and looking at my phone going into a fire will not happen. You don't need it. You don't have the time.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Going to an apartment building fire, for example, the only technology piece that I would find useful is the thermal-imaging camera and obviously the portable radios that communicate messages back and forth among people. Not overwhelming with messages, but enough to get the gist. It's what is putting the fire out, is using your hose line. It's not the computer. It's not the technology that's doing this stuff. We're still going into time-proven ways of doing things without the presence of technology. From that aspect, as a line officer, I look at that...
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...Later, down the line, you can use the technology to look at some things that again you may have forgotten. Things that are going to enhance your ability at, perhaps, another incident, learning new techniques, new practices that they have done. Try this cultivation of change, of technology. Using that in a positive manner for you and your fire department. But I've seen it from a different perspective, because during emergencies it's really not quite useful. But those are the technologies that you take for granted. The portable radio and the tech camera have benefit.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: portable radios] In the fire ground, they work well... They're pretty complex. Not during the fire scene. When you're back at the firehouse and then trying to get familiar with the radio changing zones and channels and programming this, highly complicated. But at a fire scene,

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								very user-friendly because we're sticking on one channel. While you're figuring that, fumbling through channels. You're operating on one fire channel. So to switch into two, "Hey, lieutenant. Contact me on fire ground five." And then you're like, "What the heck does he want?" One channel, keep it simple, no complexity. They work well during fire conditions.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: portable radios] I've never noticed an issue with that as far as you're looking at weight or user-friendliness. You never give it a thought. There was no problems. There's nothing to draw from is that I have a problem. I haven't had no problems with these. There could be a problem with the portable radio if left outside of your protective equipment due to thermal insult or a thermal exposure to it. Yeah. You'll melt the thing and it becomes useless, then you've got to rely on yelling, or if you're lucky enough, escape a pre-flashover. So if worn right, worn correctly, and following the procedures or guidelines of the fire department, it won't fail you. Most of those things that occur in the fire service, a lot of it is then human error and miscommunication. Communication is a big factor.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...But in terms of being able to phone a friend when I run across something that's difficult, Google is my best friend when it comes to making emergency calls. "[Name], I don't remember hydrogen sulfide's chemical properties." And so I can just Google hydrogen sulfide, and it'll give me the SDS, which is the way that everybody has to-- any hazmat, any hazardous material, it's a government regulation that you have to have, basically, a sheet on it that tells about the chemical properties, how it's going to harm people. And so I can look it up now on my cell phone. Before, we carried books. And we'd have to look it up and try to keep them current. But now, Google is my best friend. Or I can take a picture now with my cell phone and send it, and I say, "I don't know anything about propane tanks," but I know somebody who does. Take a picture of the problem, send it to them, call them and then say, "Hey, look at this and help me understand what I need to worry about, other than what I just-- is there some other--?" So that has really been a huge step

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								forward.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So that's really helpful as we move into-- and also when we have not necessarily our incident scenes, we can watch videos from others.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Which that's still fine because my MDC or MDT now is that we can actually remove it from inside and go. Because the command post, we can set up in a different location in the truck but most of time our trucks at the back of them are the command post.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Certain areas. But I'd say our repeaters probably are 95% good.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Uh-huh. So when they walk in they can see the fire conditions, the heat, how hot it is. Not just, "Hey, there's--" and then people, too. So it helps them search and know conditions. Although, I know that you can feel it but that's extra info. [talking about the TIC – thermal imaging camera]
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Right. Okay, so I'll tell you, when we were doing the RIT Pak training, the old style that allowed you to see their air, and there was also a device called a Pak-Tracker. So on our SCBA, currently, if I push a button, it will make a big loud noise. And we know that somebody could be hurt and then it's going to help us find them. So that's called a PASS alarm. The new technology, when you hit that, it actually transmits a signal to the command post. And it will show up and that person, if there's 40 people in this queued list, it will send them to the top and it will write, "Turn it red." So now I know.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...we had a boat call where they said, "Hey," and it was a river, a big turn, and they said, "Hey, we're stranded, water's rising." And the boat was headed that way. Well the drone, he happened to be on that. He had the drone and it was flying out ahead of him. I guess it can go up to four miles. So it was actually-- because they were really having to do a lot of turns and stuff, and it only goes so fast.
Technology -	FF	U	Supervising	46-55	21-30	Male	FF-U-001	...So as we get more sophisticated with the monitors-- and they were

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Positives_about-with			Field Responder					created for our use, because they're usually, "What is the monitor used for?" It's in a scientific environment, not being bounced around by a firefighter in a fire truck. They are making them more ruggedized, they give us more information
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	...And with the advent of cell phones, we quickly fall back on cell phones in a lot of those cases, even on emergency scenes, because the cell phones always work. And the cell phones have different functionalities that are beneficial to us, especially on those greenbelt, those wilderness rescues, where I can use GPS location, and use longitude and latitude and things like that to help my team, that becomes important.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Yeah. We just went through a new class with them about all these things that these radios can do. To us, at the end of the day, there's really not that big of a difference between the radios we were using that are 15 years old.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	They're much lighter. But we're talking a pound, I mean we're not talking, it's not
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	So, one of the single best things we've done in my career in 23 years is we gave everybody a radio. That's a great thing because as I mentioned when we started this, our entire discipline depends on talking on these things. Whether I'm inside, outside, in the wilderness, in a big tall building, my success to bringing that instant under control depends on me being able to communicate down on the radio. So now that everybody has them, that's a great thing
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	So giving everyone that fourth radio. The number of channels has great-- when I first came on the job, there were two channels. Right? One for people north of the river and one for people south of the river [laughter], and now it's now we have just hundreds of channels depending on where you are in the city or county or region or what have you. So that is very beneficial that I can get very specific by my region and probably the most important thing, especially since 9/11, is now I have the ability to talk to other public safety resources.

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Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Sure. But my point is, you would think, if that's the reason, I'm going to buy the iPhone 7, because I can find my phone when I lose it. Why can't I find my-- how much does this radio cost? You know?
Technology - Positives_about-with	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	It's not really been my job, but now that I'm riding up it seems to be pretty user-friendly and our com does a good job of updating them. And it seems great because you could pull up, if you forget a policy or how to handle the situation, you can reference even policy in it which is nice, so.
Technology - Positives_about-with	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	It's funny. We've had the same radios in [City] since I came in until about a month ago we went to these new radios. And looking at the new radio, they put some bells and whistles so like the microphone drains and things like that, but.
Technology - Positives_about-with	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	I have always worked in the same territory, so I know every street in that territory. And I think there's still a lot of-- technology's great. If I put that in my phone, it's going to give me the route that they pick. But I know I might know that I can take this alleyway, I can do this, I can do that, and be there a minute faster.
Technology - Positives_about-with	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	Well, I think that there's definitely a lot of benefit to them, especially with the radio system. I understand that the conventional systems just can't handle the amount of traffic that a trunked system can. And so with the increasing population and growing number of call volume we have, we need the trunked system because we don't enough frequencies available for everybody to have their own frequency.
Technology - Positives_about-with	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	...They do have the ability to search help topics on the CAD workstations. But for the most part, if they can't remember how to do something, there's at least six of them around so they'll ask and usually, someone knows, or they call the staff people and ask them.
Technology - Positives_about-with	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	Let's see. I think it probably-- it obviously it's beneficial because we're hopefully sending the closest unit so our response times have been reduced. I would think, without having seen the numbers, I'm pretty sure had a reduction in response times.
Technology -	FF	U	Field	26-35	11-20	Male	FF-U-004	...And now it would almost be impossible to manage that without this



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Positives_about-with			Responder					system. You can't know where everyone's at. But then guys also kind of get maybe lazy. They don't know. Until the computer tells them to go somewhere, they wouldn't know, right?
Technology - Positives_about-with	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	...our MBCs are mounted in the trucks or locked in the trucks, but we're looking at going towards tablets, so once you leave the fire truck you could take that with you. So more mobility, portability.
Technology - Positives_about-with	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	...because we run First Response for all EMS calls. So if I, as the officer, can take my tablet with me, go into the call as my guys are getting vital signs, I can start documenting that stuff live as it is, so
Technology - Positives_about-with	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	We're fortunate in that we have, on each of our rigs, we have at least one radio per person. There's a mobile radio and we have a pretty robust radio system around town. There's multiple agencies using multiple different frequencies and we're able to communicate with each other on a pretty easy basis.
Technology - Positives_about-with	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	Well, because I can get on the radio and talk to someone and it's more than likely going to be acknowledged very quickly. The communication is going to be clear even in times of very high call volume or very bad weather, there's usually no service interruption. I can recall throughout the years, where there's never been a time where radios were dead and we couldn't talk to somebody. There are a few unique circumstances where communication goes in and out but for the most part, it's a good system.
Technology - Positives_about-with	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	I can't really think of any off the top of my head. We got good radio communication. All the battalion chiefs carry cell phones on them. We have iPads on the units-- or at least, I think there's an iPad assigned to every station. And when we're going to do hydrant maintenance, we get on our little iPads and pull up a map when we can check them that way versus writing down on a piece of paper. That's a good piece of technology that we've seen in the past couple of years. The ability to do smartphones and for HAZMAT stuff, I can look up on my smartphone. Or on my tablet, I can look up chemical information. So that's been nice

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								as well.
Technology - Positives_about-with	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	Hydrants, I think there are plans in place to get those iPads to be able to be used for things like building inspections. The safety chiefs use them for IOJ reports. It used to you have to print off a packet of papers this thick and write everything in for IOJ. But now they've got a form-- an electronic form on their iPads.
Technology - Positives_about-with	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	We just recently got new radios. This is actually our second shift with our new radios. So there's a little bit of a learning curve with them. But some of the features on them are definitely more user-friendly. I don't know how familiar you are with the radios that we have, but there's an emergency ID thing where it changes channels and, basically, it's for if a firefighter goes down in a fire or there's a mayday situation. There's an activation button which they made a lot larger, so it's more user-friendly when you have gloves.
Technology - Positives_about-with	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	As of right now, we haven't really had an issue where it's gotten in the way with it being in our gear, whereas the flexible ones, they'll just move if you kind of bump into them. But, I mean, that's really all I can say about the new radios. But there are a lot of features on there that-- they ran us through a class and talked about it, and it's making it a lot easier on us, as that way we can program a whole bank of channels and we know exactly where each channel is, and we don't even have to open it all up to change through different zones to find whatever we need.
Technology - Positives_about-with	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	I mean, the radios, they're very similar to our old radios but they just have extra features. The primary zones and channels, it's all the same. It's just the radio looks different. But the new radio they added on a couple extra programmable features, which I know all the fire stuff and a couple of where the police channels are in case we need to switch over to that, but this new radio it's got us, it's got police, it's got the county, it's got public works, it's all kinds of stuff. So, I mean, aside from the channels, they kind of changed the size. The knobs are a lot of bigger to help out with the gloved hand kind of thing. Yeah. That's really about it as far as extra features. Like I told you earlier, the emergency activation

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								button's a lot of larger which may lead to a few more... Accidental. Yeah. That's the term I was looking for. Accidental activations. But I'd rather have it easier to get to when you need to get to it than trying to fight around with little small buttons.
Technology - Positives_about-with	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	...We also recently just got new air pack assemblies that once the department gets the software for they can actually track how much air is still in our bottle, where you are on the fire scene, what position that air pack was in in the unit. So it kind of gives you a little bit more of a better idea of who activated this alarm or a PASS alarm if there is an emergency. So, basically, it's got GPS on us now, but I guess the software hasn't really rolled out for that yet. Let's see.
Technology - Positives_about-with	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	But you can send it out there and up to five people can actually hang onto this little boat. It'll keep them floating, but you can't drag people in with the boat. So what we did to kind of counteract that was we have a long, I think it's a 400-foot reel of rope that clips on the back of it. And then you send it out, people grab onto it, we haul them back in. So it's actually keeping firefighters out of the water now. The only problem is that it needs to be a conscious victim, that way they can actually hold on. If they're unconscious, you're just running the boat out there to mark them essentially because they're not going to be able to grab onto it.
Technology - Positives_about-with	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	Some of the officers do use their phones a lot as far as taking reports. It just makes it easier than having to carry around a pad of paper and a pen since it seems like nowadays everybody has their phone on them all the time. So it's pretty hard to lose it. I can't think of anything really on calls that would make our lives any easier.
Technology - Positives_about-with	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	...The newer radios that we do have, the volume actually is a lot louder and it has built-in features where fire TAC channels that are actually-- even if you have the volume turned all the way down, they will always broadcast at least at a 30% volume. So that is a nice safety feature because if you go any lower than that, you're turning the radio off.
Technology -	FF	U	Field	36-45	11-20	Male	FF-U-007	...But like you're limited to how low your volume can go when you're on a

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Positives_about-with			Responder					tactical channel, so you can't accidentally or purposefully turn it down too low. You can mute that kind of nuisance radio traffic that you're scanning. You can kind of select to unscan it for a while. Yeah.
Technology - Positives_about-with	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	...Like on Google Images, satellite images, you can see very well where things are and it's just a square here and a square there. So it's just not as, I guess accurate as you would see on a-- at the bigwigs like at Google and such as.
Technology - Positives_about-with	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	Well, I guess automatically the computer feeds us the units, but we'll say, "Hey, we need this amount of resources--" well, we'll need a high-rise alarm if that didn't come initially. And so then, they put the high-rise alarm button, and it just picks all the folks sitting-- or high-rise second alarm or third alarm. And then it just automatically chooses the folks that are coming. So if we do have a high-rise-- working high-rise fire, smoke's showing, then we'll give a size-up, and then, just like any other size-up, you talk to people about-- but we give one from the outside. And then the first 10 units, their job is to get there-- and that's always, I think, 2 drivers-- they're all dressed already, and if we're going inside, as the first 10 at a high-rise, we're all going inside, I'm not staying at the truck.
Technology - Positives_about-with	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	No. I have a hard time imagining people being much further ahead than [City] is right now, in technology. At least I don't run into people that have more up-to-date stuff. I think we even-- some of the functions of our new air packs-- like accountability stuff, and air supply.
Technology - Positives_about-with	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	...But what it does is it shows me an overlay, like using Google maps, and then I can hit that address, and it logs the actual location GPS. And I can say that we've searched this house, or we've found this victim or whatever. Well, that all feeds-- and I can take pictures. That all feeds to the data center in the state for the state operation center so they can see what we're seeing. Using that on a more local or regional level would be really a force multiplier for the emergency operations.
Technology - Positives_about-with	FF	R	Supervising Field	46-55	21-30	Male	FF-R-008	Of course, GPS in the radios is a feature, but there's no real good use for the [inaudible] a commander or to track people. And it's good for me

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			Responder					telling you where I'm at, but usually that's not an issue for us. It might be in Colorado where you're going to send a five person team out for a day to go look for somebody. But for us, and even in a rural environment, we have a pretty good idea where we are.
Technology - Positives_about-with	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	But overall, I think we're-- we have better communication than we did back then. [22 years ago or more - 19:51]
Technology - Positives_about-with	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	...But I can take a million dollar aerial apparatus and stick in the air, or I could go and do \$1,000 drone and get that situational awareness. And then the ability to transfer that information to other people would be a key piece.
Technology - Positives_about-with	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	...So when you call them 911, and you say what is your emergency, "I've got chest pain," EMS call. Well, the computer system here in [City] [County] is set up where they hit a button, chest pain, the computer automatically, it doesn't require human intervention, says, "Okay. Well, this is the closest unit. We're going to send them," boom.
Technology - Positives_about-with	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	Yeah. It'll give you turn-by-turn directions. I think it'll tell you the quickest route per mileage. I don't think it tells you quickest route per miles per hour or anything like that because sometimes it'll send you on some back roads. It keeps track of everything, pretty much. So if it tells you to take one road, and you're like, "I know a faster road," and you take the faster road, it's going to mark in the computer system you deviated from where we told you to go
Technology - Positives_about-with	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	...It automatically updates if a patient's talking to dispatch. So they can be talking to them. They can say, "It's chest pain." Dispatch can tell them, "You need to take some aspirin." So they can tell us, "Patient already took three aspirin by mouth." So we know not to give them aspirin again.
Technology - Positives_about-with	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	He's big on his drones, so he does have a drone or two. And he's done a lot of neat stuff, but that won't work [inaudible] train. He'll fly it real high. We won't see it, and then it'll give us a different perspective of--
Technology -	FF	S	Field	Not	31-40	Male	FF-S-040	...Now, when we do those responses, the USAR program, we have our

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Positives_about-with			Responder	specified				own internal organic communications capability. We come with radios, and satellite phones, and cellphones, and all that kind of stuff. So within the task force environment, we have the ability to communicate amongst ourselves over reasonably large geographic areas.
Technology - Positives_about-with	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...It actually ended up being 94.6% countywide coverage, but that still exceeded their coverage commitment to us so we were pretty happy with that. And it was a huge improvement over the coverage we had on the legacy VHF system that we were replacing because the VHF system, as with many radio systems of that generation, had never really been an engineered solution. It was an evolved solution.
Technology - Positives_about-with	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...So we significantly increased the amount of signal they had to provide in that area to try and account for the urbanization that we're seeing. And then outside of that, we have an 18 dB area, we still have 12 dB area, then we still have a 6 dB area.
Technology - Positives_about-with	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...So shortly after we went on to the new radio system, we provided spot coverage solutions, vehicular repeater systems. Here in [County], we predominantly carry them on our battalion chiefs vehicles.
Technology - Positives_about-with	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	Well, the VRSs actually have enough smarts built into them now...But the technology has gotten to the point now where the VRSs are smart enough that when they hear a signal, when they receive a signal, before they transmit, they first listen for a second to make sure another VRS isn't already transmitting. And if they hear another VRS already transmitting then they mute out and don't cause that contention--
Technology - Positives_about-with	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	So it actually works very well. It's pretty slick system. So we use the VRSs to help mitigate our coverage problems. And that's really great as long as the battalion chief's there but it doesn't help a lot if you're on a call that the battalion chief's never going to show up on because if you're just running an EMS call in [City], and the battalion chief doesn't want every EMS call in [City] because if the battalion chief did, he would do nothing but run EMS calls in [City].
Technology -	FF	S	Field	Not	31-40	Male	FF-S-040	...I'm wearing my self-contained breathing apparatus, I can't see

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Positives_about-with			Responder	specified				anything. If my radio goes out of range of my trunked radio system and I can't communicate, I can just take my mode knob and rotate all the way until it stops, all the way to the right, and now I'm on a simplex channel.
Technology - Positives_about-with	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...But you don't even need to worry about that. You just turn it until it stops, you know you're on the simplex talk around channel. And then all of the other radios-- all of the radios on our apparatus are programmed to scan the simplex talk around channel.
Technology - Positives_about-with	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...If I'm there with a whole box alarm worth of fire trucks, the battalion chief has turned on the VRS or I can even remotely turn on the VRS. If the battalion chief doesn't turn it on, I can turn it on. I can go to the VRS channel on my radio and hit the emergency button. And in that case, that will automatically enable the VRS.
Technology - Positives_about-with	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	Right. The other thing that happens, that generally, once again, is a good thing, is our SCBA has alarms that tell us when we're getting low on air.
Technology - Positives_about-with	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	The particular SCBA that we use here in the [City] region is Scott Aviation SCBA, and the regulator is right here on your face piece. That regulator has what's called a vibralert in it. So that when you get below a certain air level, not only do you get an audible alarm and a visual alarm, but your regulator starts vibrating. So you physically feel it. And that's a really good thing in general because it used to be that all of our SCBA just have alarm bells on them.
Technology - Positives_about-with	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	In the SCBA, just when you stop moving. The not moving alarm. And changed where the emitters are on that. So now they're more on the back. And that's helped a little bit. Now, the radio folks have come up with noise cancelling technology that's very efficient at cancelling out a lot of this noise, even the vibralert that got-- because that's set to specific frequency. They've gotten pretty good at cancelling that out, particularly the Motorola products...If I don't move for 90 seconds or so, 60 seconds, whatever it is these days, they keep changing it, it's going to automatically activate. But if I'm in distress, I can push a button and just say, "Hey, come help me," by pushing the button.

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Technology - Positives_about-with	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	...Like I say, the technology and the radios itself has improved a lot. It used to be it was completely unintelligible. The vocoder in particular on the digital radios was terrible at isolating these background sounds, particularly when there is such a foreground sound, if my vibralert's right next to my microphone that I'm talking on. But they've gotten much better at being able to isolate that.
Technology - Positives_about-with	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	There is the weather because it'll alert us when there's flooding going to come within the area as well as when the heat's too high, and we have to cancel training when the heat gets too high. Also, there's maps so we can use it as a backup to get to places. In addition, our county has a M-Sent, an internal notification. When a call goes out on our computer vehicle that says, "Hey, Battalion Five, you have to respond to this call." I'll also get a text that says, "Hey, Battalion Five, you have to respond to this call." Just in case I'm in the men's room, just in case I'm at the Giant, on the supermarket, and I don't hear it on my portable.
Technology - Positives_about-with	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	...So Motorola has these, I guess, standard-issue batteries. And then they have extended-life batteries. Well, the extended-life batteries are great. I mean, they'll last you almost 24 hours depending upon how much you use them.
Technology - Positives_about-with	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	So all of those buggies have-- or all those vehicles have vehicle repeater systems on them, right? So with doing that, you then switch over to your vehicle repeater channel, [which] for [3?], it'd be [4?]. You go in as far as you can go from there. And then, potentially, you could run out of site of that. So it tends to cover out and up pretty good, but not so much down. So with a lot of car fires, parking garage, things like that, you hit the P2, P3 level and--
Technology - Positives_about-with	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	--I know exactly who's keying up. If they push the emergency button, I know exactly-- we get all those features still. Whereas, if we're doing line-of-site relay or talk around, you have none of that.
Technology - Positives_about-with	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	So WAVE is a VoIP solution, right, that's tied to our radio system. The advantage is I can tie into the radio system anywhere I got cell phone.



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Technology - Positives_about-with	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	So our portable radios now carry almost everybody in the immediate region in them and then some
Technology - Positives_about-with	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	Again, I think a lot of it is our management of the technology. We have these Getac tablets that we use. They're our MDTs. They work relatively good. There's been a lot of stuff going back and forth. First generation, we were doing Panasonic Toughbooks. Every Panasonic Toughbook had a cell card in it, so it was great. Your tablet or your computer had its own cell card.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	So the tablet is the biggest complaint. It's clunky. It's slow. I mean, if I can pull up my iPhone and get a map of the scene quicker than I can on there, then what's the point?
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Yeah, and actually the other night, we had a call. I was using the federal railroad one, and the map changed from street view to satellite view, which made it harder for me to get perspective on exactly where I was, and I couldn't figure out how to get it back. On my phone, on this one, it's very easy, but for some reason on our tablet, websites always look a little different.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Yes, we call [City] police or [City]. That's part of it. So you can click on the railroad. When you click on the icon, each crossing has a little dot, so you click that dot. It will pop up and tell you who runs the railroad. And you know who to call.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Yeah, so OneNote's been working pretty well.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Yeah. I can show you. It's typically who's on scene, what their assignment is, and events that happened. If somebody shuts off the utilities, we'll say, "Okay, utilities are off," and we'll check box. I think the camera-- I love that. You can see [who I am?] usually, working up to my PIN.
Technology - Positives_about-with	FF	U	Supervising Field	46-55	21-30	Male	FF-U-044	That's what I like about the whole zoom feature. I can zoom in because that way I don't need to go over here. I don't have to go click, click, click

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			Responder					to different things.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Different ones, so I have a whole different one [inaudible] charge this whole rescue team. For each tunnel has an address, so if we're going to [Street], I can just click on Division Z. It tells me who the person-- where's the contact person? Safety manager is [Name]. So I'll call [Name], "Hey [Name]. It's Chief [Name]." I just like having all my information readily available.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	So I've got maps, so yeah. That's what I really like about OneNote. That's why I like this better than the Drawboard. And first, it was definitely a work in progress. I knew what I wanted. I knew I wanted a tablet like this I could draw on and then hit Save and--
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	Right. And what's nice is on the tablet, it shows you the calling party's cell phone number. That's how I was able to call him. So--
Technology - Positives_about-with	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	--because it's not iPhone and I happen to be an iPhone person. But it's a Windows Phone so it does anything. You can browse the net, get email, we do what's called-- all the command officers around-- what's called the group 1 page.
Technology - Positives_about-with	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	...So I just went to Twitter and Twitter had like everything right away. It was transformer had caught fire so it was not a significant incident, but that was almost instantaneous. And I joked with the HSEMA people are saying that at that point in time, it was the most effective form of communication because there's 40,000 people at this baseball stadium and they were like, "Hey, there's a big boom. What's going on?" And everyone is twitting about it and everything else. I'm just wondering if that's one of the actual form of communication.
Technology - Positives_about-with	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	Basically, it does real-time call dispatching. So I live in [State] and most of the counties in [State] have it. So I have it for where I live just to know what's going on. [talking about an app called PulsePoint]
Technology -	FF	U	Other	26-35	11-20	Male	FF-U-045	We use Google Earth a lot. We have hydrant mapping in Google Earth

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Positives_about-with			Public Safety Personnel					and places like water supply. And places you could draft like if there was a reservoir or something like that. So we have that. We can tell the size of the hydrant, the amount of water you can get out of the water main.
Technology - Positives_about-with	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	No. It's on our network. It's a Google Earth platform. So the map is an actual Google Earth map. And then the hydrants and all that information is overlaid on top of it.
Technology - Positives_about-with	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	They've definitely gotten better. Yeah. Definitely gotten better. They're more varied. Like we said, you have more than one means. Before it used to be just a portable radio, now you have a cellphone, or you have another options. So you definitely gotten better. I think they're clearer. I think the elimination of 10 codes or I don't know what they did here before but the fact that everybody just speaks plain straight language, I think eliminates a lot of issues.
Technology - Positives_about-with	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	Yeah. Right. Why isn't this working that day [laughter]. No. We'll put a liaison officer with them, so they'll be able-- one of our people will up in the front of the ambulance or firetruck just like a navigator, so to speak. So that does works out. And all of the radios, like I said before, are interchangeable. So we can talk to them, they can talk to us.
Technology - Positives_about-with	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	I would have to use one first. And if it's a pain in the ass, then it wouldn't be-- I mean, our first TIC cameras are like this big. The batteries lasted like maybe half hour. Now, they've progressed where you could use the battery for an hour. And they're smaller and they're not-- I mean, I got one that hangs right here. It's just small. The problem with that is the screen's smaller. But it's color coded. The hotter it is, the redder it is. I mean, it's fantastic technology
Technology - Positives_about-with	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	... But I know we're about to speak on technology, but technology's helping in that regard, in my opinion, because you have tutorials and things for people that aren't so computer savvy, like myself, that help you walk through certain facets of it. And our department was a little slow on the uptake of having a shared drive where we can all access the

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								same things, but in the last couple years they've really stepped it up a notch. So it's getting better as far as accessibility to video or PowerPoints that people may have wanted to attend but couldn't, things like that. So we're starting to go in the right direction.
Technology - Positives_about-with	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Good. But there's always room for improvement. We're much better at radio communications, the equipment itself has gotten a lot better. Our frequency availability, at least from the chief officer's standpoint, I can direct companies. Say we had multiple fires in a close proximity, that could be an issue because we would get bleed over communication from a fire. And you wouldn't know if, "Am I hearing a guy that's in trouble at my fire or at the fire that's three blocks from here?" So we have the ability to-- we can offset that now by changing frequencies.... For instance, we go down into the subway and we've had some problems down there because of the amount of concrete and the distance from grade-level to below. And so we have different options now to use frequency-wise on our radios, as well, for that. So from a safety standpoint, we've come a long way, I think.
Technology - Positives_about-with	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Yeah. I mean, just way better now than it was 28 years ago. 28 years ago it was very simple. It worked, and I'm sure in its day, it was great.
Technology - Positives_about-with	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	They're pretty good. They hold up. At least these models, they hold up well to heat. They hold up well to moisture, from my experience, and cold, as well.
Technology - Positives_about-with	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Oh. Well, okay, so in my mind, I wasn't thinking of that in terms of communication. But I mean, we've been using them for years and they have helped an awful lot. And I'm sure they've helped many people be saved. They're a great piece of equipment. Well, in theory, they do help with communication because what I see, as long as I transmit to the rest of the guys on fire ground or at an incident. Sure. It helps. It helps big time.

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Technology - Positives_about-with	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Yes, that's for EMS. Yeah. And of course, all of our engines and our aid units have mobile data terminals. So, anything the dispatcher is inputting, we'll get on the screen immediately as that information is coming. So there's that type of information flowing... layers of- okay, this is the first-generation iPad. This is the second-generation iPad. And then, now we're transferring to Surface tablets because there's more stability in the platforms.
Technology - Positives_about-with	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	So we have that benefit of sort of condensing that technology and that user interface.
Technology - Positives_about-with	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	And then there was a vendor change, and a program change, and the stability became much more unified. And so now, it's very, very rare that your mobile data terminal in most cases will not function properly.
Technology - Positives_about-with	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Well, there's applications for hazardous materials, called the WISER App. And that's basically the same as the emergency response guide that gives information on known chemicals, what their characteristics are, what their evacuation distances are. There's applications for technical rescue, where it's basically just a review sheet of systems and tolerances and strengths of when you set up dynamic systems and rope or confined space, things like that. There's all sorts of applications for wild land interface and fire behavior and watch out standards. But the other big one is our pre-fire planning, so when we go out and do inspections, we'll look at a building, and we'll look at where the doors are, what the size the building is, and we'll enter that information into our pre-planning, and our fire inspections, as well. So if you're the occupant of this building, we do the inspection, you electronically sign, we email you the receipt that it's been done, and we'll see you again next year.
Technology - Positives_about-with	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Yes. So the idea is that when you show up at the call, you have already logged onto your tablet, and as you're doing interaction with the patient, you're giving that information, documenting that. And when you enter it, it automatically is sent to the hospital destination that you're going to. And so they will have that information downloaded while you're still at the scene, and the information is being sent and updated. So when you

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								arrive, they have the patient's name, birth date, information, and they can sort of start there documentation process. And everything would be closed out or is to be closed out when you leave the hospital. So there's no more coming back and writing reports. It's all done--
Technology - Positives_about-with	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	I think it's great. I mean, I think it's a very proactive approach for assisting in a search and rescue. I haven't personally used one in a fire and discovered a victim, but they've been very beneficial on other applications at car accidents to locate victims that have been ejected from vehicles, or looking at heat signatures on seats in vehicles that have been involved in accidents. If there's someone that should be in that vehicle that's not.
Technology - Positives_about-with	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	...If you wanted to reach somebody, we can see in our staffing, daily staffing, kind of software where everybody's at.
Technology - Positives_about-with	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	...We have department-issue cell phones issued to the apparatus themselves, so that we have, basically, as a tool to use on a response to take a photo or to get information from the pre-fire system.
Technology - Positives_about-with	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	...The technology in our mobile data terminal is pretty old. It's very reliable but the features are very, very basic. So we've looked to outside sources to download apps from third-party vendors to help us better navigate and route to the calls that we're going to get information. You can get a satellite image. You can get a 3D model in our city about basically anywhere in the coverage area.
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	... But they also have a call dispatching software on them. So if we're not in our rig but we have the iPhone or the iPad with us, it will also let us know a call has come in. And we can look at the call, see the address. It has a little mapping function which is very handy. So we have, basically, three forms of notification assigned to each rig. And then, also each firefighter and officer is assigned a pager.
Technology - Positives_about-with	FF	S	Other Public Safety	36-45	11-20	Male	FF-S-033	Yes. The Active911 app is the most commonly used program that we use on the phones and the tablets. And that's the one that will pop up, let us know we have a call, lets us know some of the basic information.

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			Personnel					That one does address, and it does some mapping and tells us what tactical channel we're responding on.
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	We also use the iPad and the iPhone for our camera. We used to all carry digital cameras around. So now it'll double as our camera, so. The iPhones obviously are the most compact. They're the easiest to carry around with you in your pocket.
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	... Since most people now operate computer, [literate?], and they can type faster than they can write. AutoCorrect's for spelling errors. It's going to look neater. It's going to look more professional. I think it's going to have more detail involved in them.
Technology - Positives_about-with	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Yeah. And drones can also be effective in telling you what's not going on. So if we get a full response to a fire in a commercial occupancy, we're sending 8, 9, 10 units. All responding emergency.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	... But then it's nice to have access because I can store phone numbers for different agencies, rather than having something written down or having to go through dispatch. For example, if we go to a white powder run and there's some threat associated with it based upon the location and/or the letter, and I want to make notifications to-- two of our standard are the bomb squad and our local FBI coordinator, WMD coordinator. I've got their phone number directly in my phone. It makes it really easy. So probably easier than not.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	...There are certain apps that we have on specific to HAZMAT, that I could look up stuff if I needed to as far as the Emergency Response Guidebook. And if I've got a UN number on the back of a trailer, I could use it to look it up. So there's definite advantages to it.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	...But they seem to kind of be getting, to some degree, smaller than what I first started with. We call them bricks because they were probably about that big. About that tall. Huge. They're manageable. They don't have that much weight and stuff, and obviously they're fire-- what's the word I'm thinking of? As far as, they're not an explosion hazard. [talking

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								about a radio]
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Yep. And the phone, everybody's got one. So for the most part, everybody's pretty familiar with that. The mobile computers have advanced over time and have more options than they used to, and so there's a little learning curve with that. But I don't think that was too difficult, really.
Technology - Positives_about-with	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Wherever I am, they can know that Lieutenant [Name] is right there. If I fall through a floor, next thing they know is that I'm on floor 22. The ability to maybe be able to track people with individual GPSs in our backpacks, in our radios, something like that. So at any given point that the command post, like you see in the movies with everyone standing around the big 3D, 3-dimensional, and you could see where all your units are, all your people
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S5] So with mine, I utilize both of mine a lot but the-- my work cell phone. So someone that's on deployment, he will text me pictures of what's going on there and a little bit of info, and then, in turn, I have it in that phone already, those pictures to where I can put it on Facebook or Twitter or whatever I need to do to have that information out. So utilizing it that way, texting again, whether it's texting because with the media or texting with the inner department. There's a lot of different uses with the cell phone.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] I actually use both my personal and my work cell phone. I use my personal cell phone for incoming calls and use my work cell phone for outgoing calls, sometimes. Texting on my work cell phone and then getting my email, a lot of times, at work you have orders that you don't-- that's a specific situation that's that dynamic. Most of the time using my cell phone for emails, back and forth. But it allows me to work pretty remotely or still conduct business if I'm in a meeting or even just do a lot more multitasking, which I'm not sure is a good thing but it's just sort of necessary.
Technology -	FF	S	Not	Not	Not	Not	FF-S-035	[S6] Now, one of the nice things that we can do with that is we can



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Positives_about-with			specified	specified	specified	specified		transfer data to somebody else. So as the EMT, if we call for the paramedics to come and then they're going to take over patient care, we can transfer all the data we already collected, vital signs, their name, just their medical history, things like that, we can transfer it to their tablets so they have that for their report.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S5] And the nice thing with that tablet is if you have people that you frequently see, you can also reference and get their past history. So if you put in their name and their birthdate, then you can do a search within that. So that's nice that way you don't have to rewrite it down. As long as it's-- you can ask them, is this current? Maybe you'll have to rewrite down their whole bed list, and all of their other past history, so that's helpful, as well.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] One of the biggest things about that tablet too that's really beneficial is that it time stamps a lot of things. So it time stamps when we're on scene, it time stamps when we say over the radio we're at patient side or patient contact. It time stamps when we do our vitals. It time stamps when the medics come back and they have to provide the drugs. They need time stamps of all that.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] It's evolving. I think, I never thought I would be texting in a relatively dynamic environment. I mean, I'm not in a life and death or emergency situation where there's a lot of information going back and forth. I never thought texting would be a good tool for that.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] And that's our lifeline in the hospital too. So when we transport a patient to the hospital, you're calling the ER to tell them, "I'm bringing you this, here's how far away I am, here's their symptoms and their vitals." That's all done by cell phone. It also provides connectivity to our tablets if we're away from the rig where the modem sits that gives you the interconnectivity to that tablet. You get so far away from that, you've lost your connectivity so you walk back close to it. So therefore you can't transfer data to the medic that's standing beside you with the patient. You would have to remove those devices and go back out to a rig. So we've recently got cell phones with the updated technology to get a wifi

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								hotspot. So if it's in your pocket, or right here on his gear, that's his work cell phone that has connectivity needed for that tablet to not have to go back out to that rig to establish connectivity any longer. Now you have it right in front of you.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S5] ...So another mode of communication is with our defibrillators, with the monitor defibrillator, they can do a 12 lead and fax that over right away to the doc. So from the call right there, they just can fax it. And they can take a peek at it and see what they see prior to getting to the hospital after. And with cardiac arrest, we can send that information. So there are routes other than just the communication that we're talking, more verbal. But to get that down to the docs is really helpful.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] Yes, there is. Active911. That's hands-down my favorite, I guess, part of the technology we use at work. It's just an app that pops up with the call. It's got the map, you can get directions to where you're going. It's got everything you need. And it's pretty spot on. I've had very, very few errors with it. That's massive.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] So definitely a lot of people will lean towards some of those commercial applications because they are a lot more user-friendly, a lot more dynamic, and pretty much as reliable.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] So RAADAR. Thank you. Geez. RAADAR. Like I said, I use that nonstop. So I'm on it all day. So I have it always pulled up at my desk. So I'm seeing everything that goes out. And then at night, I have it on often, too. But again, so that when the media calls, that's my first thing I go to so I can see the full description.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] We have the ability to have our EMS book, just our little EMS blue book that our policies and procedures as far as that goes. There's an app for that as well. It's very rare that you go on a drowning or whatever it is, and for some reason you haven't at time to review that recently. You can just open your phone and oh yeah. Okay. If this happens, this happens. Good. That's an option.
Technology -	FF	S	Not	Not	Not	Not	FF-S-035	[S4] But it doesn't do one-one thousandth of what technology could

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Positives_about-with			specified	specified	specified	specified		provide us. [talking about the legal pad as compared to technology]
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] Just the radio cord for an extended mic. Otherwise, the radio's down here, you can always just pick it up and talk into it. The microphone up here is an added bonus because then the radio can be protected in the pocket somewhere, right? The cord, it connects the two, and it's caught on everything.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] There's quite a few things that help a lot. One of them not everybody takes advantage of is kind of like the FaceTime on the phone. We've come across that a couple of times and it doesn't always pop into your head that if you send a couple guys into somewhere and everyone else is outside, you can call on the phone and explain all you want. But if they have the same thing as you do, then you can just turn it on and point it at whatever you're looking at and say, "This is what I see in here." And now they're seeing the same thing. It's not verbal anymore, now it's visual and verbal.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] Yeah, I mean, if he doesn't have an iPhone and I do, then, of course, we're not going to communicate. But if he has a certain app that will communicate with my FaceTime, then we can effectively communicate the same way. But turning that camera on and sending that video feed outside while you're in some sort of environment that not everybody can be in is pretty crucial.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] Our technology support is improving so that we are able to come up with good solutions that make it more user-friendly. So i think that's kind of a big boost lately.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S2] We were talking about mapping as well earlier where that can be really helpful when usually when the lieutenant that's in charge is looking us up, but they can see on the maps that we have where exactly hydrants are located. So that helps a driver know where to put the rig as far as getting a water supply for some things. And you're not having to search for that when you get on the scene in the middle of the night. You have a good estimate of where it should be at. So that's something that

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								gets put in everywhere.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] It's definitely huge to be able to look at that and know coming in, "Okay we've got a hydrant right here. Oh, something else we did not mention is pre-fire plans. Certain structures we can pull up on the computer and on our way in understand the layout of the structure. That's massive for us because you show up to an environment where you can't really see much because of smoke and whatever else. Well, we have a pretty good idea if it's anything like the pre-fire plan says, where we're going and what we're walking into, so.
Technology - Positives_about-with	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] Yeah. The TIC is extremely helpful in those very smoky environments, because you can find the seat of the fire, or you can see, "Hey, there's an individual right there that we've got to get out. There's a victim here. We've got to get them out."
Technology - Positives_about-with	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] All the way over to them in the report, they still have to enter narrative and explain what they did, but all their-- when they are responding, time they were dispatched, time they arrived, time that they had the patient. All that will be documented already in the report automatically.
Technology - Positives_about-with	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] Cell phones. Well, we use our computers extensively. I mean, all the record keeping. Nothings done in pen and paper anymore except bills that auditors require a signature on. And what's interesting is I think people have really gotten away from, even though there are administrative assistants, I really don't use one very much. Once you get on the computer, I can type my own stuff fast just as fast as I can dictate or anything else. We have all sorts of software to do different things. We have report writing, of course, the whole Microsoft package. We use Excel extensively. And doing that all-citizen of responses and all that type of stuff
Technology - Positives_about-with	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] So our coverage is excellent. It's not 100%, but nobody can afford 100% [crosstalk].

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Technology - Positives_about-with	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] .... And so, you can take-- if I invited you, let's say, your cell phone would become, as long as you have coverage, would become a portable radio where you could talk to other people's radio, and it's just-- we'd have to invite you. But if we invited you and accept, you would tie in.
Technology - Positives_about-with	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] [inaudible] with the new iPhone though, and the iPads that are out there, we're starting to download different apps onto those. There's a language app that I know the BCs put on their iPad that can even... Like a translate thing. They have the HazMat guide on it. There's some medical ones. Dosing ones. I know the medics unit has different things. So we were slow in letting what apps come on because the department of 300 people if we just say, "Hey, add any app you want," we're going to have too much...
Technology - Positives_about-with	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] Yes. And Google Earth and whatever they need to go to. If they need to look medications up that they don't have in their apps, they can just get on and look up a medication. And again, there is software running in the background, so if there is something inappropriate, they'll let us know.
Technology - Positives_about-with	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] ...I'd say we have a great communication system. I think this department is pretty proactive on if we see something, we're not afraid to try it. That's for one. We're not afraid to try things. I think as a whole, things are developing. Whether it's the MutualLink, we've got different departments that are doing drones now. And we've got-- we're looking at it. We have a group that's researching it now, but I think it will continue to get better how we get our information. I know that we just test it for a chief and there was a San Jose chief that are testing a dispatch drone right now. And when it dispatches, when the call comes in to go to a call, this drone automatically goes ahead of time and starts linking back the picture above it. That's where we're going to be in-- five years from now, I don't know. But there are so much more out there that's coming that's going to help us, that communicates. The guys driving can see what they're driving there. You got something floating over the building. They know what they're coming to while they're still two miles out. So it's

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								going to get better. But I'd say I don't think we're missing too much right now. I think we're pretty good.
Technology - Positives_about-with	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[RE: changes in communication and technology] Oh God, yeah. A lot better... Just we get the information, communication. Every firefighter death comes down to-- somewhere in that death report is a miscommunication that was done, so... The best we can do, the more we can communicate, the more information we can get out there, the better stronger radios. They're tracking guys now. The communication-- how your cell phone has the tracker in it. Well, they have those now so you can see where your guys are at all times on a large scene. So that kind of stuff is incredible to even--
Technology - Positives_about-with	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] Some of our ipads have the majority of it on. Some, not all the units, but some RVC ones have to where now-- in the future, the current system we're under if we get dispatched to a building that has a pre-fire on it, that fire captain's riding next to that MDT can push on the building. That pre-fire will pop up. We have started inputting, but we're a ways from fully integrating... But I think it'll make it easier for us to start getting those pre-fires and data. It already maps us to the building. It already automatically shows our route. That kind of stuff, how to get there. And again, the technology's there, and some of our iPads have already. Certain buildings you can just click on it--
Technology - Positives_about-with	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] What we haven't done yet, and one of the next steps is, so it maps us. It figures out drive time and the best way to get. But it's not tied into the traffic cameras yet. So we use [inaudible] as the base map for all our mapping, but if you could get Google Maps traffic to tie into it, based on the most up to date traffic, sometimes it will send us down the freeway when the freeway is stopped. So we still need to get to that level where it's real time.
Technology - Positives_about-with	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] ...Just recently was on an east side fire over with our incident management team and that one drone was able to save us an hour hike, basically, by putting it-- normally the crew would have had to hike up to go over there, put the drone up, flew it over it, was able to get a quick

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								look and determine that we didn't need to waste our time going up there, that we were good. It was able to help somebody the crew thought he was lost. It kind of got turned around. It was able to go up above and say, "Hey, all right. I can see you. Turn right, go to the end of the creek bed, come back across. Thanks."
Technology - Positives_about-with	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] Yeah, and then what the San Jose guy said is, "Yeah, just the fact that this drone just takes off and goes over this building that you're going to, send back more information you have prior to getting there-- what you're seeing, it's great."
Technology - Positives_about-with	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Yeah. So we use a-- there's this program called Metrics Toolkit, which is-- basically, all of our data is dumped into these Excel spreadsheets, and we can create pivot tables and do all of that sort of stuff using Excel.
Technology - Positives_about-with	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Some things will auto-fill for them, but some things like whatever the incident happened to be when they got there-- because it's often different from what it is at dispatch. We're dispatched to one thing and we get there and it's like, "Hmm, that's not exactly what we were dispatched too," and so they'll click the right box of what actually it was when they got there. So, I mean, I think they do a pretty good job of that overall.
Technology - Positives_about-with	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Well, there's Active911, which is a way to know what calls are coming in, so our firefighters use that quite a bit. There's one that [County] created called-- I think it's FirstToSee, and that is supposed to be something that can be utilized in a major emergency or major incident. And that's where community members can upload photos, so you can see what's happening in the community.
Technology - Positives_about-with	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	.... So we moved to Streamline, which is an app-based product. So that everything is stored in this app, and so you upload it when you get back to the office. You don't have to-- you can do everything in an app-based-- so you're not waiting for the Internet.
Technology - Positives_about-with	FF	S	Supervising Field	36-45	21-30	Female	FF-S-037	I believe so. Like I said, [Name] would probably be able to tell you more of those details on how the-- but just from the prevention folks, it was

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			Responder					very much a struggle, and so we went away from the Internet-based program and went to the app-based program so they could enter things. And then when they get back to the station, it uploads, which is great.
Technology - Positives_about-with	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	... We're going to pilot a program that's being used in Gig Harbor that kind of brings all the data to one place. We're not using it currently, but it's something that is on the horizon for us to try and see how it works. And if it works, then we'll move forward with actually doing that. But this program, the plan is that it will bring information from the [County] assessor's office, from the inspection program, and from Google Earth. So they get all of these different views of what the possible hazards might be in this particular building, which is going to be great [laughter].
Technology - Positives_about-with	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Think the good is ease of access. I think you can be a lot more efficient using your Microsoft Word versus your typewriter. I can make corrections pretty easily [laughter] if I make a spelling error or something like that.
Technology - Positives_about-with	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	So I think user-friendly is an interesting term because I think it depends on the user [laughter]. I think that they're user-friendly for me. I don't know that they would be user-friendly for everybody.
Technology - Positives_about-with	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	I'll just use Excel and the pivot tables for an example. I mean, unless you know how to work with pivot tables, you don't know what-- I mean, it's user-friendly to me because I know how to do it. If somebody didn't know how to do it, and you just gave them a pivot table and said, "Go for it," it's not intuitive. You have to have some background knowledge in order to utilize it.
Technology - Positives_about-with	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Well, they have the radio, they have the cell phones, and then they have what I call an MDC. Some people call it-- there's another term, MPS, something like that, but mobile data computer. So we have those in all the vehicles currently, and what that does is when Firecom dispatches the call, it pushes information out to that computer. So basically, they can see the address, they can see the secondary information on the call. Pretty much everything that the dispatcher's seeing, they can see on



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								their screen. There's some mapping features in there that assist with that if they need it. I will say right now sometimes I think the technology's moving faster than the equipment we have on the rigs because it's not completely reliable right now.
Technology - Positives_about-with	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	...the Active911 map. It has a mapping feature in there. You click on the address on the app and it will map out where you want to go. There's also some pre-plans built into Active911 that, if you're going to an apartment complex, per se, you can enlarge it and hit it and it will kind of give you a view of it, not only a block plan, but I believe that it's a bird's eye view of the way Google Map would take a picture of it. So you can actually get a look at the surroundings of the building.
Technology - Positives_about-with	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	Well, I would say that with the radio technology that has certainly made it better, I mean, exponentially just so much better because like I was telling you, not being able to communicate within our own district is a problem and now we could be in a whole other city and people are talking here as clear as you and I are speaking today. So that has been a huge benefit and it's a safety piece that was needed for so long. And with that new technology, we've kind of changed the way we do business on fires or bigger incidents. We keep our battalion chief in the vehicle, our incident commander stays in his vehicle back. Prior, he would get out without with his portable and run around and point fingers. Now they command from their vehicle. They have headsets they put on that's attached to the radio. So they don't miss-- we used to miss some radio traffic that was important because of the old system. And even the new system, I mean, you can miss radio traffic if you're not paying attention or if you're being distracted as an incidence commander. So now we've kind of focused on that that you have to pay attention to the radio because we have a great system.
Technology - Positives_about-with	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	We also have the ability to put premise notes in on certain addresses. So say we know that-- and we do that for EMS and caution. So say we know we have an elderly woman who can't get to her door, and she's hidden a key outside in a lock box and it's at this location. We can add a

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								premise note to this address that if the cruiser going, "Yep. We're going to this address. Here's a premise note. There's got a key to the front door in this lock box under the rock by the front door." Or if it's a known problem house that the police have identified as say a drug house of some sort, that can be added as a premise note. So maybe our guys are just going to an aid call to this address, "Oh, look at that. Here's a premise note. This is a known drug house to the law enforcement. We need to use extra caution because of that or stage out and wait for police to get there before we do." So there's a lot of different things we can get through that.
Technology - Positives_about-with	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	So on the squad, our systems are so dated. So Google Maps doesn't really work and they're not precise, so we rely a lot on our phones.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	We have the MDTs. I actually have an iPad, so that's how I track people on the fire ground which is awesome because I can now, as well as move-- the program that we have is Tablet Command
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	So I can keep track of people on that. It's got great mapping, because we're responsible for half the city. There's no way I'm going to know where every street is. So that's nice. And then the greatest things is, I can track people and take pictures and video all at the same time. So we can get good things especially because if it's an arson investigation, arson doesn't get there usually until after the fact, so then I can have some pictures before they get there. Sometimes help things like that. So it's been great.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	So other departments are using this for everything. They're using it as their MDT, their whole thing. And so it's really cool--
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	Yeah. So it's nice because you can do both while you're just sitting there in front of the building.
Technology - Positives_about-with	FF	U	Supervising Field	46-55	21-30	Female	FF-U-013	Yeah. And then there's other ways to look at things. They give you the map so you can figure out where you are. You can change the map so

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			Responder					it's like a Google Map. This is just a running log of it. And then you can also move your vehicles in here so you can map the people onto-- this one doesn't really have anybody on it so you can take--I think is that how you? Yeah, so you can move them where they are in front of the building. And me doing this doesn't mess up their event at all.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	Yeah. And if somebody else has an iPad, they can do it and they can map it their own way.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	Like the Google Maps or even the Apple maps on this is good. It's just because it gives you options, so then you can pick.
Technology - Positives_about-with	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	...So for every call we go on, you get a command channel and you get a tactical channel. And we can always add more to them to an incident if it's getting too big. And now the radios that we have right now, virtually hundreds of channels that are in different zones, and [they're?] like having your computer in your hand. B
Technology - Positives_about-with	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Yeah. And what's cool about that - and she probably showed you - is that every move that you make is electronically captured. So at the end of an incident, we just email the activity record and it gives us an electronic accounting of every move that was made.
Technology - Positives_about-with	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	In the suburban area, now that we went to the new P25 radio system, it has increased and enhanced their communications greatly because we are not limited just to one or two channels like we were in our old conventional system. Now we have talk groups so we can spread that out over the trunking system.
Technology - Positives_about-with	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	And then part of the newer technology we're rolling out is an Accountability software component. So we can do accountability of our firefighters and first responders on scene and to be able to see where they are, what section they're assigned to, who's assigned to what engine, and have level one and two accountability.
Technology -	FF	S	Field	46-55	31-40	Male	FF-S-015	... We have the capability in our radios to do the Bluetooth integration to

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Positives_about-with			Responder					the air packs, the health and wellness, that type of stuff.
Technology - Positives_about-with	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	.... So we're not having to a buy \$5,000, \$6,000 radio for every administrative person. They can have a smartphone or assigned one for every agency anyhow. They just have an application to where they can go, and monitor, and listen, and have an occasional push-to-talk through a smartphone. And it's already a device that's been given to them. So you leverage your rate of return, your capital investments.
Technology - Positives_about-with	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	... Pagers. I still carry a pager because it's not attached to any cellular network, and it's not impacted by civilians. So having that mode to be able to communicate or at least get information out that's not impacted by the event is huge.
Technology - Positives_about-with	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	When I go out to the big fires, that's what I bring back is trying to educate my leadership on what it takes to really pay attention and have contingency plans in your back pocket to be able to say, "Hey, this technology isn't working. Let's shift to this technology. This one is loading up, let's shift half of it over here to this technology," And do that load-bearing across the technologies that we do have that is functional, and do an assessment what's working, what's not working? And be able to leverage that. FirstNet's going to help with that, but it'll be some time to get people to understand how to do that.
Technology - Positives_about-with	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	And technology is allowing that to happen. [referring to 25:53 - And EMS. We're all striving for the same thing, but we have different ways to get there because of our background in our lane in which we do most of our business. Our day-to-day stuff is different in all three lanes of those disciplines. But we're getting better at bringing those together and going, "Okay. Let's meet up here." Now we need to make decisions in a unified command perspective. So I think it's coming. It's just slow type, and it's coming.]
Technology - Positives_about-with	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	From a data perspective, we're using the mobile data terminal. We're using the accountability software application. Bluetooth functionality from the radio to an earpiece. We're looking at Bluetooth

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								communications to the air masks to the radio so they don't have to put the radio up to their mask to talk. They can just do a push talk from a big button or their speaker mic. And it's audible through their mask. Health and wellness vests inside their turnout jackets.
Technology - Positives_about-with	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Q: So technology might get in the way, but it also provides a safety net in some ways. SME: Correct. It gives us the ability to have information.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	So I have to buy my own laptop computer. So that's very important, especially when I travel that I have my own computer. The department doesn't give me one. But I have noticed that some things are easier on the iPhone platform than on the Droid platform. If I'm dealing with documents, I need to forward something really quick, it's easier on the iPhone than it is on my Droid.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	They're 800 megahertz trunk systems. They have [inaudible] repeater to talk on it. And what we're going to get at really quickly is what's nice about that. Our tactical channels and our dispatch channels are all repeating. So that means anybody in the city, anywhere, can hear the tactical channel, what's happening on the fire ground, which is beneficial.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	I think in the past. I think right now, technology has really boomed in the last five years, and I think technology is worthy and an impedance here too, to technology. I mean, it's not technology anymore. I think the apps are there. We can almost do whatever we put our minds to. Technology is not holding us back, it's our budgets and our thinking is what's holding us back, our culture.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	... So the applications here of drones in a earthquake are huge because imagine if I can send a drone and it does a windshield survey for me through the air. Software that can detect if buildings have collapsed or it'll do a base survey, give you a baseline. It knows the position of every building. And then when the other earthquake happens, you send the drone out again. It'll pick up what buildings have collapsed because it'll notice what's different in the software. That technology is just about

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								there for that. And that could save me a lot of time, but I don't have anybody to operate the drones in emergency.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	So I wanna see a full-time drone unit. I think it would be very beneficial to the fire department. Probably three people with a van at a station that could respond 24/7. We can save lives. It's not just to view fires. That's nice. We're still going to go to it and they're still going to go out, so the video at a fire is nice. That's all. And we get to learn from it. It's a very good learning tool, after the fact. It could be good for the Incident Commander to see where fire progression's going and imminent building collapse and so forth. But where we could really make a difference is out at [City] where we have a lot of cliff rescues and surf rescues and we can send the drone over, locate the actual victim. Because we spend a lot of time searching for the victim because it's very difficult to get an exact location on a cliff where you can't see the bottom...So there's great benefits out there to save life with a drone, but we don't have the staff. I mean, can you imagine going to the mayor, "I'm going to hire three more people and pay the drone unit."
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	So you can put a camera on every rig and you create a mesh network, and I can see the arrival video of it, every fire, of every rig here. We don't have the money or the will to change. There's already our existing radio system and it's too big of an animal to try and change a \$80 million radio-upgrade project with Motorola, then to switch over to a different radio system called Wave Relay. And there's a benefit for Wave Relay, they can penetrate the ground, so they can do the camera aspect and I can instantly see the arrival video in the operations center, where at home on my iPad. These are great things that technology can do, but how do you change an existing system such as a emergency radio communications and go, "Oh, we're going to switch to this new system and invest all this money." And the Wave Relay technology probably isn't there commercially yet. They probably can't deploy it on a commercial level but it's amazing what Wave Relay can do.
Technology -	FF	U	Supervising	46-55	21-30	Male	FF-U-016	Yeah. That's doing a windshield survey very quickly. Faster than a drone.

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Positives_about-with			Field Responder					It makes drone obsolete if I can do it by satellite.
Technology - Positives_about-with	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	Yep. If the satellite can do it for me and I can do it by district, it knows what my districts are, I can preload the districts in there and it'll tell me, "Tie-in seven is no-collapse building, but Tie-in six has 10 collapsed buildings." That's helpful.
Technology - Positives_about-with	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Well for [name of jurisdiction] we have the fire code official he has a department issued one and then we have a duty phone that basically if someone calls the station then it will link through their cell phone if they're out in the field they're doing something so yeah.
Technology - Positives_about-with	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Yeah it's been a great program as far as cost effective for us and it's working out really well.
Technology - Positives_about-with	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	...It's a it's like a cell hot spot but it's public safety grade with an external antenna so I have a WiFi signal constantly out of my car that's good for 50 to 75 feet from my car.
Technology - Positives_about-with	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	The satellite dish a portable satellite dish that's our backup for here if we lose our fiber but in the field you can hook whatever you need to because we have a voice override telephone in the case with a satellite dish. We have that technology in the field when we don't have a cell signal which in the mountains here is soon as you get north of town 5 miles you start losing signal.
Technology - Positives_about-with	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	So anyways you go through all these cards these are the phones in the racks so I can dial a number a secret number and then listen to the prompts and change these without looking at a computer screen by pushing buttons...
Technology - Positives_about-with	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Yeah so we can talk to them without having to have a 700 radio which is really expensive and the user fee is ridiculous.
Technology -	FF	R	Supervising	Not	Not	Male	FF-R-046	So we have a volunteer communications guide who has a computer and

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Positives_about-with			Field Responder	specified	specified			can change it wherever he is. My MDC in my car, my tablet this computer has kind of a game computer other than the one that is on the graph itself and then this one and but you have to have the software on the computer and passwords and stuff.
Technology - Positives_about-with	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	... So the iPads have cell service on them and are connected to active 911 which has mapping and we've uploaded all of our hydrants on there as well onto the maps so it's actually pretty accurate with those locations so we can have a better we can kind of look at the closest water supply when we're coming into it a house or whatever and that kind of thing.
Technology - Positives_about-with	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	...there's so many additional hazards that the responders face out there added on top of it so what we've been using between the radios, hand radio we've also started using [name] units which are similar to the spot units for tracking of our members and our teams. The nice part of the [name] units is that we can actively track where they are out in the field where it will send a location and it also has freeform text messaging so they can either say if they've lost all other communications to the satellite they can then request a helicopter there to their location which will then give us the coordinates and everything and we use this summer actually on a rescue where they were I think 30 miles out a canyon where we didn't have radio communications and I was actually at home and received a message on my phone that they were just letting us know that they were okay. And I was able to relay that to Chief [name] as well and then they uploaded it or they brought it up so that they could see where the teams were in the field. So that's been a pretty good tool for us just for peace of mind especially from an incident commander's perspective knowing where your people are and it gives them another way where we can kind of ping them and see. Also our dispatch center has access to it so Chief [name] has brought it up at the moment but they can then see on their computers down there where they are or ask questions just to check in.
Technology -	FF	R	Supervising	Not	Not	Male	FF-R-046	So we have that loaded [ERG] on there and the nice part about it is with



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Positives_about-with			Field Responder	specified	specified			the search features it's actually quicker than kind of thumb through the book. You can type in whatever it is the number and pulls it up really quickly so yeah active 911 has been good for us.
Technology - Positives_about-with	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	So yeah it depends on kind of what kind of searcher or rescue that we're going out on to how frequently we'll have them you can change the points but each one of those points that you can see that's highlighted there if you click on it, it'll tell you the lat long altitude all sorts of different information about it and then you can also change the mapping to show kind of a more aerial image and the maps that are loaded on that are actually pretty clear where you can zoom in and tell the different terrains.
Technology - Positives_about-with	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Well the neat part of the [Name] units is that you can pair it with either a tablet or your phone and then it goes through the satellite so that you actually have access to it while out in the field and so you can actually pull up these maps if you don't have any other communications and see kind of plan your route if needed.
Technology - Positives_about-with	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Well when I started here in [Year] we had a limited number of brick portable radios and mobile radios on all of the fire trucks and we had huge pagers. What was interesting back then those big brick radios worked really well. A lot better than today's radios and narrow bandit for this terrain.
Technology - Positives_about-with	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Better by far. We never used to be able to talk on the other side of [name]. You can be in a certain place with a hundred watt mobile radio and talk but now it's you can hear almost the whole valley over you.
Technology - Positives_about-with	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	And through [system] with a link in another Sheriff's office in [county] I can turn my phone on and listen to [name] ambulance's traffic when they call us for a rendezvous or whatever so that's really nice.
Technology - Positives_about-with	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	No but the [name] thing is another tool that for me like back at the fire academy if I hear a call or see a call come in on the phone I can then turn on the radio and monitor the traffic back at the fire academy and see if it's anything that I can help with from back there and we have we

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								can communicate directly with each other and it basically just gives us more tools when one goes down that we can then access another one to kind of communicate with each other.
Technology - Positives_about-with	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	... other times I'll have the CAD status on and with this this is exactly how the CAD system works that they have like if I want to know here's a wildlife call. If I open it and it comes up up there and then I can read the comments and I can do this in my car. I try not to do it while I'm driving you know so it's a cow, moose she's been around forever with the leg that she doesn't walk on anymore.
Technology - Positives_about-with	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	And they're pretty good about that so we get medical pre-alerts so they get us notified really quick and that comes up on active 911 so we know where we're going and you can look at it on the map on your phone which is very helpful and you can see who else is responding if they remember to push a button...Any way you can see who else is responding, who is coming to the station if you want extra staff if you're going over to [name of location] for something really bad you may want to take an extra person or two with you so that works really well.
Technology - Positives_about-with	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Each of our stations has a big screen that has active 911 on it so you can look at it and see who is coming.
Technology - Positives_about-with	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	When it comes to technology I definitely have a few ideas that I think that will be kind of in effect here soon. I think drones are going to be one of those things that are going to affect emergency services in general and we've got a drone for search and rescue with infrared. We just approved a camera, an infrared camera for that drone, it's our local emergency planning committee and that'll be great for searching for lost people but also for wild land fires, seeing hot spots that kind of thing and then major incidents where if we need to scan a big area where big car accident where people have been thrown from a vehicle that's an option as well. The other thing is using drones for mobile repeaters I think will be something in the future. So a lot of these canyons where we get restricted being down in them we can launch a drone that would

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								then relay that radio signal out for us and so I do think that that will be a possibility here in the not too distance future.
Technology - Positives_about-with	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	... Overall I mean technology has made our jobs better and improved the safety for the citizens and that kind of thing.
Technology - Positives_about-with	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Technology's a good thing as long as it's reliable... You know we've been using this for 10 years now and you know on [name of application/system] you can share video and you know photos just like [name of system] is supposed to be able to do and you can use it on any phone. You don't have to have an [name of system] phone which is going to be a huge issue so yeah technology is good if it all works together and is stable. That's great.
Technology - Positives_about-with	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	...then just recently we got a new app it's called [application] and of course we have to pay for that as all departments do but it'll page you out as a voice it'll come up even if I got my phone on silent it'll come up right now and you'll hear the dispatcher tell you where the call is and all that. You can map it now, you can it'll give you a text, it'll give you an email, it tells you it's got three different options where it says hall, standing down or scene and my fireman can look at their phone and hit one of those and that'll let me know that okay I've got two going to the scene because they're closer, I've got four coming to the hall and I've got five standing down so I know as soon as they hit that phone who is coming and who is not.
Technology - Positives_about-with	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	...before that we just had pagers but the only mapping system we have as far as like on our phones now is that new [application] app. It actually you can map I can map every hydrant that we have in town if I took the time and did it you know.
Technology - Positives_about-with	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	...So it helps with a lot of confusion. Let's see we've only been on this app for 2 or 3 months maybe 4 months no about 4 months so it's still relatively new. Prior to that we were using what was called [application] another app and then we still have the text messages and a phone call

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								that would come through but through that we just see the deal and look at it and go and we didn't know who was responding so what we were doing is we were on the phone and calling are you coming? Or calling the chief saying hey, I'm at least showing up you know and then or if what I would normally do is I would call the dispatch and say I am in route to the station.
Technology - Positives_about-with	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	They're getting better. They're getting better. We do have pretty good service out here. We have a cooperative cellular company that does pretty good in our immediate area and there are some outside services that do pretty good too so it's usually not a problem. I mean we do have our dead areas that I mean we get down along the river and not much is going to work down in there.
Technology - Positives_about-with	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	I have maps and stuff on my phone. It's not through the department but if I ever needed to I could pull it up. The [application] app does have a mapping part on it to where they can with the E911 systems that we have in place now that dispatch can pinpoint that call for us and then if we need to we can map it out. I personally have not got to use that on the app yet but I think that is a very helpful thing because a lot of times even though we are on a a 911 you know addresses out here you know and all of our roads are marked...
Technology - Positives_about-with	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	...On another department that I am on [City] they have one rig that does have a headset that is very beneficial because the guy on the back can say hey you know we need to go over here where if the guy driving can't see it but then the guy driving is the one communicating and can listen inside. So that can be a problem you know if we're out and just not being able to hear our devices.
Technology - Positives_about-with	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	... Our radios at my metro job we have very good traffic within a structure fire commercial buildings and residential buildings. We have the capability of sounding an alarm device on our radios if we're in distress.
Technology - Positives_about-with	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	That's right, that's right and technology fails. I don't think it'll ever happen. There are things out there that technology has helped us stay

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								safe with thermal imaging cameras.
Technology - Positives_about-with	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	... A lot of people just thought TIC's, thermal imaging cameras worked to find fires no. You can use that when you're looking for an elderly person out here in a rural area that's ran off, an ejection from a vehicle. I found a person out here that was ejected from a vehicle out on a dark country road. You know I will say you know technology has helped saved lives and keep us safer.
Technology - Positives_about-with	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] ... If you can't find it but if they know how MDT, MDT does have a map on it. You can pull a location up on there. It's not directly like your phone will give you turn by turn but it will give you a good view of where you're going.
Technology - Positives_about-with	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] With our radios we kind of everybody's the good thing we're all kind of as one in sense of working together so we do have everybody radio channel in there so we can switch over to [name], we can switch over to their radios if need be.
Technology - Positives_about-with	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] The same way we have their code blue so where we can turn up their frequencies if need be because certain stations we're kind of right on that borderline where we will share our territory a little bit.
Technology - Positives_about-with	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] ... We just got new radios in the last two years so we've been issuing them out to everybody and these radios have bigger buttons on them and a lot of the issues. You wearing gloves, you're in full gear really turn it and fix the buttons and everything but now with these we haven't had too
Technology - Positives_about-with	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Yeah for the most part we don't have any radio issues to my knowledge of they know how to use them.
Technology - Positives_about-with	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	We switched to the 700 system pretty much last year because we have a 150 megahertz system. And in the terrain we're in it works pretty good. Portable to portable. We've got multiple tower sites and repeaters and Vodor systems and it's kind of complicated but it works until lightening hits it and just fries a bunch of it. And the last time it took out most of it. And we're still trying to put it back together. That's our main dispatch

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								where we get our tones from. But we switched to the 700 system that the state takes care of. And other than some dead spots particularly in certain buildings it does okay other than its alerting feature, we have... we have 11 stations. Each of those stations are supposed to have a different dispatch tone so that you don't wake up the whole [County] because one of them has to go to a first aid call.
Technology - Positives_about-with	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	If they don't have one, they don't get that service. But other than that, no. I mean none of us complain about the fact that we're using our own. You know? It's a nice feature for 2 reasons. One) I don't have to carry the radio. Let's say I want to go to dinner which I carry mine if I'm in the [County] but if I'm close by, I can leave, you know, I can leave the radio outside. It'll--there is a delay in it though. The text messages, some of them come before the tones do because as soon as they're generating the call it'll generate the text message. So we'll--a lot of time and I've got a couple of people, we call it across the concrete divide or the road between the two, as soon as they get a text message they want to start calling on the radio do we have a call?
Technology - Positives_about-with	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Not understanding they're still building the call. You know if you get the text message and you're that worried, go get in the truck and wait for them, you know to tell you to go. But... used to the Active 911 would hit first. We'd get an Active 911, it tells you what it is, where it's at, same thing the text message shows but Active 911 actually builds you a map to where--from where you're at to it. It's helpful. You know all of those technologies, they're--one's extreme, you know one does a whole lot more for you, one does a little less. I can, on Active 911 I can hit a button and then I'm going.
Technology - Positives_about-with	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Well I own my own and I have the latest version of the iPad Pro. I think the others probably have Airs or Air 2's. So I mean they're functional. We're not having any issues with those. Over there you can find everything from the latest Samsung and you know they all have something. They all know how to make it work for what we do. But it's not the primary communication, you know, on a scene. If we got out on

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								something that's long term, we have Wi-Fi hotspots, we have computers that we could bring out. But in terms of it showing up on the truck or you driving down the road, getting the information you need, it's not happening for most of the people.
Technology - Positives_about-with	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	... There's also, speaking of technology, there's different apps that are out there. We happen to use one called Active 911. They put the information in or when it's entered into their CAD because it's an integrated CAD, then it automatically sends it out to a list of us that are, you know, that are on this list. I guess it's either volunteer or we work here full time or work here part time and it gives us some of the pertinent information like what type of call it is. I give us, of course, the date and time that we receive it. The address, gives us our cross streets. We tap on the address itself, it'll pull up either Google or Apple maps whichever you have it set to.
Technology - Positives_about-with	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	And typically it will show where you're at and the quickest route to get to that location that we're being dispatched to.
Technology - Positives_about-with	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	... Speaking of technology when the CAD dumps the information in the system or whatever we have what we call Firehouse software, it's just our software reporting system, software that we use, but it also is integrated with something to do with the CAD or whatever and so we get our calls, I don't have to call over here when I get back and say, okay, what address was that and what were my times and for all the different trucks 'cause, shoot, there's 9 different substations in this [County] and we're all one.
Technology - Positives_about-with	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	Up here it seems to be fairly easy. I would consider fairly easy because our radios all have everybody's channels programmed into them and we can just go to their channel if we're not already scanning it and communicate with officers if we're going to a wreck or something like that or if it's, you know, we need to get in touch with them because we may get--they may be, you know, somewhere else in the [County] or they may have left with patients from the [County]...

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Technology - Positives_about-with	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	I mean we have things that--like thermal cameras that help us see. It's kind of like a video camera. They--but it's not like looking through a video camera. They detect differences in heat so like sitting here I could look at you through it and I could make out like your silhouette or whatever because your body temperature is different from the chair you're sitting in or the floor you're standing on or whatever. That's a technical, a technology that we use to help us to do our job. Of course communications... just about anything, wirelessly, I mean there's technology in air packs now that... can tell me, like if I'm the incident commander or whatever, I could have a tablet or some kind of electronic device that could tell me who is at what location by their GPS.
Technology - Positives_about-with	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	I could see how much air pressure they have left in their bottle. I would know whether they're like, you know, in distress or something if they set off an alarm or whatever. And so there's a whole lot of technology. The worst thing about that I guess is the price tag that's on them when they first, you know, hit the market. And of course may be like most anything else, being a government agency, you usually have to go with low bid I understand but I don't agree with. But it is what it is. I can't--I'm not the person to change that. Not singlehandedly. But... anyway. So.
Technology - Positives_about-with	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	Yes, Ma'am, there's several. We use the Active 911 app that is the one that I was talking about a while ago that gives us mapping and tells us about the call, where we've got to go. It usually gives us the shortest route. We can do some pre-fire plans and inspections on tablets if we have them.
Technology - Positives_about-with	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	I know at the fire department I work at full time, we do that through an app on the tablet in an iPad, go in and do inspections and we can even, you know, if we find some kind of life safety code, we're not the enforcing agency, we just doing like a courtesy inspection, say the exit sign is not working, whereas if the [Job title] comes in and finds it they're going to say all right you've got so many days to fix that. And then they're going to send somebody back in so many days and it had better be fixed, if not then they may fine you or whatever. Whereas when we



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								find it all we say is, hey, this is an issue, you need to take care of it.
Technology - Positives_about-with	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	But we could take a picture of it with our iPad. I can attach the picture to my inspection that I did and show that it's not working and I can email it all to them from right there on my tablet. I don't have to get back on the fire truck. I don't have to get back to the fire station. I can do it standing in their business basically.
Technology - Positives_about-with	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] Kind of thing yeah, which is kind of crazy. So as far as that goes then, we have what we call hand held units or walkie-talkies so to speak with portables. They have same capabilities usually but now it is away from the truck and we have it in our pocket or on our hips or on a chest strap of some sort that we carry with us so we can stay in constant communication. And then obviously we have our cell phones and i-Pads and laptops, things where we do write reports on and medical reports on that kind of stuff and it is all monitored through a lot of company especially this stuff when we do a medical report you know the big leagues and the CEOs of our company can monitor and watch it, they do what they do quality assurance and things like that to make sure they are done right and are following protocol.
Technology - Positives_about-with	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] I mean I can click on this app and I can look at all the incidences around the county that had gone out. If there is a particular incident that's close to me or how I have it set up in the app, I will see it come up and say this station is running a fire call and I can respond with it.
Technology - Positives_about-with	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] And once I am on the scene and they see my face and they take a head count for accountability, then that's how we get our payroll. But I can use that app to respond to that call.
Technology - Positives_about-with	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] We just now started using that app where we can check our trucks off by this app and now all our tank chiefs and our fire chief can see us doing our work and we can make notes on it for repairs or a light bulbs need change or something needs service or whatever, they all see that now we are all on the same page instead of having to email it and email it to the chief and it goes to another chief and it goes through a

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								mechanical job, we dont have do the round robin with email anymore.
Technology - Positives_about-with	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] Everybody sees that follow up at one time.
Technology - Positives_about-with	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] Yeah, yeah, with the just ridges themselves and get down in the valley sometimes it is difficult to get out but usually now we can at least if we're on our hand held unit, we can go to our truck and still be able to get out.
Technology - Positives_about-with	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S1: So you get the information here in the station? Or can you get it as on the road too? S4: Well, both. If we are here at the station they send a certain tone out through their system and activate some alert system here and they give us a preliminary dispatch, an EMS call for a seizure, okay so we get in the truck, we go respond to and then we do a secondary dispatch that tells us it is a seizure with somebody who has history, somebody with epilepsy or it is a febrile seizure for a child or something of that nature, give us a little bit more on the secondary. But the initial dispatch is to get us to the truck and get us on the road and then kind of build this thing.
Technology - Positives_about-with	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] Yes, it has a small tablet about this size may be little bigger and it has a lot of the dispatch information on the screen for us that we can review as we are going as well and it has a button to push for maps that brings up the map network.
Technology - Positives_about-with	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] We now we are doing that, with rural metro. I was at the interstate and a call came out in the county that was just maybe across the river, we might be a little bit closer than another responding truck even though it is their area, they would send that because we are close. Now our system is doing that for our truck at this time.
Technology - Positives_about-with	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S1] Pretty much and of course you know, our handhelds still work for a non-repeated channel, we can still communicate within a certain distance. So if a command center relayed to all the liaisons of every agency that is there, this is what we are going to do, this is where you are going to be, this is where you are going to be, then those guys would

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								radio to their particular entities and their agencies and then they would disseminate the information and then would just go to work.
Technology - Positives_about-with	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	And you will charge it and -- but that's what I'm doing. We are hoping -- I am hoping it happens, because it will be easier to communicate. It will be easier to find out what truck is going on scene, how many guys are going, how many Active 911, you can look at that and it shows you the people that is going but you cant do that driving down the road, not when you are going 50 miles/70 miles an hour and you are looking at that and going I cant tell who is there, you know, but in this here, the numbers going off and what trucks are going, that is better -- yeah.
Technology - Positives_about-with	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	It is pretty accurate. It has been pretty good. Its done the fire hydrants, I mean, it has done a lot. It has improved our response time.
Technology - Positives_about-with	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	We use iPads at the station. At the station, we use iPads for training, use it for cataloging the trucks. So, usually the one guys that they are checking it off, the other guy is checking it on the catalogue and make sure it is on the truck. If there is something wrong, we put it on the iPad and we will send it to the computer and then we sit down and, you know, we need to fix that or whatever. We do have Motorola station, base stations and on every truck, every mobile unit has got a Motorola which is a good radio. Trying to think -- that is pretty much all that we have as far as, you know, talking and communication.
Technology - Positives_about-with	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	I like the Active 911 app. I'm sold on that one. I mean, it is really -- it's helped us a lot as far as like they have added a new thing on it where you can hit and it shows the fire hydrants. If there is fire hydrants here, it will be over here and this is rural area and it pops up even here and you are like -- oh my gosh, you know, it's like -- ooh.
Technology - Positives_about-with	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	They are supposed to be. [Organization], the air tank company, they come out and personally fit and give you a test to make sure you had your breathing. That's how ours is. Because that's your most important piece of equipment right there besides the water and the hose. [laughs] So, this -- it's a lot different. I mean you've got a lot of people that -- oh,

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								you are just a volunteer, you know, you get all the time and you are like -- okay, let's see you get up 24x7 hours a day, you leave the dinner table when you are eating dinner, or if you are wet, tired and you have had no sleep for three or four days and people don't understand that. A lot of people are like -- I want to be in this. I want to do that. It's like, I tell some of these new guys, you got to pay your dues. And they are like -- why you get to do that? And I'm like -- because I've done it for a while [laughs].
Technology - Positives_about-with	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Text messages all day long. We all have iPhones for better, for worse.
Technology - Positives_about-with	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] There is a DUI app, where it-- I've got it, but I use it more in a teaching scenario. And I tell people about it. But what it'll do is you go through it and you go through all the steps in a DUI process, and it will prompt you [inaudible]. Okay. Did you see it? Yes or no. And then it'll email you everything so you have a lot of stuff already filled up for your report. I like certain aspects of it, but I don't like using it on the street because I think you're too busy. You get dug into your phone and safety issues. One called Units. And that just helps convert times, distance, weights.
Technology - Positives_about-with	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: using Word for reports] It's not trying to be everything else. So I'm a horrible speller. It catches the majority of my spelling errors and all that kind of stuff.
Technology - Positives_about-with	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...the e-ticketer, it's a brick. E-ticketing system is electronic. So you just type stuff in. It prints it out. And on one side, it's fantastic. It's got your statutes in there, all your court dates. So no more of, excuse me, pulling out a piece of paper and going, "Oh, shit. What's the next court date?" My list ran out. All that stuff is uploaded. And then all the ticket information that you do on a shift, including photographs of the people. So you write Johnny a ticket. You take his picture so that, that way, he can't deny it was him. All that's fantastic. The data part, where you can do from a desktop or a laptop, fantastic. You can go in, and you can edit something if you need to, whatever you got to do...

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Technology - Positives_about-with	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...the data that's available, information gathering. And I think it's a skill the newer guys have lost, or they don't have is go out and talk to somebody. That's like, "Oh, no, no, no. I can't do that." "Yeah. Go talk to them." And a lot of guys want to solve stuff from behind the keyboard. And you have to go out and talk to people. So there's good and bad. But just the technology, you have computers in the car. You've got the video systems in your car. You've got tasers. There's all kinds of stuff. And I think most of it it's for the better.
Technology - Positives_about-with	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	I think for the most part. I can't think of any technological advancement that is bad. Some of them aren't great but going from handwritten reports to dictated reports, to a crappy DOS-based report system, to now, where you can have a word processor, that's easy and the information sharing is great because through the various systems, we can communicate all over the world. If I need to email copy [Name] on something, he's going to get that email within 30 seconds of me hitting send. You can't just bounce jurisdiction to jurisdiction, state to state and get away with the same crimes.
Technology - Positives_about-with	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...I guess I haven't given a lot of thought of the technology stuff. I mean, I like the stuff that I have at work now, that I don't need to have two different HDMI cords to plug into a damn PowerPoint.
Technology - Positives_about-with	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Stuff like that would be awesome. They could monitor heat or heart rate or any of those kind of things. We all have wearable technology. And I've got it. It watches my steps, and sleep habits or lack thereof, and all those. And I think those are fantastic. And it's the more miniaturization that we can do. And there are certain things that just could be better...
Technology - Positives_about-with	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: CAD] ...We very rarely have gone down.
Technology - Positives_about-with	LE	U	Manager	46-55	31-40	Male	LE-U-020	One of the things we have, it's called the Safe2Tell program, which is it's for kids to call anonymously to report incidents involving in schools, whether it's bullying, suicide attempts, all those type of things. It gives them a unique perspective to be able to call into-- when it started to-- it

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								was a toll-free number, totally anonymous. And when we started this back, maybe 10 plus years-- and it was good, it was busy, it was those type of things, but a year and a half ago, they implemented the app and it went through the roof.
Technology - Positives_about-with	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: text-to-911 Safe2Tell program] So we found their sweet spot. Unfortunately, we don't have a lot of extra personnel to handle those now, but it's amazing the number we do have, but that's just the technology leap. And that from a text-to-911, it's-- and that's why I went with the correlation that they just haven't grasped it yet. And we went to text because we went to text before the app. We did see a little bleep but not anything else. But when it went to a full blown app, it's gone crazy because you hit their sweet spot and that's how they're going to use it.
Technology - Positives_about-with	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: text-to-911 Safe2Tell program] And, I mean, the number of suicide attempts that we've actually stopped in the middle of happening, that if the program wasn't available-- I mean, we've had situations where we're either talking with the person or the friend and their last thing is goodbye. We send in law enforcement. They knock on the door and the parent says, "Oh, he's in his room." And they go to his room and he's hanging in his room... So without that type of intervention, that kid obviously has problems but there was-- we saved a life that day.
Technology - Positives_about-with	LE	U	Manager	46-55	31-40	Male	LE-U-020	And one of the things we have in [State], we set up a-- it's Star CSP line which we use for road rage, and impaired drivers. And those calls are directed to State Patrol dispatch centers whether they're in a metro area or not, because we're not taking away from true 911, it's not a 911 call. But they did direct it to us and we typically are responsible for the highways. Those calls obviously go through the roof as well. One of the huge numbers that we have. So, again, it's a technology that we saw an issue and said, "If there's a way we can get some of these calls direct to us, we'd get better information." So we worked with the carriers, all the major carriers, we met with them and set it up. And initially, when we did that, time on phones was an issue, people didn't want-- so we got it to be a toll-free call.

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Technology - Positives_about-with	LE	U	Manager	46-55	31-40	Male	LE-U-020	So there was never a-- so you call Star CSP, *277, those type of things, where it was a free call, so we got people involved. But as technology changes and-- just for an example we-- Star CSP, we tell you to call Star CSP. But, typically, and on a lot of phones the alphabetical piece is tiny or non-existent. So that's--Although it's a good-- it ties us to State Patrol, CSP marketing tool, *277 and people go, "Uh, how do I do that?" So--
Technology - Positives_about-with	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	So overall, officers go through training, and then they're issued a body camera. And they wear them on a daily basis throughout their patrol shift. At the ends of their shift, they're required to have it on when they're dealing with a citizen. And then at the end of their shift, they dock the camera, the video, automatically offloads. We're one of the few departments in the country who have integrated with our computer-aided dispatch systems. So it'll automatically tag the video as belonging to Officer [Name] and Officer [Name] who's on a burglary call, so that's what this video corresponds to. That eliminates the officers having to manually enter metadata into the video. So that's kind of just overall how the system works...
Technology - Positives_about-with	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...The body cams, that video is transmitted just simply by-- it's not a live feed, so the officer gets done with their shift, they dock it, and then it uploads to the cloud... they don't have to manually transmit anything.
Technology - Positives_about-with	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: MDCs] overall, I'm just about the newest-- by a month, I'm almost the newest guy to the unit last year. And I still work the road a lot because I'm workaholic. And I think overall, the computers were pretty reliable... So they don't go to the shops a lot for issues unless a key's broken or there's major damage on the screen or something.
Technology - Positives_about-with	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: MDCs] Obviously, some of the software programs work better than others, but for the most part, everything works pretty right.
Technology - Positives_about-with	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: CAD] Especially going out even a block outside the city, I'll pull out my phone, look at it, see where I'm going because it's quicker and easier.
Technology - Positives_about-with	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...this department has always been kind of on the forefront in our wireless mesh system and surveillance camera system, everything is

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								really state-of-the-art.
Technology - Positives_about-with	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...we just went to a form for putting our property in, booking in property and evidence. That is getting rid of the paper form. So in a sense, it's easier. You're not lugging around-- you don't have a briefcase, you taking in the car that weighs 20 pounds because it's full of stacks of papers and forms that you need. But now there's additional steps you have to do on the computer to print out your barcode to slap on your property before you turn it in, and those extra steps, people are like, "Easier, my foot. This is a pain in the butt." When it is kind of-- actually, it's a lot simpler in the long run.
Technology - Positives_about-with	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: change in technology] And part of this is they don't see the backend results, and just using the property thing as an example, by an officer in the field electronically entering evidence into the system and then printing out an evidence tag, when they get into the head quarters, where they push a button that prints out the tag, they can put it into evidence, that then saves a property technician behind the scenes from having to get a paper form, and then enter it into the system, but the officer on the street doesn't see that, that backend. It's the same with the e-citation stuff. Electronically printing a citation into the system allows that data to be electronically transferred to the courts, electronically transferred to a records management system. The officer on the street doesn't see that there isn't the records technician or the court technician now who asks to take that paper taken and transcribe it, so.
Technology - Positives_about-with	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: switch from laptops to tablets] Really not doing anything new. I mean, it's not going to be a huge change for us. They're so used to using the machines now that the computers that being able to take the screen off and walk into the house with it, it's just going to make it lighter and a little more mobile. Because they can do that with the whole laptop now.
Technology - Positives_about-with	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: mobility of laptops] ...I used to when I was on patrol. If I had a burglary, I know it's going to be in there for a while, put in a bunch of the information, you have to [inaudible] safe. Get the computer, come back in, "Can we sit down?" Okay, give me all the information. SO yeah. And



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								hopefully more and more if we make that change to more of a tablet style. Hopefully, that will help.
Technology - Positives_about-with	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	So internal communication, there isn't a lot except at the chief's level, I'm sure there is. But there isn't a lot of, I guess, communication interaction between the agencies. Now from a radio standpoint, or a radio system, we have the capability to talk across police, fire, that kind of thing. So that's pretty seamless. I mean, we all have the same radio system. Everybody in the city has the same radio system. We have it set up so that if a street worker is in trouble and needs help, they can get on the radio and call dispatch and get a police response.
Technology - Positives_about-with	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	I was talking more on the PIOs Monday night actually. And he was carrying around his iPad with him in his hardened case with they attached the Bluetooth keyboard. And he goes, "I have--" he goes, "It's got a list of things on here in case I need to call somebody more than the first two people." And then, he goes, "I can do everything on my phone." He goes, "I have this. But I really use it." He carries it as a resource. He doesn't carry it to post Twitter feeds, and update Instagram, or do anything else. He uses this phone for everything. So I found that interesting. I would tend to use more of the tablet, I think. Yeah. He's more comfortable using just the phone for all.
Technology - Positives_about-with	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: mobile fingerprint readers] ...People like them. They've been very helpful when they've used them. Overall, unless there's something wrong at a state level where the system's down, they work super fast. And actually a few times we've used them, two or three times in the last 12 months to identify cadavers. Dead people, no ID on them, they've done that, and once the coroner gets there, you get the coroner blessing. They check the fingerprints. They'd be able to get reads off of a bodies before, so.
Technology - Positives_about-with	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: mobile fingerprint readers] we got a lot of positive feedback about it. It's a very, very useful tool, and we have a policy that is in place where there are rules about when you can use them, how you can use them and everything, but it's been a very successful technology

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								implementation.
Technology - Positives_about-with	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: mobile fingerprint readers] It definitely helps. You have to understand it's not just, "Oh, you don't have ID. I want your fingerprints." We look at what's going on. How's the person acting? Or you say you're [Joe Blow?]. [Joe Blow?] doesn't exist. Or you say you're [Name]. Well, [Name] doesn't exist. Are they nervous? So you look at everything before you go, "Yeah. Okay. Come on. Step out of the car. Let's talk." And you call for the fingerprint reader and tell you what, "Let's clear this up." They do the prints. They read and go from there. So they're definitely beneficial.
Technology - Positives_about-with	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: body cameras] it's probably about third of the length of your recorder right there and probably add about an extra third of width, so it's not huge. Different brands, different sizes. Ours isn't that big. It's pretty unobtrusive I think.
Technology - Positives_about-with	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: cell phones] The GPS in it. Because we have access to the city jurisdiction maps, so we can see if we're in the city or out of the city. When traffic crashes, it can be a big deal sometimes as to who handles it. So that's a good resource. We use it for other things. We can actually access our CAD system through it.
Technology - Positives_about-with	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	All of our patrol cars have MBCs. We do have a few unmarked, I guess, pool cars or command vehicles that we use, that do not have computers. Our detective vehicles don't have computers. And our motorcycles at the moment do not, but probably by first of the year, they'll all have tablets on them as well. And then, all of our newer cars are actually WiFi hotspots with the tablets that they can be removed, and we have about a 400 foot range around each car.
Technology - Positives_about-with	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...In my house, our radio works just fine. I can call back and forth, no problem at all. I get down here to [street] and [street], half a mile from here, and the radio's drop because we have dead spots. We have interference from-- we have interference from the high-rises in [city] that it's ricocheting back off and it's blocking the signal so it's dropping. So

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								we're building extra towers and stuff like that, but we have areas of our city out west that we don't have coverage. They're building now towers, but that takes time, so.
Technology - Positives_about-with	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...While I like my eticker, it's fantastic for what it does, and technically I can use it as a phone. It's got a place I can put a SIM card in it. It's a little too big for my phone. It's just a little bigger than this. It's this Panasonic N1, so it's not much bigger than this. And technically I can run that application on my phone, but the camera doesn't work as well as the scanner. So in the handheld, for ticketing, it's got a built in scanner that scans drivers licenses, scans VIN numbers, and imports all that data in there. The camera doesn't work as well. It'll still do it, but it takes longer than to do that. So combining that type of thing-- if I could carry one device that I could use with my phone, was smaller, and then I can do that stuff from, that would be great. If I could have all that on one thing and essentially kind of as a radio as well, that would be great.
Technology - Positives_about-with	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...There's a lot of things that-- there's really almost nothing that we have to do on paper anymore, I don't think, but we do. Even our eticketing, it imports directly into the court. They have it the next morning. They still print out paper copies. Our records department, it could import directly into our RMS system, but because they had to click three times to merge the records, they print them out, and they hand type them in. There's job security there [laughter]. So it's there, but... we still have stacks and stacks. "Paper and printer is expensive." Then stop doing it [laughter]. But we keep doing it, even though we have other places to store all that stuff.
Technology - Positives_about-with	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	... being a detective, we're on call usually every other week. But instead of having to sit by my phone at the house, or call and say, "Hey, I'm going to this restaurant if you need me," or "I'm going this movie theater," I can just have my cell phone. And I can kind of go, and be, and do as I please as long as I've got cell service. So that makes that a little easier.
Technology - Positives_about-with	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: dispatch CAD system] ...based on those questions, it will code what response it thinks the ambulance needs to go to, whether it needs to run

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								lights and sirens, or if it's just a pretty benign sort of thing. So once you get through the coding, then it will pass it off to the dispatcher who's actually going to tone the fire department to send them out. And they'll say this is-- like our system right now, it's Alpha through Echo. So Alpha is, I have a paper cut and I need a Band-Aid. Echo is not breathing, not conscious. So on that sliding scale. Then, once we know exactly what the issue is, it's been coded. This is how you're going to respond. Then, it kind of forays into, this is what we're going to do about it. Whether it's instructions for CPR, instructions for choking, instructions to try and ward off shock, this, that, or the other. And having that on the computer is very helpful because you don't have to, under stress, flip through, find the card, code it yourself like we used to have, and then do all that stuff...
Technology - Positives_about-with	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: using Word for report writing] That's exactly what it's made for. It's easier to use, it's easier to read, and I can save everything that I've done. So from the time that I started being a patrol officer, my first call that I ever went to, I have all those reports saved on my file. Which is nice because when the report-writing software goes down, as it has before court, I can just go back and print the Word document out.
Technology - Positives_about-with	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	... Interpersonally, email is a blessing and a curse in that it allows everyone to talk to everyone. But you kind of miss the non-verbal cues. You don't know if it's necessarily directed specifically at you if there's an email to the whole department, that sort of thing. So I know communication interpersonally is something gets brought up at pretty much every department meeting that we need to improve on, so.
Technology - Positives_about-with	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: body-worn cameras] They are big and blocky and hang off my shirt like this. They're not quite as high quality as GoPros, but they're two or three times bigger... Obviously, there's different versions. So something smaller, lighter-weight, less conspicuous would be nice. That said, I absolutely, absolutely love having video in the cars and body-worn cameras.
Technology - Positives_about-with	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: body worn cameras] So it's held locally on the camera until it's put in the dock to charge and download at the office, the system that we have.

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								I know [City] PD just down the road has a different manufacturer, and they can pull up the-- they have an app on their phone. They can pull it up, tag it, do whatever they need to do, and it's done. So they can sit in the car and do that, or be wherever and do that. We have to physically go back to the office, put it in the cradle, and wait for it to download and cycle and all that stuff.
Technology - Positives_about-with	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: MDTs] So that's only in the patrol cars, so I don't have one in my car. But like I said, we've got the now busted tablet [laughter] that we can take with us wherever. Yeah. But all the patrol cars have one, and it's very handy.
Technology - Positives_about-with	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	one of the other things that is our responsibility is if let's say, there's a DUI crash and there's injuries, so we have to write a search warrant to get blood draws. I don't necessarily need to drive 30 or 40 minutes into the office to write that if I have the tablet, and I can just type it up on that just as if I'm at my office. So taking that home while I'm on call, it's a huge time saver. It saves me an hour, at least, of drive time. It saves the department an hour of paying me drive time. And I don't have to leave. I can do that in my pajamas [laughter]... That's a huge, huge piece that we just got this year, probably within the last eight months.
Technology - Positives_about-with	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...I love having the cameras. I've got almost exactly the same voice recorder from before we had the body-worn cameras, and it's very handy. The e-ticketing machine is a good idea, but the implementation is just not quite there. I think there's way better ways to do it. So I would consider that one getting in the way because it still takes me longer to do that than hand-write something... And probably, in all fairness, if I was on patrol and I used it on a daily basis, I would be much better at it than I am.
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: electronic evidence discovery] We certainly from the district attorney's office, probably their efficiencies have gone up huge. And from the defense attorney's side, being able to provide that discovery is big. It does provide electronic tracking. So as soon as we send it, it's stamped and they get it. So there's no questions on, "Ready for trial?"

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								"Well, you never provided this photo to us." "Oh, yes, we did."
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: app for situational awareness] It did work pretty well. In the command center, I could see it. I was able to take pictures. We were able to monitor crowd size. So from the field, I would take pictures within the app and then it would tie it into the app. It would show up in the command center. Then they would relay it to the public relations people. So I'd watch how long it would take when I'd say, "Stands are half full." And then that would go to the command center, they would pass it on to the PIO group who was putting out, on the public side, the notifications. And it's usually about a minute or two and then it would come through, "Stands are half full." And then the people in command could actually see the pictures, so if something did come up they could have gone back to those pictures at the time that I took them...
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	And everyone knows that in a lot of wilderness areas, you're not going to have radio communications because you can't put a radio tower in there. And generally, wilderness areas are high and mountainous, which means there's valleys and radio signals don't get into valleys. So you know what valleys you're not going to have system coverage, you'll have direct coverage. But that just involves the pre-planning and training guys on the radio on the concept of a radio system and a repeated talk group versus a line of sight and direct talk group. And when do you change and what are the limitations. So their expectations aren't unrealistic versus what your technology can do. So you don't hear after actions the whole time that the radio system just stinks [laughter]. Well, it doesn't stink. Let's work to resolve it so the next time you know what to expect.
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... As we tell people, if there's a big event going on, and the example we use was years ago, the [incident] on the front range of [State] and the guy was saying [Incident], while we had just set up recently, this state-wide radio system. Well, people up here realized they could tune in and listen to what was going on on the front range. Well, the state deactivated those radios. They realized that the entire system was getting tied up by people who were not in the area of operations,

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								listening to what was going on. And they were able to go through and deactivate those radios. So that was a big eye-opening experience to people of-- there are repercussions when you do things we tell you that you're not supposed to be doing. Which is a good thing because then it freed up the radio systems, they could do what they needed to do at the time. But yeah, most people remember that situation. They've been around for awhile.
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: radios] ...I can scan and I can have talk groups for more areas. And when I transition, and I can go to mac channels. And yeah, I can do a little bit of paging over my radio. And maybe it's a good thing that the basic function of missing critical application of what the radio systems do hasn't changed is good. And that's still our fallback and even looking for with the next few years. I think we all say, "That's going to be your mission critical communication piece." We've even incorporated that into our radio training now...
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...the lithium ions are better. People were sort of excited when we switched to lithium ion batteries because now the radio was lighter. So just the feel on your hip is a little better. It was a little thing but people actually noticed it.
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...I've actually been deemed an expert twice in the use of FARO that we've been able to in crime scene reconstruction. We've gotten FARO into court and actually used it as a diagram, actually walking through a scene on the stand. We've done that twice. In both of my cases, one was a shooting where somebody just fired a round at someone else. And then the other one was actually a child death. So it was more of documenting where things were in the scene. So it helped us to understand the layout out of the unit. Both of those cases are the first ones in [state] that we know of to be able to actually get it into court.
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So the best thing that we can have is technology sharing, information sharing. So we had this service called [information sharing database] that a company ran and it's a online database that agencies can belong to and you can get your own personal log-in. You log in and there's data

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								from every arrest that happens within every jurisdiction. It's not even an arrest. It's every contact.
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...[information sharing software] is actually, basically, a storage of data. So it's a new version of [information sharing database] and it's a better one. It has analytics so that our analysts here at the department can pull up stats and keep track of things and try to figure out trends...
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... what they really needed to do with that system is provide you with the information of here's where the crimes are occurring and then let you make your decision based off of that. So [information sharing software] allows you to do that. They've come up with actually different search engines that are available on our phones. So we can just log in to Lumen and you can stay in for 12 hours at a time, so you can just log in at the beginning of your shift.
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So [information sharing software] does do it by account. So they charge by the account. [city] has a beta testing agreement with [information sharing software] so everyone at the agency that wants one has a [information sharing software] login. Other agencies have to pay per login so some other agencies have one login for the whole department. I think it's unbelievably invaluable.
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: information sharing software] ...So brings you up mugshots. So that's one of the problems is it depends upon the agencies that are connected with this whether we get their booking photos. So our own local jail is actually not connected to this yet... But our photos, if we booked them here in this building, they go in there. So, yeah, so that's good, but we are waiting for a huge dump because it's going to be [County], [City] PD, [City], [City], they're all coming into [information sharing software]...
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: information sharing software] ... it gives me nicknames, heights, weights, tattoos, these are all tattoos and scars, personal data. And then if you keep scrolling down, it will give you associates, it will give you vehicles, addresses, any of that stuff, so it's extremely helpful. And it's



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								great that I can get it right on my phone...
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: person of interest information lookup via information sharing software] ... this has sped that up tremendously. Because now, if I don't know who you are and I suspect you're lying to me, now I can prove it within seconds. So I just log in at the beginning of my shift, I stay logged in all day, and then it's very helpful...
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: information sharing software] ...they've created CJIS. And what this is is an online archiving service and it archives all of our digital media and it does it in a cloud and it also does it in a server. I think the server's down in Texas, somewhere like that. So it's backed up three different times. We went through the creation with them and they came in and they have had people available by the phone so that we could work out all our kinks, so it's CJIS-compliant, so that it's, yeah, so we don't have any issues with that whatsoever.
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... So anyone that has a [information sharing software] login, they can now view our photos from our crime scenes, from our booking photos, anything else, surveillance videos from bank robberies, anything like that. We don't have to now try to find an encrypted way of sending it, they can just log in and view it. We're the only agency that stores it like that so nobody else has that capability. But if you go to the desktop versions, you will now also be able to read any agency's reports from any of their systems. So while you don't get the media, you still get the reports, so it's all great sharing.
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: bank robbery incident] Well, technology was great because we had a tracking device that the bank teller had given the suspect. So we're trying to track through that but here's your problem, is you have the Feds that are doing their Safe Street program for the bank robberies, they have the tracking device. We also have a tracking device here or a tracking system here, [county] has one, I don't know if [city] does or not, but all of them are looking at their systems. They're then all calling up to our dispatch, so our dispatchers who are already handling two channels are now handling three different people calling into them to give them

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								information instead of that source coming straight to the officers on patrol. So if they could just air up with us and then give us the information straight, that would be great...
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... I use a small earbud because I want to be able to hear not only this, but whoever's over here. There are specialized ones that you can get that are form-fit to your ear. They make it to where you can hear really well on the radio, but I can't hear anything on this side of my head. So I want to make sure that I can still hear so it can't completely shut off. It can't be like earmuffs are...
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	I've seen some amazing cell phone photos of you walk onto an accident scene and immediately start taking pictures with your cell phone before you can grab a big camera because everything on the scene is going to change. We've had situations where people just get scooped up and put in an ambulance, or run away before you can grab a camera. Or today's, the bank robber. Somebody at the bank pulled out their cell phone and took a picture immediately.
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So in the cars, too, I'd say, is one of the biggest problems. They did it, a revamp of the way that they put all of the computer systems in the car. So in the back, it's now on a folding tray. So it used to be, before, in the Crown Victorias, they used to take up basically the whole trunk. And then we had a storage box that had blankets and flares and stuff like that. But it still took up a whole lot of space back there. You had an extra computer in the back, a extra computer in the front, and then all of your boards and everything else are in the back supplementing it. So it takes up a lot of space. So they were actually, somehow, able to reduce a lot of that and then put it on a folding tray, so now we have the SUV crossover Ford Explorers. And so you open up the back hatch and we've utilized the space that's beneath where the spare tire was. And you open that up and you have some storage down there too. But then they also have a folding tray that folds up against the back seat. So they just pull a pin, fold it back down, slide it out, and they can work on the system, and it doesn't take up a whole lot of space. Now I still have room for full-size

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								cones and flares and all that sort of stuff.
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So if we could just-- so one great thing that we've done here is our fire department has the same channels that we do now. So when they go to an incident to help us out, they pull up on scene or they get dispatched to it, they flip to our channel, they answer up on our radio, and we know that they're hearing us and all we have to say is, "You're good to come in," and they can come in. Whereas before, we call our radio, our dispatch, they call their dispatch, they send them, and actually, we're sitting next to each other-- So that's been beneficial, but if we could expand it to include other agencies, which, I know, again, it brings in a can of worms.
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: surveillance video] ...one of the capabilities that we have with the CJIS, which is great, is we can restrict access. So like I told you, people have access if they have a login. We can restrict it. So we can say, "This is CAC case, only CAC's detectives can view this or only specific people." But that's one of the things, we don't want to put it into [information sharing software] if we don't have to, plus its size...
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: radio systems] ...I think they did a great job of upgrading and then adding a tower, so it ended up increasing in a lot of areas...
Technology - Positives_about-with	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: e-ticketers] our motors can engage in a traffic stop, be done with it, and get a ticket issued like that. They're just nonstop with that stuff, so it's definitely more efficient. I obviously don't write as many tickets as they do, so it's not necessarily something that I see. You do have to set it up, and you have to put your ID in and all that nonsense and I just don't have any interest in that ,but some of the newer officers-- well, I'm pretty new, but newer than me I guess, they like to utilize it as a tool that kind of benefits them, so.
Technology - Positives_about-with	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Yeah, so at the beginning of shift you have to log in to your computer so that it's assigned to you specifically based on the vehicle, your ID, your

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								password, so they can monitor who's using what, where they're at, and then within that you have to log into-- certain officers pull up different programs. It just depends on what you want to do because we can run stuff through dispatch if we want to, but I like to run people if I can just on my own so I don't have to call dispatch, wait for them to do it and then call me back, as opposed to me just typing it in and it coming directly back to me. But you have to log in to those, so they're different programs...
Technology - Positives_about-with	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	I think one of the most important apps that I have on my phone... this app that basically determines our jurisdiction. So if we have a car crash on I-70 and I don't know, let's say or I-76 or something where we kind of are butting up against other jurisdictions, [County]or CPS, or anything else like that, you can pull that app up, and it is a GPS locator with our jurisdiction and directly where you are, and it'll tell you whether or not you're in the boundaries of your own jurisdiction. Because we have to have them respond or take the reports or stuff if it's their jurisdiction. And that's why I kind of reference that with our vehicles. Our vehicles are kind of accurate as to where we're located, but we can't establish jurisdiction based on what our vehicle reports, we have to do it on that phone or with a map or something, a physical map...I like that app quite a bit. Saves a lot of aggravation with other departments...
Technology - Positives_about-with	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	...Some of the translator stuff is very beneficial. We have a lot of Russian-speaking individuals in our city. I mean, it's kind of a subpopulation, but we handle a lot of calls where it's hard to communicate. We have certain officers that can speak Spanish and stuff, but nobody that can speak Russian, to my knowledge, anyways. So having Translation, which is just basic communication with different languages, is very helpful...
Technology - Positives_about-with	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: various traffic fines] ...I'm sure those traffic guys probably know those by heart, but I don't ever want to take the time to learn that stuff. So it's nice to just be able to reference something and have it at your-- available to you, but not something that you have to dedicate a lot of

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								time to memorize...
Technology - Positives_about-with	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: apps] ... It's nice to be able to have your email. It's not too dissimilar, I think, from what civilians would use their phones for.
Technology - Positives_about-with	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	so our cheat sheets, if they're on our phones, it's because somebody took the time to scan theirs and then email it around. That's how I got mine, as well. Another officer took the binding off and actually sent it through the scanner... But our municipal code, you can search for stuff, which is pretty convenient. Because otherwise, [statutes], the revised statute, state law, we have to go through this gigantic book to find stuff, and it's not always the most convenient thing to-- or time efficient thing to just sit there and peruse... I mean, it's fairly user-friendly for the most part.
Technology - Positives_about-with	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... we are able to use Google Docs, which a lot of officers kind of utilize when they're driving from one area to another or something to just kind of get the general outline of their reports, so just time management, to be efficient. So it's nice to have the phone for those types of things if you're able to utilize it for that.
Technology - Positives_about-with	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	We can access [state criminal database] and NCIC, which are the [state] criminal database and the national. So if somebody has a warrant, if there's a stolen vehicle with stolen tags, we can run gun clearances, things like that, just from our vehicle. So I mean, that's very important. I think that's definitely way more important than anything else.
Technology - Positives_about-with	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: picture of person/vehicle of interest] It is because you get to see who-- what kind of a car it is or if there's any distinguishing marks. It's a lot easier to-- I think, give the picture description as opposed to just describing the person by words. Because, gray sweater, blue jeans might mean dark gray to me and acid-washed jeans, whereas opposed the other person-- everybody takes the description differently. So I think that the picture is probably the best thing, especially when there's people that are wanted now with everyone having-- a lot of them have video in their houses and stuff. So I mean, if they have a picture of the actual person

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								that did burglary or that tried to break in, it's better to shoot that out because then you can see who you're looking for and you can reference back to it...
Technology - Positives_about-with	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: Shotspotter app] I like it. We just got to work out some kinks. As long as we get to the point where they said that they could for sure be accurate. I think it was 80%. If we get there, I think it'll be a great tool.
Technology - Positives_about-with	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Obviously, the body cameras are very new. I think most of the in-car camera systems are the same. That seems to work for the most part. Unless something is messed up, it works [inaudible]. There's not a lot of bugs in that system. We recently got a lot of our computers updated, but prior to that, buggy or broken [laughter]. I think the computers are probably the most dated, but they're probably the most expensive to fix as well.
Technology - Positives_about-with	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: body cameras] I think they're not-- I'm newer to the district. Did they get them last year? So I've had it since about March. I think it's more of a-- it's not too conscious yet to say, "Okay, now I got to turn this on." Because you're used to hit the lights, "Okay, where am I going? What hundred block is that?" And sometimes you're figuring out your route and you're doing a lot of other things in your head and you get to the call and you're like, "Oh, I forgot." So I think it's still-- it'll eventually be in most officers just your natural thing to, "Oh, I'm going to a call, I turned it on." But it still has to be-- it has to get to that point. Time will fix that, but it's you push a button, it's really not that hard to use.
Technology - Positives_about-with	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	To me, it seems easier to communicate because everyone has multiple ways that they can reach out to each other, whether it's through their own phone, through the department phone or the PDT. We can push out information quicker, but I don't think the process is smooth yet. It'd be nice to integrate everything into the computer, like with ShotSpotter or with HunchLab where you have the screen, at least you can see where you're supposed to be or where it's going off, as opposed to if you hear it go off, you unclip it and you have to open the phone, put in your password and then go to the app to see where it's at. It would be nice if

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								that information, even with the dispatcher got it, they just shot it with the screenshot like, "Here. You're going to go here." It's there. There's not-- I know that technology's getting there, where they're going to push video and what else to the cars, but--
Technology - Positives_about-with	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I'm more of an audio learner. So, even when I do read-- if I'm going to a call and something's on the PCAD, I tend to read it out loud to myself. Or if I do have a partner, somebody does read it out loud. Usually, the person not driving [laughter]... But I would say audio works better for me and of course, it's nice to reference though, "Were those pants black?" And you can look and of course, it's easy to look at the PCAD and read it.
Technology - Positives_about-with	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I came from a department and we had different technology on the computer. And we were a smaller department so it wasn't we didn't really need to worry about walking on each other, but if he got a call and I wanted to go on his call, I could put it in the computer-- we used 10 codes there. I would just put like 76 to blah-blah-blah's call. So I never had to go over the air to dispatch or [inaudible]. At least it was on the computer, which I think some people may be a little old school or worried about, "What if I get in a crash. I never said I was on the way to the 10-1, then I'm gonna be in trouble."
Technology - Positives_about-with	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	the computer where it's at, it's not really comfortable. I mean, I would hate to have to write a report in the car. My back would be killing me because you have to turn, and lean, and type, and it's not-- it'd be nice-- it's supposed to be a portable data terminal but it's not. It's fixed in the car... You could take it out but if you're in the driver's seat [laughter], your steering wheel is in the way. So if you're in the passenger seat, you can put it on your lap and work. But if you're-- we're days so if you're by yourself, it's-- you're working like this.
Technology - Positives_about-with	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: CAD] I mean, the Troopers do take their Toughbooks out if they were to come into the station and process an arrest. We just leave it in there and would function off of a computer in the station.
Technology -	LE	U	Field	Not	Not	Not	LE-U-024	...At my old department, it was all one-handed use. I could say, "Okay, I

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Positives_about-with			Responder	specified	specified	specified		want to run a plate, I want to run a person," and it was just-- it was an underlying letter, and it went to that page. And then we had an overall command line that we could run everything, everything but templates from. Whereas in the city, you're like, "Okay, I'm going from running this person to running them." And sometimes if you have a truck plate, you got to put in the truck code, whereas in however the previous system I used was designed, it knew it was a truck, it knew it was a firefighter plate and so on. So it was a lot easier to be on the move...
Technology - Positives_about-with	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: drones] With the fire department, it would be fantastic, too. We have a house fire. Well, the drone goes over it. Yeah. It's fully engulfed. You notice on multiple trucks right away, better control things.
Technology - Positives_about-with	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	... So, for example, if I'm driving, I may get a hit on a suspended plate. Well, I can't do anything on that car if it's parked. I can pull it over if it's moving, but I can't do anything on it. So then I have to sit there and acknowledge that, yes, this was a positive read or a misread, and it's a little cumbersome to actively be on the plate reader all day... But, at the same time, it's nice. I think now we're starting to learn how to use it a little bit more.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: dispatch via radio and PDT] Well, we need both. It comes over the air, so then if another unit is nearby they can go and assist you. Other units listen to the radio. But it's nice to see it in case there's a lot of radio traffic. I can read what the dispatcher said, so you don't have to ask them to repeat it. Another unit is calling for help or they're chasing somebody, it's on your PDT so you can read the information.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: patrol officers] Lots of information comes through the PDT. They can look up criminal history. They can read the daily bulletin. They can read stuff on the wire. They can inventory things from the car.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: patrol officers] They can write their report in their car. Everything that's on the computer in the district is on that computer if they have a new computer. If they have an older one, they don't.
Technology -	LE	U	Field	36-45	11-20	Female	LE-U-026	[RE: patrol officers in the field] If they have a working computer, then it's



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Positives_about-with			Responder					great. If they don't have a working computer, not so great.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: cordless microphone] I think things are designed well. With the cameras, you can buy your own attachment for your vest. So if what the department gave you isn't working out, you can go get your own.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: work cell phones] I don't think they've made a whole lot of difference. I mean, they have HunchLab on them so that makes it easier for the officers. If we could get that on the PDT, they wouldn't need one more thing to take out. ShotSpotter is on the PDT. So I think it would depend if you had a PDT in your car or not. Because if you have the cell phone, event numbers, stuff shows up on there. It would work very well for, let's say-- some things work well for bike officers. Like if you could get the phone to run a name on there, if you had access to leads on the phone, that would be great for people who are on the bicycle. Because they don't have a PDT, they have to run everything over the air. So some things could be used for-- they're a great technology, but if you have a PDT some of it is the same technology.
Technology - Positives_about-with	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I think all in all the communication is a good system for us here. We do have some geographical challenges. We have parts of our county where we have no radio coverage at all and it's been that way for many, many years. We have started trying to work towards installing a repeater in the north end of the county. We're actually just in the process of that right now. We've met with the forest service, we've met with the radio tower owner and I think our goal is in the spring once the snow melts and we can get up there is to have it all installed and up and running by early summer.
Technology - Positives_about-with	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	We can on a limited basis. I think as part of the grant the fire departments were provided with a couple of 700 radios for their command vehicles and maybe some portables. I don't quite remember. We do have a dedicated fire launch channel. I don't see it get used that often because I think it's primarily like the command vehicles will have the channel that the actual like EMS and fire don't have it so technically yes we can talk to them but I don't see it getting used very often. I hear a

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								lot of gripes about interoperability but I don't always see the users use the interoperability that we do have.
Technology - Positives_about-with	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Well we have a body worn camera and we have an in car camera system so the in car system is mounted in the vehicle permanently when the officers so they do have to activate their body cameras. I think the in car cameras can be operated manually or when they turn on their lights they'll automatically come on and I think there's a Wi-Fi type network so when they do pull back into the office they'll automatically download onto the server or to the storage device. I think they can also manually upload or download the information to the server but so far it's been very positive. It's something that we saw it as a trend nationally. In order to protect the citizens and our deputies I think it's a very positive thing...
Technology - Positives_about-with	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: body cameras] ...I think for the most part I think it's been very valuable as a way to capture evidence in criminal cases and I think we've had one or two instances where you know a citizen made a complaint against an officer and we were able to review the video and either show that it didn't happen or show that it did and address the issue that needed to be addressed and so all in all I have not heard anything negative about it other than sometimes the at first the functionality of it and getting it up and running was I think fairly difficult for us to do and some of our staff really pulled their hair out over getting it to work properly but it was really on the manufacturer's side not on our side or our IT department side. It was more the instillation of the product and the lack of support from the vendor that sold us the product.
Technology - Positives_about-with	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	They are. Yeah they're tightly integrated so when an officer calls in and needs something to tag that to call for service that number is generated within records management system and so that number that CFS will follow that incident throughout the life of it whether it ends up at Supreme Court or not. It's all tied directly into and starts with the records management system so when the dispatcher issues that it comes out of records management and creates that and starts it once it comes back into the office and they login to RMS it's there and they can start adding

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								notes, entering evidence and do whatever they need to do.
Technology - Positives_about-with	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: CAD and RMS integration] Sure and there's challenges there. Both of those systems are standalone systems are extremely expensive and so to replace one you're either going to have to build an EPI it'll seamlessly allow that to happen. The CAD also ties in with our mobiles and so officers can see notes that are being communicated via dispatch notes that they're taking those will pop like to a certain degree within the mobiles as well.
Technology - Positives_about-with	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Aside from email? I have a Lexopoll app which is part of our Sheriff's policy manual. I have a code red app which gives out community alerts. I'm trying to think what else I have. That's probably about it really from a work related standpoint. That's about it. Our CAD system has a function where it will send out a text alert on certain calls and I think we have the ability to customize a list of what types of calls so that's very handy I don't think that's necessarily an app.
Technology - Positives_about-with	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I was going to say after listening to [name] talk about all the systems earlier it made me think like you know our computers and our technology work 99.99% of the time and that's a testament to [name] and his team because there's from my perspective and probably most of our employees here when they turn on their computer they expect it to work and like I said it normally the vast majority of the time does and our systems work and it's probably something I mean I'm sure our employees have no idea what you guys do to make things keep working and so that's a testament to [name] and his team.
Technology - Positives_about-with	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...I remember when I started my career in law enforcement we didn't have cell phones. I remember email kind of becoming big. I think it existed I mean I started in '95. I don't know when email started. I'm sure it was before that but I don't remember email being a significant player in communications then. I know over time it certainly became that. I think the radio systems are better, more reliable. Like when I started we were UHF radios and we had several repeater sites throughout the county and now I think that technology is vastly improved although we

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								still have challenges.
Technology - Positives_about-with	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Certainly and in this valley originally there was a 19-2 modem system with a repeater just right up here on this mountaintop for county because we have such a wide or big geographic area. The cities we use 4.9 broadband modems and so we have several different technologies that we utilize in the vehicles to communicate back to the Sheriff's department and so now that they're all on 700's and cell based communications for the in mobiles I think it's a lot more reliable, the coverage is vastly better, the ability to interact not just with local agencies but across the state and federally has come a long ways to BHS, DHS the different organizations that have come in and helped make these more robust and so just the radio systems alone have vastly improved.
Technology - Positives_about-with	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: cause of communication problems] Humans primarily. I think our technology works well. I think the failures and communication often are human caused. Some of our partners communicate better than others.
Technology - Positives_about-with	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	-- in their car and that's how they connect to the internet. And then from there, they can connect to our vendor for the drivers' license checks and things like that.
Technology - Positives_about-with	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	-- it's not super sporadic. It's just in certain areas of town you just lose coverage. From the most part, I bet you probably 95% of town is covered, 96%. But there's a few areas that are still spotty.
Technology - Positives_about-with	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	Our systems today are obviously much better than they were 5 years ago, 10 years ago, and so the processes have gotten tremendously better.
Technology - Positives_about-with	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	[RE: body worn cameras] Good. We like them. We've had them for three years.
Technology - Positives_about-with	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	Yeah. It's got a better antenna, I guess, but it's more reliable so if you can walk back to your car and use the radio to say, "Hey, I need help," or something then that's great.

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Technology - Positives_about-with	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	It's a program on our computer. It's a cab system, I guess, in a sense. It shows our location to other officers. We, this department, use it to write traffic tickets and warnings. It has the ability where you can write reports on it and have information bulletins sent out to other agencies and stuff. But we use it for the bare minimum. We use it to see each other's location, and to write tickets, and run driver's licenses, and license plates.
Technology - Positives_about-with	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	...Where I came from in [County], you can look at your computer and see that there was a call holding. And you might be close to it, and you can pick it, and assign yourself and put yourself on the scene, and all those things. And I think that being-- it helps them in dispatch, especially, when there's only two of them up in that dispatch. And on a Friday night or something, they're busy.
Technology - Positives_about-with	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	...So if it wasn't for cell phones and the crappy radio service, sometimes it would be that we couldn't get hold of somebody that's two blocks away from us.
Technology - Positives_about-with	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	Well, we already have them but absolutely cameras in this day and age. We have body cameras and we have mounted cameras on our cars and those are a lifesaver. I can't believe that there are still some agencies out there that don't use cameras because that's crazy [laughter].
Technology - Positives_about-with	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	The mic? Yeah, I like the mics up here.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	They're built to last, but very expensive.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	...Well, there's more ways of communication. So when I first started as a police officer, I didn't have a cell phone. No one really used cell phones for the most-- I mean, we had them, cell phones were around, but they weren't as prevalent as they were today. The computers were running DOS. It was all just DOS prompt, that stuff. With the new computer, the new laptops had definitely made the job easier. Better radios. We can communicate further out. So we used to go into a house or whatever,

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								the signal would start breaking up. Now we have better radios, better antennas, different frequencies, I guess. So it strengthened the signal.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	The only benefit I think to having the Toughbook that I've seen is that they're a little more water resistant.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	...They're mainly for if for whatever reason you're doing law enforcement stuff out of state or whatever, then I guess you can add some new channels with that.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	I can do everything from my cell phone, everything I need to do from my cell phone. And then I used to have a GoToMyPC account, and with that, I could seriously do everything from my cell phone because I was able to pull up my computer here at the office from my cell phone, print off files if I needed to print them off, or do whatever I needed to do. So yeah, the piece of technology I cannot live without or I can't do my job well with is my cell phone.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Well, used properly, I think it can be a huge benefit to what we do. Things are getting lighter, smaller, faster, more powerful. With the modern cell phone, you can do so much with it. I mean, you can do pretty much anything. You can do with a cell phone what you can do with your normal computer.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	...We have electronic tickets now. So that makes their lives easier as opposed to writing everything out. Our camera systems are incredibly helpful with accountability and kind of having their backs.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	...And on our CAD, on that call screen, there's a cautions button. It's like a tab. You just click on it. It'll list, "This house is a drug house. This house houses a deaf person. This person has anxiety. There's bedbugs at this place."
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	Sure. Easy to use. Push a button [laughter], and talk, and let go of the button. Light? It's getting lighter. We have new radios that are much lighter, much smaller than they used to be.
Technology -	LE	U	Field	26-35	6-10	Male	LE-U-004	...I think, yeah, specifically the body cameras, I think it's going to be

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Positives_about-with			Responder					great. One more thing to help us be accountable, and to help citizens be accountable, and--
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	I mean, it all depends on what we put on it. But the possibilities are essentially endless with having a city-owned cell phone. You have a camera that you have on you all the time, obviously web search, all your basic stuff that a cell phone can do. But then you can add applications like having CAD right on your phone, having a report-writing system right on your phone, having documents like the paper family violence document I was talking about. Having that right on your phone so you can say, "Here you go, victim. Fill it out right here." And then it gets sent digitally right away.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	You can write tickets on your phone. And then, the possibilities are completely endless, so it's just a matter of getting them. And, yeah, I think it would be a huge benefit.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	--personally, I like new shiny things. I work with a lot of our camera systems. There's a lot of cool technology out there for that. The body camera stuff has its issues, but for the most part, it's going to be great. I think it's-- as far as technology,
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	The computer has become very indispensable between CAD being right there, all the involvement, all the just people searches you can do, location searches you can do, report writing. If it weren't for the computer, it's either write it with hand or go back to the substation every time and write it there. And that's a time killer. That's a resource killer. And so that is incredibly important. I mean, there's a lot of tools that we have that we can't get rid of, mostly on our build. But as far as communication goes, yeah, the radio and the computer.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	...I am a fan of a GPS transmitter on an officer
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	We could use them-- before I worked here I worked in the unit that did street-level gangs, prostitution, drugs, those types of things, and we would get assigned a specific target, and that target would be

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								somebody who has multiple felony convictions, is currently a burglar, is currently wanted for specific crime, and we would track them via social media. I mean, that was a great tool that we used all the time, because they always hold up guns and they're a convicted felon, obviously they can't have a gun. So that makes it really easy to us to work a case for them.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	On the Toughbooks, you have the ability to use Citrix to log in to a virtual desktop, which I believe you can,
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	...The cars themselves, our light bars are light years ahead of where they used to be. They're very bright, very visible. Same with our sirens. They're pretty decent. So as far as communicating to people to get out of the way, that's just people's heads up their butts, we can't do anything about that.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	It was helpful and officers liked it because it saved them a trip to Central Records to physically ID someone, which is a lot of-- that's a lot of time off the street. But the problem became, if it's only local, you're only dealing with someone that we already know.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	...We have looked at the phone factor, we looked at tablets, two-in-ones, to replace that Toughbook. And then, instead of it being hard-mounted in the car, maybe it would be something that is assigned to each officer. And they would just dock it in the car they're working in that night.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	...We had this camera and it was amazing. From a technology perspective, it was awesome. No matter how the camera was oriented, it always looked like you were standing straight up and down. It could see in a dark room. It could be almost completely black and you could see everything in there. That's awesome.
Technology - Positives_about-with	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	Yes, that would be help-- even with the new implementation of body cameras. To have everyone to have a cell phone, because you have to go find a dock I guess now. I mean, I don't know the whole spiel about it. I've heard bits and pieces. But you have to find a dock, upload the video, and then where if you had it on your cell phone, you can classify the



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								video right on your phone and be done with it.
Technology - Positives_about-with	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	...I did see our radios change which was good. We upgraded the firmware in there. It's not department-wide yet. There's only some officers that have them and some that don't. But they're lighter. They're better. The range is better. When I started we had VHS tapes so, so happy to move to digital.
Technology - Positives_about-with	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	No. It can be multiple officers. So you would have-- for example, let's say you had the Robert 1 sector, the geographical sector would be designated as R. And obviously, we would call it Robert. And then you would have a Robert 1 car, a Robert 2 car, a Robert 3 car. So the computer would designate Robert 1 for the calls. And then, if he was busy they would designate Robert 2 and the computer's intelligent enough to know who's available. And if nobody's available, then it somehow decides-- I know' know what the systematic process is to decide who's next in line or whatever. But it finds somebody else.
Technology - Positives_about-with	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	No. It turns on when your lights turn on. It's generated by speed if you go too fast. It's generated by, I guess, the gyroscopic effect-- or no, not the gyroscopic-- I guess enough of a--
Technology - Positives_about-with	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	There's enough kinetic energy forcing it one way or another. There's things that-- well, there's triggers that turn it on, the lights. So every time you would initiate a traffic stop. You can manually turn it on and off whenever you'd like, but there's several triggers that turn the thing on automatically.
Technology - Positives_about-with	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	For example, the EJustice system that we use today, you can write reports on it. And while I'm writing a report and finish my report, you could then, on your computer, you could search under [Name] and you could see all of the archives immediately, electronically, in front of you and see what [Name] has taken place in that system. We did not have that ability with PacketWriter.
Technology - Positives_about-with	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Yeah. Yeah. I mean, because the reality is your camera and that sort of stuff, it's all tied-- so your camera is tied into your computer and you can

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								see everything and it tells you if it's on and all that sort of stuff. So obviously, you need to know if your radio is working and all that sort of stuff. If your microphone isn't working, the computer tells you if your microphone's not working. So I mean, the systems are intelligent enough where you can see whether it is operational or not without having to do a bunch of troubleshooting.
Technology - Positives_about-with	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	Yeah. But most of that can be done in the car computer. I mean, you can do them on your desktop, but since we're usually-- even though our office is centralized, if you're in [City], it doesn't make sense to drive all the way back to [City] to write the report where you can stay in [City] and write the report in your car.
Technology - Positives_about-with	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	...However, in K9 we use it-- so we'll type in K9, and when we can type messages into the computer so everyone in K9 can see what we're writing. So if I want to tell everybody, "Hey, I'm doing training here," I don't have to tell everybody individually. I can just send a group message, and they'll go, "Oh, okay. We'll meet you there," or "Hey, there's a burglary here. I need more people to help me."
Technology - Positives_about-with	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	When we're training, we use an app called MotionX. It's just a GPS app, so it'll leave a track of which way you went and how far, how fast you went. So we use it in K9 when we're training, so we'll know exactly which way somebody went, the person that's laying the track and then when it's time for the handler and the dog to go, they'll go and you can put the track on top of each other and see how close you were to being on top of the track or if you were way off.
Technology - Positives_about-with	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	It's a computer dispatch number. So you just look it up, and then you can either type it up on your cell phone and just send it in through that way, or you can do it on the computer.
Technology - Positives_about-with	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	--record-- well, there's a record button, so you can-- so if there's something that you want to talk to somebody about or if there's an undercover officer that you don't want to record the conversation, you can--

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Technology - Positives_about-with	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	Yeah. It sits on the dog. It's like a periscope almost, it looks like. And we have a wristband that you can wear that has a little, tiny monitor so you can see where you're searching. The only problem with it is, one, the antennas usually go bad.
Technology - Positives_about-with	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	You have to have a situational alert application running because that's basically a running resume of everything that's happening during that day and your plan of action, where your offices are in relation to the event, the support that you have, how much manpower do you have, do you need more manpower. That's all being run by that application.
Technology - Positives_about-with	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	It has satellite backup. So the primary is set up a VPN going over 4G, and then it has a failover for satellite. If the 4G goes down, it fails over to the satellite.
Technology - Positives_about-with	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	Yes. So we'll be able to push video or clips right to them, where there's clips, or even stream it to their cars. And they bring it up on the MDTs what they're looking at as they're going into the scene. So that they can focus on one driving and focus on where they're going to, but we could have a screen shot when it is pushed on, "This is what you're going to be seeing coming in. This is what we have access-- the cameras that we have access to right now. This is what you're going to be seeing."
Technology - Positives_about-with	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	Yes. FirstNet, yes. I've talked with a couple of guys. One guy used to be-- he's a big commander here and he's taught me a lot, but I know he's involved with that now. I think it's a great thing. I think it needs to happen sooner than later.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	So the trunks of the car have-- so every car has their own secure Wi-Fi, and that's how they're connected. But other people's tablets have air cards in them, and you can take them out and use them anywhere, and you don't need Wi-Fi. It's basically like an iPad Air. It connects to whatever wireless network there is.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	And then the keyboards are pretty good and they're a touch screen. So that's primarily where we get the program that has all the runs in it and how we can run tag numbers.

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Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah, so the tablet, it's-- I mean it's a tablet that connects to the Internet. You can either go to the internal police department page, where you can access your WALES, which is the [State] Area Law Enforcement System. That's how we run tags and run people's name to see if they have warrants. And then we can also access court systems through that, through our internal page. So anything you can access in the computer here at headquarters, you can access in the tablet. Because once you log in, you see your profile. I'm sure you have a similar internal page. And it runs off the same network. So if I have files saved on my folder here, I can pull them up on the tablet.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah. Before, we had Toughbooks in the cruisers, and those always worked great.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	The Toughbooks were great.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	That's on the tablet. Yeah. And it's an application. So you open it up, and then it shows bang, bang, bang, bang, bang, how many calls are in your area. And you can see all the calls in the district, but it's too much so it filters by your specific area.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah. It's GPS. As soon as you log in to the MPS program, the dispatcher can see where you're at. And actually, I can pull up a map and see where all the cars are at in the entire city as long as you have a computer in the car, and it's logged in.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	...On the tablet, you can clear it as no report, send, and then it clears you, and you're available, and theoretically, you don't have to go over the radio and say that you're clear. Because if the dispatcher's busy - she's doing a whole bunch of things - you might not get the chance to do that. And so you click clear, and then it clears you, and then she sees that you're available. And then if there's another call that's not too high a priority, you can assign yourself to that call through the tablet itself. So in that respect, you can limit your radio traffic to the important stuff that needs to be over the radio. Because recently, whenever you came in service at

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								the beginning of the shift, you would say who you are, what your ID is over the radio.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	...And they just came out with applications on the department phones where you start, I think, sort of like tablet, where the officers on bikes and on foot can pull up the runs on their phone. And I think that's where technology is going, because before, if I'm on foot in a busy area,
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah, brand new, that the officers on foot, as soon as they log in, theoretically the dispatcher can see where their location is, and she can see that they're close to there, and she can kind of dispatch them accordingly. So I that's where it's going because it's hard for people on foot to know what's going on in the district.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	...We have to react the same. So whether it's the KKK protesting or Black Lives Matter movement protesting, we have to protect both of them equally. So we have to treat everyone the same. So I mean, it's difficult, but at the same time, I think the body cameras have helped too. Because before, I could treat someone the same way I usually do, and they could still complain.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	And theoretically, the dispatcher can track me via this radio. And if I hit the orange button, it's emergency tone, and then she'll say, "Officer Blank, do you have an emergency?" Because it pops up whose radio it is.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah. And what that does-- it gives officers the chance to record something if they don't have a chance to do it. So someone comes up on you and starts fighting or all of a sudden someone pulls a gun, you're not going to remember, "Oh, I've got to turn my body camera on." You're going to start dealing with whatever you have to deal with. And so that gives a minute buffer for you to turn your body camera on to capture whatever's happened. It used to be 30 seconds, and now it's a minute. And I think they're going to increase it to two minutes or it might be a minute and a half now. I don't know. But then we have to tag it, so that later, they can go in and review it. So this would be the report number if we had one. And then you can go into the system and type in the report

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								number, and everyone's body camera that was on that scene that put that in, we'll you'll be able to watch it.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah. And also, whether you record or not, say, if the battery life is the same because it's always on anyway. It's just whether it's saving the video. Because it's always, constant looping the video.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	And then at the end of your shift, you plug it into a dock, and through this port right here, it charges it, and also, it uploads all the videos to evidence.com, which is TASER/Axons website where we store all of our videos and evidence. And the category is depending on how long it's going to save it.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	So if I hit murder/manslaughter, it's going to save it for 65 years because that's the-- oh, I forgot what the word is.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Oh, yeah. The body camera is great.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah. Yeah. But it's great. I mean, I think it's good for prosecution too, because it's-- especially for DUIs. The judge can physically see the person drunk swaying, slurring their words.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Exactly. And before, it was if the officer is good at testifying in court, then you're good. But if the officer is not as articulate and can't explain why he thought the person was drunk, he might be right and the person was drunk, but if he can't explain it in court, it doesn't matter. But now, you barely have to-- you have to explain it still, but you can say, "Oh, they just play the video in court," and the judge can see the bloodshot eyes, the swaying. You can see falling asleep, slurring the words. You can see him stumbling. And so it's so much-- it's a lot better.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	I can take a photo of something and then upload it as evidence. So you're no longer needing crime scene people to come and just take photos. You can do that yourself on your phone.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	We just got tasers two months ago, and only sergeants have them now. They're slowly giving them out, but it's made by the same company,

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								Axon because TASER changed its name to Axon. So if my body camera is on and anyone turns on a taser or does an arc test or activates it at all, my body camera starts recording.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah. And it goes through Bluetooth. So it's connected to my phone through Bluetooth and Wi-Fi. So the streaming is through Wi-Fi, but when you tag it to say what it is, it's through-- like this stuff is through Bluetooth but watching it is through Wi-Fi. So if someone activates their taser, and I don't know whatever the limit of Bluetooth is, 20, 40 feet, it will automatically start recording.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah. And that would be helpful because also the cameras are looking to the-- if you're having someone in the back, if you were transporting a prisoner, I think it'd be helpful. But I don't know. We never got them.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah. For example, we just got an app. I don't have it on my phone, but we just got an app to scan driver's licenses so that we could write tickets to people from our phone. And so all you do is scan it, say what they did wrong, and it prints out on a Bluetooth printer in the car, and you give them the ticket. And we just started using that about a month ago. And so now, eventually, there's a body camera on here. Hopefully, you can look at the 911 calls, and also, you can issue traffic tickets through your phone, and then it prints out on a little Bluetooth printer.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	And so we did this inauguration as we put everything on the tablet. And so basically, I turned the-- we turned the manual into a PDF because that's the format, from Word to PDF. And then it was just on-- and then we put it on the tablet itself. And so we issued out about 150 of these, and so everybody was able to view the manual on the tablet.
Technology - Positives_about-with	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	So that's what we did. We put it on Adobe. I mean, we just did it a little different because we have this technology now that allows us to do this. And so we put it on the tablet. And you can search on here. You can type notes, and so it's just-- I don't know. We're trying to get a little more high tech.
Technology -	LE	U	Field	26-35	5 or less	Male	LE-U-036	No, it's not as easy as Google Maps.

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Positives_about-with			Responder					
Technology - Positives_about-with	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	...Now, a lot of that can all be done electronically through emails and different things on our report system database. So we really don't have a ton of need to go to the office, which is always a beautiful thing, in our opinion, just because our cars are really our office.
Technology - Positives_about-with	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	We have a control head that tells the temperature of our car, interior temperature of our car, and it's got sensors on the left-side and right-side of the vehicle, and it will give an average. So if the car gets too hot, an alarm goes off, and it will call our cell phones and stuff to tell us that the dog is in trouble. It also rolls down the windows in the back, because there's cages over them, and we have fans set up in the car. So if the car gets too hot, the windows go down and the fans turn on to help circulate air through to cool the dog off so the dog doesn't die.
Technology - Positives_about-with	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Yes. Yeah, the system we have calls our cell phone and says, "Hey, your--" it's a pre-recorded message, but it says this car number has a AceK9 - that's the company that makes it - a AceK9 heat warning alarm. And then, you know your dog is in trouble.
Technology - Positives_about-with	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Well, we have two systems as technology has quickly changed. The system I have only calls my cell phone. The new system that the newer cars in the last two years essentially, they now have an app on their cell phone that they can actually live monitor the temperature in their car.
Technology - Positives_about-with	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Which is really nice. It will still call them if it goes into heat alarm, but you can pull out your phone and say, "Okay, it's 75 degrees in my dog's car. Oh, it's 85. We're starting to get high."
Technology - Positives_about-with	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Yes, we do use cell phones in training for tracking. We have a tracking app that we use so we can-- the person who puts the training track out will use the app and put a track out and end it. And then, when we start with the dog, we'll start it and we'll run the track, and then when we get to the end, we'll end it. So you can overlay and see how accurate the track was.
Technology -	LE	S	Field	36-45	21-30	Male	LE-S-037	Well, the only other technology that we use on calls for service is we will



Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
Positives_about-with			Responder					use some night vision. And recently, I think in the last-- it's been two years, I guess. We have gotten through-- one of our sergeants was able to get a grant somehow. I don't know how all that worked, but we have four or six handheld thermal imagers. And they are phenomenal.
Technology - Positives_about-with	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	No. I mean some of the apps that help us, we already use the general stuff. We'll even use some of the Uber apps and stuff if we're looking for a suspect who may be jumping in an Uber or something. If you're watching those, then you can help try and stop them and just check the passengers. There's a couple of them that will show you-- that help you set up a perimeter, a radius. They'll just give you a quick radius over a real-time map, which is a little helpful. As that type of stuff develops, it'll be faster and easier to do all those things.
Technology - Positives_about-with	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	...And also we have the capability of sending messages through the MDT so that-- it's a new system now. I've used it a little bit before I started K9 school, so I'm not too familiar with it. But I know that we can-- just like in the old system, we can still send messages back and forth. So if someone's looking for a K9 handler, they'll see my radio number on the computer, send me a message and ask for my assistance, or ask for me to give them a call, or ask me to meet them somewhere at a certain time.
Technology - Positives_about-with	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	Yeah. It'll say on the screen itself, the MDT screen, it says, messages and it'll say one. And also beep to let you know that there's a message there. So if I'm not in my car, obviously I don't hear the beep. I can get in there and it will say messages one of one, two of two.
Technology - Positives_about-with	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	Or the phone. Right. Let's see, what else. I have multiple radios for different assignments, whether for SWAT or for K9. We use a camera for a-- on my dog. We put a camera on him and send them into building. So we can all watch, see what he's doing without us going in there.
Technology - Positives_about-with	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	We all have monitors, wrist monitors. So when he goes in we can all watch what he's doing through the wrist monitor. It's about a five-inch widescreen. I guess I think that's it.

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Technology - Positives_about-with	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	I think it's good. I think as technology moves forward, we should move forward. Instead of staying behind the times because there are so many different things that have come out that would make our job easier, like GPS on the phone, the computer telling us where to go, how to get there. So I think as technology progresses, we should progress with it.
Technology - Positives_about-with	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	Well, I mean, in the past 10 years, the methods of communication, the whole social media platform, things like that-- I mean, it used to be, in law enforcement years ago, we had call boxes. And then, finally, it got towards radios and handheld radios. And we still use handheld radios as we call it. But really, they're more computers than they are truly radios. I mean, there's integration, some-- [inaudible] radio is what they really are, some walkie-talkies as they call it. There's integration through apps, through cell phones. So you can use apps and you can talk on your radio through the apps. There's a lot of things that technology has allowed us to do where, years ago, even radios, they were very limited. So a radio of the size that we used, you couldn't transmit anywhere. You had to go through a repeater system and things like that. Where now you don't have to have in-car repeaters and the technology is so much more advanced. The battery life is so much longer. If you need to upgrade the radio, you don't necessarily have to get rid of the radio. You can plug in the computer, upgrade the software, as opposed to having to replace the entire hardware. So I mean, the life longness of the object itself or the hardware, this can last for a longer period of time because it might not be outdated. You can upgrade the software, kind of like your cell phone. You're updating your operating system. You can get more features and things like that until, eventually, the device is kind of past its usefulness. But it extends longer and longer and allows for the integration. It allows for integration through a lot of platforms. I mean, we use-- in the cars, we have the tablets that we use and that's integrated through the CAD, the computer-aided dispatching.
Technology - Positives_about-with	LE	U	Supervising Field	36-45	11-20	Male	LE-U-039	So me, as a patrol officer, I'm in the car. Maybe there's a theft at a store. The dispatcher can come over the radio and say, "Hey, 3051, there's a

Code - Subcode	Discipline	Area	Role	Age	Experience	Gender	Transcript ID	Quote
			Responder					theft at the store XYZ," and they'll send the call to you on your tablet. And you can see, boom, you have all the information that the call-taker at the office [inaudible] communication has put in there. You can read everything. If you need to run people's names and tag numbers, and all that kind of stuff, you can do all that. You have the integration right there. And then if you need to take a report you can take it on a tablet as well.
Technology - Positives_about-with	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	The BOLOs, one individuals we push out. So every day there may be new warrants issued. We can push those BOLOs out electronically. In the old days, with the roll call, and they'd have to photocopy them and say, "Okay. [Name] is wanted." And everyone had to look at it or go to the copy machine, try to make copies. Now, electronically, you can push those out, a whole roll of them. So you don't have to print out 30 pages for each officer. You can go in there, you can use your smartphone, and you can look at-- you know what, I think it-- that looks like that guy they were talking about. Pull up your phone. Yeah, that's the guy. Just the availability to communicate and to do it right then instead of having to print out all these things. I mean, there's a lot of things that makes your work a lot more efficient than it used to be.
Technology - Positives_about-with	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	So yeah. So we use a tablet system. So our computerated dispatching-- [inaudible] I think we use MobileCOP. But it's basically, you call 911, there's a call taker that works for the Office of Unified Communications. They're a separate agency. They type in whatever you say is going on. Is there someone injured? Do you need the police? Do you need the fire department? They type in a summary of whatever they have. The officers can go right in and they can read everything through that information. A reporting system, it's online too, so if you need to take a police report, you can go right there from the car, tablet. You can type up the report right there. And then you go back to the desktop, the information's there. There's some other crime scene apps that we could use, like to take pictures, we go to SecureCloud. The body cameras go to an app so that way you can tag and sort the information on the video.

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Technology - Positives_about-with	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	Honestly, it was kind of seamless because we had the tablets already. So officers were already going-- we were already doing everything on the tablets-- already doing it on the laptops in the cars, so switching it over to the tablet, basically, was not much. And now, most people have a cell-- they have an iPhone or a Galaxy or an Android phone. So they're very familiar with how things work. So the system that we use, the reporting system that we use now, it's very similar to anything you-- you could do Facebook or any of that stuff, it's very-- scrolling, it's very simple. So the training time, it's very user-friendly.
Technology - Positives_about-with	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	99% of it is email, and that is something that has scaled down. But it also makes it easier to track. If a citizen is able to email us a question, then we have their email address. And it's so much easier to be able to email back a response. Then we have a trackable version that can be attached to the actual IQ request saying, "This person was contacted. We can close this out. This has been handled." So it helps us track. We do 99% of those.
Technology - Positives_about-with	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	And we have issued members of the department that would need them, iPads. That they're controlled in a manner of you can send an email out, you can scrub it if it's lost, but it pretty much contains the specific information for that day. We scrub it per event. And then you can upload it. But a lot of the command staff have iPads that they have continuously, and they utilize them on a daily basis. And so we've established files in the Cloud where, say, we get a morning intelligence report, we get one every morning.
Technology - Positives_about-with	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	Yeah. Communications-wise, it is the ability to have the mobile data terminals. The ability to have the iPads. The ability to have-- I have a phone now instead of a text pager.... Body cameras, our body cameras don't have to be docked to get the evidence, we can do it off our cellphones, things like that. So as the technology for the world increases, it increases for us.
Technology - Positives_about-with	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	...The ability to give out iPads and put out your plan manual so we're not carrying this 100-page manual... So, instead of a ticket book, we now

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								have the mobile ticket writers. We can print out the ticket right there. We have an eTicket Program, which is a whole new version of the electronic ticket writing, red light cameras, speed cameras.
Technology - Positives_about-with	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	Most of it is, because we do have a single sign on system for a lot of our administrative portions. But when you get outside of the administrative-- if I need to know where somebody's assigned, if I need to look at my paycheck in our PeopleSoft report, then it's a single sign on system for administrative functions.
Technology - Positives_about-with	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	But you could use it to look up anything. You use the Internet. Somebody could ask me, "When are the Nationals playing at home again?" Or something like that. And it makes it a lot easier nowadays than having to get on the radio and ask a question. These people, you will be on, when you're on details, even when you're on regular patrol, people will ask you a question. I'm like, "I don't know, but let me find out."
Technology - Positives_about-with	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	...But the ability for everybody to have the access to the information they need very quickly. And the MDTs are great for that because you can read our notes as somebody's typing in our dispatch, rather than having to wait for you to file it, so. And they trust us with a radio and a gun, so they might as well trust us with [laughter]
Technology - Positives_about-with	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...However, there's a lot of special requirements that we have that make mission-critical voice unique. For us is that if our infrastructure is in use and a police officer is speaking to a dispatcher, in a lot of ways there are other people that contend. Voice traffic can get busy and other people can contend for traffic, or the dispatcher is communicating out. So we have various features that allow everyone else to hear a second unit transmitting in even though somebody is communicating. So it doesn't kind of lock them out. And so the dispatcher as well as all the other police officers can hear this kind of side talk, we call it. But a special feature that allows another unit trying to get in with a priority message to be heard because they may need help or assistance, so it's obviously heard by everybody, and including the dispatcher. So whether the dispatcher's communicating or the primary unit's communicating we

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								have abilities for second or third people to get into and be heard by other field units.
Technology - Positives_about-with	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] So what's in the vehicles are-- and you could google it yourself and look at [City]PD Domain Awareness System. It's a big initiative. What's in the MDT is the same applications that are used on your smartphone. So it's, essentially, all the 911 jobs that come over dispatch are viewable on tablets as well as the smartphones. And so everything that's available to-- as the call takers are taking the calls
Technology - Positives_about-with	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] You could take a look at all the information that came over on the 911 job right on your phone. And then it will also do an advanced search on the location. It will tell you if there's individuals with warrants, if there's individuals with EDP, mental histories in that building, whether there were threats to police officers, whatever information. How many times that individual called 911. Very detailed information on the Domain Awareness System.
Technology - Positives_about-with	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] No, it's one. You just open up Domain Awareness and everything's right there. But the police officers have to sign into it. So I'm not saying every single police officer uses it to its full capability. I wish they did, but they do have the option to.
Technology - Positives_about-with	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] --and then also all the vehicles are equipped with tablets. And so everything that-- as we said, they can pull up a map for their sector and see all of the active 911 jobs in that area, and they can view that information. If, let's say, they need an address validation, they may not have to necessarily go over the radio. Now they can check the phone for address validation, name validation. Maybe the zones used to call in for checks more often over the radio. Maybe a decrease in airtime, because they can run checks and searches directly from their phones.
Technology - Positives_about-with	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...The capabilities and requirements that we have on our radio infrastructure are very much more robust than commercial entities.
Technology - Positives_about-with	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...And so, by solving the technical problems below ground, they're UHF, so essentially all the police officer radios can tune to the transit

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								channel in their particular borough and they could go down for assist. They could assist transit police. Emergency services unit could go down and switch to their channels. And so it's a big challenge that we've overcome in the last couple of years.
Technology - Positives_about-with	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...So based upon test equipment that's uniquely developed just for, plus downloading the actual subway maps and platform maps, we can actually via the actual position of the person walking and doing radio checks, we have constant signal going and we can actually see red, yellow, green along the subway. We know throughout the entire subway system what works and what doesn't. And we can actively now participate in fixing any deficiencies or gaps in communication. And for years those tools weren't available. We have the tools now and, actually, we're fixing many of those particular areas
Technology - Positives_about-with	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] And then they'll realize-- at some point it's going to come to the realization that this is not-- "Oh, where are you calling from? Are you calling from [County]? Are you calling--?" And then they'll transfer it just on the screen. And when we bring you upstairs, we can show you that it's just a click. But that's a complication, especially somebody in a life-threatening position.
Technology - Positives_about-with	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] We actually figured out a way to handle that with Verizon. NextGen's going to solve a lot of those types of issues. But right now, for [County], for example, if we get a call, we're actually going to get their location. We'll get their phone number and everything. So when we actually transfer it to [County]-- same thing as if a call goes to [County].
Technology - Positives_about-with	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] And now we're in the world on conversion and-- whereas everything once it's digital, digitized and IP-based, we'll be able to kind of get the information that's accurate, more timely, and less delays and more accurate.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	I use it on my phone. Since a third-party app is not a department-owned app, I can just log in through a portal and just use it, which is great. Many times we do on the scene. Right there, you have a serial number. I

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								don't want to waste time, so I put it in right away.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	It is one of the issues we've heard about. Also, the ability to subpoena your phone if you've got anything work-related on there.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	... Now, everyone hears us, so everyone's kind of in on our conversation. Like, "Hey, [Name], I'm in the front. You're in the back, right? Okay, you're good, right?" And people would hear that. So that's just kind of nice because it raises everyone's awareness, who's around that we're kind of doing something.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	... People are starting to pop into their heads as they roam little more and say, "Did you see this in the camera?" And the reason for that is because-- that's kind of why commander brought me in, because he knows I'm proactive. I have a good attitude. I want to do this. So he figured, "Hey, this kid will run with this and try make something out of it." And I have. And we've been able to get top-10 targets taken down fast. There's top-10 targets that drive violence, principal drivers of violence, in the district. And we've been finding them and locking them up. And we've been doing it with technology, plate reader.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	There are some vehicles that are fixed with plate readers. And plate reader cameras are affixed to Department of Revenue vehicles. They're also affixed to some private agencies like repossessioners and stuff, who repossess cars. And that is all being funneled into a database which we call NVLS, National Vehicle Locating Service. It's funded by the insurance agencies, and it's a phenomenal software, phenomenal. It's reached its maturation. I mean, it's great. It doesn't have any bugs, any kinks. It's got every functionality that you would need. And what it does is every single time-- I mean, it records every single plate. Whether it's wanted or not, it records every single plate. And then, I can search at any date or time where that plate may have passed one of these cameras. It's awesome Because man, when we're on a manhunt, when we're looking for a person who's on the run, that's the number one tool. And it puts you in the right area, and then you can start using the blocks and start figuring stuff out.



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Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	You're so much more effective when you have that intelligence. So yeah, I love the plate readers.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	--property for so many people. We figured out who the offenders are so many times, backtracking it that way. Back in the day, you had to go to a pawn shop and go through books, thousands of pages at a pawn shop. It's impossible. You couldn't even do it. I
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	No, I don't find that problem on the radio. The radio, through the limitations of technology, it actually serves as-- it has its own discipline mechanism built into it [laughter], into its limitations, yeah. So it's good. One person speaking and everyone's listening, and that's the nice thing about it.
Technology - Positives_about-with	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Well, ours is pretty basic. That's the other thing. PCAT terminal which you use for the dispatchers is pretty straightforward... That's the same thing with the computer. You can look up an IR number. You can look up pictures, tattoos, and that's very helpful. Like you said, it's kind of-- I think we're at a phase in the police department where you got the technology come in but you still got the old school people. It's nice to have more information at your fingerprints but you have to really kind of dig at it right now to try to get that information.
Technology - Positives_about-with	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Radios are work. Radios are good.
Technology - Positives_about-with	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Radios are work. Radios are good.... But I think the PDT is that the information now is coming real fast compared to maybe two years ago. I can't remember when they had the last upgrade. I want to say about three years, maybe three years ago or four, that you'd run a license plate and it'd take maybe a minute to get that information back. And there was a serious lag between the responses coming. I don't know if you've ever seen a PDT hit on a license plate but when the first one come back, clear, whatever, and the next one, it will tell you it was stolen. The next one will come back to the registered owner. Well, now as soon as I send that information, you're getting it like three seconds later. So I think

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								that's really, really helpful.
Technology - Positives_about-with	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	... The FTOs on the other hand, they have a little tablet. That's a mini computer. I've seen them, the district, and seen them apprehend. Those seem a lot easier to use as a backup computer whereas trying to get information from the-- there, they could log in and you can run a license plate on that tablet and get all the information you can. That's a nice system.
Technology - Positives_about-with	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	I think so. I think if could replace this phone with the tablet that's able to make calls, I think that's a win-win situation.
Technology - Positives_about-with	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Yeah, they're mobile. They could take them out. That's nice about them, that you could take them out. If you're in a crime scene, you got to be close to a door. You can always take it out and start typing away and stuff. Back in the day, you weren't able to save it, but now you're able to. As long as you're close to the car, you can save that report and you won't lose it.
Technology - Positives_about-with	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	That's whether or not they give them. Like I said, they gave them to all FTOs. And I was honestly thinking about being an FTO but I didn't go through with it. But I think, yeah, the technology is getting better. I think, for the average officer, making it more simpler to use.
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Yup. So pretty much, you just log in. You're logged in. It shows the calls that are active right now, who's on those. It shows you who's in service, and then also, it's our RMS system or our records management system, so all involved there. So it's pretty easy. So you can just put yesterday's date and [Name], and it will show all the calls from yesterday or you can pinpoint. So it's pretty nice.
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Okay. So Sector is what [State] State Patrol put into place a long time ago to do traffic [app?] accidents. And then also, it's our ticket manager, so all criminal citations and tickets are done on the computer, and then they get printed into your car.... So with that, all you do is you stop somebody or whoever, you get their driver's registration, and that's where you scan their driver's license, scan their registration. It

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								automatically populates into the computer. And then you just hit print, and it prints out an exchange of information or the accident report. Everything is done on the computer, so for me, I've seen-- that was kind of the beginning of my career.
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Yeah. It's all with them. It's not even us. So they sign up, and they have to confirm they live in that neighborhood. And then they can send out any information. They can send pictures there, and it goes to only their big group, which is in their neighborhood. And so we now, as a police department, I'm on Nextdoor. I cannot see their activity, but what I can do is I can post to the whole directory, everyone out there. I can post things. So crime prevention tips like, "Hey, watch out for-- there's been some prowls in this neighborhood." I can put notice, pictures. I can do all that, and I can direct it to everyone that's on Nextdoor in the city. So it's kind of cool.
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Then finding the ones that actually go in, and then also-- so pro with that is you can sit there and have a conversation with a suspect, and you can listen to radio traffic and you make sure that they can't hear, which is a pro.
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	The radio batteries. So we change them. That, I think. Every once in a while, some locations, there's some blind spots where the radios don't work very well. There's not a lot of them, though. And the city has done a pretty good job of making sure that-- because we need to be able to-- in our car, the car radios have bigger antennas. They usually don't have a problem.
Technology - Positives_about-with	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	That's why I try to go up, so it saves-- I turn it off when I'm in a chair, but-- so, definitely important. I mean, the radio is extremely important. It is our lifeline. When we need it, it doesn't always work. It works most of the time. I mean, a high percentage.
Technology - Positives_about-with	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	--so we obviously use cell phone communication when necessary. And we have the ability to type short notes to each other through our computer-aided dispatch system, so it has an instant messenger

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								program in it where you can--
Technology - Positives_about-with	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	--so I can send a message. If I'm out on patrol squad, I can set a group, so all of them are grouped together, and I can send it to the whole squad, that type of thing, so.
Technology - Positives_about-with	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	... And then you look at as technology increased-- because I came from such a small agency, we didn't keep up quite as quickly with it. But I mean, there was a period of time when we were on call so-- back in the day when everybody had a pager, we all had pagers we had to wear. And then obviously cell phone technology started to increase and wiped all that out.
Technology - Positives_about-with	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	... So literally the first 10 years of my career I didn't have a computer in my car, but I'd be lost without it. So it allows us to do so much more to investigate, so much more to be more responsive, to be more efficient... So I feel as the technology inside our dispatch center changes, our job becomes easier, and we become more efficient at it as well because their job becomes easier, so.
Technology - Positives_about-with	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	...As an investigator, we have a Cellebrite device, which is a piece of technology that will pull information off of a cell phone. For investigative purposes, we'll download information off of a cell phone. So that's something that we use not as frequently as I thought we were going to use it when we first got into that program, but a couple times a year.
Technology - Positives_about-with	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Yeah. So depending on what kind of cell phone you're trying to get the data off of, one of the devices is a-- one of them just plugs into the computer, but it's actually a physical device that you plug the cell phone into. You have to have-- there's a lot of legal requirements before you can do that. But it will then pull all the data. That includes, at times, deleted data. Yeah, so that's one of the other pieces of technologies that we use that's not necessarily really common across police departments.
Technology - Positives_about-with	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Yeah. I'm sure the technology-- that was quite a few years ago. I'm sure that technology has increased now, but we had that for a while. Just having it read it back to you was nice because then you could drive

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								around, and you wouldn't have to take your eyes off the road to actually look at it or pull over or whatnot.
Technology - Positives_about-with	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Yeah, it'd be much easier to do it on the cell phone. I've never had the chance to use it, but I have it because I thought it would be useful if I ever needed it.
Technology - Positives_about-with	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Right. So you end up monitoring two. Now, if they do it, they can tie our home frequency into the shared channel, and then everything comes across through our home frequency.
Technology - Positives_about-with	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Yeah. So you can talk through the computer system to each other and then through the radio system if you're standing out on something.
Technology - Positives_about-with	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	...I mean, there are a lot of agencies right now using drones to do a lot of that work, and I'm sure as that technology becomes less expensive, those are programs that we'll get into it some point in time. I forgot when we mentioned what technology we use, we actually have a speed camera in town, as well, so.
Technology - Positives_about-with	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	...you remember the old canister would come out. You'd have to take it down to the photo lab, and then you get the strip of negatives or whatever. We would just put the canister into evidence, and then if it went to court we would develop the pictures. Yeah, to save money on developing photos. And now you look at where we are with digital technology.
Technology - Positives_about-with	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	that you can actually pull up locations, you can pull up overheads of locations, you can touch screen. So like if I respond and someone's barricaded inside their house, I can pull up the location on Blueforce. I can touch screen and go, "[Name] i
Technology - Positives_about-with	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Yeah. Because the one thing that I've learned-- I've done protests and things for a very, very long number of years. And so I was in the SWAT unit for about five years, so I did a lot of tactical stuff there. You never have enough airtime, so being able to chip away at some of that stuff-- I don't need to ask officer [Name] where he is. That frees the air up for

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								more important tasks.
Technology - Positives_about-with	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	... But we do have the ability with our new radio system with [inaudible]. I could probably tell you about that. We have the ability to patch frequencies and we have common frequencies with local law enforcement as well as the fire department, so we can get on the same channel if we need to.
Technology - Positives_about-with	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	...From a technology standpoint, do we actually-- our new cars have an option it's called surveillance. The surveillance option, where it can actually turn on the side sensors, the backing sensors, and the rear camera, so people can kind of see what's going on. But just things that allow them to be more heads up.
Technology - Positives_about-with	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Okay, so there's a system called IdleRight that it's an on/off switch in the car. But if you're going to get out of your car for any length of time, you activate the IdleRight system. And then you can turn the car off, lock it up, and walk away. The IdleRight system will monitor the power level in the car and the battery. And if it drops below a certain point, the car will automatically start itself.
Technology - Positives_about-with	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	And it will keep the battery charged. We always get the question, well, what if somebody tries to steal your car when you're right there?" It's built into the system that as soon as you step on the brake of the car, which you have to do to shift gears or whatever, the car will shut itself off entirely, and you won't be able to start it.
Technology - Positives_about-with	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	--is engaged. I mean technically, you don't have to have the system operational when you're driving around because the car is out, but a lot of times, officers just forget to turn the system off, and so the light's on all the time. And it's a little disco
Technology - Positives_about-with	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	And so I mean-- and if I had to pick one or the other, I would say retain the technology because the technology itself, I think, overall has improved our ability to do police work, but I rue the loss of those interpersonal human interaction skills that sometimes, I think, get sacrificed for technology.

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Technology - Positives_about-with	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Exactly. So I mean, again, that's both the curse and blessing of technology is that I have instant access to anybody in the precinct because I'm the acting captain, and I have all their numbers into my phone,
Technology - Positives_about-with	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	The easiest thing to do is get on and say, "I'd like to talk to Sergeant [Name]. Here's my cell phone number." Right? If you're at a big scene, a lot of thing's going on. There's relatively little talk going on, on the radio. Everybody is on their cell phones, which is helpful because then you can talk to an individual and get information from that individual, but not everybody's getting that information.
Technology - Positives_about-with	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Or is it information, a question, whatever that's designed for one other person. So sometimes, it's much easier to conduct business by cell phone as opposed to the radio. But if it's information that everybody needs, then cell phone is an ineffective way of doing it.
Technology - Positives_about-with	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	I changed uniform shirts today, so I haven't put the earpiece in, which makes it even better because it's more covert and it's easier for me to listen inside my ear than have this thing on my shoulder. But like I said, the technology in the radios we have now is light-years ahead of what we had when I first came on. The radios have gotten smaller, lighter, and, I think, clearer. But there still are issues of being inside buildings or being in those little dead pockets that occur throughout the city.
Technology - Positives_about-with	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	I suppose you could have a cellphone-sized radio, easier to carry in a pocket as opposed to having this, we call them, bricks but-- as opposed to having this brick hanging off your belt. But I suppose as technology advances, we might get around to the point where something the size of this smartphone is now my police radio, and it has all the capabilities of the larger more cumbersome units.
Technology - Positives_about-with	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	--easily twice as long and two or three times as big around, and yet this puts out more light than that one ever would. And so I mean, technology has brought me this little wonder as opposed to that three-pound flashlight I used to carry around. So I don'

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Technology - Positives_about-with	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	The technological advances from when I started to now are phenomenal, and it seems like most of the accelerated growth in that has been over the last 5 to 8 years maybe, 10 years at the most. I'll probably stick around the department another 2 or 3 years, and I'll be fascinated to see what technology is-- so when I first started in a patrol car, you had your police radio, and that's all you had. And now when you sit in the driver's seat of one of the modern police cars, you're just absolutely surrounded by technology, not only the technological improvements of the vehicles themselves, but all this other computer technology stuff is stacked up, and it's a completely different environment.
Technology - Positives_about-with	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	There's a City of [City] app called Find It, Fix It which is-- actually it's designed for citizens or community members. If they see a street light out or illegal garbage, they can go to the Find It, Fix It app that finds your longitude and latitude. So it gives you a location, you snap a picture and you send it to the city for an illegal dumping.
Technology - Positives_about-with	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	... But we have cameras in all of our holding cells, as well as the little common area. And I can sit at my desk and pull up all of those cameras.
Technology - Positives_about-with	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	So in a patrol car, I can look at everybody's call, I know where everybody is-- oh, wait, this is interesting. So one of the problems that we're having is-- so in a patrol car, the current CAD system that we have is, let's say they dispatch us to a certain address. The CAD will show that, oh, we've been to that address before. And you can click on that underlying thing, and you can look at these other calls--
Technology - Positives_about-with	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Yeah. You can see that, "Oh, yeah, just last night, there was three officers there and there was some kind of scuffle," or whatever. Because now [inaudible] they can look at the prior history, but they could technically go right into the report and read the details.
Technology - Positives_about-with	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Yeah. And even if there wasn't a report-- of course, then you're subject to whatever the clearing officer wrote in their CAD for the end of it. So when you're in a car, you have all that information. You've still got to use



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								radio and you've still got to go out with radio, and-- I haven't even talked about cameras.
Technology - Positives_about-with	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	... The map, I have used it a few times. It's kind of nice to know you can see on the map where the call is, where you are, and as a sergeant, I can see the-- I think all units can. I can see the other units, I can see where they're at.
Technology - Positives_about-with	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	I think we've gotten much better at that. When we went to an electronic, excuse me, report system in 2008 that really changed that.
Technology - Positives_about-with	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Okay. So we have a proprietary system called Versadex or Versaterm, I don't remember. And I think there's three components to it. There's the CAD. There's the Report Management System. And then that uploads to Versadex which is-- so after a call is finished and the officer writes the report and it goes to data and it gets translated and it gets in the system, then I can go to this program and look up everything.
Technology - Positives_about-with	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Yeah. But that's another way that I would use that system. If I wanted to see how many arrests my officers had made, I'd go in here and do that. So that's a very valuable system to me.
Technology - Positives_about-with	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Yeah. And when I say sufficient, it is definitely sufficient, and there's definitely some nuances of progressive technology in the things we use. But you just made me think of something, like relationship trees in a records management system where so-and-so was pulled over with this person in a car, and how does that relate to all the other things. Nowadays, data analytics and software in general can present that in such a way that's really nice and we don't have access to those tools.
Technology - Positives_about-with	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Well, a good example is our tweets by beats. So we have an automated process that puts out calls that happened in certain beat sectors of the city, and you just subscribe to that Twitter feed if you live in that area, or don't if you just want to know what's going on. But there's a delay involved. There's address blurring. There's all of these things incorporated into that to walk that fine line of transparent but not in the immediate sense to where it could hurt somebody or impact an

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								operation. And then also the privacy part with the address blurring and things of that nature.
Technology - Positives_about-with	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] .... So it's using location services on smartphones and getting much more accurate that way. So that's difficult to communicate with callers. We have language barriers, but we do utilize a pretty great language service so we can get translators online fairly quickly.
Technology - Positives_about-with	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Okay. That's probably the best tool going right now for law enforcement nationwide. [talking about license plate readers]
Technology - Positives_about-with	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	--technology that copies down the license plate. But you can do a partial plate, which is nice about this, put a partial plate in. Say a lady was robbed, and say hey it was a BMW and I know it ended in one, two, three, four. And you can put in one, two, t
Technology - Positives_about-with	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah. It's a great tool. It's expensive. It's a great tool, and besides that, we get the stolen cars out of it. So for the month of June, we just got back 29 stolen cars. Just in the [City].
Technology - Positives_about-with	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	We have portable radio that will work probably anywhere in the country, and we very rarely need-- or the necessity very rarely present itself that we go up to primary channels and so you don't.
Technology - Positives_about-with	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Now we have to because they have the body-worn cameras and though I've never owned or had to use or function with a camera, I'm told that the cell phone is important for kind of that wire--
Technology - Positives_about-with	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Cell phone technology. The communications aspect of a device in the field, priceless. And I mean, cell phone technology making my-- not an MDT, which is pretty much a rock with a glass screen. But maybe a functional laptop that can communicate just like your laptop at home would.
Technology - Positives_about-with	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	...I can do Google pics. I mean, it labels everything in my-- I mean, I don't do it, but every so often somehow, it figures out who everyone is in the photo, and boom, okay.
Technology -	LE	U	Field	36-45	11-20	Male	LE-U-013	Q: Okay. But when you're not with two people in the car, is the MDT as--

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Positives_about-with			Responder					SME: It's vital. It's vital. I know what I'm going in to. It's hard to drive, and listen to the radio, and look at the computer screen, and watch traffic and the bicycling. It's hard to everything. So at least with the computer, I can read kind of what's going on.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	[talking about having access to information where we can identify suspects in the field now through our phones] That helps a lot because you're having to drag the person all the way back to the station to ID him. You just do it on your cell phone.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	What it does it takes the form, it digitizes it, and then the pertinent information - the case number or the report number - you do it on your phone, and then I forward it to the victim, so they have it digitally on their phone. And [inaudible] was when you call your insurance company, and you've been in-- someone's broken in your car. You're distressed. You don't remember what I've given you, so now you have everything on your phone. And you're on the phone with your insurance company, and go, "Hold on one second," and you forward them all the information the officer forwarded you. So it saves time.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Yes. It did your name. So before you even got to use the app, you had to put in information: your name, your start number, ID number, your station, and the station's phone number. So it'll auto-populate the form--
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	It pre-filled in a lot of the forms that we need to fill out--
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Yes. It saves time, and you're not-- so if I want to tow your car, I need a tow slip and a permission form from some other person. Most officers don't carry all the forms. So I had to call for a unit to bring me a form; that takes 20 minutes. Now, I have to fill out the form. But imagine, if I'm just doing it on my phone within a minute.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	And then, sometimes you need a form in a specific language, Spanish or Chinese. You pick the language you want it to translate the forms into. So it did it instantaneous.
Technology -	LE	U	Field	36-45	11-20	Male	LE-U-013	And now, our department is-- they want us to be more like this with the

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Positives_about-with			Responder					community, interactive with the community. And I was using technology to kind of build that bridge of helping us become more friendly with the community.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	A cell phone is perfect, but like what I said, there are draws to a cell phone.
Technology - Positives_about-with	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Yes. So a nice little advent for the department is every officer is assigned a cell phone now. That was a good addition because it really helped. Because we have the cell phone that's engaged now, we have the body worn cameras. They're linked together now. So you're going to have one with the other to be able to utilize them.
Technology - Positives_about-with	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...So they don't want to catch too many reports and have that sitting towards the end of the day. So you may see a unit come in periodically through the day to knock out a report just to be done with it because they don't have that ability in the field. They have it on their phone, the technology for the report-writing system.
Technology - Positives_about-with	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So you got your department radio. The new department radio is nice. I haven't utilized all the benefits of it. If I'm looking left or right, I'm just kind of racking my brain to spin to this side. Their new radios have connections with [County] and [County] and some of these inter-agencies that we didn't have before, as far as the new Mutual Aid channels.. So they have many levels of benefits with them, and now that we're all getting standardized, it's much like our guns. If there's an issue we can always use SWATbot or radio a lot faster and easier doing it that way, as opposed to carrying multiple radios and trying to coordinate how we're going to communicate on different channels where we have only one equipped radio or one that's not.
Technology - Positives_about-with	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So each officer's radio can be programmed in a particular way, depending on what the scope, or their responsibilities, or job is. So the new radios we got, we think it's a huge resource, and we haven't had an opportunity to have to use those other channels yet... We can run the mug shot system from our cell phones and actually look those up.

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								CalPhoto from the phones, we can actually look and see and try to get a little bit more information from somebody.
Technology - Positives_about-with	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	A lot of times, we may run into somebody who doesn't have any ID, but they may have a driver's license or they have been arrested. There's a record that exists someplace. Now having that cell phone and those applications available to utilize, the officer doesn't have to leave the street and go back to the station and try to figure out somebody on who they are. It's a lot more effective on the street.
Technology - Positives_about-with	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	The other technology, we have the license plate readers for the vehicle plates. That's huge. A lot of it's for investigations so the LPR will either-- if we're doing an investigation or we're trying to locate a particular vehicle, that's a huge resource, and that's just a wealth of information for the city and for other surrounding agencies so that's huge. The ShotSpotter systems that currently doesn't push out to our phones as an alert that I'm aware of, that would be good having that pushed out. Because right now, you have it on the desktop and if there's an alert, then it will come up and it'll tell you-- the dispatch will let us know often if there's a ShotSpotter activation.
Technology - Positives_about-with	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	We've got the body cams now. I think that's a huge resource because it kind of cuts through a lot of the chitter-chatter where people will create their own narrative. But when they see a body camera, now we're both on the same narrative. So it's helpful. It's a good resource for officers and the public. I don't think it's everything the public wanted because I mean, it is limited in its ability itself. I mean, I think there's a perception that maybe this is a 360 view of everything else that's going on, including the intents of everybody else involved. But it's a huge resource compared to what you had before was nothing. So now, you have the conversations. Now, you have some perspective of the view of the scene, which is good depending on who the officer is as far as height, stature, angle of the cameras kind of thing, and clothing or what happened during a particular contact. What you have now is something as opposed to nothing before.

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Technology - Positives_about-with	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So they're talking about the eStop system and how that's now much more readily available for inquiries whether there is a perception of bias policing or even just activities from particular officers from particular districts, so you can actually have data you can actually look at now and kind of figure out what each district, what they're engaged in more, or what kind of patterns you would see. And again, it's limited to the eStop, to the detentions
Technology - Positives_about-with	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	When you have that CAD being able to have that link with other systems, I think having that active board, having that ability. Because the touch screen is there. I know it's there to marry in the systems even that. So when you've got a suspect that is named in a particular incident, you can pull that up. When you've got a location that's named in a particular incident, you can hit that location. So you're at an event and you've got people hanging out in front of a particular bar or whatever. You can pull that up and when you hit the bar it comes up, and it's got your point of contacts for the owner, for the manager, or whoever. And all of that stuff is populated in. And that kind of cuts through the chase of trying to figure that out, calling the station and having them go through the paper index to do that. I think that's huge. I mean, outside the box, kind of pie in the sky kind of thing. I think that would be great.
Technology - Positives_about-with	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...But the thing is if that was available, that would be, I think, a huge resource. In addition to that, when you're trying to locate officers that are non-responsive at a scene but you're able to see them on the board, you can have a coordinated response to go to that particular location and actually see if there's a reason they're not coming up or responding. You can actually do that. You can click on that board, send them a direct message to either their MDT or to their phone because you now have that ability on the board or on the board under your screen on the computer whoever it is that you can actually go to that and everything is just interlinked.
Technology - Positives_about-with	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	The population, I mean like [Name] was kind of pioneering there with the be auto-populating a lot of the documents for people from being able to

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								actually send in the necessary documents in a timely fashion, being able to follow up-- and people that have the ability to follow up with their forms, that automated form. So your phone is connected to CAD. So when you go back and you have your CAD on your phone, you can actually click on it and then select a particular form that you want to transmit to somebody that you can select that form. Open it up. It populates with the date and the time and the case number, and then you just fill in whatever's relevant that needs to be transmitted to the victim or the witnesses. A lot of times, your victims will be going somewhere and you're not able to transmit that information with them, but you can transmit that to the hospital. You can transmit to somebody else that actually-- information can make it around. I think creating that kind of platform or that ability would be huge, not only for that, but then that's also a resource for any of the inspectors. Because then, any of the inspectors courting that case number would also be able to what forms were transmitted, what was written on those forms, what the contact information was on those forms. So it's another record that's available.
Technology - Positives_about-with	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	--gave them a follow-up form or gave them whatever. With the forms that we have, there's the citizen's arrest forms. They're both signed, and that form may go back or whatever. But if we have that associated to a particular person-- and now it's populated
Technology - Positives_about-with	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So again, those would be hurdles to address with discovery and whatever else, whether that video is recorded, and the confidentiality, and the accuracy. I mean, that's somebody else's playground to hammer out obviously, but outside the box, I mean that they can-- that would streamline it because we get a lot of counter reports where victims will come to the counter at Southern Station or any other station to make a report. And there is a language barrier. And victims don't like having to-- or it's traumatic to the victims to have to keep repeating things and reliving the scenario. So if they're able to do it first-hand, not telling it one person and wait for that person to tell the other guy, that delay when a lot of people like to just kind of brain dump what happened. And I think

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								having that Skype ability or something of that translations works because it also captures the video. It captures the expressions. It preserves that evidence at the same time. Because when an officer's writing a report-- and I spoke to the victim. The victim was crying. Okay, that's what it says on paper. But when you're looking at the video and you can see the victim is traumatized and they're crying and all that, I think that carries more for the victim when you're trying to present that case to the DA and kind of paint a picture.
Technology - Positives_about-with	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...But if you have the digital scan of a print to use, not only is it a huge resource for the tickets, but if you end up with a John Doe victim later when you can't identify, and that's the only print in the system. That's huge because you've now identified somebody. So we've had those scenarios where it's a John Doe, and then we do a print. It's no longer John Doe. It's Dave. So that kind of thing would be great.
Technology - Positives_about-with	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	... Yeah it's becoming more affordable and more accessible so more people have access to it and so we're seeing it a little bit more and other people using it so there's that growth.
Technology - Positives_about-with	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	I think so yeah they loved it. Of course who doesn't love templates right? I mean why be creative when you can just put something basic in there and it spits out all those beautiful stuff. 3D printing what great stuff like why do I have to like chisel away at wood when I can just type a few numbers and say make that. There's a loss of creativity in technology.
Technology - Positives_about-with	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	... You know we have I don't want to say it's unfiltered but we have access to the internet from our PC's and so I mean we Google stuff all the time whether it's updates on tagging you know gang information, drug information all that kind of stuff we look up so that's kind of the most critical (00:14:05) the biggest update that we've had and then from there you know our radios so we use unfortunately a UHF repeater system.
Technology -	LE	R	Field	26-35	6-10	Male	LE-R-044	...They just added where we can now see photos, booking photos so we



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Positives_about-with			Responder					can actually look and see like hey, here's that guy whatever so we're just now starting to see some of that come through, we can't type reports from a vehicle which would be really nice because [application] is where we type all of our reports.
Technology - Positives_about-with	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	... We do have code books in the car. I find and a lot of guys find that it's faster to use the website than it is to thumb through the code book because it's searchable. You can just type in keywords and it'll pull up. If you don't remember the exact code or whatever and so we use that a lot.
Technology - Positives_about-with	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	There's a huge disconnect between society and people's perception in law enforcement and what actually happens. A way to bridge that gap is something that I think the industry law enforcement industry needs to work on and should be identifying and figuring out how to change that perception and body cameras have done amazing things for us on a lot of different levels and I think that technology is continuing to evolve because people can easily see what's been going on but it's not the full picture.
Technology - Positives_about-with	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	... It's around guidelines and boundaries and so it's tough but when we start talking about you know technology allows us to do our job better and our mind that allows us to focus our time and energy and resources on what really matters to me which is kind of informing and educating the public around why that is important and not so much time on a traffic stop and not so much time on some of the other administrative tasks around it.
Technology - Positives_about-with	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	I personally like my body cam. It works very well. It keeps me out of trouble.
Technology - Positives_about-with	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] ...It's one of those that they go based on I mean with the out of face with the body cameras which have been a very big help to us as far as keeping us clear of charges because before that it was all here se... It's just one of those that's without that video people automatically assume that we're abusing our power.

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Technology - Positives_about-with	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Don't get me wrong there are some videos that you can watch out there that is the full thing. Usually it comes from us with the body cams.
Technology - Positives_about-with	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] ... They've actually made it a lot easier. Like I said our IT guy tries to find new ways to make things easier for us so he made it to where all we had to do was hold the button on our microphone just hold it for a second or two it'll switch over click it one more time and it switches right back to channel one automatically.
Technology - Positives_about-with	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] And we have access to certain things that can actually keep us one step ahead and get us there a little bit quicker because from the time the call comes in to the dispatcher deciphering exactly what's going on to the time that they actually dispatch us quite some time can go on and they're also looking for available officers whether or not they have to utilize our county (INAUDIBLE 00:25:55) like that so we have a website that we use which is our dispatch monitor and they made it a mobile app not an app but a website that we can access to be able to get to it... So we can go in here and you know for the people that don't have the mobile data like we don't we can go in here and it shows all of our calls you know who is all on duty, the blues people that are actually on a call right now... All these people are Sergeants and animal control people but this does help us because there are times where sometimes you may not hear a call ride or miss you a sort of number. You just pull this up on your phone real quick to look at it and be okay that's why they're tying up the radio again and happen to get everything else going.
Technology - Positives_about-with	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] The only issues I've well aside from the data issue that would probably be the only thing. ITI has never gone down for us. OLET that one goes down quite a bit and that's a very important program that we have.
Technology - Positives_about-with	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2]... I just showed you but it's got (INAUDIBLE 00:29:01) do have MDT's there's GPS that runs off our terminals and we can see where everybody's at and you can send messages back and forth with each other and you know if they are doing something on the radio we can send a message to our dispatch saying hey this guy have warrants or

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								whatever it may be and they're actually starting toward we can send ourselves to calls and dispatch doesn't have to say it.
Technology - Positives_about-with	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] With the radios is not really essential. It's a basic tool. I mean these Kenwood's they're really easy. It literally takes maybe 5 to 10 minutes to overlook and say okay I just need to be able to turn this on and then addition just to be able to go up to analog if you want to talk to a county deputy or the jail other than that there's really no recurring training that you need to do.
Technology - Positives_about-with	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] ...You'll see all the ones that have their body cams when they turn them on before their shift is done they've already had to timestamp their body cam out of service so battery issue (00:46:25) is a big thing. The video quality is usually really good.
Technology - Positives_about-with	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] With Taser I never had a problem with it
Technology - Positives_about-with	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	Q:So really early on in the interview you mentioned how the body cams were such a great tool for you. [S3] They are. QFR code (on back of licenses)
Technology - Positives_about-with	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] ... There's another one I use called US Comp. You can it gives you how to write certain narratives for certain things that you can go on and you get and it helps you on DUI's and drugs. You can put your shift schedule in here, write notes in here. it's got a corner in here that you can use I mean there's (INAUDIBLE 00:51:33) that we can use that helps.
Technology - Positives_about-with	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] ...It's a walkie talkie essentially and I can talk we have we can talk to pretty much anybody in the country no matter where they are because it goes based off of our cell satellites. It uses that up but it is 100% clear.
Technology - Positives_about-with	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Well I mean if you want to look at the public aspect of it I can probably say that social media has caused the ones that try and work outside of their badge it has caused them to smarten up. Yeah with body cams like I said it keeps us protected in certain situations. We're upstanding officers we don't work outside our badge, we don't abuse our authority or abuse our power in any way. We do our job, we have

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								families. There are officers that do abuse that power. If you put a body cam on them the chances are they're going to be forced to do their job and nothing more which is a good thing.
Technology - Positives_about-with	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	...I mean we do have a co-op up here, a telephone co-op and that's been so much better now but it's not perfect either and so we've got some areas too where it's a little more difficult even with a cell signal.
Technology - Positives_about-with	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	Well they're fine ma'am. They're just fine. They're not the newest or the greatest probably but they work just fine for us other than where we don't get you know coverage where they just don't work but I imagine that's everything right it's we've got a lot of remote locations up here so but otherwise yeah I think they work just fine. [talking about their radios]
Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	We had analog in [name], we had a truck and repeater then we went to digital and the 800 megahertz and then we went to digital and our radio quality is pretty good here if we could just get the antennas in a good place and get the coverage that we need you know and then the second issue of course is being able to talk back on portables and stuff.
Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Part of the issue is here we have a DSL connection which is 14, 15 megabytes a second. I have contracted out to get a 100 megabyte connection. That was supposed to be in August however that did not happen so now it should be in first of December so once that 100 megabyte connection goes in it's going to help speed things up. I actually have a very good signal here from [name]. We have a 65 to 70 megabyte a second Verizon connection here and what I was trying to do is I was trying to hook our network up to the Verizon connection at 65 to 70 megabytes a second and with the unlimited connector I've got with the I forgot what it's called I can show it to you.
Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	...With the E-tickets it removes human error entering tickets and our secretaries and stuff don't have to do that so it automatically downloads it.
Technology - Positives_about-with	LE	R	Supervising Field	36-45	21-30	Male	LE-R-048	When you're driving, especially at speed, you need to be focused on the road and not diverting your attention somewhere else. So I don't really

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			Responder					want that system because it causes other issues and you don't really get a benefit out of it to be honest with you. They can print out a CAD printout and give a summary of everything that happened.
Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	I have a very good platform to get information out to the county. Now the people who are friends with me only live here. I'm not friends with somebody in Texas. I'm only friends with people here in the immediate area and I designed it that so that I had a platform to get information out to the community in which we live. So a lot of times I use that to our advantage as all of us where if I put something out I put something out and say hey, come by and get this. The Yellow Dot Program is a really good program. Put a yellow dot on your tag on the back of your car and have an envelope in your dash. If you come on a car crash or something or have somebody in the car you know you have a yellow dot EMS knows to look in the dash, get their information and see what medications they take, who the doctor is and all that kind of stuff. Really low tech nothing fancy but something that we're going to roll out here soon and we're going to do it together you know proactively do it. I will go with them to the retirement center and help with that but also talk to the doctor's offices and stuff and put stuff there and let folks know how to do the program. My wife is a Type 1 diabetic.
Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	It [body camera] does give you a far superior evidentiary video as far as what you saw when you saw it.
Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	...I don't remember back in the day if you had a big wall size map of a community oh man you're hot take man we got this map and now it's like every day. It's not a big deal but back then it was but see now you got all this information through the reporting system that you have in your car. You can look up people's phone numbers, you can look up people's addresses, you can look up photos, you can look up you know arrest history and it makes a huge difference and now you got to go through somebody else to get all that information if it was taken away [name] the system went down a couple of times people didn't know

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								what to do.
Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	...I think it makes it better but I think part of that is it's all according to how you use it. There's always a cost that goes along with it. [talking about the changes in terms of technology]
Technology - Positives_about-with	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	... A con operating picture platform which is an open source map based geographical plotting capability so that we can visualize the location of all of our assets, calls for service, cameras, vehicle locations. We hope to implement officer location as we have just implemented body worn cameras that have the capability of GPS location for the officer itself or for herself so that in the event that the officer leaves the patrol car while we can still see the position of the patrol car with our existing augmented vehicle location system we will now be able to track the officer on foot in the event that they get into a foot pursuit something along those lines.
Technology - Positives_about-with	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	...The program or application that they chose is known as Live Safe. The Live Safe app allows for safe walk where you can share your location with a friend, a trusted associate (00:19:31) or with the police department. It provides one touch calling of the police department. You can text us, you can send us pictures, you can send us live video streams so that gets used in addition to a typical 911 telephone system. So we have calls for service coming in via text, via chat, via phone call through the Live Safe app or via 911 dialed from any campus phone, transfers of 911 cell calls which may have been routed to [City]PD or cell phone calls that are coming into the department through
Technology - Positives_about-with	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	... The GPS in the phone is what serves as the location device or GPS for the officer. It can also receive texts, video, pictures for bolo's so it does in fact serve as a smart device.
Technology - Positives_about-with	LE	U	Other Public Safety	46-55	11-20	Male	LE-U-049	... We have a simulator that they experience, a no shoot situation in a very safe controlled environment. They're able to see hands on what our criminal investigations division is capable of with their vehicles, the

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			Personnel					mobile crime scene vehicles that they have as well as some of the other tools that are available to them.
Technology - Positives_about-with	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	... We began to see the advances in computer technology that has led to everything from mobile alcohol detection to mobile fingerprint and identification, speed enforcement and the advances that have been made there from radar to laser, video surveillance...
Technology - Positives_about-with	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	Our radios now and it wasn't always like this but our current radio capabilities allow us multiple channels for our own department's use and then access to [Name] Police Department's zone one, zone five which are the bordering beats or zones for [City]PD as well as mutual aid channels that are used anytime that we have a large scale incident. Incident could be a special event or an actual response.
Technology - Positives_about-with	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	It is a device that is worn by the dog that allows the dog to speak to the handler quite literally by the dog triggering being trained to trigger any number of sensors on the vest that it wears now an explosive detection dog can tell the handler not just by its actions sitting identify an explosive but now the dog can be trained to based upon the explosive that the dog detects it can tell the handler this is TATP or this plastic based or this is gun powder based.
Technology - Positives_about-with	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	...The company [application] has been excellent to work with in that their developers have assisted us in creating sort of that not backdoor app but an application that's solely for our use where we can now do our vehicle inspections using [application] app so by logging into that portal our officers have access to different checklists, bolo's things along those lines all through the [application] app.
Technology - Positives_about-with	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	I think they've only made things better. They allow us capabilities that we didn't have before. They allow us to reduce our response times. They've allowed us to increase our situational awareness and many times they're allowing all of this simultaneously so you really see some force multiplication through the use of these technologies where previously all you needed was the gumption to get out there and fight

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								crime and tackle the bad guy and it was probably largely force on force or it was who could out smart who. Now with the capabilities that we have for analysis, predictive analysis that's another capability that I forgot to mention is our crime analyst who spends all of his time.
Technology - Positives_about-with	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	The COP platform comes in where was his car last? We can identify where the car was. Now that we know where the car was we can start to tap into the cameras in that area and we can review recorded footage in order to see okay here's where he pulled on the scene, here's where he got out of his car, this is the direction he went to allow me to start looking at other cameras to find him.
Technology - Positives_about-with	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	The app has 185 officers on here and how many jurisdictions? Probably 20 and like this car hit the license plate reader. They put it out instantly 185 officers know about it rather than it taking time to go through dispatch or whatever. We would never get that information. It's real time.
Technology - Positives_about-with	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	That's become a big thing because these offenders loved to flash their stolen cars, money so we use that to A, see what cars they have and it just leads us to new suspects. I mean our crime analyst is always looking at videos on social media of people on Instagram they can video themselves it's enormous.
Technology - Positives_about-with	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	We'll look on the videos like we've seen them livestreaming on say Instagram and look in the background and see something that we know and we blast that over the text hey this stolen car is in this area and we've caught them that way because of their social media or like the other day one of them posted had some guns one of them is a convicted felon we were able to geotype the picture, we know where the house was the house was in our jurisdiction so we did a search and arrest warrant for him and the gun at the house.
Technology - Positives_about-with	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	Along with that app like people have gotten on the app before and said hey, does anybody have a contact in [County] and right away you know somebody that you know has automatically given you a contact you know so it's a lot easier than calling the main number somewhere and



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								saying hey can I speak to the supervisor of detectives.
Technology - Positives_about-with	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	On a larger scale the AFC Championship is this weekend in [City]. In [City] their whole team is going to be tied up there so they have nobody to respond to any SWAT calls if one comes up in the city. It takes one message they send a message hey can ya'll cover us between this time and this time? Yes. The problem got solved in 2 seconds.
Technology - Positives_about-with	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	I can't get it pulled up here this internet's not working for some reason that we're able to share information, bolo's different kind of stuff like that. We put all of our businesses that we check daily on there, offenders for specific crimes, other pictures of if we're out and somebody sees somebody hey I think I know him you can actually pull up the picture and compare.
Technology - Positives_about-with	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	And NC4 also has the map feature that populates so if you're having a known problem in a certain area it populates with known offenders in that certain area and what type in burglary suspects you know it pops up and whether they're currently jailed or not jailed at the time.
Technology - Positives_about-with	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	Q: And how are the radios and other pieces of technology that you're using. How would you describe their current state? [SME-S4 ] It's gotten better I think since we went digital.
Technology - Positives_about-with	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] I'm thinking of the helper thing the downlink yeah. We UASI purchased a downlink system for all the metro helicopters. Basically it's a live feed from a camera system and it can broadcast through repeaters all throughout the metro area. [County] has a repeater on top of their jail so if their [County] helicopter is flying around it's broadcasting that repeater which broadcasts it all the way to [County] we can watch it in our command vehicle or on the handheld devices what their helicopter is looking at so it doesn't have to be line of sight. Now if our helicopter is out here we can work off a line of sight and then if [County]'s helicopter has to come over here the same thing we can work off the line of sight. It doesn't necessarily have to go through the repeater but transmit of information is pretty good.

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Technology - Positives_about-with	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] Yeah Carfax we use. It's a new app we have. To look up VIN numbers if we have a partial license plate or something we can find the vehicle using the app but it's pretty good.
Technology - Positives_about-with	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] But the benefit completely outweighs the irritating part of it that keeps going off because it's just live feed because I mean we don't have direct contact with [City] per the radio but on here we do and it's not a bunch of chatter, nobody's talking over one another, we don't have to worry about a dispatcher breaking in. It's worked out really especially say like if a chase come out right now. One person it doesn't matter what jurisdiction if they're listening to the radio they can just sit there and just enter the chase in and somebody on our end can say hey he could be sitting in the office and go and they're turning right on [Street], they're turning west on [Street] he can just call it out. We visually all we got to do now is drive. We don't have to look at a map, we don't have to look at anything we can go straight to the area.
Technology - Positives_about-with	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] We would go out and only had was the radios you handled calls and you look for stuff and you handled whatever was in what you know but now because of technology that lattice problem is our problem and the only reason we know that is through technology so we're able to work together and handle a problem like say there was a lookout on a specific vehicle. If I didn't get it at roll call I may not get it until the next day at roll call and say I stopped for a wreck that day on the way into work I may not get it until the next day or I had two days so it may be five days and that car may have been say recovered in that time so something happened and I never knew about it.
Technology - Positives_about-with	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] Like just like he said unless it came out of roll call look out for a certain vehicle and we've like he said when we determine that these cars are committing multiple crimes in multiple jurisdictions so all these jurisdictions have been putting out a list of stolen cars okay. It used to be you'd go to roll call you get a look out hey there was a red truck that committed a burglary last week so everybody would look for a red truck now you're getting lists like this daily from other jurisdictions along with

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								our list of stolen cars so you go down the list of 15 different cars you know what I'm saying it's an overwhelming amount of information you know so you're not just looking for that one red truck now you're looking for 15 from [City], 10 from [County].
Technology - Positives_about-with	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] Which I know nowadays some cars are coming out with that you know OnStar and all that but---
Technology - Positives_about-with	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] Well and that's even some of the used cars that these used car lots these buy here pay here lots they have a separate tracking system installed on their vehicles in case they got to repo it so and we've dealt with that before. A guy called his dealership he got car jacked a guy called his dealership they had a tracking device on it to repo it if necessary and we were able to track it down so I mean it's not necessarily even the big companies Onstar and all that stuff but if there is tracking capabilities like you said on every car that would be you know I know---
Technology - Positives_about-with	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] How many more vacation no. I think the guys that just my opinion I think the guys that really love their job and you know enjoy their job are the ones that are using the communication the most or these forms of technology because you got the guy who is in the job who just wants to come to work at a paycheck. He's not going to utilize the forms of communication I mean because all of this stuff that we've talked about like the apps and stuff like that this is all voluntary, this helps us you know I mean the more you get on this stuff the more I think it helps aid in completing your job and you know there's some people that don't choose not to use it. So they use their police radio and their cell phone to call people but I mean there are some people that don't even use their email you know.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	... I mean we have in our records management system so our records management system and our CAD are unified it's one system. I came from an agency prior that didn't do that and it was a pain. So it's convenient because you know you can just tab from your CAD screen to your report screen and there is a messaging system in it that I think has

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								never really been fully utilized because at one point there weren't computers in the car and we had the system for years and people weren't using it. It is there but I think for purposes of like offline communication people are going to use their cell phones and we use our radio system quite a bit.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	... You need a password to get into your post records, you need a password we've just implemented another technology power [name] which is a document management system so it's where you put it's basically instead of when you do policy updates or training updates having people sign for them. You put them in there, they login and they electronically sign for them and so that is a new username and a new password and it's a great step forward for us because it's a much better way to maintain your policy manual and stuff and for us it's sort of a technological leap forward...
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	... actually there's one thing we do use on our phones and an officer set this up a few years ago and it's super helpful and it's not an app but it is phone based so he set up a [name] account specifically for the shift we were on and he linked it. We were all able to get the password and the username and we could link our house to our phones and what we would put in there is alarm codes for buildings, pass codes to get into certain places so like we don't have standardized alarms so we're talking dozens of different alarm systems and numbers and people used to just scribble them down on the back of their notebook or on a piece of paper they carried and this guy is sort of a technology geek and this is a really bad way of doing this so he created it so when you opened up your contacts it would be like you know your name and my friend's name and then it would say like business school and you would open it up and it would just have the codes and so that was a really, really, really good way and other shifts still weren't doing that maybe they should but it's up to them how they want to do it.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	...This shows you the most recent call so I can just scroll through and see all the calls and then I can tab over here to our case management.

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								This is the face sheet, this is the narrative it hasn't been written yet the officer weren't working on it so it's a pretty it's actually a decent system. I like it but you have to know how to use this to work here it's just that simple and everybody does.
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	... But on our computer system, through LED [phonetic], through the Xirgo Technologies, there's a bulletin section in there where when you come to work, it will show you how many new bulletins are on. You can open it up and then you can go through each bulletin and read if it's a... BOLO, be on the lookout for a murder suspect or someone who's requesting X patrol in a certain neighborhood or residents due to crime. It's all listed there, so we don't have to keep passing that information on. They can read it for themselves as soon as they come to work.
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Right. Yeah, we have, in our system though, in the LED system, we take audio statements now. We don't take handwritten statements. So we have issued out hand or recorders plus cameras, so they can take a voice recording, digital recording and put it into their complaint through the system, and take the pictures and it's automatically dumped into their complaint as evidence. So that's the great part and nobody's using their cell phones or using their phones to take a recording. So that aspect is taken care of. It's just, sometimes it's , some of them do it because it's just easier, they got their phone, taking pictures, and put it to the report.
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	... So those are all the other agencies within our [County], they're hearing exactly what's going on in our end, we hear what's going on in their end. Also with the LED system we see it on our laptops what's going on in those areas. We don't dispatch for [City] PD but we can see what they--in our laptops what's going on. Their screens are our screens, we all share--the Xirgo technology is done by the sheriff's offices at our central hub and they all tie into us, therefore we see--they can see us, we can see them. So there are no surprise complaints popping up.
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	... Some days I may spend all day on the phone, I may get 50 phone calls. Other days I'm actually doing my reports and approving reports on the

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								computer, and other days we spend most of the time depending on what the call is, on the radio. So to say which one is the most priority, to me they're all three are unique and they work together. Without them, because if one fails you've got a second there.
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	It's gotten a lot better, because they're new--as you get more customers on the phones, they put up more towers so we have Verizon as our agency phone, and I find their coverage is here is very well. It covers everything that we want, however, there are places once you get into it, your signal drops to one bar, you have no Wi-Fi, you have no four light, you're back to the stone age.
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	For me, being an old dinosaur as they call it, I am impressed of like just using our computers, seeing our computers following the deputies on GPS because I can see all this, just on a simple look up at my screen I can see where every deputy in the [County] is... It gives them what you call AVL, automatic vehicle locator that is allowing us to see where they're at. When the computer drops or they have a service go down temporarily, or they're doing an update and you have to sign out for at least, sometimes an hour, you're in panic mode.
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	... And he's convinced the deputies again that is there to help them, because as a supervisor, I may get a complaint saying well, Deputy [Name] talked pretty harsh to me and we didn't like the way he talked to us. But then you rewind the tape, watch the video, well sir you were cursing at him. He just asked you nicely to be quiet. Like he may have used a stern voice, but that's required in our profession. And you can't curse at a deputy and not expect him not to actually shut up, and so it saves us. And to get them to understand that part. So as far as that, that's our biggest--I enjoy the video cameras. Again as a supervisor, it helps me protect them in the long run.
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	...There's an app we use on our shift, it's just our shift it's called GroupMe. And it allows us, it's like a large chat program, and we basically we'll send a message out, hey look, instead of coming out tomorrow early, take a short shift, or hey, somebody's having a birthday

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								party this week. It's more of a talk, we call it talk around channel where we can just talk and without people controlling it, they can't say let me see it because it's a private app, and it's just something...
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Definitely we got to deal with somebody or location, a lot of times we will pull it up on their internet. If we need to find out who's a service provider for that phone number, we'll call communications and they can look it up and provide that information for us.
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	To me I think they make it a lot better [i.e., technology changes]. Again it goes back to the GPS, the cars are now communicating automatically with our dispatchers. Our dispatchers instead of having to see where people are, or call and ask them where they're at on the radio, they can see. So if they're the closest unit to the complaint, it's easier to send them right to it. Or if they know this is a canine officer, they don't have to call and see where the canine officer is, they can see he's here. Hey look, you're the closest canine officer I need you to go to this location. So that is the greatest asset.
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	I believe ours are because it's visually there. You don't have to open anything up; it's there on the screen. Right next to their radio number, is their location. So we know where everybody's at.
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	I think technology is on the right path. For a supervisor, for like I'm like again I'm in the tactical world, being a [Job title], and also being certain years in the canine, to be able to visually see what is around me at that immediate moment. Because it's--in my mind, I know what it looks like in my head, but is it really what I'm looking at out in the street, so it's me like with the technology of the drones, I know we have them but immediate life feed to the people on the team. Not just me, but the other team leaders, and to be able to alter it or highlight it, put an edit into it, show them where I want them or where they need to be or where something is located. I think to me in my aspect that would be something that we would look, that would be awesome, outstanding technology. I'm not sure within the near future that's probably all going to be possible if it's not already, we're just not down in our end yet

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								because I know like when I was in the military we had technology that I-- people hadn't even heard of at that moment, sending stuff, the GPS. We started GPS and even GPS was decades before local cops or even on the phone.
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	... But our GPSs are in our car. As soon as they turn the car on, it begins. Actually it's always tracking them because it's programmed into the computer of the car. The internal car computer. So it tells us if they're wearing a seat belt, if they hit the brakes too hard, if they accelerate too hard it's sends out all these notifications.
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	I just, for me I think technology is just going to help progress our career and our profession because the more we can get at our fingertips fast will help us do our job. Especially when you're responding to a, again a hot call, or a domestic. A simple thing such as a domestic call which is not simple, however, if I'm on my way there and I can immediately know this guy has a history of violence, he has a history of beating his wife, that we know she's reluctant not to file charges, then we--it gives us not the ability just to be safe when we get there, but we can also serve her better. Because we know she's not going to file charges, but the [State] can step in and file a charge or something on her behalf. And other hot calls, a murder scene, we can on our way we can start setting up the perimeters before we even get there. I can see where my deputies are, so I think I just like technology is going to continue to progress our career. That it's not going to be--some may see it as a hindrance, I see it as a progresser.
Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Correct. We have both. We have a 700 radio system which we use where the dispatchers dispatch everything over. And then all of our uniformed patrol officers that are out there on the streets, they have mobile capabilities. They have computers in their cars with the ability to communicate through dispatch, back and forth receive live information. Now, uniformed patrol officers are the only people that have that in their units. All of administration, and detectives, we don't have, they don't have that capabilities in their unit, so that's why it's continuously



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								dispatched over the radio waves.
Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	... And then as the dispatcher's typing it in, as soon as they open up a call for service on the screen, the officer in his car is seeing that. He's seeing that live time. So what they're typing he's actually seeing. In other words if a burglar alarm activation comes in when the dispatcher's at the computer, and she pulls the dropdown box to pull up a 62-8 which is a burglar alarm, and she types in the location, the officer is seeing that on his screen. If I'm sitting at my desk, I'm seeing it live too. I'm seeing it live at my screen. In the meantime, the dispatcher is also dispatching the units by radio to the burglar alarm as well.
Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Absolutely. It's just a scroll of a button, like you scroll in your phone.
Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	I mean we have big offshore tankers that pump in large amounts, 23% of the nation's oil passes through [County], so that was really able to help us get that grant in [City], and that really helped out our [County]. I mean I could be sitting right here and there's a big fire or big incident down the bayou, by turning the switch, I can hear what's going on. And our [County] is 92 miles long.
Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	... I mean we have big offshore tankers that pump in large amounts, 23% of the nation's oil passes through [County], so that was really able to help us get that grant in Washington, and that really helped out our [County]. I mean I could be sitting right here and there's a big fire or big incident down the bayou, by turning the switch, I can hear what's going on. And our [County] is 92 miles long...Like in other words if we have a school shooting, and we're bringing multiple, resources, the dispatcher is sitting at her computer can drag that radio station into a box and all them, they all broadcast on the same, on one channel. Even though they stay on their radio, but this computer based through the system and then whenever we're ready to get rid of the incident or determine that the incident is over, we can just release everybody and they go back to their own channel

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Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	No, when the [Job title] does it from the console, she puts them in a box, and it does it automatically. Like for [Event] here we do that. Like we have agencies that come from all over the state to come to help us work [Event]. And we have their channel in our console like say [City] Police Department, and we just drag [City] PD and put them into that bank with us, and whatever they say on their radio, we hear them here.
Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Well we have computers in the units. We have GPS systems in the units which I find really work really well. It gives the dispatchers capable of being able to see where the unites are and I mean because you know, sometimes in general wherever you go, there's always going to be lazy officers, so if the dispatchers are able to see them on the screen and they give out an accident, they can call for that unit and say, yeah, look you're two blocks away, they're going to call you out on the radio to make you go. And it's also a good tool if an officer is in need of assistance, you don't have to ask for his location, you can see him on the screen, and then at any point in time supervisors can walk in there and actually see where the officers are on the screen, so we do have that capability. We have like I said, we have computers in the cars, the radio communications has really worked well for us. So I mean communication for us, I wouldn't say that we are really on the forefront of technology, but we are ahead of some people in the curve.
Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Yes. Yes, we have all of our patrol officers are issues body cameras. The body cameras it's in policy that every time they go on a complaint and they talk to somebody, they activate the body camera. And then we have a system when they come into the police station, they dock the body camera into a docking station and it uploads to the system. So yes, we do have body cameras. All of our officers in the department are issued regular digital cameras that we use for different day to day activities and when we get something major, then we call out our investigative units and they come in with specialized cameras and digital cameras and we can video. We have the capabilities of video recording crime scenes so yes, we have a variety of different cameras that we can use to audio,

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								video, capture different incidents.
Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Now is traffic, is traffic cameras the answer? I don't believe so. I believe that that's just a money-making tool for them, but if we could use the camera to capture data that would be able to be beneficial for crime prevention and crime deterrence, because you know that police officers, marked police officers just passing through an area is a deterrent. So if we know if the area increases, if we can watch it live time, and just send a marked unit in that area, it would deter things from happening. So yes, I do believe that there is some places that we can go in technology that would really benefit not only the police department, but it would benefit the good people in the community. It would deter crime from happening. You know, take for instance if we had--in fact [City] just did it. They have [Job title] that are sitting in front of screens, that they've put up strategically throughout the community, that are just watching. Maybe it's just a suspicious male walking down the street that he could radio in, hey look, on this dark street right now, we see a suspicious male. We can send a unit over there to check him out before he does something, because obviously if you're walking down the road at 2:00 or 3:00 in the morning, in dark clothes, with gloves and a hood on, you're up to something. If this [Job title] can see it on the screen or he can alert him on the screen, where we could send an officer to check him out, we've deterred that crime from occurring.
Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	...On the fire side, on the fire department side we do have the app called Active911 which is a paging system that the dispatchers put into the computer and when they send out the page that comes over your radio frequency, it sends out an alert on your phone. And that alert on your phone also it give it as like say a house on fire at this specific address, and then in that address box is attached to Google maps. So when you click on that, it actually shows you on a map where it's at, so you don't have to ask dispatch for a time. But that's another type of paging system that our fire department-- we pay so much per prescriber to be on that system. It's called Active911, and I find it's really good because like I

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								could look at my phone, I could look at my phone and see how many people are coming to the call. Because as soon as they see it and it comes up on his phone, they can click in route and it shows you, it shows you how many people you have. That way, if we got a house on fire, and I see that we got 10 people coming, I know, hey, look we need to notify the neighboring fire department to get us some more personnel in route to help us out.
Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Social media on both hands whether it's the fire service or the police service, it's a great tool. But it can be a tool that can hurt you. I believe especially, especially an emergency, emergency work, police work and fire department work, that social media as far as us is public service should be a one-way direction.
Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Absolutely. Absolutely. That's a great tool for us. In fact, we have two or three officers at the police department that have fake social media accounts where they can get into that criminal world and criminal element and find out things on social media. And I mean look, we recently solve the murder by social media. He's... we knew he was at this party where he shot somebody. He completely denied ever being at the party, this, that and the other. Well we pulled up his Facebook page and he got pictures from the party. He got pictures from the party. He had videos on there from the party. So once again, I mean it's a great tool for us to be able to use because especially in the criminal, in the criminal element, they think it's funny to be able to post all of this stuff on Facebook. They, that's kind of a.... that's kind of the social means that they use to celebrate their lifestyle. They post a lot of stuff on social media so it's a great tool for us
Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	I can remember walking down the street as a detective, canvassing and talking. Now they're on their phones, on their computers in there, searching somebody's bank records, searching their phone records, they're going through all of--it puts them in a bubble. It puts the police office in a bubble where no longer does he have to get out there and interact with the community.

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Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	But I mean at some point in time you have to weigh what benefit it's given us compared to what's the negative portion of it I believe that if gar outweighs the negative. I mean the capabilities that you have with modernized computerized programs in the car and researching is far out--going to outweigh the negative portion of it. But it's still--it's a small problem, and I mean I guess maybe there are some technology things that we could do that, we could do to remedy that. We can take that screen off of the--from here, and maybe put it up on the dashboard where the officer's not moving here.
Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	And we don't have in the fire department here; we don't have too much technology. We don't have the computers in the units. We, I mean the Active911 coming to our phone was like a big step for us man. That was a great enhancement for us, especially the mapping portion of it because I mean in our district we have a lot of lanes, small lanes off a big highways and it's hard for you to remember all of them lanes. And the mapping software really helped us out tremendously. But I mean I would love to have computers in all of the fire units that we--I mean we still generate handwritten fire reports. When an officer goes to the scene, he generates a handwritten fire report, brings it back and turns it into the station and we put it into the computer system.
Technology - Positives_about-with	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	It needs to be more for the last couple of years we've had Panasonic notebooks and they--we had a lot of trouble with them just recently we went with Dell Toughbooks and they seem to be working really well out in the field. They are much more rugged, they're more durable. The processors work a whole lot faster.
Technology - Positives_about-with	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Now it would. I think you have the mutual aid net and all of that, all the matrix where you can dial in and link up to different agencies, and put everyone on different talk groups and that type of thing.
Technology - Positives_about-with	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	... we felt like we were better protected personally with the cameras, and all our actions were more--you know, we could justify a lot of our actions, because they were live on film, and the shortfall of that was, at the time, the cameras they bought only had, like, I think a 2 meg storage card on

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								it, which would do four hours' worth of data and that was it.
Technology - Positives_about-with	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	... I think we have better accountability as far as what information we collect on calls, how we track the data, how we track all the information and the people and those types of things, so it has expanded, the data and the resources that we have, and the ability to get back to it, whereas before, with paper files, you put them in a box somewhere and who knows where they end up, so--
Technology - Positives_about-with	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Retrieving data, and more useful data.
Technology - Positives_about-with	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Yeah, it's a lot of the pre-packaged stuff, but I also found that the software salesman, I refer to him as the snake oil salesman of the 21st century, but I think it's useful. I learned how to program, I don't know, keypunch, and before that, it was on a tape, a punch tape, so I was writing Fortran, so yeah, it has gotten more user-friendly for sure, to me, anyway.
Technology - Positives_about-with	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	I think, from what I understand from Firstnet [phonetic], and I've kept up with it since its inception, I think one device that you can do a lot of things on, like the Smartphone, where you can use it for your communications, you can use it for your text messages, your photographs, those types of things, and also, it's understood, you may have the capability that if somebody's camera system is on the Wi-Fi net, they can give you access into it, and you can see live what's going on inside a bank building or a school or whatever. I think the rock solid of where the--I think the rural broadband initiative is bringing a lot more internet access in, and not having to deal with the radio here, radio there, and this and everything else, camera and so forth, so yeah, I think eventually, the technology will get there.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	... But the calls are pushed through CAD, through their, you know, through their MDTs. They're able to run license plates and enter their own paperwork and stuff like that. But you know a lot of our calls take you away from the car so you're still doing a lot of the information through

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								the radio and having communications enter it and then come back and complete your reports.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	... And you know I think probably as we sit today we're in a much better place than we were 5 years ago on that interoperability piece as agencies are coming in.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Coverage we're good. We actually have a--we're on the state system, ELWIN [phonetic]. There's a tower right across the street on [Team] Stadium and the simulcast system is actually on top of one of our dorm rooms. So we have very good radio coverage here.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Yeah. Well I--when you look at sporting events and the ability to push text messages amongst commanders, radio traffic and, yeah, I think on a daily basis technology is a win for us. I can't think of specific incident where it was like, whoo, thank God we had email but, you know, I think we use it so much that you take a lot of it for granted on what you're doing and the abilities that you have to use technology that most people wouldn't think about.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	... But I think you're seeing... the MDTs have been around for a while but they still seem to be a vital piece of what everybody's doing in their agency because you've got real time information in front of you instead of, you know, when I got the call of a suspicious person I had to remember what it was, drive, get there, and try to locate and so now you get on the MDT and you see, oh, it was a white male with a grey shirt.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	And so you have that information right there. So I think those are--that's a piece that I don't see changing. Now maybe it gets better, maybe the way it works changes but I think that piece is constant. And you know the technology with radios has grown leaps and bounds. I can't even remember what type of radio we had when I first got here but it weighed about 50 pounds and you could have 2 channels on it and so the features that are on these radios now are just absolutely incredible.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Yeah, I think so. I think you have more readily available information at your fingertips that you used to. And I think it's, you know, for us when

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								we're looking at... response to major incidents or planning for major events instead of having to make 5 phone calls you can send 1 email and cover the same thing. And you know I think it's easier, you know, as... as not being a shift supervisor anymore but being responsible for those who are, it's easier for me to disseminate that information through an email than trying to a roll call at each shift and pass that along. You know when we have Help Identify flyers for, you know, maybe we're trying to get public assistance from a case we're working on, a burglary and we have identified a suspect and we have that picture and now you can send that out and broadcast the email and 42,000 people get it.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	And so now your eyes that are looking for him have multiplied dramatically and so, yeah, I think it's--I think communicating has been very helpful in progressing our mission.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	... I was here for Katrina and we had some issues then with cellphones and radios and you know I think they did a lot of things to improve the state system since then. And you know we haven't had any issues through ice storms, a couple of hurricane reactions since then. You know I think the state operation system has really beefed up since then.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	... You know we've never had cellphones go down, even on game days, we're able to communicate for the most part. Radio, we don't have any issues with. So.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	Wasn't a problem on the bike, because I had a whole--integrated into it, so I could either press it down here or reach up with my other hand, it was all coming through my helmet loud enough for me to hear while I was going down the road with all that. That's about it for me...
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	... I've used apps--though they're a bit--though they're out of date now, so I need to find some new ones, they went out of date this year, and they stopped upgrading, that were just a law search, I had one for criminal and one was for traffic laws in [State], so I could search up and find a statute number if I couldn't actually remember that number, or many more specifics in there, just seeing somewhere I need to look up



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								specifically what I was looking up there.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	No, no, [inaudible] into it. Some people don't like these, some people like to look at the smaller ones, and they'll run it through their jacket. I did that--I did that myself, I would cut, and I would get tailored little holes inside of my uniform, I could run the earpiece through, whereas the actual handset running through it, a lot of the handsets now, the earpiece attaches to the mic, so they can just run it through their shirt, the front, or around through the neck part.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	...Do I leave it running continuously, do I mute it in that time period if they're not talking to me or anything like that? We've--I've watched videos, an officer will turn it on, but they'll get back in their car and it'll be an additional 30 minutes or so, or--it'll chime if you've left it on too long, or it'll chime every so many minutes that it's on... So, you'll have that much time of just extra video, that I'm trying to listen to the radio or trying to drive, you'll get lunch before that tone goes off again and realize their camera is back on, but I haven't seen anything--it seems to work, it's all internet, it's real easy to access, I like them.
Technology - Positives_about-with	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	.... We call them Blue Force Strikers in the Marines, it was usually all in the computer, on the vehicle computer, so you'd open it up, it would show where everybody was at, and you could communicate through that.
Technology - Positives_about-with	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	All of my guys have department cellphones. If they're using personal, we don't advocate it. We use our departmental cellphones for everything.
Technology - Positives_about-with	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	You know, I am not quite sure. I think everybody is individual as far as, you know what different applications they are utilizing. I know there are a couple of specific law-enforcement apps out there specific to [state], that several of the officers have on their phone, and what I am saying there is instead of having a large book, you know, that you have to carry around with all your penal codes and more vehicle codes and such as that, there are apps out there specific to the [state] that several of the officers have on their phones so they can, you know, very quickly, very

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								easily, have that information at the touch of a finger, so.
Technology - Positives_about-with	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Yeah. Our report management system is CLEMIS, which originated in [county] in [state] and has kind of spread across, you know, certainly south-east [State], now starting to get even farther out here. It's a very robust report management system where we have access to a lot of different data; you know, anybody that is part of the CLEMIS report management system shares that data, so if somebody, say in [county] is encountered by law enforcement we have access to that information all the way out here. We may not have access to the narrative report but we certainly have access to see, yeah, on such and such date, this particular person that we are dealing with was dealt with by [counties], so, you know, that footprint for CLEMIS is getting larger in southeast [state], so it really is probably one of the more robust report management systems in the state of [State] anyway as far as data sharing.
Technology - Positives_about-with	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Yeah. Well, and again it depends on what different applications you are talking about and utilizing. Now, at one point, we had the same vendor for jail software, dispatch software and the officer's report management software, so basically if we took somebody over to the county jail and they booked him in at the county jail, by the time we get back here to type our report, we would not only have all the information from Dispatch that we were originally sent to the call on; times, names, whatever it may be, we would have the information from the jail of whoever we took over there by the time the officers got back here to type the report; all they had to do was enter the name and all that information would carry over. Now, because we went to a different report management system, we have lost some of that capability - not all that capability but some of it. We anticipate our dispatch center going to the CLEMIS module of dispatch of CAD soon, so we will regain some of that. I am not sure that the jail will ever transition from the vendor that they currently have because they are very happy with it, but that, again, that is something that is universal and really of major

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								problem nationwide with law enforcement is, you know, all these different applications and things that we do, not talking or having interfaces with each other; now understand the interfaces are probably available but not at a cheap cost, and that is really one of the major issues that we have, not only with data sharing but, you know, I am sure we are going to talk about communications at some point. The technology is there. It is the cost of interfacing that technology together that is prohibitive - excuse me [coughs].
Technology - Positives_about-with	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	We have the ability to do it in the patrol cars. Again, you have to weight that with officer safety. Do you really want an officer with his head down in a computer for 10 or 15 minutes while he is writing a report, not being cognizant of his surroundings, or would you prefer that officer to come back into a secure location where they are comfortable and can do that? So you really have to weigh that - excuse me [coughs]. You know, we work in a - basically if it is going to be more than a five or ten-minute report, I want them back in the office. There are advantages to them being out there and being seen, but again, you have to really weigh the officer safety factor there - do I want them, you know, not paying attention to what is going on for that time, or would I rather have them in here? I would rather have them in and off the road where they are comfortable; they can do what they need to do and then get back outside.
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Potentially. We haven't had any, you know, but when you talk about, you know, the capabilities of the phone, you can take pictures and so forth and you know, although the department discourages using your own cell phone for, you know, evidence pictures and so forth, you know it sometimes just becomes a necessity.
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	I mean outside of them having performance issues, no, not really. I mean, I prefer the enhanced technology.
Technology - Positives_about-with	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Both. Again when the technology is working, it makes things easier but when it is not working, whereas when you used to write everything, nothing is going to break that you can't fix. So now if the reporting

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								software goes down, we can't utilize it until it gets fixed. So we are not doing reports in a timely fashion which dictate when it gets to the court and so forth. But when it is working nice, I enjoy it. Some people are a little technology averse here but.
Technology - Positives_about-with	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	... The computer system, personally I think it is a lot - I dont like it, I think the CLEMIS system in comparison to what we got now is not user friendly, the computer system that we got now is phenomenal but CLEMIS is not user friendly, it's going to take a lot of work to get these guys used to it because these guys have been using it for 15 years, and then overall, it's a complete different structure for the department because now these guys are gonna be all on the road.
Technology - Positives_about-with	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Yeah. He has got his laptop with everything he needs, to mean report writing, everything like that. I mean, for the most part, you are basically a self-contained machine in there. I mean, everything you really do need is accessible on your laptop.
Technology - Positives_about-with	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Yup. We got body cameras. I think they are phenomenal. I would like to have some better ones. They dont have any night vision capability and that is a big damper. I have noticed definitely the way officers talked to citizens as my complaints have gone substantially down. So that is definitely a positive impact.
Technology - Positives_about-with	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	There is actually an email that I am sending out today to all the officers, encouraging - I was given a flyer on an app called [state] Officer. I downloaded it last night and I played with it and it's got some good stuff on it with regards to looking up laws. It links directly to our ordinances and stuff like that, so actually I am sending out an email today to encourage them to download on their phones, but outside of the apps, I dont see the guys using anything, only the apps.
Technology - Positives_about-with	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	I think they are all very helpful. I mean, I have always had a computer in my car, you know, even when I first started, you know the old solid MDTs were the best things ever; they were indestructible. So I have always had a computer in my car, so I would say just improving the touch screens

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								and stuff like that, making it easier but overall I think it has been pretty steady.
Technology - Positives_about-with	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Yeah. I mean, our current computer system [unintelligible] is phenomenal and user friendly and I have had limited use of CLEMIS just getting ready for training but I think it the system that we are going to is going to be a disaster. I think the guys are going to really be complaining.
Technology - Positives_about-with	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Night vision, technology like that. God. I mean, I would like to get some less than lethal equipment. I would love to get like pepperball guns and stuff like that. They are phenomenal tools that save lives and officer safety. Again, we can't afford it. So it all comes down to money but yeah, anything less lethal, anything to help the guys see at night, I mean, I would love to get one of the flare systems just so that the people out there know that we have them and maybe they won't come here.
Technology - Positives_about-with	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	...There is a GPS tracker on it and it shows where every car is, so if somebody is calling out for help, you can look at the map and say, oh, because, you know, if you dont know exactly where something is in another city, when you go and back them up for help, you can see, oh, he is right over here.
Technology - Positives_about-with	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Positives, it keeps things simple; it keeps the airwave chatter down a bit. This is very direct and, you know, this location for domestic. And then they will put notes in the call logs, you can read the notes for anything pertinent to know. If there is something very serious obviously, [unintelligible] over the radio, known to be firearms in the house or something of that nature. The downside is that every once in a while, if you are sending it with the MDT, sometimes these things will crash, you got to restart the computer, this and that, so you may be dispatched on a call and if somebody is sending over the airwaves or they forgot or too busy whatever, it may be 2 or 3 minutes by the time your computer is back up and running and then instead of being at that call, you are parked halfway across town and just realized you are supposed to be over there with everybody else. So, sometimes when the technology

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								goes down, we have issues.
Technology - Positives_about-with	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	For the most part. I think most of our - I mean, you print something; it's almost always instantly printing. There is one car for some reason we can't figure it out but you know, we will print something and it will be 20 or 30 seconds before it actually starts to print before I can take it, but everything else is immediate.
Technology - Positives_about-with	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Well, the computer system we are on, as I mentioned earlier, we are on the same system as like [6 cities], and that's nice because if there is an emergency, that's our backup. We communicate very well with them. We can see where they are on the computer. We can instant message them if we need backup, [unintelligible] you know, especially on shared borders.
Technology - Positives_about-with	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	I have one app on there for decoding VIN numbers, so a lot of times somebody has zero paperwork and you gotta write him a ticket and you can't figure out what year the car is. A lot of times somebody just got it so it's not registered just yet and you can't run it, you don't know what year it is, so I have that app on there. The [State] just came out with an app I downloaded last Thursday before I was on my weekend and it's an app where you can pull [State] laws and stuff and traffic codes, so that is new. I haven't really played much with it yet; I just put that on the phone.
Technology - Positives_about-with	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	The radios are very good. I do actually want to upgrade mine. They sell a shorter antenna - these antennas are long and they get caught on stuff; I mean, everything from door frames to seat belts to you know, on uniform, and they sell a shorter antenna, it's about half the size and it's about \$20 and some of the guys have invested and bought one and I think I am going to do that for my radio. This radio has a very poorly designed "on" switch. A lot of times you get in the car and it turns on and off on you, sometimes it will turn on accidentally when you are getting into a seat and all of a sudden you get this blasting in your ear [sound of radio traffic].
Technology -	LE	S	Field	26-35	6-10	Male	LE-S-062	Yeah, we get that. These are not the radios I had when we started here.

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Positives_about-with			Responder					Those were actually better and less problematic as far as design goes, but then the batteries all wore out and they didn't have quite the signal strength. These are very good radios, they just, I dont know if the switch moves too easy or what, but [unintelligible] a little bit, everyone here has got their complaint about them and as well as every other department who uses them.
Technology - Positives_about-with	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	We got printers in there which are fantastic because, you know, by the time you hand write a ticket and try and get it through 5 copies of paperwork, you give the person their copy, they can't read anything other than the [unintelligible] court in 10 days, whereas the printers in the car make an extremely neat - takes for me a small fraction of the time to print one out as it would to hand write it.
Technology - Positives_about-with	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Our computers are. Our printers are. Like I said earlier, we have a lot of problems with the modems themselves, not as bad as it used to be but it is still problematic. Our radios, these are 800 MHz, they are pretty top of the line; we just got those a couple of years ago.
Technology - Positives_about-with	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Yeah, that's a pet peeve. I mean, when I started here, we had a very different 911 phone system. We had these big black boxes with red lights and stuff on them from like the 1980s. They were dead reliable, they had no problems, they were high quality, they were well laid out, nobody had any problems with them, they were just fantastic. Then we upgraded to like the \$75,000 touch screen 911 system and all that, and for all that money, you know, they give you the receiver, they don't give you a place to hang it, you just set it on the counter and I can't tell you how many cords we have been through, how many receiver hands have been dropped and damaged and for all this money, they couldn't spend you know, 10 cents to make some plastic mold to hang it on but and there is a big learning curve for me to figure that out and sometimes the glitches - it just freezes up and then, you know, everyone is in panic mode, how do we fix this, because, you know, with the old stuff, if something goes wrong, you hang up, you pick it up, everything is fine and we have a phone that we use to dial out on, you know if you gotta

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								call somebody to ask, you know, whatever, or even call for a lunch pickup order, I mean, just anything. It's just an auxiliary line but the phone that we have there is still like a 1980s like foreign phone from the 80s, no one wants to get rid of it because it works flawlessly and things back then were made of a lot higher quality than now, so I [unintelligible] retired.
Technology - Positives_about-with	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	S1: Interesting. So would you say then, that as you are thinking about the technology you are using on a daily basis, things work pretty well? S2: Pretty well, yeah.
Technology - Positives_about-with	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Well, as I mentioned, a couple of years ago we upgraded our radios. I think for the most part we still work good. We got a couple of good computers and most of the ones in the car we just upgrade the software and keep the actual computer itself because those are very expensive, very heavy duty computers, like \$5000 a piece for a laptop, but they hold up to, I mean, spills, banging around, all kinds of weather conditions, but we upgraded the actual software and technology here and there. We did get new printers, they are not the same ones we started with and they are much better, much faster and I would say a little more reliable too. Now and again they jam up or have problems but for the most part they are pretty good.
Technology - Positives_about-with	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Because that way it will show up on your computer along with any notes or miscellaneous information, or they can tell you [unintelligible] because like let us say you call 911 for a car accident. They can dispatch me the car accident immediately, [unintelligible] Drive, 2-car injury accident. I am already en route. It might be another minute and a half before he types everything up and puts it on the computer, so once I get there usually that sort of thing, report number, whatever else from there and go from there but you know, not looking for a vague description you know, 2-car accident between a semi truck and a passenger vehicle, stuff like that you wanna know but you know, you dont wanna the -it's a red Ford Contour with scratches, 82,000 miles, you know, we dont..



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Technology - Positives_about-with	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	...A lot of times in the morning they barely got their eyes open, wants to get the heck outta here, not linger around and talk, but at the same time, I mean, we have, on our computer system, we can go there and read all the recent reports; we can see what happened last night. I generally try and read the reports every morning; if there is a problem, I will answer. If I think we are going to [unintelligible] some more I will know
Technology - Positives_about-with	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	I have only got 2 log-ins; one operates all of our computer software systems, MDT in the car, everything; another one is for the [unintelligible] terminal. So, I don't think [unintelligible] most people just have 2 passwords.
Technology - Positives_about-with	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	We - I know some departments have it but we do not have internet in our cars, so if we need to look some information up, we usually use our personal phones. It's only the detectives that are issued city phones, so; look at our numbers or addresses or other resources like that, calling on people's behalf. I have an app that I use for calling people on the road that I can call them with a local number that is not mine so, stuff like that as far as - the phone is the big one. Our MDTs are - we have a digital camera for taking evidence photos. We have radar in lighter units for traffic enforcement [unintelligible]
Technology - Positives_about-with	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Because, I mean, I have gone on to like [county] jail or something like that and I can still pick up the transmissions from here, or [town] or something like that so generally, I mean, the -like [unintelligible] you have to kind of acclimate to when you get a new piece of equipment but - and kind of feel out its limitations and all that, but I like the functionality that we have with these as far as the ability to listen to other departments so I can - so that is from Ecorse and I can show it's says, you know, who is talking, what is [unintelligible]
Technology - Positives_about-with	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	These newer ones are based off the cell towers, so they usually have no issues.
Technology - Positives_about-with	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	I have used Google maps before to find the location fast; I wasn't 100% sure where it was.

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Technology - Positives_about-with	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Sure, yeah every day. I mean, social media, people putting out wrong information on social media that may be close to a situation. It hampers your investigation sometimes but yeah every day -- it is as much hindrance as it is a help, you know, it's a double-edged sword. But you know, I said that it is probably better than it is bad. You know for all the bad that is in it, you know it is probably better than it is bad. Communication -- when you can communicate with people effectively no matter how they get it you know. I think we are all better off.
Technology - Positives_about-with	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	And don't -- let me -- don't get me wrong, we have some knuckleheads. You know, we have human beings, right. I am not somewhat immune to it but we have not -- never had that rash of it being cultural in our agency you know or failure to train on a certain area or training bad in areas, use of force and stuff. We've not had that issue, but it still brings a level of accountability to the officers when they put that body camera on and they instinctively know then. You know, so it has dropped assaults on the officers, it has dropped our complaints. The most complaint you get is he's ride too, right.
Technology - Positives_about-with	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	I mean, it's dropped that. Officer's assaults on citizens where we have to lay hands on people, it has dropped. So, you know, we are seeing those things pay dividends for us and that's good for our community because everywhere you go and if you are doing something, somebody is right there, you know? So, you might as well have one on you and this camera gives you that perspective from what the officer sees. Not that, you know, 10 feet away.
Technology - Positives_about-with	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yeah. We still have a server. We still have to maintain some things you know here. But, on our chain-based evidence from patrol, you know we will be looking soon to outfit and interrogation room, our interrogation room is downstairs so we can upload that to the cloud on our evidence.com platform so when a DA goes to look at a case, they can sit at their computer and pull every video, every officer that was there, any interrogations that were done of suspects, they can look at all that right there from that, they don't have to get CD here and a CD here and a type

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								of copy of this tape and it's all at their fingertips.
Technology - Positives_about-with	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	They do. At this point they do. Blue technology is already there. We will be getting that with our next NN CAD systems -- they are kind of a CAD systems now that would be able to 911 would be able to initiate turning on your camera because you know technology is growing so fast.
Technology - Positives_about-with	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	We've got drones, yes. We've got drones and have cameras on them and we have an aviation unit with, you know, flyable helicopters, we've got a Huawei and some OH-58 Jet Rangers, but these drones I think are the future for aviation. I mean, for us, you know, it's a very expensive proposition to own, maintain a fleet of helicopters. Our helicopters were free. We got them on a government program. It was, you know, surplus military equipment but the way the drones are growing in technology, it is just -- man. If I call for the aviation unit, if they weren't flying, you know it would take them an hour, you know, I mean, once they got somebody to hangar, pulled the bird out, warmed it up, and got up and got to you -- I mean, really. But a drone, you can off from your car. So, if you needed to do some surveillance, if you wanted to know what was behind the house, that you are fixing to hit, you know if it drone, and you can get it on your phone, you know. They've got iPads that you can operate a drone from. [Name], my techie guy, he first in the [Organization] -- they first got one a couple of years ago I guess. And it was -- and then they got another one last year that was \$ 2400. It was so much far advanced than the first one they had bought. That had the camera that had the ability to lock on to something but the battery lap on those things are the biggest drawback right now. I think it can fly for 20 or 30 minutes but -- but look, if you've got a couple of them, you know, you got three or four batteries, then you can be up for a while.
Technology - Positives_about-with	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yeah, and pretty cool. Yeah, I think that's gonna take over and help you so much, keep you safe, keep our guys safe.
Technology - Positives_about-with	LE	R	Supervising Field	46-55	21-30	Male	LE-R-058	You know, [inaudible] [crosstalk] that I wouldn't know. Those radios they are using today for us are pretty advanced and, you know, we can talk to

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			Responder					different agencies without -- you know seamlessly. And that is going to help if you ever have, you know, a major incident, you know, but I don't know about the timeframe.
Technology - Reliance	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	I'm finding more and more that we have more mandates and more unfunded mandates, right, that are being pushed, of which, we are using technology in a training mode or some administrative capacity to check the box. And I can honestly say I don't know if that's good or bad. I think it's more on the bad side because we're losing a focus of this job is all skill-based, is all perishable skill. And the more time I'm behind a computer is the less I'm good at something that's hands-on.
Technology - Reliance	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	... All of our computers can go down. The phones can go down and then that creates, in my opinion, especially when the computers go down-- I mean you can't run anybody. You can't run a license plate. You can't run a vehicle.
Technology - Reliance	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... You can have technology to a certain degree, but you still have to revert back to those smaller issues that a lot a lot of people, think about it. Let's unplug your computer, take your iPhone away for a 24-hour period, and see how hair-pulling it [inaudible].
Technology - Reliance	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Dependent on text notification. Before when we had the old pagers, not even the two-way pagers, did that person receive that text, I mean I'm sorry, receive that page? To where now you can see on your phone if somebody's received that message right away.
Technology - Reliance	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	No, we try to train them to not use paper, which they all [inaudible] where they will. But by the time you get to the [inaudible] updates, you're a pro at taking calls. It definitely makes it easier to train somebody.
Technology - Reliance	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Just in the hour, every 3 or 4 months that our system goes down for updates and we go down to paper it's--we don't like it. So much has changed in that 15 years. It's kind of scary to think about it.
Technology - Reliance	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	I don't think I could do my job without the technology. [when asked about technology and how it helps you do your job]

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Technology - Reliance	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	I think we would rely on our cellphones a lot more in those instances, yeah.
Technology - Reliance	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	We really don't rely on the technology.
Technology - Reliance	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	... And they're using their mind, their brain to figure out problems. They're not relying on the technology to solve the problems. They're using their human brain power to find the solutions to those problems and it's just a portable radio and a portable on the other end with a deputy or a fireman in a boat going, okay, I've got 6 people out of this house, where do I go next. And they look at the next piece of paper and say go here. And so that's kind of what I think that we're looking so often to say technology is going to help us in these big events when you know you'd better prepare for that big event to take that technology.
Technology - Reliance	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	No. I think it's--I really think that it's human willpower and brain power that's going to make the difference. Can technology? Yes, it can. But we'd better be prepared to live without it because it--just as in the flood what we had was we had AT&T's entire wire center go down. So they had no service on cellphones for AT&T in this area for a week. So we'd better be prepared because it's not just the technology that we have here on the third floor because that technology has to interface with somewhere else.
Technology - Reliance	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	I'm sure there probably are. I think that sometimes we do overthink things and we rely on our technology...
Technology - Reliance	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	So we sent the [City] Police and medical and fire to the call. Well when we get there the police officer, I don't know how to--I really don't know how to talk to this person, I don't know sign language. I said well let's use the TTY to communicate with them. And so he would ask me the question over the radio that he wanted to ask the caller and then I would type it back on the TTY. And my trainee person who had only been there two or three nights she taps me on the shoulder and she said [Name], why don't he just write it down on a piece of paper? And I went, uh, that's

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								a pretty good idea. And sometimes I think we rely on technology instead of relying on the human communication.
Technology - Reliance	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Because we want to use it, we want to make it useful but sometimes we use it when, you know you should have just--I believe that--with this little device right here, the cellphone, my child will not call me but she'll text me.
Technology - Reliance	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Oh yeah we have to practice... I probably have a few new ones in here that are in training that we have knocked down cards with that have a meltdown that they have to go to, but on the whole, we do and its part of our CAD [indiscernible]. I'm trying to get our comps on our accredited. The part of accreditation is that you have redundancies, you have those things, you practice for when your systems go down, and to be able to keep that accreditation, we have to be able to prove every year that we've done those things.
Technology - Reliance	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	So I'm very reticent about-- I mean, I am, in spirit, an early adopter. I mean, my first computer had an 8088 processor on it and two floppy-disks that I traded back and forth, and I did all kinds of stuff on that and I think that's great. And it's fine for me to play around on, but if I'm-- my service is going to depend on a technology. I want to be damn sure that, number one, they're going to stay in business; number two, it works the way they say it's going to; number three, I can afford it; number four, I can support it. All those things, they don't say those things in the ads. The salesman just doesn't bring that stuff up for some reason.
Technology - Reliance	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I mean, reliability is absolutely key if you're going to rely on any technology. I mean, it's got to work the way you say it is.
Technology - Reliance	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I think that's the thing. I don't think it's an age thing. I don't think it's a generation thing. I don't think anybody is against the advancement of technology to become more efficient within your job or your job description or whatever. But we are so enthralled with technology, and

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								we use it so much to become more efficient that when plan A isn't working, we are so deficient in our job responsibilities because everything was tied into plan A. So if plan A is down, we get so backed up with reporting or trying to get back in service or whatever, which is frustrating to the end user. And obviously, the bosses do a good job of trying to understand that, but their company line is still just figure it out and move on. But when plan A fails and plan B is so negligent in trying to bridge that gap, I think it's tough and frustrating. I think that's where people get frustrated the most.
Technology - Reliance	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I think everything is so attached to technology that if an internet server is down or the connectivity is not there or whatever, and we can't complete trips and get back in service and get information from the hospital that they need, we just start getting backed up quickly. And our system is, I mean, not overly busy. But it's busy enough that it has an impact crew after crew after crew. So that's my opinion.
Technology - Reliance	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] And I worked for another service where they would give a tone out before they dispatched a call so that you didn't really have to pay attention to every single word that's being said on the radio because they're talking almost every minute of every day.
Technology - Reliance	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] ... If we need a partner I was saying earlier, if we need police coverage, police assistance, if a person is getting very combative or whatever reason we would need, in an emergent sense, we would get on the police channel directly for the police district that we're in and ask for help that way. It just eliminates a couple of steps, and we call our dispatch who then has to transfer the call, and then it would be assigned people. Everybody that's listening to that district channel at that time hears us talk on it. So things happen much quicker.
Technology - Reliance	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] Yeah. So we got new cardiac monitors. And now we're using, I guess, it's Bluetooth or Wi-Fi to upload our cardiac monitor scripts to what they describe as an equivalent of the cloud. And then command attaches those written scripts to our reports, our medical documents that we write for the patient. That's one change that I've seen in it. Then

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								for health, that also happened at my last service when we moved to the life pack 15s there.
Technology - Reliance	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] As far as the technology goes, apparently, the software is supposed to be a lot easier on the back end for billing and for pulling out specifics in data. Of course, they always try to pitch it that it's going to be easier for us and user friendly. That's usually never the case. And then they're saying that the actual hardware itself is supposed to be more durable. Basically, everyone that I know, including my experience with tablets, has always been bad [laughter]. So I'm not thrilled about this change.
Technology - Reliance	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] --are phenomenal. We beat the cred out of them. And generally speaking, they hold up pretty well. [talking about Toughbooks]
Technology - Reliance	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[RE: toughbooks] [S3] They are a remarkable, extremely expensive machine. They do what they're intended to pretty well. We're not doing crazy heavy web surfing. We're only writing scripts on them, and they do that pretty well. It's a fairly resilient software for what it is.
Technology - Reliance	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] I love the fact that my keyboard is attached to my computer because it's a laptop. I worked on a tablet system before where the keyboard was separate. That was a nightmare. We broke keyboards like you wouldn't believe. Most of the times, the connection wouldn't work, and we had to manually tap, tap, tap, each letter on a tablet. And then they got rid of them and they went to the Toughbooks, which was wonderful, and I was so happy when I came to the service, and we also had them, so.
Technology - Reliance	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] Some systems have a mapping software that's integrated with their CAD, their computer dispatch, and they will get a call, and it will pop up on their screen, and you can hit a couple places on the screen, and it's a GPS, and it will show you right how to get there. And that stuff works when it does.
Technology - Reliance	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3]... Now I had a smartphone that I can use for that type of things. Certain things, I mean, I guess I would say my computer at home is faster than the computer I have at work. It's also less durable. I like



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								amateur radio. I have a very, very good radio that I use when I'm out in the woods with my friends that would be useful potentially in the city, but it's just different. It's not quite the same construction as the radios that we use. We use a government commercial grade radio that's built to be durable and can handle the abuse of that type of work. I guess certain technologies, hard to really pick one or the other.
Technology - Reliance	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] The system that I used to use, we could hit a button that put us at post. So dispatch knew when we arrived at our post. If we decided to go outside of post, we could hit a button that said, "In the area of post." And dispatch knew I was not at the exact intersection, but I was within that six-block radius. If I'm trying to go on scene, this happens all the time where the patient can see me pull up and the fire department can see me pull up, or maybe there's a bystander trying to flag me in because it's their emergency, and so they're the ones freaking out.
Technology - Reliance	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] I can pull up my call notes in real time if the call taker is still on the phone with the reporting party during my entire response to the scene, sometimes new developments happen that are important that I would like to know. Well, dispatch and the call taker are two different people. So dispatch is not necessarily going to be reading all the call notes for the 15 calls that he has people responding to right now. So, if something interesting pops up, he doesn't know, so it doesn't get relayed to me.
Technology - Reliance	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] It's plugged into a power cable to keep the battery charged, but the nice thing about it is that it's really portable.
Technology - Reliance	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] Take it into the hospital with me. If I'm doing a refusal inside a patient's house, I can bring it in, have them sign directly on there instead of doing the paper. I can put it in the back of the ambulance. When I'm transporting to the hospital, I can work on my paperwork. And when I'm done with the call, I can bring it up front and continue working on it while I'm sitting up front.
Technology - Reliance	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] Cops have those really nifty fingerprint scanner things [laughter], which are really cool. They were super excited when those rolled out

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								about a year ago.
Technology - Reliance	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] Right? I did like having a closed camera system from the front of the ambulance to the back, so I could watch my partner while I was driving in front. And that way, if anything got squirrely where he couldn't communicate to me that he needed my help, I could just see it on the screen and pull over and go help him. It came in handy a couple times. It wasn't downloaded to any system.
Technology - Reliance	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] There was an intercom system that once you hit it, you could just free talk between you and you could turn it off. And then there was a camera where you could watch what was going on in the back.
Technology - Reliance	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	...[County] they've got it now. They've been using the same computer program forever. It's simple, it's all in the computer. I don't do anything. It communicates with our computers on the trucks, tells us the times, it's easy. Just press one button everything syncs. It gets more interesting out here when you have to you don't have any computers on the trucks you just have you know it's just your normal driving. Also on the other side of that you got when your computer doesn't work. I mean your computer shuts down so you're so used to hitting route okay now I know how to get there you know well if you hit route in [County] we get in we hit responding we do everything off our Toughbook. You press responding, route, figure out where you're going, figure out what you're going for, read about it, go. Here you don't have any of that so everything is radio best but if that tablet in [County] goes down your radio traffic goes through the roof and you know it's hard then to figure out where you're going, what cross street you're going to, where it's at because you're so used to using it. So that's a detriment I guess.
Technology - Reliance	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	You know if we're going through a phase right now where you're doing CPR on somebody and you don't think immediately hey, let's put the LUCAS on and let it do its CPR but I see a day where you show up and before anybody does a compression you're strapping LUCAS to them and it runs out of battery and you're like oh what do I do now you know so yeah I think you get dependent on all of it.

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Technology - Reliance	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	[RE: usingMapQuest a lot] Because it's so rural even though I've been here full time for about a year but it's such a large county that people have been here a lot longer than I have and still don't know the whole county. We have old map books in our truck which aren't the best to be honest and we don't have a GPS system in our truck so I rely on my cell phone if I have reception at least to get me in the general area of where the call is.
Technology - Reliance	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	[RE: trial of iPad reporting system] It took 2 to 3 times as long to do your report which when you have a day where you only have 2 calls it's not that big of a deal because you have plenty of down time to get that report done but when you're running back to back calls and you're on a second call and you haven't even gotten to finish your first report it's very frustrating and they shut down a lot especially when these things depend on internet and we are so you get out here somewhere and then the information the things that you need won't load so then you just kind of got to wait until you head toward [City] and pick something up and go from there.
Technology - Reliance	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Yes. Last week. Brand new radios. And so, we've used the-- we used to use the 5000 Motorola series. Now we use the 8000 Motorola series. We had some comments on the way down here for this. So our communication, in our world, is meant to almost exclusively happen over these radios.
Technology - Reliance	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	...we rely on these radios to talk to each other on incident scenes and in training. And with the advent of cell phones, we quickly fall back on cell phones in a lot of those cases, even on emergency scenes, because the cell phones always work.
Technology - Reliance	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	...Whether I'm inside, outside, in the wilderness, in a big tall building, my success to bringing that instant under control depends on me being able to communicate down on the radio. So now that everybody has them, that's a great thing but the flip side of that is now everybody has a radio and everybody can talk, so--

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Technology - Reliance	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	...And so it's a communication failure, and it's technology failure, that complicates-- when we rely so heavily in our job for this to work. When it fails - which is rare - how do I communicate?
Technology - Reliance	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Everybody does. I mean some people have department-issued phones, but nobody goes-- I mean, we live in an age now where no one does anything without their phone. And everything is done on an app, or done on a-- what have you.
Technology - Reliance	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	They might be working on that but it's our worst, it's a call that we need the radios. We have crews that operate all over the building.
Technology - Reliance	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	Not using our common sense and brains. Relying on technology.
Technology - Reliance	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	...and if you rely on, if there's a storm and the computer's down and the mapping's down, now you really don't know where you're going. Like I said though, I don't know the whole city but I have a general knowledge of the city. But the rescue runs a big portion of the city but my first-due area that's--
Technology - Reliance	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	...So I see that as a plus, but with technology comes sometimes some problems. And to me, the biggest problem is there comes a reliance on technology. For instance, those MBCs, they're great. It limits the amount of radio traffic [inaudible], because all the information you're getting for the call, you're seeing real time as the dispatcher's typing it, you're seeing it on your MBC, you're reading it, you've got a map right there, so you don't even have to know your territory anymore because you can hit the map button and woop.
Technology - Reliance	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	...Our computer's broken, we're out of service." And so I see that as the negative side of-- I feel like we've kind of have almost had an over-reliance on technology. And especially as our department-- some of the older generations, a lot of them are retiring and we're becoming a younger department again.
Technology - Reliance	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	...Sometimes we have to take systems down to do maintenance, which is an opportunity for us because then it forces people to go without that

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								technology.
Technology - Reliance	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	...You didn't depend on the computer to know where everyone was. When the other station was going to go out and be somewhere new, we kind of had-- we would talk to each other and we'd know like, "Hey, we're going to go do training. We're going to be on the north side, so if a call comes in in our territory, y'all need to cover." Okay. And now it would almost be impossible to manage that without this system. You can't know where everyone's at.
Technology - Reliance	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	And it wears down a lot faster than just the regular squad one. So we try to keep it housed. Especially because if it's at a house on a medical call that the squad can run, then you get a building on fire that you need the ladder truck, you don't have it. So you got to wait for the city of [City] to give you theirs. So it could take a while. I think that's about it. Cell phones, protocols, and directions, probably the best thing.
Technology - Reliance	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Yeah. Our drivers memorize the area. And even as a [inaudible] fireman, you're expected to memorize the area because you're going to have to fill in as a driver. And I don't want to see us lose that because we rely on the tablets. What's better than-- that's a good backup, it's a good support document but a lot of these other jurisdictions, [County], places like that, those people don't have a clue where they're going because they don't put any emphasis on it because they rely too much on technology.
Technology - Reliance	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	The computer on the fire truck is a three-year-old computer and now the new computers are faster so they have to be replaced. And it's always that catch-up with what technologies are coming out. And all we want to do is go on the call and make sure when we type the information in or log on or turn it on, that it works.
Technology - Reliance	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Yeah. I suppose in the-- just like we were chatting before about when a technology doesn't work and you're really dependent upon, it to get that information you need in such a time critical fashion, then I guess you could say that it got in the way. You're trying to respond somewhere and you utilize a mapping application and it sends you to the wrong address

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								and then now you're in the wrong spot because of technology. I guess that's an example of how maybe it got in the way.
Technology - Reliance	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Personally, no. I think it's way beyond this. But you just look at kids today and society, and everybody's so wrapped up in their phone and their texting and the computer, that there's a lot less interpersonal communication that I don't think is a good thing.
Technology - Reliance	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3]...Sometimes we get pushed back, but when we added this new world MDT system, I mean it was no way, "Jeez, I just need a radio." This is crazy now if that computer system goes down for 30 seconds. Here's your microphone, "[inaudible]". They don't know how to act without it now. So.
Technology - Reliance	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] They get by, and they go back. But it's funny how at first it was, "We don't want this, we don't want this." Now that they don't have it, they're crying that they don't have it.
Technology - Reliance	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] What I've seen more than that is, and I can just-- he was there, thinking we're both part of an intimate management team too that goes on that deals-- and our younger people that are on our team will sit there during important times texting. And they are so tied to that phone and all the information that they get all the time - Facebook and all that kind of stuff - it's very difficult for them to put that down for any length of time.
Technology - Reliance	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Just, I think, the reliance on computers just to function in your day-to-day life. I mean, I started here in 1994, and the Internet was kind of just getting going, right
Technology - Reliance	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Yeah. I know. So just the massive shift towards-- we use technology for everything now. There's not a function in my life, I don't think, that I don't use some-- even brushing my teeth, I use technology [laughter] [inaudible]. Yeah. I feel like you can't get away from it. So--
Technology - Reliance	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: switch from Gmail to Outlook] And then there's just the compatibility issue. So some of our admin is pretty old, and they would do something in Excel and then send it out for the membership to look at or to use.

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								And then that creates a compatibility issue of having to upgrade it or change it. And then, when they would get something back, they would get it back from Google Sheets, not in Excel format. And they didn't understand how to change it back. And so, finally, they just said, "Okay, we're going to buy Excel for everybody." But then you could buy one for every desktop and then still continue a cloud-based service, which is now buying two programs. Or they just buy Microsoft 365, which gives you the web version, but then also gives you five free licenses, or desktop, or whatever. Then, that creates a whole nother problem for our IT department because there's-- and I don't know what your background is in computers... But you have to support them, and you have to load it on the computer. And then access and all of that, so.
Technology - Reliance	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	It does. With the transition to the technology, there's been a lot of-- [!?] do say that-- we've started to depend on it a lot. There's a lot of dependence on it because we got away from the Rip-N-Run. If the MDT doesn't work, or if the cell phone module in the truck dies, everything goes bad because we went to an IP-based alert system in the stations. We had Comcast. Their line got cut one day. And we had no alert system in the firehouse, so nobody could go to bed. You had to stay up and stay with the radio...
Technology - Reliance	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...When the radios go down, so, say, the cell tower that goes into its backup, then we have to move from-- we have a cell-- we have a radio tower in [City], so we're lucky. We have pretty good radio. But then, when it goes to the neighboring radio tower, we have really spotty issues. And so when it goes bad, it sucks bad. That's probably the biggest common thing, if the CAD goes down. Then they're running off of their old run cards, which are 3x5 flip cards in a big book. And everything goes really, really bad. And so I don't know how, other than just redundant systems, how you could fix that. But we've become very dependent on it...
Technology - Reliance	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We moved to a-- we moved to a closest apparatus dispatch system. So they don't listen to the radio as much, because the CAD's supposed to be working in the background and picking who's going to go. Yeah. Just a

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								lot of that. That's probably the biggest failure is, when it doesn't work, it really doesn't work.
Technology - Reliance	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...The computer says this and they do it. If the computer says this is the run card, they send it and we have dispatchers who go from telecommunicators, to learning how to be PD dispatchers, to them learning how to be fire dispatchers. But they really do what the computer says to do. And I think the biggest glaring example of that was the day that everything crashed. And our comm center vapor locked and I completely understand why. All of a sudden you're going, "I have no CAD recommendations. I don't know what the run cards are. I don't know who should be going to those areas. I don't necessarily know what resources should go." ...
Technology - Reliance	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...So we were lucky it happened during a weekday. We had a couple of chiefs move into a room and go, "Okay, the call is on this area in the map. This engine, this engine, this truck," and that's what I'm saying. So we were able to do that. You guys were able to get them back up and running, and then everything was good. But they're so reliant, whether it's because of training or policy, on their computers, that they're not given that opportunity to free-think...
Technology - Reliance	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	So on the squad, our systems are so dated. So Google Maps doesn't really work and they're not precise, so we rely a lot on our phones. So a lot of firefighters-- if I'm driving the squad I'll have the person behind me go, "Can you map this out and tell me directions over the headsets?"
Technology - Reliance	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	I think we're starting to see the trend for immediate gratification, or immediate need of information to make decisions. And having that immediate access to that information is a good thing, but as soon as we don't have access to that information instantly, there's that "Oh no" type feeling in these people that haven't grown up with maps and need to relearn how to look at a map and read a map to get them to a location. Just pre-plans
Technology -	FF	S	Field	46-55	31-40	Male	FF-S-015	Contingency. And that's why I have T-Cards to not only do radio



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Reliance			Responder					communication stuff, but resources, engines when they move around, and we lose our card system, or we lose connectivity to the mother ship. How do we track our resources, and how do we maintain that situational awareness? So it's things like that that-- I think technology is good, but you can't drop what we've learned over the years that have worked.
Technology - Reliance	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	... So having that mode to be able to communicate or at least get information out that's not impacted by the event is huge. All of my engines, all of my command staff and leadership all still have pagers just for that reason. And then I get the newer kids saying, "Oh, that's old technology. That's ancient. Why do we still carry a pager?" Well, they haven't experienced an earthquake or a big event where everything comes down. Katrina. I responded to Katrina. Same thing. Everything was gone. How do you communicate with that? Cell phones, land mobile radio, everything was gone.
Technology - Reliance	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	... So it's just not one technology. But you go back to the demographics. It's ever changing, but you're slowly seeing that the millenniums and the younger generation come in, and they want instant communication. They want that instant access. But I don't think they understand what's going to happen when-- they may have it, but it's not talking to anybody on the other side. What's going to happen? How are we going to make decisions? What's the contingency plans to be able to do that?
Technology - Reliance	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	...in every after action review, communications is in the top three items that need to be reviewed and improved upon. And so, I mean, I don't know if I can answer the question if it's helped or hindered. We're still in the top three of items that always seem to be an issue in any major event. I'm sure it enhances it to some point, but we may rely on the technology to share that information where verbal communications could have, should have been directly involved. And I mean, that could have been walking up and talking to somebody, versus trying to send them a message through an MDT, and the system being down or congested, and it never made it there to where-- it's dependent on the situation and what's happened.

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Technology - Reliance	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Whoever said face to face, that's the best method of communication. Receiver and sender and sender and receiver. You got me and I got you, and we understand our messages from face to face. Relying on technology so, "Oh I hope he got that message." Or, "I hope I got this message to achieve that might be three blocks down the road on a large scale inset." The assurance of knowing that you got your messages across and especially critical messages. There should be no doubt or wondering if this is going to fail us, this system. Did he get the message or-- again, nothing beat face-to-face communication. I say, "Well, I'll write him a letter."
Technology - Reliance	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	There are certain benchmarks that must be set and made on the fire ground to be successful and to know what area or what part of the fire you are just by simple benchmarks through the progression of the fire. So heavy reliance and the portable radio is of utmost priority. This is our lifeline to an incident commander out there, but also for other companies in where they're going to be filling in the gaps, and where they're needed, and where they're needed right now.
Technology - Reliance	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: portable radios] I've never noticed an issue with that as far as you're looking at weight or user-friendliness. You never give it a thought. There was no problems. There's nothing to draw from is that I have a problem. I haven't had no problems with these. There could be a problem with the portable radio if left outside of your protective equipment due to thermal insult or a thermal exposure to it. Yeah. You'll melt the thing and it becomes useless, then you've got to rely on yelling, or if you're lucky enough, escape a pre-flashover. So if worn right, worn correctly, and following the procedures or guidelines of the fire department, it won't fail you. Most of those things that occur in the fire service, a lot of it is then human error and miscommunication. Communication is a big factor.
Technology - Reliance	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	I think part of the one problem with technology will be people's reliance on it to not be able to react unless they have certain forms and so people's brains kind of shut down if something happens and it doesn't work when it comes to that they go well I can't do anything when it could

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								be solved in different ways. Overall I mean technology has made our jobs better and improved the safety for the citizens and that kind of thing.
Technology - Reliance	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	They could but I tell you what I think we'd be lost without them honestly.
Technology - Reliance	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Not really. Navigation wise you rely on your phone or your GPS in your personal vehicle and that's you know---
Technology - Reliance	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] I think it can also be a crutch mainly for the younger generation. We got some new recruits out there now. I guarantee if I handed them a map book they couldn't read it so if the technology was to go down can you read this arrow Atlas to get to where you need to go?
Technology - Reliance	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	Q: Let me Google car 64 so but that's interesting because we hadn't talked about that yet right but in addition to the technology that firefighters are using the trucks have technology right? Does that become a crutch? [speaker 2] SME: It can if something goes wrong.
Technology - Reliance	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Or your communication, the technology. Yeah. I mean, your supervisors usually call you on your cell and ask what's going on and whatnot. If you don't want talk over the radio, so you kind of need to have it otherwise, it's kind of hard for them to get a hold of you.
Technology - Reliance	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Sometimes, if am looking-- if it's a missing person's call or if a runaway, I'll typically use my phone, and I'll pull up the person's social media account to see if they've twitted something or posted something recently, trying to get an idea of what's going on with them.
Technology - Reliance	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	The computer has become very indispensable between CAD being right there, all the involvement, all the just people searches you can do, location searches you can do, report writing. If it weren't for the computer, it's either write it with hand or go back to the substation every time and write it there.

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Technology - Reliance	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	Absolutely. We don't have city cell phones. You can check one out, there's maybe two that are available, and they never get checked out. Everyone uses their personal cell phones.
Technology - Reliance	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	I would say everyone on my shift uses one and I would be-- I think you maybe find-- everyone uses one as far as I know. I can't imagine anybody that doesn't use one except for [Name] or like the Chief or something where they're not--
Technology - Reliance	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	--that was viewed as a way to teach me how to be a cop without being reliant on technology. So at that time, when our CAD went down due to maintenance or an unplanned outage-- what's a fancy way of saying crashed? It was like I could still do my job and it didn't-- I don't want to say it didn't affect me, but I was comfortable and it was just Tuesday
Technology - Reliance	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	So I would say now, given to my opinion, is that we're much more reliant on technology. Again, my view has changed even further now that I'm in police technology and I answer officers calls for help... So my view has changed to now it is so intertwined with our daily life that it would be very difficult if we ever had to take calls without CAD. I do believe we would-- I mean, we would get through it, but the thought is now, these are mission-critical.
Technology - Reliance	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	...I mean, if an officer can't scan a driver's license, we're going to get that call. And they are going to probably be at a work stoppage until we get them a resolution, whether it's go get a new ticket device. Bring it to us and I'll look at it. I'm trying to think. I mean, obviously the radios are a big deal. You've got to be able to communicate. But all of the software in there. We write reports in the field, but if that ever went down, they could go into a substation and do it at one of those computers. But they're not. If it doesn't work right, they're going to want that address at that moment.
Technology - Reliance	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	...And so again, it's becoming now irreplaceable. If it were to go down, we're starting to rely on it more, but it's still brand new so-- we have one guy that got hit by a semi-truck and we had to get it fixed within a week

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								or something, but until then it was a struggle.
Technology - Reliance	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	...We have policy around it, make sure it's approved, but at a jail-- if I'm in [County], I don't have access there to my network. But I can get there from my phone through our virtual machines and I can do business that way. And again, it makes my life easier instead of having to make a trip back into [City]. So officers do that as the course of business.
Technology - Reliance	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	I think if you-- if you start doing too much with technology and relying on it too much when it goes down, you won't know how to-- or a person wouldn't know how to respond if you relied too heavily on technology. I think it's good for us to move forward with it, but I don't think we should put too much weight into it because then, like I said, if it goes down-- like when a computer goes down at work, and you're scrambling to find a notepad so you can write down addresses and things of that nature. So I think it's good to have. I think it's a great tool. I think it's a tool we all should use. But I don't think it's something we should all rely heavily on in case it does go down, which has happened before, so.
Technology - Reliance	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Well, I mean, technology, in and of itself, is always a blessing and a curse because you're expected to be able to do more, and more, and more, and more things, and more things more efficiently with technology, so. But I think if you look back at me the police officer 24 years ago and me the police officer now, if you put me in a car without a computer in it, I probably wouldn't know what to do now. So literally the first 10 years of my career I didn't have a computer in my car, but I'd be lost without it.
Technology - Reliance	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	...so. But I think our over reliance on it, and sometimes you have to just go out and do good, old-fashioned police work, and you're not going to find the person on Facebook, or you're not going to find-- you're going to have to go knock on doors, and you're just not going to be able to do it through the computer, and so we rely sometimes too heavily on it, and I think the community's belief that we have some technology that's simply either we don't have, or just doesn't exist. It only exists in fantasy land.

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Technology - Reliance	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	I think there is a tendency to rely on the technology more than your own human instinct or your own human gifts and skills. So much of police work is just being able to talk to people, and I think that those among us who rely too much on the technology lose those interpersonal skills or never develop those interpersonal skills. And so I mean, it always kind of makes me chuckle a little bit when I see police officers driving around. And if they're in a two-officer car, the driver officer is doing what they're doing. They're driving, and the passenger officer is over there on their cell phone doing whatever. So I just think there is a tremendous reliance upon the technology and less of a reliance on their own internal skills and abilities.
Technology - Reliance	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	He wears the ballistic shield in it. But he's young, so. So in a car, you're really dependent on that computer quite a bit for what you need.
Technology - Reliance	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: city-issued cell phones] There was some resistance from some of the officers when it got to the point where you just couldn't do your job without a cell phone or some of the older officers were resisting doing that unless they got some sort of compensation. But I think any more, everybody's just so used to using their cell phones that they do it and don't think twice about it.
Technology - Reliance	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...we live and die on our MDCs. There's been times we've had [CAD allergies?] in dispatch, and the programs go down, and you got to jot stuff on pen and paper again as to where you're going, what the call is, to catch it up later and people just-- [they pull on getting?] more. They don't know anything different.
Technology - Reliance	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...back when I started, I could listen to the radio and on a Friday night, where we have 25 guys working, I could tell you exactly where everybody was in the city. As we've become more and more dependent on computers, I can't do that anymore. Which I'm doubting that anybody here can do that anymore, which kind of makes it hard for me to understand why we don't use more the technology, instead of using the radios...

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Technology - Reliance	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... What came in as the structure fire is the reflection of the sun at night. But it gets billed as a structure fire because that's what the caller said. And you see it on your computer, and if the tones go off at the station the guys are ready to run out, so we've got a structure fire and then they never hear the radio come on and do the formal process of dispatching. So from a liability standpoint, I'd say, look, that is your formal dispatch. If you choose to go out on your own, we're not saying you can't. You're all adults here, make decisions, but just be cautious because that event may never turn into what you thought it was and what the dispatcher thought it was. So we are talking about the technology dependencies on how one part can really affect the other part and just understand they're related. The speed of the information flowing is not always great...
Technology - Reliance	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I think we're able, through training and introducing parts of it in stages, like when trainees first come out, they don't get to use the computer. They need to develop that radio ear and taking notes because when computers go down, the old pen and paper still works, and if you need to write down an address, and we see that, when the computers are down, our guy's like, "Oh, man. All of the sudden I've got to start writing down the address again." I didn't think I was relying on that... but I was. Because I wouldn't pay attention when the dispatcher would send us the call because I knew when I got in the truck, there's my address. So not overwhelmed, just they start to operate differently and then recognize when it's not there.
Technology - Reliance	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...I've seen the technology of glasses where you get the camera inside and you get the earpiece and all of that. That's fine and dandy. I'm not against body cameras by any sense. I think there's a time and a place for it. I think it helps out cops big time. But at the same time, then when they malfunction, "Oh, you must have done something wrong." And then it comes with batteries and all that sort of stuff...
Technology - Reliance	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: communication issues] I mean, the technology aspect is hard. I don't know how you would solve it. I've heard other people discuss, we need better radios and stuff like that. I don't know any different, so I use

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								what I have and that's about all I can-- and you hear the older guys, "Oh, back in the day we didn't have anything." And a few months ago, the line got cut to Xcel, so we didn't have any Internet connection to our vehicles, and so it was like reverting back to 1950. And so you kind of get a perspective. It was like, all right, well, you do have a lot to work with, and these tools are very valuable, so complaining about them isn't making anything better. It's just utilizing what you have and making the most of it...
Technology - Reliance	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... that's something they harp on pretty emphatically is know your geography. Don't rely on your computer because if something like that were to happen, you have to be able to get to where you're going without the assistance of technology.
Technology - Reliance	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Sometimes we put too much emphasis on what the technology says versus we know what's going on and human intelligence. Human intelligence is probably a little bit more than the computer.
Technology - Reliance	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	I think with anything when technology breaks, you rely on technology to work so much and when it breaks down, it fails, that's when that feels like you know "Really? Now of all the times?"
Technology - Reliance	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	That's how they-- so they have to revert to that. But the problem is, how do you tell a person that all they know-- yeah. I mean that's another issue is texting. You can't talk to anybody anymore. That's our biggest problem right now and that's why we're in the issue nationwide because nobody knows how to talk to anybody anymore.
Technology - Reliance	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	There's public transportation. There's skateboarding. There's bikes. And all of a sudden they're given this \$70,000 police car and say, "Drive fast [laughter]." And so there is a lot of technology does get in the way, when it comes to that kind of stuff. We rely on it too much, instead of going back to the old gut feeling. Say, "You know what, that guy's not right."
Technology - Reliance	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	You better say that-- what, something happens, what do we do? Cops will run into places, everybody's running out. So it's a very good-- say you're a firefighter, that building's on fire, well you run in. Put it out and



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								run out. You go get the bad guy, who has the gun and is shooting everybody, and we run out. That's just weird. Now you get technology in the way, and then people are like, "Oh, but." They're hesitant. They don't know how to talk.
Technology - Reliance	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	...They try to make it easier with the phones, but a lot of us are getting assassinated sitting on our cars, on our cell phones, not paying attention to our surroundings. So that's another thing where, if you're too dependent on technology, it takes you away from paying attention to your surroundings.
Technology - Reliance	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	I say yes. But the newer generation, they live on their phones. And I get mad at the newer officers because they do that. They're on their phone. And I'm like, "You know we're on a traffic stop. We don't know who that guy is. We don't know," and they're on their phone. And I tell them, "Please get off your phone until we finish this traffic stop." But it's the younger generation. They live on their phones.
Technology - Reliance	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	...You know I mean the internet of things right? You know that growth into the internet of things is growing you know. When I first started it was just smartTV and now it's a smart lightbulb so I mean yeah it's more accessible, more people are using it, more people are getting comfortable with it which I don't know I guess it depends on how you feel about that (00:12:41) if it's a good thing or a bad thing so yeah I don't know.
Technology - Reliance	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	... I like to be able to give the video however are we going to a society that if it's not on video it didn't happen. So our testimony in court is in my opinion is devalued if we don't have video so if we're in front of a jury and they say Mr. your agency issued a body cam? Yes that's true. Was your body cam activated at the time of the stop? No it's not. Well why is that? Are you trying to lie? Were you trying to cover up? You know they capitalize on that so we have to be careful that we're not so reliant on them that we're sabotaging ourselves on the back end.
Technology -	LE	R	Field	Not	5 or less	Male	LE-R-045	[S3] It really hampers us to have that program go down because that's

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Reliance			Responder	specified				what we use when we're running our running tags and stuff like that and driver's license and all that stuff. Without that website or program that we use we have nothing to go by. It's pretty much we stop them and say hey, how are you doing. I don't know if you have a warrant I'm just going to give you a ticket I guess.
Technology - Reliance	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	...You can look up people's phone numbers, you can look up people's addresses, you can look up photos, you can look up you know arrest history and it makes a huge difference and now you got to go through somebody else to get all that information if it was taken away [name] the system went down a couple of times people didn't know what to do. It's like man we used to do this all the time without this technology. What's the issue now. You got used to it that's the issue.
Technology - Reliance	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Q: So do people get dependent? SME: Yes I think so.
Technology - Reliance	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	Q: And does that pose problems? SME: It can when it fails.
Technology - Reliance	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	... everyone out there knew the number and they'd call the cell phone and say we need this and we need that and that's how they operated and out there they really were not happy when that cell phone went away and that was only a transition we've gone through in the last year or two but here in midtown we've always been on a dispatched radio system where people call in and there's no we're not slaves to the cell phone.
Technology - Reliance	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	... I think sometimes people are looking for obstacles like oh we don't have this and it's like well you don't you wouldn't use it but we should have it you know we can't run things in the cars well so what you can run things over the radio. Find another way.
Technology - Reliance	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Our portables, and then our phone. It's hard to prioritize which ones we use the most, because depending on the day it is. Some days I may spend all day on the phone, I may get 50 phone calls. Other days I'm

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								actually doing my reports and approving reports on the computer, and other days we spend most of the time depending on what the call is, on the radio. So to say which one is the most priority, to me they're all three are unique and they work together. Without them, because if one fails you've got a second there.
Technology - Reliance	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	... But now, as a supervisor aspect, I couldn't see doing this job without the technology. Without the ability to see where everybody is at.
Technology - Reliance	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	... Training wise, and technology, I think that the officers are becoming more, more reliable on less lethal means, because of different, the trends on social media, and even more dependent upon the computers and the radios, rather than being able to get out there and just the old police way and talk to somebody.
Technology - Reliance	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	...--but you know when I was first starting, cellphones obviously existed and everybody had them but they were not--they were not as much a part of everyday life as they are now. You know, if I lost my iPhone my whole schedule would crash and I don't know what I would do without reminders and calendars.
Technology - Reliance	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	... And I think maybe we rely a little bit too much on email. But it's the trend.
Technology - Reliance	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Well, yes, certainly. What you have to understand in law enforcement is we are - historically the profession is getting older, so you still have some people in law enforcement that reject technology, they are not comfortable with technology, so certainly we still have some of the old guard, if you will, that refuses, or does not want to, embrace some of the new things that are coming out. As far as anything else, it really - you know, when a system goes down, it's incredibly frustrating because, inevitably, as in anything, you know, you are going to have systems that go down and if you don't have redundancy built in your system, or have a fallback, you are done. You are essentially ineffective.
Technology - Reliance	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	...when you talk about, you know, the capabilities of the phone, you can take pictures and so forth and you know, although the department

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								discourages using your own cell phone for, you know, evidence pictures and so forth, you know it sometimes just becomes a necessity.
Technology - Reliance	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Oh, for sure. When it doesn't work, it always becomes a problem because we are so reliant upon it that - you know, if [unintelligible] goes down because they are doing an update or whatever, can't run bad guys... So we may let somebody go. I mean, you are stuck in the dark because you dont know who they are.
Technology - Reliance	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Yeah. You know, I think the biggest reason for the downside is if they fail, what do we do? And you know, they are from the old school of thought where if I don't have the technology, it can't fail. So I can always do my job. You know, now it's at the point where we rely on technology so much that if it fails, we can't do our job anymore or it is impeded quite a bit.
Technology - Reliance	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Oh, potentially. For sure. You know, we usually are pretty good at adapting and deal with it, but you know, it definitely could become a problem. You know, for instance, you have a mass casualty or something and cell phones aren't available; I mean, if you rely on your cell phone a lot, then, you know, it's going to be an issue.
Technology - Reliance	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	You know, for instance, if I get called to do an accident investigation, I might get an initial phone call from Dispatch saying can you come in and do this accident? Then once I get en route, I will, on the radio, I get into a car that has MDT, usually I will use my cell phone on the way to kind of figure out, you know, what's going on and by calling the other accident investigators, figure out how close they are, do I need any equipment, so that stuff. Traditionally, I don't know how they would have passed that on, you know, before cell phones and stuff; I guess you could go through Dispatch but if they have already left their house and you don't have cell phones, so I think it is kind of streamlined, some stuff, but again, if it doesn't work..
Technology - Reliance	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	They are personal cell phones. I am a little old school. I don't like the way these guys talk to each other - well, I shouldn't say the way they talk

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								to each other. They are too attached to their cell phones.
Technology - Reliance	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Well, also like we discussed, with the body cameras, being more personable; no, I think I mean technology is a huge aspect of the jobs, I mean. Sometimes when our technology goes down, these guys are - what I am going to do? I was like - get it, you can be a cop without a computer, you know. It is like, so I think if anything, they rely too much.
Technology - Reliance	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Well, it is fun and exciting. It could also be long, paperwork intensive, nowadays technology dependent. There are times it is extremely slow and there are times it is so fast paced and what I will do is a 12-hour shift and dont eat any lunch because there is no time to even think about lunch. It's a lot of variety.
Training	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	So, typically, on our rigs, you'll see, oh, there's only two people on your engine. Where's the third person? Well, my third person is pushing a patrol car right now in a beach somewhere that's assigned close. So we get a lot of leverage out of those people. It's very challenging because you have to keep training people all the time. I mean, I tell people this and they don't believe me, but one of our fire stations that was just built has a gun range in it because we have to--
Training	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	--qualify and because we're truly public safety. So there's a lot of cross-training that happens. The EMS requirements are heavy, even at the basic EMT level. So each year we have to do that. So there's a lot of challenges.
Training	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	It's across the board. All of our guys-- I mean, we utilize our online trainings and stuff. And we would have to sit in a classroom with a proctor doing the same thing. So it's more efficient, but it's more of a checkbox, like, "Okay, yeah. You went to the DMV. You submitted your paperwork. Check," versus-- yeah, we do some of the best training I've ever seen at this station and out back. And you would have just-- a few days ago, you would have been, I think, impressed with-- you walk out back, and you go, "Whoa."
Training	FF	S	Other	36-45	11-20	Male	PS-S-001	I mean, there's four or five cars are on their sides. We're doing auto

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			Public Safety Personnel					extrication. I mean, the next day we're doing truck operations. So I get it that there's a bigger picture, but on occasion, technology gets in the way of that because I think we think, "Oh, it's just a mandate. Just push the memo through the electronic system. Guys will check the box, and we're covered."
Training	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Whereas, well, is that real training? Is it valuable? Is it meaningful? Is it going to-- is it realistic? And I think part of it is, okay, we're just trying to check the mandate box and move on. And I'm sure you'll hear that from other agencies that you interview, not that that's bad or good. It's just I've noticed over the years, we are way more heavy of, "Okay, you got to go to this policy update thing, training or webinar." And I'm like, "Well, that's not the same." It's not the same. Talking about interior firefighting or talking about a tactical stop, it's not the same as actually getting out and doing it.
Training	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	But our POST standards, we have annual refreshers and annual minimums that we need to meet. So, for example, everybody across divisions, all three, need to do firearms maintenance. So they need to go shoot twice a year. They need to drive a patrol car, whether it's in a simulator or whether it's live. Yeah. I'll give you an example of how that gets in the way. We need to do defensive tactics. We need to do a whole bunch of different things, right? So on the EMS side, we've got to do perishable skills, so we've got to redo CPR AED [application?]. We've got to go through 12 hours of online training with-- it's just a variety of different topics. On fire, same thing. The National Wildfire Coordinating Group does this thing called RT-130 every year. So they push this national curriculum of if you're going to fight a federal wildfire, you got to have some refresher in terms of how to pull a hose, and deploy a shelter, and cut [hand lines?], and all of this. And that's just wild land. And so then we do training on top of that, which is mandated. So we do hazmat training. So hazmat, you've got to do your [inaudible] refresher every year. For the specialists, we have to have at least 16 hours. I mean, there's just tons and tons of mandates.

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Training	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	So back to like-- so some of the mandates are techno-based. So the county, through a grant through [City] Regional Public Safety Consortium, which is kind of our POST academy for the region, they have this mobile trailer. And I'm sure it cost a bunch of money, right? You got all of these mobile simulators in your car. And I kid you not, like 75% of people, when they go in there, they get car sick.
Training	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	We had training the other day that our training officer, [[Name]?], set up on a building that was going to come down. We trained on July 4th. No, I'm sorry. On July 2nd and 3rd. Hey. And got us this old building they were going to bulldoze the next day. Some of the best training we've had all year long.
Training	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	They contain more heat, but we're definitely more protected. There's also more awareness, I think, at this level, the company level, of, "Hey, look, just the smoke itself is bad." And it's fuel, right? And so a lot of that has come out of good trainings from the other lab, like pushing that. But really, some of the training that is done not only nationally, but at the local level, really pushes the need for rehab and the need for your respiratory protection and just managing that and being very, very careful about what we're around.
Training	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	We are now with CIT training, crisis intervention training, that we're all getting. But still, it's a huge demand.
Training	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Let me see. Wednesday. So, Wednesday we have a little bit of a fiasco with training. Let's see how Thursday looks. Thursday looks much more open. Let me see. So I have a--
Training	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] ...But in the future that's you know just pretty much with a push of a button, you'll get the recordings, you know people will be able to submit pictures, videos you know whatever the case may be so it will change the dispatcher's job dramatically. Right now they are trained to draw pictures in their head of you know envision what they build the picture of what is happening so they can accurately reflect that to the responder and the next generation they'll actually be seeing--

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Training	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] We have a six-month training program and part of that program is geography so they are tested fairly rigorously on it. We have tried to do some fun things with it. Created kind of a geo cash you know where you go out and find things so we just thought okay if we're going to make people drive around we might as well make them go look for some stuff and landmark areas and that sort of thing. They'll also do ride a-longs with the officers or fire personnel to get a good idea of one, their call types and what they're dealing with and then two, just getting a better idea of the area so I have certain ones who excel in more areas than others.
Training	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Well, for instance, we have a radio users guide. It's a handbook that everybody that has a radio in [county] gets this guide and they have to abide by its rules. That's made up of all the different organizations; the fire departments, police departments, the mountain rescue all have people on that committee that write that manual. And then once they produce that they give it to the Public Safety Council I guess, overlooks that and then they do the training and everything.
Training	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	You're ahead of me, and it doesn't make any sense to me at all, but it's part of the packet that we buy for testing. And if they pass through that, all of those tests, they get it, I interview them. And then we start their background, if we like them to come to work for us, then we start their background and our detectives do that. And they go through that, sometimes three to four weeks of that and then they have to interview with chief. And then the last thing they do is a polygraph and psych because of ETA rules. We have to-- medical has to be the last thing. So that can take a couple of months to get through all that and then we get a start date. We have two people there who are going to be done with training this week, and they've been in training for eight months.
Training	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	They started July, January 3rd, which is way too long and the reasons are varied why their particular training took so long. But we added some stuff in, and we're going to take some stuff out, and we'd like to see-- I'd like to see it in about five months, four, five months.



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Training	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	We've lost one in two years out of training. Our normal training isn't that long. So it's kind of scheduled for five months.
Training	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	... But she's not that sold on the idea that it's going to be worse for dispatchers because call-takers are trained to insert themselves into situations that they can't see.
Training	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...So that's been a problem up here because of that, but there's been a lot of training and the good thing is the longer that some of these firefighters have been up here from the field, that's one of their transitional things they have to learn about, is understanding these people that work up here that are now on call takers aren't EMTs. They don't respond out in the field. They don't know what it's like to be in your shoes, as much as you don't know what it's like to be in their shoes.
Training	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	So exactly, there's a huge difference. So we need to kind of investigate that. Some other people will say, "I'm not feeling well, I have a fever, and I don't know what to do." Then we know automatically, sick person card. We have 33 different cards. Yes, 33 different cards and each card has a specific set of questions.
Training	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Honestly, we should have had more but we did not, I don't know why. That's up on the technology chain that I'm out of, but we did not have sufficient training.
Training	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	... It was like we were trained 6 months ago and then nothing, and then we're going to go live. There wasn't any continuous, it was very difficult and they changed some of the components afterward. So like our phone system, it changed three times from what we were used to, to a temporary one, to a new one, and we felt like the old phone system was good.
Training	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	..." We used to be able to look at where it pinged on the map, click on it, see a hundred block of [Street], or a hundred block of [Street], somewhere out in [inaudible] and type in done. Now there's no hundred blocks, there's no nothing, we have to zoom in and-- and we've also had zero training on the map.

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Training	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	So based upon the old commands that are gone and we haven't been given any new training, we're very deficient with that. So our quality of 911 in pinpointing people have actually gone down in the past six months, than in the past 60 years
Training	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	... So now for a firefighter, it's kind of hard to say these questions because we're trained at a medical level. This EMD program, this set program is trained for a non-medical person, who can just come off the street and start asking questions. They have no medical background at all. So for someone who has a medical background, it kind of hinders you a little bit.
Training	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Generally, it's eight weeks in the classroom where they take an emergency telecommunicators course, it's called ETC. That kind of lays the foundation of how to be a call taker. And then there's EMD class.
Training	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Yep. Here, here [laughter]. Yep, and once they're done with that, they will be assigned to a shift and a preceptor, and then they'll begin their on the job floor training.
Training	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	It's something that we do in training.[referring to --writing addresses down on cards, and keeping track of all our calls on cards]
Training	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	... So a lot of time even though it sometimes has a lot to do with money it is also to help out other shifts so that they can get breaks and stuff because if you don't have the appropriate staffing you're not going to get an hour break. You know you're not even going to get a half hour break and also the people that need to get trained are not going to get trained because we do all basically one on one training here.
Training	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yeah so I am personally I'm trained on phones. I'm really strong on phones and I'm also trained on we have like two radio I'll say two we really have three but I'll say two radio positions on the police side so I'm released on one of those and then I'm training on our primary channel right now and then I'm also close to the end of my training on teletype phones I don't know how familiar you are okay so teletype is basically a nationwide network that allows different law enforcement agencies to

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								communicate with each other securely and also enter things like warrants or stolen vehicles, stolen articles stuff like that into a system and that's NCIC and then the [state] version [application]. I don't know if you're familiar with that.
Training	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	...Just like housekeeping stuff and then after that I will go into the room depending on we're assigned something different every day you know based off of what your qualifications are then they try to fit in training.
Training	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Because there's again a lot of factors contribute to that. One is you know do we have the staffing available to get someone trained because like I said we do one on one training for the most part for these positions which is great because you get really good training but on the other hand it can't be a challenge because you are basically taking two people off of the floor to kind of go and do this training you know and that can detract from your numbers so it reduces the amount of people that can answer calls and then that can be bad you know because we're just not answering the calls.
Training	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So thankfully when you get onto a later stage of training it becomes a little easier to do that but you know it just depends. So there's that and the other part of it is too you are it also depends very much on the individual.
Training	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Exactly. And so right now our training model uses hours and then kind of as subjective evaluation from the trainer as to see if you're where you need to be. It's not the most robust training model and it's something that I think we're looking at reevaluating. I think what would be a better model to look for is like a core competency model and then if you happen to meet this core competency within 2 hours of being on training then you should be released you know but that's something that I know that's in the works and above my pay grade but I know it's something that they're discussing and looking at so in answer to your question it's complicated.
Training	COMMS	U	Comms	18-25	5 or less	Male	COMMS-	The thing that I think that we tell recruits when they come in is eighteen

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			Personnel				U-006	months but again--
Training	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	And I personally am moving quite quickly through the training phase and I don't think that it's going to be 18 months. I think it's going to be shorter so yeah it just depends you know but there are some people that have been here for 3 years and they're still not fully trained. And again that ties back to a variety of things. Training like are they able to meet the standards? Is it that they are struggling in an area? Is it that we don't have the staffing? Some people's training gets suspended you know and it's nice because on the one hand we train everybody in everything and you know that's great because I think it makes us very skilled especially even as call takers. I mean my call taking has changed and approved since I became a police dispatcher you know because I'm looking at things in a different way. Exactly. And then on the other hand you know answering questions about you know warrants or teletype or something like that dealing with the officers is very different now that I've been basically trained in teletype so you know it's nice to have that but then at the same time it takes a while to train everybody in everything and we are spending a lot of time and investing a lot in each individual which other agencies don't do. [state] they train in call taking and then--
Training	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right. [city] will train you in three of the four competencies. They train everyone as a call taker and then you get to pick which two you want to do.
Training	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yeah we do do geo-training and we do make an effort to become familiar with the county but it's 26 square miles you know so it's very and especially when you're not out there everyday. We're here right so it can be challenging to know you know and I definitely overtime become familiar with our hotspots where we get most of our calls.
Training	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right so and again and the reason is that because I had really good training and the other stuff will come with time but those core competencies and that's why I was saying moving to a core competency model is I think where we should go but like being able to get I think of it like blocks yeah so I think of it as having like little blocks...I know how I

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								want to get a description of a person and we're trained on that and then I've added my own flair to it you know and so once you learn that stuff it becomes a lot easier to process a call even if it is a high stress environment and then also that being said we also work you up to that you know we start you off on phones
Training	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	...so you have to start with [abbreviation] and then its visitor center. Okay? So everytime you enter the information when someone says I'm at the visitor center at the cemetery we say okay [abbreviation]-visitor and then it pops up and you can select it. Okay but if I type in visitor it's not going to come up. You have to type in [abbreviation] and I think you even have to type-- I have to go back and check but I think it's like [abbreviation]-visitor center because that's just the way that it's in there. So there's a lot of locations like that right, and some places like-- So, and again because it's all based off of how you put it in the system. It's verbatim how you put it in the system so we have a lot of giant food stores right so some places are put in as giant-[location] right? giant-[location]. Some others are some other places are giant-[location], giant-[location] so it's very much so it's basically like searching an excel spreadsheet right? It's very specific to what you're looking for and not only do you have to you basically have to learn how the common place is put in for that specific location if you want to use that.
Training	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	And they may not want to view those things so we're working really hard on making sure that they don't have to view them. Do we need to have additional bodies hired that are paid and they know and they're trained how to deal with what they're going to view? It's one thing to hear it on the phone it's another thing to view it and hear it on the phone.
Training	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah, so last year we rolled it out entirely. We have a little more than-- almost 700 users on the platform up and trained. That means they've been through the training classes and gotten their credentials and all that kind of stuff to use the application. So yeah.
Training	COMMS	S	Other Public	36-45	11-20	Male	COMMS-S-001	[S3] So we're doing a three phase training for our users. Basically, the first training is just a familiarization and to make sure they can log in. So

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			Safety Personnel					they will get their credentials, then they come in and then we basically say, "This is what the application is, here's what it does, here's why we're doing it. Let's practice logging on. Here's the 20 different things on how to navigate through the application." The next set is basically walking them through like a mini-scenario, so that they can start to say, "Okay, this is how I perform my job function while using the tool." And then the third phase of training is to basically do it in an exercise format.
Training	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] And so it's those kinds of communication challenges that I wanted to tackle. And if I could put a layer in between, have a communications group or unit where I'm coming in to help you communicate, and they're thinking to themselves, "What do I need to communicate about?", now it's an education opportunity. I can start educating you. These are the things that they're going to use now and these are things that they're going to want to tell you and those kinds of things.
Training	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Well I monitor the schedules for the four dispatchers that we have on our 911, in our 911 COMMS center. It's both sheriff and EOC, which is . And it's manned by the both of us. We are cross-trained, so either one of us can run whichever console that we're on. It's just a different pay by different entity. Besides the scheduling, I fill in when we're short. I monitor any training updates that they have to do, so I keep track of all trainings, training schedules, any new training that's out there I look to so we can be updated and with the latest and greatest. Make sure everyone has their technology skills up to par.
Training	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	We do a common knowledge test on the [County]. And basic skills, math, reading, comprehension, just so you can, we can see if you can comprehend most of the information that you're going to be receiving. Living in the [County], you don't have to. [Inaudible] [County], you really don't have to, because we teach you. We will provide that training, so we can divide it up. We have the north end, and we have the south end, east and west bank.
Training	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Yes. When our systems fail or they go down, that causes a headache, because then we have to resort back to paper and pencil. So we never

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								forget about paper and pencil. We use that as our training. You learn it this way. Then you will never have any trouble because if the computer fail, you know where to go at and get the, jot it down, and then you can't enter it into the system later.
Training	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	...I went through a training a while back at a rail facility in Colorado. And one of the things they were pushing was Facetiming the railroad reps because they could see live, in real time, what the train wreck looked like. They gave us the basics of what a rail car, the parts and pieces of a rail car, and actually [inaudible] distances, that type of thing.
Training	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	No, we try to train them to not use paper, which they all [inaudible] where they will. But by the time you get to the [inaudible] updates, you're a pro at taking calls. It definitely makes it easier to train somebody.
Training	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	If you are a full-time employee in the dispatch center you actually attend what is called the 360 post academy, just like a regular police officer. We have a night academy and a day academy hosted at our agency. Our communications officers attend the night academy from 5:00 p.m. to 10:00 p.m. Monday through Friday after shift. They get paid and compensated for that. And at the end of it you are a post certified deputy just like a police officer on the road.
Training	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	No. We actually have part of the training as a dispatcher, we actually take you around the [County] and show you the main points of what we call landmarks throughout the [County] or the main streets and subdivisions that we know are going to pop up that are the normal areas we go to unfortunately. And we actually go through that in their training. They also actually ride along with a patrol deputy during their training to see what that patrol deputy does and what he goes through on the other end of that radio.
Training	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	We also will be implementing soon, dispatchers will go to a fire department training.
Training	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	And see what they do whether it be an extrication class or whatever else. We've actually had one fire department and I'm waiting on a

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								second one to make arrangements that one of their monthly trainings was here. They came here. They sat down. They watched a pager test go out. They watched how they took calls, how they dispatched deputies. So they knew what they were doing in here when they were talking on the radio and saying what they were saying which from what I gathered with the one department that we've done it with so far opened their eyes up extremely to what we deal with, huh. So.
Training	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Yes, it's on the job training and that's it.
Training	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Some do and some don't. And I--personally I feel like within the first couple of days of training you'll know whether or not that--if this job is for you.
Training	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	It's not very high. Like I say we're small. We don't see as much... as many calls as other agencies do. We actually did some training, where they took us to a larger facility [city] and we saw their call volume compared to ours, oh my God [Laughing], oh my God. Yeah, so we maybe get, on a slow day we'll get anywhere from 2 to 3 calls. And on a busy day it could be anywhere from 10 to 15 calls.
Training	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	--I mean it's supposed--it should be like we have--we're trained that it should be, you know but [Laughing] everybody's different. So you just never know how a call can go.
Training	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Well. Most people when they first come on, they do what we call ride-alongs with--and we're about to starting those back with going out with the officers and going into like the different areas so you can see where you're sending them.
Training	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	So I think our public education efforts through NINA and APCO and our local public information officers are going to probably do that really well. But I hope to implement it here in the next few weeks.
Training	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Oh, yes, ma'am. We actually--whenever we start here, we do, like, a little mock-up test, and usually our training officers will give us a mock-up test as to the street names, and basically how to get around campus,



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								what are our main streets, what are the side streets, all that, so we do do a test to make sure--keep our knowledge up to date for that.
Training	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	Right, you have the names, and yeah, so we have to learn the names, the streets, where they're located at, you know, so--
Training	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]...You got to kind of have it in your blood. So, unless we make sure that we get good people in class but once we get them there, basically, the first thing I tell them on the first day is the way are set up we answer all emergency calls in the county. We answer 911; we also answer emergency calls for Police, Sheriff and Fire. Basically, the bottom line of what I have tried to drive home to them on the first day in class is that public has nobody but you to call. They don't have an option of calling you or somebody else.
Training	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: It helps; not that you have to, but it helps. During our training we try and take the whole group out as a group and show them major points.
Training	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: And we cross train. So, if you work Police Department one day, you may be at Fire Department the next day depending on what the shortage or need is.
Training	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: We kind of prepare them for that in that -- I mean, literally in the first day in class, is everybody can't do this job and there is nothing wrong with it if you can't. We would just like to know before we spend several weeks and that's why we play a lot tapes and audio in the class to see if you are going to be able to handle because we play the worst ones and -- but we tell you that, you know, if you can't do this, if you don't feel doing it, there is nothing wrong with it [inaudible]. So, we try to prepare them for that.
Training	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S1]: So we teach all that with 5 weeks of classroom training and then by but we do have a call handling guy. If it's -- you determine when you answer if it is a police call, then you refer to their call-handling guy. They have a set amount of questions they want -- if we can get them to the best of our ability, we will get all these questions answered. Very rare that we get everything answered.

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Training	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	... You come to work on time, you wear this uniform, and then I have a procedural manual about this is how the CAD works, this is how we put in a call, this is how we dispatch calls, this is how EMD is, and then when it comes to your volunteer fire department say [city], it's your policies and procedures on how you want us to dispatch it because it's your department.
Training	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	And it's more a stressor probably for our new people than it is for our old people. What I mean by that is when I said earlier, so one of them went through the whole training program got a child CPR call, had to give the mom direct instructions on how to give CPR to a 2-year-old, went through all that, that was it, she quit, can't do it.
Training	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	S2: But people know how to use the cards still? I mean, do you train? S1: Oh yeah we have to practice, S2: Practice and train.
Training	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	I probably have a few new ones in here that are in training that we have knocked down cards with that have a meltdown that they have to go to, but on the whole, we do and its part of our CAD [indiscernible]. I'm trying to get our comps on our [0:55:01] accredited. The part of accreditation is that you have redundancies, you have those things, you practice for when your systems go down, and to be able to keep that accreditation, we have to be able to prove every year that we've done those things.
Training	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	... So I look at it as a system issue, is it a training issue? Is it a personnel issue? And I look through that. I end up at personnel last so by the time I get to the person I pretty much know the answers before I ask the questions and if it's a personnel issue I'll deal with the person. But a lot of the times you find out that 80% of things gone wrong, you find out it's a communication training issue. We taught it and it didn't stick, we taught it and it didn't hear right, we didn't teach it at all, or we taught it wrong, or we changed some things and missed that one, we didn't update them on the training.`
Training	EMS	S	Field	36-45	11-20	Male	EMS-	...Our boss allows us two hours of PT time, so I normally do some kind

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			Responder				S-014	of physical training. After that I normally go around the county. I drive around in a Dodge Ram pickup truck in which I am available to respond on whatever calls I would like. My boss gives me a lot of leeways to what calls I want to run. But there are certain expectations that if there's a pretty significant call like if it's a stabbing or shooting or cardiac arrest, they kind of expect us to be on those kind of calls. And we can run at them at any time.
Training	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	In [County] Fire Rescue, we are all EMTs and firefighters.. Some of us are paramedic trained as well. It's just a little bit additional EMT trained. We can give medicines and stuff like that..
Training	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So my first and primary function is that of a firefighter that has been cross-trained. So fire suppression, putting out fires, responding to 911 emergencies. And then I took it upon myself to further my knowledge and my education to be able to provide advanced life support or ALS treatments to individuals in the same community in which I serve. And that includes pharmaceuticals, medications, drugs and electrical therapy for cardiac patients in order to provide appropriate care and treatment pre-hospital. And then get to them to the most appropriate treatment center.
Training	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...from there generally move into some form of physical fitness or activity to maintain personal readiness... Uninterrupted again on a normal day that's, I would say, about a half hour or 40 minutes on a good day. And it may be individual-based, it may be as a collection as a shift doing that. And from there, change, put on the uniform of the day, whatever is required. And then start our day.
Training	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...from I'd say on an average about 1:30, we start an afternoon drill or an afternoon exercise. They can be anywhere from 15 minutes to 4 o'clock that we participate as a whole station...
Training	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Generally do dinner, we clean up. And then after that, it's more or less our time to follow-up on school work, if we have personal matters that we need to address. Everybody has their own slight agenda or things

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								that they're working on. Station duties, collateral duties, helping train other individuals. And that pretty much runs up till about 9 o'clock. And then for myself, 9 o'clock is generally my bedtime. And then hopefully for a restful sleep, uninterrupted with calls, till about the same start time between 6:00 and 7:00 the next morning.
Training	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Back to the communication, so we have that form. And then we do more of the verbal communication, sitting together. Everybody face-to-face, talking. There's some documentations or policies that are read every morning. We may share a quick YouTube video if need be of an incident before, lessons learned type thing. And then after that, most of it is all just one-to-one or individual verbal communication throughout the day...
Training	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	Certainly emails, hundreds of emails go out throughout the course of a month with significant means of information to communicate to everybody. YouTube training videos that we put up so that we can understand what the direction of the department's going...
Training	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So it's not, it's just frustrating and then we-- I just don't listen to the call, what's going on. And it's just being, I guess, situational awareness. I'll even use the word just nosy. To just hear what firefighters are doing and the types of calls. We all try to see what other agencies are doing during their calls, from a tactical standpoint to evaluating it. Self-critique. If I was in their shoes, what would I do? So you try to listen what's going on to hear the calls, and sometimes you can't. And if they switch to another channel that we don't have in our radio bank, then you're done.
Training	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	[RE: AVL] I would say I don't know enough about it to truly make-- I mean, every day I learn something new about it. It's definitely like any form of technology, the more you use it, the more you understand it, the more you can utilize it. As it is right now, it's a computer screen with a map on it that can do hundreds of different things. It takes the user to have to apply themselves to be able to use it.
Training	EMS	U	Field	36-45	11-20	Male	EMS-	Well now it's a-- I say the majority of the personnel are cross-trained to

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			Responder				U-017	do both. There are some like me - there's still a few - who were EMS only. And again, that goes back to when it was separate. The EMS had put their hire just for EMS. The firefighters have been cross-trained to do EMS since '87, I think... at a basic level...
Training	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	At a basic level, yeah. And then, I guess, was around 2000 or 2002, somewhere in-between there, they actually started working on putting paramedics on the engine companies. And the first way with that was actually taking paramedics who were already paramedics in the EMS division or the EMS side of it and having them run on a couple of the engine companies as a pilot program. But since then, they've started actually hiring firefighter paramedics. And when they initially started putting medics on the engines, those medics were still just single-role medics. They weren't trained for firefighting at all. They were just riding on the engine to say they had a medic on the engine, that they could possibly get to the scene faster than a actual ALS transport unit with a medic on it. But as I say, since then, it's become a lot more. [As I said?], almost everybody the fire department hires now is cross-trained...
Training	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	In a lot of places, they work in a fire station. They're a part of the fire department. They're either cross-trained as firefighter paramedics, and then they work in a fire station and they do that. And then what we have is a county-based, tax-supported system that is separate. It's a separate tax district. So it's a special tax district, a health services district, and it's a-- I don't know if that's only a [State] thing, or if it happens all across the country. But they had to go and create this thing 30 years ago. We used to be part of the hospital. The hospital thought we weren't revenue-generating enough, and they didn't realize [laughter] the potential. And so they dropped us and then they created a special tax district...
Training	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	The thing is, you have to find people that you can get along with. It's almost like we can train you to do the job. But if we can't get along with you, there's no point in having you work with us. So it's just like any other living situation where you have to compromise with people. And that's it. I don't know...

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Training	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	In a couple weeks, I'm taking a three-day computer class to learn [laughter] some new technology again that has to do with our patient care reporting and statistical gathering, things like that.
Training	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	it's just through one of our vendors who we get our software from, and it's actually online, but it's a-- I don't know if you're familiar with Crystal Reports. It's a database and analysis program, but there's tons of proprietary stuff out that's not Microsoft Office [laughter]. And each one has to be learned, and you have to learn all of the little intricacies of them. And lots of times, that's not a big user base because we're not that big an industry, and so it's very sort of-- what do I want to say? It's very specific. You have to learn very specific things to run a certain vendor's safe software platform.
Training	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Well there's 1-800-HELP-ME [laughter]. And a lot of the training we do is find the help files and learn them. It's on you. My experience in most software companies, if it's a big install, they'll come out and they might spend a half a day or a day with you and they're like, "Here you go, good luck [laughter]--"
Training	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: patient care reporting] So, again, the technology has driven us in that respect. So electronic reporting is mandated by lots of government agencies now, so everybody has to learn that system. You have to deploy it on portable equipment, which is out of your control a lot of times. It's out on an ambulance somewhere. If somebody's having a problem, a technology problem in the ambulance, they're paramedics, they don't go to IT school, they go to paramedic school, okay? Now you would think that most young kids coming out of college would be computer literate, and you would be wrong [laughter]. I don't find that in my population. Some obviously are, some aren't. So it's a struggle teaching these--
Training	EMS	R	Other Public Safety	56-65	31-40	Male	EMS-R-008	Like a lot of things in this county, it's a cooperative effort. There is a mountain rescue group. But they're sort of an arm of us unofficially. I mean, we paid for their building and a lot of our members are cross-

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			Personnel					trained. We work with the [Organization] out of the [Name] Airport. They have the high elevation training center.
Training	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Yeah, it's pretty interesting. But we have search and rescue people, paramedics, who are cross-trained to do what they do and are checked off to be in the helicopter and do all that kind of stuff. We cross-train with the ski patrol. We have paramedics on the ski mountain during the winter. A lot of river activity in this county. [Name] River runs right through the county in one of the [inaudible] parts of the county, of course. So if somebody dumps their raft and is drowning or something, we have to go an hour drive up to the river and figure out how to fix that situation. So lots of long response. Lot of expenditure of resources for one patient, for [smaller?] patients, for those kinds of things...
Training	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...After that, try to get outside and work out if we can, try to work out as a crew. If we have specific training that our lieutenant or one of us wants to do, we'll do that together as much as we can. That usually ends up getting done around 3 o'clock or so. We usually eat supper late, so we'll start cooking around 5:00, usually. Hopefully, we eat around 6:00, 6:30.
Training	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...the evening is kind of ours. We always say we want to watch a movie, but we never can. So we're not too often that we spend much time sitting down watching actual movies or something we got to get involved in. And if we have computer-based training for our fire department, or if I have ACLS as a paramedic, CPR, if we have to do that, I tend to do that in the evening more, and that seems to be a trend with my particular shift. Then 10:00, 11 o'clock, go to sleep. And then, of course, we run calls throughout that. So my station is an engine house with a rescue company, and that station has-- I would say it averages 15 to 20 calls a day, so. And then for us, a call lasts about 40 minutes depending on if we ride into the hospital or not, so.
Training	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Oh. So as a firefighter-- I've been a fireman for 15 years. Well, that's not true. I've been licensed to be a firefighter. I was a paramedic right out of school and I did paramedic for a while before I got on full-time as a-- fire department. So I'm pushing 12 years as a full-time firefighter. Well, I was,

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								the first couple of years, trying to find a job. So I'm the senior firefighter, senior paramedic. So because we're on a busier engine, I'm also a field instructor, so I tend to have new paramedics on the rig with me. Either they're new in general or new to the department, one or the other. So we do a lot of talking, just discussing. When it comes to our equipment, like when to use our equipment, what's it really for, what's the reality behind it, like a thermal imaging camera, you got to know its limitations as well. So we discuss a lot of that reality...
Training	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...I suppose my personal approach with reality is the actual time it takes to-- how much time does it take to get the ladder down because we have a hydraulic lift for our ladder rack. It actually takes 10 seconds for it to get down to where we can take it off. So if you got a family that's yelling at you, "Hurry up! Hurry up!" and you're just holding the button, waiting, it's kind of nerve-racking. So I'm big on that. So when we look at equipment, how can we set it up to make it quicker and go? ...
Training	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...And then just a lot of conversation with everybody, really, and, first of all, how I can help the officer. And then how can I help the newer member fit in with that role and understand that my job is to kind of know what the officer is thinking so that we can make decisions really quick? Even on an EMS call, if the environment gets hostile, just being aware when to stand up and step away, or when to ask your officer for help. When do we need more help? Things of that nature. Do a lot of-- that's probably my biggest role in the backseat is just bringing reality back to situations because we tend to always win in our trainings. We always come out successful and it's just not the real world, so.
Training	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	The headsets are wired into the fire engine. On our portable radios, it's just a lapel mic. So it's just an open thing. Some people have been given an earpiece. So they can hear everything right in their ear. Nothing will come out of this. But those people are easily distracted then. Every time they hear a noise, they're like-- they got to train themselves to--
Training	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	We work 48-hour shifts. First thing we do, we come on in the morning, and we put our gear on the engine or whatever unit we're on. Go in. We



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								have a pass-off with our crew that is going off that day. And then, we have a meeting on our life-size unit, which is a like a closed-circuit TV. So the battalion chief and all the different stations, including dispatch and here in this building administration. And if there's any training or anything like that, they'll make anybody aware of what's going on. If there's any changes, we talk about it, discuss it...
Training	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	...Then, day usually starts out. Truck checks, which we haven't had a chance to do yet since we've been running calls. First day, we usually get groceries for the tour. We have to exercise every day and do some sort of training each day, as well as our daily clean ups that we do at the station. And the second day, hopefully, we get most of the cleanings done the first day, and we can just focus more on our training. Or if we're studying for an upcoming test, we usually get that done too.
Training	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: departments without CAD] You better learn where you're going. Lots of studying... Lots of studying of street districts and the street rotations and just get out in the neighborhood and figure out what's going on where.
Training	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: interoperability channels] ...There's the whole federal inoperability system behind that, so your national MAC channels, your fire channels, your HEAR channels. And we have those in our radios. And if we ever need to use those, which the last time we needed to use any of those was when the [City] front range was having all those floods about five years ago. We sent ambulances far up north that they couldn't use our Harris system anymore and they had to jump onto those channels. Probably 80% of our guys couldn't find them; they use them so rarely. So we sent a lieutenant out before we shipped the ambulances out of the city, like, "These channels here on your radio, this is what you're going to be using." So the commanders know where they are. Our medics typically don't know where those stuff for ground-air operations and things like that. We have them, but we have to put some special effort into using those if we ever need them. But that's going to be your bigger-- your straight up disaster is when those are going to come into

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								use, when we're getting out-of-state ambulances or we're sending ambulances out of state or to other parts of the state where this becomes more relevant.
Training	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	So as long as you have those good people behind you, the firemen, your partner, it was good for me. I can't speak for anyone else. But for me, it was great because I would come in. I enjoyed my job. I go and inventory my ambulance. As a matter of fact, I had people who had 15 or 20 years on the job prior to me going to them. And they actually taught me how to deal with the mean streets of [City], how to take care of my ambulance, how to-- you talk to certain people in a certain way. And then you talk to other people in a different way because not everyone's the same...
Training	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	So I would come in early in the morning, and as a matter of fact something that I teach the candidates, first thing I would do is open every door in my ambulance, open up each door. Make sure I have the equipment that I needed, in case I got to run that second, was there because sometimes, since you're working 24 hours, you go on certain runs. And the medics that you were relieving may have forgotten to get the stretcher, or the stair chair, or the quick response band; the QRB is what we call it. So I would open every door, make sure that the equipment that was essential that I needed to respond to any kind of medical call or trauma call was there. Then I would go and-- if the person that I was relieving was not up, I'd go in, wake them up and say, "Hey, you're relieved." I'd go get a cup of coffee, bring it back. And then I'd start doing my detailed inventory of the ambulance.
Training	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	people have taught me that you start cleaning the ambulance from top to bottom. So I'd get my bucket and my soap and water, and my disinfectant, and just bring it out there, bring the stretcher out, start cleaning it from top to bottom. Sometimes, you find things from the night before because they were busy that you-- blood, or needles, or whatever, clothing. And you would have to turn it in or discard it appropriately. But that was the start of my day. Then I would communicate with the officer, or my officer, and tell them, "Okay. We're

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								deficient on this. So we need this, we need fuel, we need oxygen, etc." And then, we start our day that way and just wait for a response or for us to get a call. We'd get into the club, meaning that we pay for lunch and dinner and that's always the best part. Sometimes we didn't always make it because we were out constantly running.
Training	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: posting pictures of patients and accidents on social media] ...when it comes down to communications in that form, a lot of people forget or they don't take that into consideration when they're posting things. Even in our personal-- I'm sorry, in our city emails, I can tell you that there are other people who are reading our emails, whether we like it or not because it's a city email, they're allowed to do that, And so I tell people, "Be careful what you write, how you write it on here because obviously an email can be taken out of context. There's no personality in an email." And so yeah, we've encountered a couple of issues with that sort of communication.
Training	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...As far as communications with your partners. Because of our different characters, different backgrounds, sometimes people-- I don't think it's as bad as it used to be. Where I'm saying bad is, there were people who were on for 20, 30 years and when you have that amount of time in a certain company, you're set in your ways and whatnot. Versus today we have a lot of younger officers, a lot of younger people coming onto of the job, candidates out there now. Just in the last 4, 5 years we've had over 300 new candidates. So we have a lot of new people on. And again, they come from different backgrounds, different areas. And sometimes, communication is lacking where there's a three or five-year officer who is still learning the job, trying to communicate with a candidate who has a month in the job and trying to teach them what they know to survive the streets of [City]. So yeah, there are some challenges out there.
Training	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...I guess technology is constantly getting upgraded. As a matter of fact, we're in the process of upgrading our mobile computers, our patient care computers to newer versions, so they have to relearn it. Even if you've known the system for a while, even though we've kept the same

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								company, it's still a new program. You're going to have to relearn the whole thing. So that may frustrate some people...
Training	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	[RE: using technology in the field] we do a class for everybody. So what I handle on this part is the CAD part of it and then the SafetyPAD program itself. We're lucky that our software company seems to be very user-friendly. We've had other people come in and we've looked at other programs that, I, personally thought were sort of confusing. But I think by just having the one class and then over time by using it, they use it pretty well. At least, the component I handle at the reporting part of it.
Training	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	...if you take a promotion, depending on what they can charge, were your job would be more doing the paperwork than driving, we give them a full day class or a refresher on how to document on this particular program. And then we have support all the time, so I'm here 40 hours and then we have somebody available 24 hours. If there's any kind of questions about a run, you can't get it to close out, you can't get a field to pop up, something going on with the program, we have people available 24 hours for that.
Training	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	We do a lot of education with other companies, with the fire companies, with the BLS, with the basic life support. With me, when I'm coming in, once I do my checkout with the truck, [truck] and [engine], I always want to make sure who my EMT is because if we catch a run with an ALS company us, [company], and the truck, I want to know who my EMT is because if I need his hands-- not all firemen are EMTs. They're just firemen. So if we're on the scene I want to look up, I want to see who my EMT is because I'm going to grab him and he's going to help me. So in the mornings, I'll talk with that EMT and say, "Hey, do you need anything? Supplies? Are you okay with treatments? What do you want to learn-- is there anything you want to learn on something that could help us in the field, could help the community out if there's a critical call? I may need you, you may need me on certain situations." So I always want to make sure that they're ready, too.
Training	EMS	U	Field	36-45	6-10	Male	EMS-	So if we are unfamiliar with the area and we're not on a call, we will go

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			Responder				U-012	up in-service, through the alarm office, called area familiarization. So we will go around the community and just look around to see what's new, new roads, especially in the [city] area, they're building and subdivisions... [City], they're building a whole new community in that area. New roads are being built. So, the summertime, me and my partner will drive around and see what's new, road closures, there's always road closures, there's always construction. So if it's not a busy day, which every day is busy, but if it's not busy, Sundays, maybe we'll go drive around, see what's new and get to know the area a little bit better.
Training	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: comms with PD] We don't. We don't communicate with [local PD] in our frequency. And our frequency is only just EMS. I am able to communicate on the fire side frequency. That's not a problem. Let me backtrack. We can communicate with PD on the frequency, only a few people know how to do that, and I know how to do that because I learned it. I wanted to learn it. But there is no really set memo, or order, or documentation where they tell us, "If you need to communicate with police, do it." There isn't. I just know how to work my radio really well that if I need to get a hold of the police I could switch to the frequency and do it that way. A lot of people don't know how to do it and a lot of paramedics don't know how to do it. I'm teaching my partner how to do it. He's liking it...
Training	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: problem using dedicated hospital frequency] Not if you're trained and you do it a lot. If it's something new to a paramedic in charge who's becoming a new officer, it's going to be a headache for them for a little while. They have to learn it. They have to learn it, it is. I remember when I first started, I was like, "Oh my God." Shuffling, "What channel is this? What channel is this?" It's a little headache but you got to work it, you got to learn it.
Training	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: technology] Has gotten in the way? The only thing I want to say about that is maybe if there is a lot of incidences going on at once in a small area, two fires, maybe a real bad casualty of a bus flipped. We've had EMS Plan 1s where we need multiple ambulances, and then there's

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								a fire call. There's just a lot of communication. But when that happens, we're trained to switch it to another channel. We're trained to switch it to another channel. Yeah. We have to switch it to another channel if there's too much stuff going on in the district.
Training	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: radio training] Huge. Even now, I think that I wish I could be trained a little bit more. I think I've got a good grasp on my radio. But I think I could buffer it up a little bit more if we have a class on all my channels or just practice a little bit more.
Training	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: too many radio channels] It doesn't bother me. Someone like me, I'm going to learn the channel because if I can't communicate one way, I'm going to communicate another way. So if I can't communicate with EMS channel and I can't communicate to the fire channel, I know how to get to the police channel. The life guard channel, we have a life guard channel. If I can't communicate through the alarm office and the alarm office can't communicate to the life guard who someone is drowning in [lake], I know how to go into the life guard channel. A lot of people don't know how to do that. But I've trained myself or I've asked around people how to do that. How do you get to the life guard channel?
Training	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: radios] I mean, at first when they gave this to me I'm like, "Oh, I don't think that's user-friendly." But I play with it, like everything else. It's a learning thing. You have to learn, you have to learn this radio.
Training	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: retrieving call taker info] I mean it's a learning thing. I learned that in the field. I learned that in the field. It's all just asking questions, like "How do you do this? How do you do that?" So, and then it tells me everything. The person's complaining of this, and this, and this, and that. Or the offender's still on the scene. It has much more information on there. And I already know that, already going into the scene.
Training	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: using MDT to communicate with dispatch] ...that's something where I think everybody should be trained on too. You need to look at your computer. If I know that it's really busy on it, there's a lot of communication over the radio, and it's something simple where I'm

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								going to have to tell dispatch, "I'm on the scene." and there's a lot of other important stuff going on, I'm going to hit on the scene in my MDT. If it says the alarm office acknowledged my on the scene, I'm not going to tell them I'm on the scene, because they have other important things. If it's quiet I'm going to say, "Okay. [company]'s on the scene." "Okay, [company]. You're on the scene." But if it's really busy out and okay, "Take it to the gunshot. Take it to this. Take it to the fire." I'll hit on the scene from my stubbed toe and I want to make sure the alarm office has acknowledged me. Okay, they acknowledged me. They know I'm here. I'm not even going to bother because they got other important issues relaying over the radio.
Training	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	I'm pretty quick with my typing. I'm good. And after I double check everything, I think I could knock a good run report out with my computer in-- I could do it in three minutes. And I could do it in-- if it's a really bad trauma, cardiac arrest, I could do it in 30 minutes, if that. If I want to make sure all my Ts are crossed, Is are dotted, I didn't miss anything, I make sure that all my EKGs attached to the report, within 30 minutes. But then, I mean, I've been doing this for a while. So you've still got those first-- they're going to need a whole hour to get to know the system, which is fine.
Training	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	So we do monthly trainings as far as our-- for EMS, we pick a subject, and someone teaches it to our whole shift.
Training	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	Thankfully, honestly, at my department, we practice so much on size-ups and what to say on the radio;
Training	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	...So the way that works out is the first 15 minutes, we do what is called a lineup. So whoever is in charge of the shift in-- on the nights that I'm in charge, I have a little briefing that we go over, whether hospital statuses, pertinent information like that. And then everyone goes and does housework or chores. They inventory everything on the units to make sure that everything is there that we're going to need for the shift. And then we have dinner and then after dinner, we do training until 11:00 PM. And then at 11:00, everyone pretty much goes to sleep.

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Training	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	On the EMS side, we are typically doing training for up-and-coming providers. So those are people who are currently taking their EMT class, which is the Emergency Medical Technician class. So that's 165 hours of classroom time. And then we like to run them through some mock scenarios so that when they get into the field, they'll have experience integrating everything they learned in class with some of the system work that goes on, to be part of a larger fire rescue service.
Training	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	...The training communication is, we allow the providers that are in training to basically run a call, communicate as they think they should. We don't get involved until the end when we do a de-brief. That's more us providing feedback to them. All in person, but those tend to be one way in each direction during that time. And then as people call or walk into the station, it's a little bit random what we do.
Training	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3]... [City] is not exclusively dual paramedic. Most of the ambulances are two paramedics. There's a few ambulances that have an EMT more that's like a paramedic in training type of a rule. The training continues so that it's a little bit easier, ultimately, to become a paramedic, which is the end goal.
Training	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] I think my trainee is going to have a much different response than I will. Someone new to EMS versus someone that's been an EMS for over a decade. So for me, the transition from academy to the street was generally seamless because the service here in [City] is so similar to the one that I worked for in [City].
Training	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S4] So the academy that she was talking about is our New Hire Academy. It's a two-week, I would say, an intensive of sorts, kind of synopsis about everything that's going on at the [City] Health Paramedic Division. And I guess the tools of the trade, if you would. They go through everything from MCI situations, all the way down to how you're supposed to actually clock in, the check in, how she was telling you earlier.
Training	EMS	U	Field	26-35	Not	Not	EMS-	[S3] ... You have to pay attention and take notes, and that kind of thing.



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			Responder		specified	specified	U-004	Nothing can really prepare you truly for the field. That's why it's field-training. The first couple of shifts in first week or two are generally a little on the rougher side. It's not a perfect transition for most people, usually nothing bad, a little style points. It's a lot of style points. This is our system. We do things the way that we do. And it can take a little while to get your feet under you and figure it out, and you just move along and go through the various stages of the training.
Training	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] But things like that, it's a mix of simple English and the codes. They teach us the codes like what the code is for going on scene, clearing the hospital, how you're transporting, that type of thing. So that it's all-- that part is seamless, at least anybody listening to you will understand what you're trying to say.
Training	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S4] Now they do require you to be able to at least learn some of them because our field training programmer requires testing to be able to get into the next part of it. So for instance, the first part of EMC training, field training is the driving phase, and so you show that you can be able to drive an emergency vehicle safely and also properly.
Training	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] A rural system that gets one or two of those cardiac arrests a year would potentially benefit from a screen. We have enough practice to be current in that skill because we do it multiple times a year. Some of it does it once every three years. It would probably like a little extra help. Also, those rural agencies, as is the case with the CPR machine, the less people you have available, the more equipment you need to take up the slack. [City], we have so many ambulances, so many fire stations [laughter], so many cops. There's generally all these extra bodies to help you lift this, pull that, push on that. So for better or for worse, it works for our system to not have some of that equipment. Certain things we get is body armor. As the world has gotten more dangerous, we now have rifle vests. We have ballistic helmets. We have gas masks now, and that's a new technology, and we have, they're called, Skeds. It's basically just a plastic sheet that you can put people on in rapid extrication from a tactical scenario, and we had some training in that a couple years ago.

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								We have all this new equipment, all these new protocols [laughter] and how to use it. And some of it's really cool and really good. Some of it's a little bit complex. It is what it is. It's part of the job, I guess.
Training	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	... They take an entry test. Once they pass everything they have to come through the academy. So what I am responsible for is educating them and teaching them while they are in this academy. The paramedics come in as licensed paramedics so we teach them how to work on the [City] Fire Department and the rules and regulations and procedures. And a lot of times I find that because there's so many different backgrounds, where these paramedics are coming from and time and experience as paramedics, that I have to put them all at the same level and teach them all to come up together. I have some that have a lot of experience and some that have very little experience as paramedics. So it's my job to kind of get everybody on the same page. So it takes a lot of work.
Training	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	.... I have a class of 42 paramedics in here right now. They're millennials. I cannot tell you how hard it is to educate them. Because they come in here, they've been on some sort of iPad or gaming device for their later part of their life, they're in their 20s.
Training	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	No, we don't. All rigs do have GPS, like the little portable ones, but not on the computer, not on MBT or anything like that, so. But they do a real good streets class here at the academy that we learn all that stuff.
Training	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	Yeah, I mean, we go through a basic course talking on the radio. I mean, that-- communication like that part is pretty good, it's just a lot of rigs [laughter].
Training	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	I am career now. I used to be, I used to volunteer here and when I got I kept going with that but I was responding from [County] so it was I was spending a lot of my own money trying to get here so when I went to EMT school and got hired here I quit volunteering because it let me focus on my actual job where instead of in the volunteer field you may go, you may not go really you know you're not responsible for anything. I

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								now have responsibilities so I needed to focus on that rather than dealing with the drama and you know things that go with volunteering.
Training	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	When in fact everybody at the ambulance station is far more trained in extrication than Joe Schmoe so you have to learn how to deescalate situations like that. You have to learn to say alright man, let's do it together. We'll work your way in but we'll also do my way and we will share this and we're going to make it happen but this is the way it's going to have to happen because I'm in charge of the patient and it's got to happen this way so we'll cut this door off but we're also going to cut this door off and we're going to do both this at the same time right now you know so you're dealing with people like I said that don't have to be out here so work with them.
Training	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Here it's pretty laid back. We're all you know a close group and we just try to kind of get through the day and take care of anything that needs to be done here. We watch TV, pass the hours, read up for further training things like that.
Training	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	...You know us being human. Dispatch will misinterpret what a patient said and relay incorrect information to us. We may they may relay the right information but we don't hear it right whether it's because we've got the sirens going or we may not be paying attention whatever it may be so human error of course plays a big role picking up and then I think sometimes again that human error just not asking for enough information as well. So part of it is our own fault and what we do and don't do but the better radio system and I think that I think that in general dispatch people that work in EMS all of us as a group could be trained better as far as how to use the things that we do have like the radios.
Training	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	You know it's funny you don't because I spent a year in EMT school and then I spent 15 months in paramedic school and the only thing I really learned about a radio through those 2 ½ years was things that I don't remember now like is it what frequency and things like that. They really don't teach you correct communication, what needs to be said, what

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								doesn't need to be said, how these things really work, like a class on you gain experience by getting on the truck and I think of most people when you first go in to EMS, fire whatever it is that's probably one of the biggest fears as silly as it sounds is talking on the radio because we have no experience and we have no idea.
Training	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	I mean I definitely think it's needed even ten codes there's some counties that are trying to do away with those and just speak plain English but again it's not something that you're really taught or go over. I'm sure they concentrate in school about you know patient care and how to take care of the patient but this is your lifeline whether it's a portable or if it's one in our truck so I think it's pretty important to know that and some people you don't even know what channel to switch to. I think it should be taught in school as well as when you come to a new service that they should do some classes with it as well.
Training	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	I think once you've got it you got it unless that technology changes you know these are pretty old in comparison to other radios but if we were to upgrade then you know the bones I guess push the button to communicate and turn the knob to turn channels very basic but I think that any time a new technology is introduced whether it's a radio, computer what have you then there should definitely be some training provided to make sure that everybody is proficient not just that they can turn it on and they can talk on it but to be proficient at it.
Training	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So a rescue squad is different than an engine or a truck in that our duties on a fire ground or an accident scene or another kind of rescue is a little bit specialized. So on a fire, we specialize in search and rescue of victims. We don't carry water to put the fire out we just do a search and pull out the people. On an auto accident, we are the ones with the hydraulic tools and the specialized tools to get people out of the cars. So we specialize in extrication, and we're all technician level trained, per the NFPA standard, in vehicle and machinery exhortation. In addition to that, if we run a technical rescue, which would be something like a window washer who falls and is hanging from a thread, or somebody

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								who drives their car down an embankment and we have to use ropes to get them out, we're all trained in rope rescue as well. And we have various specialized tools...
Training	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: driving the heavy rescue vehicle] I'm working on my qualification for that now...It's more classes. It's more in-house training. We have a training standard for all of our qualifications that's actually above the minimum for the county. So even once you've taken the class, you have to go through a rigorous in-house training process on the AMKUS Rescue Systems that we have for our hydraulics tools, on various different types of rescues, and the role that you'll have to perform as the technician or the squad driver.
Training	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	If we have an observer, I'll orient them. Make sure that they know where they're riding, what they need to do. Any inexperienced people, try to walk them through any processes that they need to do in the first half hour. Then that's about a half hour of housework and management things.
Training	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So sometimes, we're not eating dinner until 11:00 PM, or sometimes we'll eat dinner at 7:00 and certain things change, right? But then once we get done with dinner, we'll usually start to do training. So the EMS drills are usually done in the training room or somewhere else in the station. The rescue squad drills are usually done either out back - we have various training props for firefighting technical rescue and auto extrication - or inside with firefighting drags or searches or rapid intervention or stuff like that. So then we usually drill until 11:00.
Training	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...The people who ride the rescue squad usually don't stop training right at 11:00. A lot of times we'll go till midnight or 1:00. Once we get in the zone on a drill, we don't want to stop, so we'll just keep going until we're done.
Training	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	It varies because people ride a different amount, and people are in different stages of their training processes. But right now, we have, let's see, one, two, three, four, four-ish people who are in the midst of their

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								squad qualification process, meaning that they can go into fires. They've taken the classes, and they've done the minimum - we call it the fourth man - qualification, so they're probationary firefighters. They can go in with the supervision of a lieutenant, or a captain, or a chief, but they can't be independent. They won't be able to operate as a two person team with somebody less qualified. So we have four people in that process, so any night, we usually have one or two of them in.
Training	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...And then also training. We do an in-house communications training where we explain what the radios are, how they work, and the language that we use, and the points that we're trying to get across. There's also a county technology class that we take on the radios. And that's usually pretty good about at least the basics of how it functions, but not necessarily what to say. So that's also dependent on who taught you that, when it was taught to you, how frequently you use it...
Training	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: comms with other disciplines] It can be challenging, especially since we don't train together all that much, especially people outside of this station. And we don't train together. We don't run as many calls with people outside of the station, and we don't cook together, hang out together either, so... Anybody that's EMS, fire, or police that's not in this station...
Training	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...I think that's mostly a training thing. When we train our new people, I always try to say or at least get them experienced somehow in running to the district so that we say, "Hey. These are some of the differences. Be aware of that." And if people know those differences, it's not a problem, so we try to mitigate any of those potential issues by just training people differently, but it's still possible that someone might forget or they might not know. And in that case, it's a little different...
Training	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: Active 911] It's an app. Yeah. So I use that every day. When I'm at my day job, I like to be able to say, "Oh hey. This incident popped up on my phone." And then I'll look at it. I'll say, "Okay. [Street] and [Street]. Okay. I know exactly how to get there." And I think in my head, it's a left on [Street]. Let's see. Straight. Right on [Street]. Right on [Street]. I think

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								about the running route in my head just as training.
Training	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...The other interesting thing that I don't think it's always been there, but I just recently learned about it with the new roll out and the training we had to do for that, is that they have pretty good information about the address, the incident address. So if this person calls 911 every week about something minor, it's in there.
Training	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Everybody's required to be EMT... Well, on line we're required to be EMTs or higher.
Training	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So we work 48-hour shifts... So two on, four off. It starts off, in the morning, we'll do a pass-off with the off-coming crew. So this morning, we came off with A shift. And they'll tell us, basically, pertinent information in terms of calls. They'll tell us how many calls they ran, how many our ambulance ran, any training they did, any issues with the truck or equipment, or issues with the station. So that's that. And then at 7:15 in the morning, we'll do what we call pass-off with the rest of the stations.
Training	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	throughout the day we'll a training. We run, like [Name] said, a heavy rescue and a hazmat. So we do quarterly trainings. So depending on the time and where that training is at that time, we'll go out of service. And then we train for that day. And that's just not- the hazmat and heavy rescue are SET and TRT. But we'll do in-house training, as well. So it doesn't necessarily mean we do multi-company. But every department requires, at least our department requires, that we train in the 24-hour period some type of training. And then we do physical fitness training. That's mandatory. Two hours a day...
Training	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So I was on the fitness committee. And, basically, we run a test every year. And there's really no thing that says, based on you being a firefighter, you should have to do 20 sit-ups.
Training	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Then it even goes deeper than that, in terms of certifications. So based on what my certifications are, may be different than [Name] certifications. So when do those expire? How many CE hours do you

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								have to [inaudible] that certification? And then you have injuries. You can throw injuries on top of that. So here's this individual. Here's all the injuries to date. Here's what happened. Here's the surgeries. There's so many different aspects of it that's not tracked. A lot of it's paper-tracked, like [Name] said, but it's never really data input. And you can actually look back at a history...
Training	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: radio mic placement training] Absolutely. I mean, we do it all the time. But still, you can get in a unique situation, just like we do in TRT and SET. And you get in that one space, and you can't actually be spread out like that. So now you're communicating like this, where maybe [this?] your choice. And they've tried this. [Name] said they actually have headsets built into the masks. And there's a cost affiliated with them. And I'm not sure how those work. We haven't had them. I think we tried them and messed around with him, but didn't really come out.
Training	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So for training, we've done the go into the loud building, have to hold the mic in different positions. And they rate you on how well they can hear you, or how well they can't hear you. And so you actually start to learn how your voice projects through the voice amp, or whether it's better to hold it to your throat, or to your head, or whatever.
Training	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...So we're constantly training. Every day, yeah, you should be training in something, whether it's EMS or fire related. We have a tractor at our firehouse right now. We're talking about doing some raising and lifting on the tractor. Not every day we have that opportunity. So we take advantage of that. I mean, what are the chances that you'll have something like that? You never know.
Training	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. There's always some level of education. We have to keep up with everything else. Keep up with the new cars, keep up with the new construction, keep up with new industry moving in, keep up with everything.
Training	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Well, we need to understand the danger of what they're doing. And so if there's a leak, and-- but the firehouse is neat. It's fun. It's never the same.



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								You're doing something else every day. Some new company's moving in and you're being exposed to a new idea, a new concept, a new hazard. And now we're learning about the trains because commuter rail's moving into [City]. So we have to learn about how to de-energize it, how to lift it, how to work around something as heavy as a commuter rail train.
Training	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	I mean, you look at 9/11. I mean, it was chaos. I'd like to think, with talking about the radios, if something like that happened, we can all communicate. But we do active shooter with [City] PD. And I'll tell you, if it went like it did the other day, we're in trouble. We really are, because you sit there, and you train that way, and you think that's how it's going to be. Well, then all of a sudden, you have a situation. It's chaotic...
Training	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	We're moving to a new RMS on [Date]. It's not made by ZOLL. So the interface is there, and it works pretty well. We've seen it now in training twice. But the idea now is, is this new RMS will actually integrate with the hospitals. So the hospitals can see all of our data now, and we can also see the outcome of the patient. And so that's really cool.
Training	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: cause of communication issues] I think lack of training, maybe. Adrenaline... I mean, I can honestly tell you it doesn't happen here. We may get off of track a little bit, in terms of an individual or two, but for the most part, we get toned. Our chief gets on scene, he takes command over instantly, based on if it's a fire. Not every time. It's his discretionary, based on what he's hearing en route. He may say, "Yeah. My officer's got it under control. I'll let him have it." But it's still in-- you still have somebody in command, right? He basically is there to support you, but not like I just come in on [Name] seat and take it over, unless he tells me or I ask him to. So I think that part, here, is really dialed in...
Training	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: cause of communication issues] ...But in terms of when we get with multi-agencies, that's when it's kind of a measuring contest. We should all work together, but it doesn't always work that way. Like I said, we are on a north area team that we do a trench rescue on. And we've had a couple calls. [Yeah?], it gone smoothly. It got the job done, and outcome

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								probably came out the same. But it's just too many people. Everybody wants to be a chief. Too many chiefs, not enough Indians [laughter]. So [inaudible] [that is?], but how do you fix that? We train on it. But I just think, again, you have your certain guys that you work with, and all of a sudden you're off on vacation, and I'm not working with you. So were not on the same page. And I'm working with some guy from A shift, and he does it totally different than the guy I used to work with.
Training	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	It all works out. Well, like I said, we get the job done. It's just doesn't work as [smoothly?] as it should sometimes. And it could be maybe that's our disadvantage. I mean, we tried to do a training with a palm nailer a couple of weeks ago. The guy's like, "We never do that this way." Well, it's in the book. That's how you can do it. So not right or wrong, just different opinion.
Training	FF	S	Manager	46-55	21-30	Male	FF-S-023	...And then there's the training side of that. So we are on one system here. All of our repeaters work this one system. If I move away from this system and these repeaters here, I can go to a different bank. I can go to a different system, but I have to physically change my radio to go to that different system to pick up those repeaters. So our firefighters don't often remember that or know which system they're in, so as they're going on a mutual aid, especially our hazmat team goes out a lot and they'll go way east. As they get out there, all of a sudden they can't talk. Well, that's because there's not enough power to get to our system. If they would change their system, they could still talk and it would be fine. So a lot of training with that and a lot of our firefighters are firefighters and problem solvers and they do this stuff. They don't necessarily want to know, "That I've got to do all this changing on my radio and programming and stuff," so would be kind of cool if it would automatically switch, but.
Training	FF	S	Manager	46-55	21-30	Male	FF-S-023	...So radio information in headsets, in the masks, mic and when they are on air, if there's some kind of an integration of the mask radio. It's hard enough to talk through the mask anyway even though there's these speaker holes and stuff. And we practice, and we try to figure out where

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								the best place is to talk. If it was integrated into their systems somehow...
Training	FF	S	Manager	46-55	21-30	Male	FF-S-023	So the unit hour utilizations came from the ambulance community. And what they try to do is if they can get there-- what it is is how many hours you are on calls over available hours. It's just a percentage. So in the private ambulance industry, they try to get that as high as they can because that's profit and that's them getting things done. In the public sector, if you look at an engine or anybody else who's located at a specific geographic area, and we're at this 90th percentile, is how we rate everything, anything approaching 10% means that they're giving into that 90th percentile. They're going to be ineffective. Medic units, we try to look at that because there's more than just responding: you've got to recover, we required to work out, we're required to do training. We require all this stuff--
Training	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So some of the projects I'm working on now is working with the training bureau and the engineer that has oversight of our fleet. And we're purchasing new hose. So, inch and three quarter and two and a half inch hose. Purchasing new nozzles. We're looking at the way we do water supply. So we are looking to changing and adding gate valves on to our hydrants so we can get more water out of our hydrants than just using the five-inch supply line. So working on those projects to do the R and D. And there's crossover between training and operations, so working with them to kind of make-- right?
Training	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So we work on projects like that. Those are kind of more of the significant ones. The operational ones. A little R and D, a little planning for it, so we're building incredibly large hotel out by the airport. And it is very distant from most of our core resources. Not only for us but PD, and streets, and parks, and water, and everybody. And we're trying to work together to figure out, okay, how are we going to provide services? Well, it's so far out, that now it's building relationships with north side fire departments that we've never worked with. But they're actually our closest backup. But it's so distant from the core of the city and we've

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								never had any development out in that area that all of sudden now we've got almost a three million square foot hotel, convention center complex going in. And there's going to be one fire truck, for now, assigned out there when it first opens. We'll add resources as it grows, but figuring out, okay, if we have an incident, how do we cover that, and then building out the relationships with our neighbors to the north, and introduce ourselves, and do some tours, and some joint training, and kind of get that. So those are some of the projects that I have the opportunity to work on.
Training	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So we went to a interoperability channel. They would get the call, MatCom would process it and call us on an interoperability channel. My BC would take it. We'd write it on the board. Another chief would pick our-- go, "This is the run card. This is who I'm sending." Somebody else was tracking it on the board, and another person was tracking it on a computer screen and pulling up maps just in case we had to-- because we lost our mapping, everything. So just in case we had to route somebody in then we could route them in. So it just happened to be at the end of a meeting when everybody was upstairs. So we just pushed everybody into the room and everybody's like, "Why didn't dispatch do something?" I go, "What did you want them to do?" It's not what they're trained to do. So, yeah, it was fun. It was really fun.
Training	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So, here in [City], primary dispatch channel, and then we have TAC channels two through six. TAC two is almost always medical. TAC four is almost always fire. If there's a lot of medical, so six or more are going on simultaneously, they can open TAC three. If there are two simultaneous fires going on, house fires, then they'll open four and five. The biggest issue is the comm center has to have certified or trained people to function on those channels. And a lot of times, we can't get extra channels open. They just don't have the staffing to-- either the people trained or the people period to open extra channels for us, and that's where it becomes difficult. And you can hear-- they'll open it, but you can hear a dispatcher working multiple channels and trying to

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								handle the call volume that's going on...
Training	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	But a lot of people have the radio holder. Some people stick them in their pockets. We're trying them with the new microphones that have a higher fire rating, heat rating, trying to make sure that we have them in a place where you can get at them. They're not comprising the seal of your gear but we don't want the cords to burn through. We've seen some of the NIS studies and the line of duty deaths from that. So just trying to address all those through training too.
Training	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Yeah, after that, typically we'll do a training each day. We have station duties, like cleanups to do, and that's in between, obviously, emergency response.
Training	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	We have another training this afternoon that's a department-wide training.
Training	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Yeah. And that last set, we're doing all the same stuff, different trainings and stuff that we're required to do. We do in-house training also that's kind of what we decide we want to train on versus what is dictated through the training calendar and then training division. Meals and, yeah.
Training	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	We have an ambulance company with us, as well. So they're in and out. They try to do as much as they can with us, and we try to integrate them into what we're doing training-wise, and working out, and eating, and things like that. They're typically busier than we are, so they're in and out of the station quite a bit more than we are.
Training	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	And as far as talking with our SCBAs, we train where to put the mike where you can hear it the best. I know in the past, we've been trying to get in-mask communications that will clip in there. And I don't think that technology has ever surfaced that it has been worth it, so.
Training	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: mic placement] SME S2: Well, it depends. That's why we train on it. It's individual. SME S3: It actually varies quite a bit from person to person. SME S2: Some people on the throat, some on the non-voice amp side and some people on the voice amp side...

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Training	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	I mean, we do a lot of training with surrounding departments. For us and our station five, we're part of what's called [City] Technical Rescue, so that's eight departments. They're all kind of north and next to us. There's a really good relationship there. The department to our southwest, Metro, good relationship there, really, from the top down...
Training	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	And we attend a lot of their specialized trainings, technical rescue and stuff like that. And we offer a vehicle extrication class, and they come to that, too. Along with the [City] TRT, we also have the [County] HAZMAT Authority, which is three counties wide. And it's a bunch of departments together. So we go to quarterly trainings for both of those teams. And on our level, it's great. It's just like working with any other firefighters.
Training	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	So my typical day looks like just coming in, checking with the crew, seeing what their needs are for the day, what their training objectives are for the day, and making sure that that fits within the mold of our policy and of what they need to get done, making sure-- I do scheduling, so I make sure the schedule for the week is complete and track the changes daily as they go through their-- we talked about the certifications expire at different benchmarks. I have to review those and make sure that we're not going to expire on something...
Training	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...My daily task is reviewing the call reports and training documents that have been submitted, and making sure they're accurate and complete, and making sure people are getting proper credit for what they did do, making sure that there isn't anything on there that they didn't do that they're trying to get credit for, which doesn't happen often...
Training	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	My long-range planning is really what I spend a lot of time on because it's hard to determine, again, with our transient volunteers, again, through no fault of their own, what are their needs going to be. How do we need to make them successful in our organization? What classes are going to be available and at what cost? Classes are getting more and more expensive. We were just talking this morning. There is a class-- we're getting our last guy through it, which as we've gotten everybody else through, was 100 bucks just to-- the tuition to get into class. That

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								doesn't include the supplies, and hotel, and everything to get through it. But that class is now 500 bucks.
Training	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	So, I mean, everything is getting more and more expensive. There are classes out there that are 1,000 bucks for a week. There are classes out there that are 3,000 bucks for the week. And so the more active the volunteer, the more we're going to be able to throw at them for training, but anticipating those needs is really long-range...
Training	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...And then, after coming up with a plan, I have to be able to relay that to the fire board, the fire chief, and either defend and make it happen or come up with a different game plan based on what they need. The State of [State] has a pension plan for volunteers, and that takes a fair amount of time administering that on the background. There's minimum requirements from the volunteer to achieve that, but tracking that and making sure that people are getting appropriate credit or not getting credit or whatever, that takes a tremendous amount of time. And then, when the chief's not here, I help take care of whatever administrative issues come up, so.
Training	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	The comment around the county, and this is solely attributed to [Name] being here in our organization, is that [City] fire uses the radio the best because our training is top-notch, and it's all [Name]. It has nothing to do me. But I think, in general, as we go up and down the valley, yeah, there's issues here and there. People get various training from various people, and you can definitely tell who's been trained and who hasn't. So I think we're fortunately selfish here that we have a resource that manages that for us.
Training	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We had a town event, our annual [City] [Event] celebration here, and I probably spent four hours helping the town people get on the right channel or helping this organization get on the right channel or this group do this thing with their radio. So most of my time was doing what [Name] should have been doing - well, he was on vacation - which is interfacing with the public to make sure that they were where they needed to be on that confusing template. And I get it. At first glance,

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								that's not easy to interpret.
Training	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	So a lot of it's customer service. We also have a PowerPoint. And I think he said-- so we created a PowerPoint, and we do it here in our department. You're supposed to do it in every department. There's that group, tech ops, built the PowerPoint. All the agencies are supposed to do it but they don't. But here, we actually stick to it, and it's about an hour and a half training. Every volunteer that comes in, it's part of their task book. They sit with me for at least an hour and a half, and we talk radios...
Training	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: new volunteers] ...they learn how the systems work, how the radio works, how we communicate, procedures, best practices, all the stuff. And then we test them on it. We don't just give them the information and go away. Okay. Now, they test out a bit. And like anything, it's like a license to learn. Once you learn it, you're not expected to be an expert. But now you're not afraid of it, and you're going to use it. And one of my pet peeves is that for law enforcement, all these other people, we train all these people. Law enforcement has to train twice a year. They have to prove they know how to use their gun. But they never once get trained or have to prove that they know how to use a radio, which in reality, what's going to save them the most, the radio.
Training	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: 800 Megahertz radio manual] And of course, it's here. I mean, you just saw, he pulled it off the wall. Anybody who walks in this building can look at it and review the policy. We don't, at least, hide it up on a shelf.
Training	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	So obviously, we're a volunteer fire department. We have to take an individual, such as yourself that's never done fire, and we have to make a fireman out of him. And in order to do that, we're going to have to-- we also have standards to meet. And the NFPA 1001 dictates the minimum amount of training that's required. Now, we don't follow all of that. We take the best of that and the best of our internal needs, and we take the best of the county needs, and we put those baby steps into a book. And that's the task book. You have to go through that book and learn the book...



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Training	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: volunteer task book] ...for example, the very first step is how do you put on your boots, and how do you put on your hood, and your jacket, and your pants? Can you do that safely, quickly, and efficiently? And then, after you've learned how to do that, and you've practiced it a couple of times, then you have to test. So at the completion of that book, you're a asset to this organization, not a liability.
Training	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	SME S3: Right. So in addition, do all the certifications that are available. The bare minimum is that you have to complete the task book before you run on calls. SME S2: We have a task book for every level. SME S3: For every rank. SME S2: So to be a probationary firefighter, to actually be a full firefighter, an engineer, lieutenant, we have different task books.
Training	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...We have a new tool that we're using called SharePoint which is-- it's basically a tool that-- it's a computer-based program where we can kick training out to anybody on the department. I could give it to you. If I'm your supervisor, I could say, "Hey, I need you to complete this training." I could put in dates and times. I could put information in there that I want you to stay focused on. And we can actually do it organizationally. So we could say, "Hey, everybody needs to take this driver recertification refresher class." And if we need it done, we'll put in dates that need to be completed by a certain amount of time. And so we just started using that tool. I don't even think it's completely-- I mean, we're just at the part right now where everybody's starting to use it. But we don't have-- our true drop-dead day will be, I think, in October. So that's when everybody has to start using it...
Training	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: radio training] Absolutely. Everything from downed firefighters at a command level. If I'm an incident commander and I'm working a structure fire, and I have a firefighter and/or a fire crew that has an issue, how do I-- we'll go through training on how exactly that looks like from an incident commander perspective.
Training	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: radio training] Because there's various radio channels that you have to go to. You still have to mitigate the emergency and now deal with this other challenge that you have going on. In addition to that, we'll take that

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								down kind of at the base level and we'll train firefighters on, "If you are the firefighter who is trapped or missing or lost, here's how you do that." When we switched over to our new-- the way our radio channels are all set up, we conducted training on exactly how to utilize all those radio channels. Because there's quite a few but it's actually set up significantly better than it used to be.
Training	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: radio training] ...so the training is really-- we had formalized training, but then we do routine training in the firehouse. And it's nothing that we-- it's annual but sometimes we do it more often than that. Usually, it's with newer firefighters. So the older firefighters kind of jump in and will kind of help. Officially, we do annual training, but unofficially it's usually probably more like once a month or once a quarter.
Training	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So the other stuff from a technology standpoint, for our department, because our chief is so-- I think he just got TVs in every firehouse so that we could use this training program so we could live feed training to a firehouse. They could pause it, go on a call and come back, hit play again and the training is up on the TV. He can talk to every firehouse if he wanted to and give a, "Hey, I'm the chief. Here's the mission of the fire department. Here's the direction we're going in." And if they went on a call, they could just pause it and hit play again when they come back, they could finish watching him. I think it's even interactive. I think they can even ask questions back to-- that piece I'm not sure. That stuff, that's not in where I work.
Training	FF	U	Manager	46-55	11-20	Male	FF-U-021	You don't know. And also there's a lot of things where you have to immobilize the 12-volt batteries because that's what mobilizes the high voltage. So there's a lot of things that's paramount that you have to cut the low voltage to a hybrid because if you don't, it's still charged with a high voltage. So just things that you need to recognize and this is more through training now that everything is not as it appears. You can't look at a car and just say, "Oh, that's this type of car." Well, they make that type of car in a hybrid as well. So there's a lot more things to think about.
Training	FF	U	Manager	46-55	11-20	Male	FF-U-021	Not as much as I would like us to. That's something we teach now to

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								new hires in the academy but just like communication technology, automotive technology is no different. I mean, you had a car with two airbags two years ago. Now you have a car with 20 airbags. So is it a one stage? Is it a two stage? There's capacitors involved, how long do they hold electrical charge? So there's a lot of things that can hurt us as firefighters, and it's something we need to be more diligent about...
Training	FF	U	Manager	46-55	11-20	Male	FF-U-021	...You need to stay in shape, so you don't have a heart attack. You need to train people on the importance of recognizing the aspects of cancer and what we're facing. At the same time, you have to drill to make sure you can operate functionally as an engine person or a truck person. You need to know a little about a lot. But it's something that we need to take a step back and, at least, maybe twice a year put people through classes.
Training	FF	U	Manager	46-55	11-20	Male	FF-U-021	Yeah. Back to the technology, what I found when I was in the firehouse it was more, I think it's training, and what we would try to do is try to communicate differently, holding the microphone because they say you're supposed to hold it on the opposite of your voice amp. Does it make a difference? So we would try different ways. Hold it on the [doorstep?]-
Training	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: microphone] So we would actually test because I thought it was important because if you're going to run into a situation, that, to me, is the most important thing that you can train your people on, is how to ask for help and what works best. And it's getting that muscle memory. So I remember when we were training, it's more effective if I hold it here versus here, or holding my breath for a second, calming down before I speak. Really make a concerted effort to speak slower, really enunciate my words. So just that practice...
Training	FF	U	Manager	46-55	11-20	Male	FF-U-021	...So to me when it comes to that type of communication it's important to practice it and then let them know what's working and what is not and try to find ways. And put people in stressful situations under a conditioned environment that's controlled, that way when it's uncontrolled, again, hopefully that practice and that muscle memory

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								kicks in.
Training	FF	U	Manager	46-55	11-20	Male	FF-U-021	...But you know the fire house there's just a lot of training especially in the special operations because there is a lot of different disciplines. From knowing how things are put together, so when they come down what dangers are there. So when you're talking about collapse how do I assure not only, how do I assure, but what type of way I'm I trying to show and what's the best way to do that. Heavy lifting, trying to compute tonnages versus concrete, versus steel, versus these things you need to think about. Welding, cutting metal to get things out of the way you can find space obviously. Then you need to worry about air monitoring certain gases and what's there and what's not there that's needed and then obviously training on different types of diving over the ice, under the ice with water rescue.
Training	FF	U	Manager	46-55	11-20	Male	FF-U-021	Yes. [inaudible] rescue, repelling off of a high rise building to a window washers that are stuck on the 30th floor. There's communications involved in that, so there's a lot of stuff that you need to be very good at. Rope rescue, high lines, just rigging the system. If you're thinking about weights and thinking about redundancy and how are we going to-- it's easier to get them down there, how are we going to get them back up here. So there's a lot of training when it comes to that because those are things that aren't very frequent and those are the things that are going to get you hurt. So they're very infrequent types of calls so you need to train on then frequently, so then when you do get that incident you're ready.
Training	FF	U	Manager	46-55	11-20	Male	FF-U-021	Yes. But at the same time, you also need to be a fire fighter. So you also need to train on extrication and forcible entry and ventilation, how to get in, how to get out, rescuing people, rescuing down fire fighters, knowing your equipment inside and outside. There's always something to learn.
Training	FF	U	Manager	46-55	11-20	Male	FF-U-021	...And that's just a good officer showing the new person, "Hey, you got in here, did you catch how we're going to get out of here?" So let's say the front door is blocked, what's our second means of egress? Were there bars on the windows? Is there propane stored here? A lot of things.

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								What can hurt us here? And hopefully that sticks so that way when you're there or maybe you're there with someone else that has never been there, you can, "Hey, by the way, the second floor that's not very stable, we were in there." We have hoarders, so a lot of things that can really hurt you, so that's just important that you pay attention to all the small little things because the small things can add up to make a big difference.
Training	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	We try to do it regularly. We don't-- right now, our training chief is in transition. So generally though, in my position, we will train with the individual companies. Or I'll bring two companies together and we'll do some evolutions or whatever.
Training	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: laptops] So the battalion chiefs and upper issued them. It allows us to work remotely. We can bring them to meetings. I can do work at home. I try not to. I don't get overtime. We're exempt. But really, it's a way to kind of free us from the desk so we can work at the table. We can take it to the stations and use it for training if we want or whatever.
Training	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[City] has a resident program. So [City] is all career, and then they have student residents. They live in the station for free, they get their own room, their own kitchen. They pay for their schooling, and in return-- and now, they get an hourly rate of-- some sort of hourly rate. And then, in return, they work at that lower rate for the fire department. I went through the same program in [City] 20 years ago, and it was-- they paid for my schooling and that was it. They didn't pay us. We had to go get jobs, and then we would work two days a week, but it's gotten a little bit better than that. I thought they were going to get rid of it, but it's just too much potential savings on paper for the town council. They just can't ignore it, even though it's-- anyway, we got rid of it.
Training	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: EMS] They transport, and we don't transport to the hospital. Every agency is trained up to EMT basic... And then the paramedic system-- they're all paramedics, very highly trained. They're CAS certified. Yeah, and we work pretty well together.

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Training	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...So the routine includes maintenance issues, housecleaning, and whatnot. There'll be training stuff. There will be inspections. So there's stuff that interfaces with the community: inspections, trainings, school visits, site visits, all that sort of stuff. There's stuff that pertains to us here in the station. So training, maintenance, health issues, health tracking, fitness, all of that.
Training	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...so myself and my other officer counterparts and actually a lot of the crew members and stuff, it's go, go, go, working from usually 7:30 in the morning, getting ready to transition on shift till probably 1 or 2 o'clock in the morning as far as just paperwork and maintenance and tracking things and training and learning about our job and stuff. And then from that point on, usually it's personal time. So if there aren't any calls, people will sleep. If there are calls, then you always go on the calls. You're always doing the emergency response. But people will do hobbies or read, or sleep or whatever...
Training	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: paramedics] they don't ride the engines and they only do ALS. And what we found is that that really helps reduce the amount of burnout or frustration, because they're doing the critical life-safety stuff that they've been trained for, not the, oh, I-need-a-Band-Aid-type calls and stuff. And so... everybody is cross-trained to ride either on the truck or the engine or to do the basic EMS-level stuff.
Training	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: communication with LE] It's gotten a lot better, and I would say that it is incredibly regional as to how good or bad it is. This area of the country, this greater metro area, has been working on it for a long time. 15 years or more. And so, in this area, I would say that it is really good. If we're weak in any one part, maybe, in some of the training. At technology level, every responder in the region has the ability to talk to every responder in the region, but sometimes, people aren't using it a lot. They may not remember or they may not know where do I turn in my radio or whatnot. It's a perishable skill. Use it or lose it. But this area of the country's worked really well. I know from a lot of my national stuff that there are areas of the country where it is not very good at all.

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Training	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Yeah. So public safety is horrible, collectively speaking, at ongoing communications training. Most police and fire folks will get initial training in whatever academies they're going to. But then anything ongoing, so often it's just taken for granted that, "Oh, here's your radio, and you turn this knob to turn it on, and you turn this knob for wherever they tell you to go." The real rub about that or the irony is that other than the station uniform itself, I can't think of anymore equipment in the fire service that gets used more than the radio.
Training	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So we require annual training on our apparatus to drive them, and move around, and whatnot. We require annual training on everything that's on there: the hoses, the ladders, all of that. We require all manner of specialty training, as far as, "Oh, Ebola hits the coast, and here's what you do. Here's how you prepare and everything like that." The one device that-- I mean there are stations around the country that may not go anywhere during a given day just from slow call volume or something like that, but even they will be listening to the radio and making decisions whether, "Am I listening to the right stuff? Do I need to change the channel?" or something like that.
Training	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: radio communication] ... I think that training piece is huge as far as why we are where we are and what may need to change to make things better.
Training	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	We could do a lot better on training. Training is probably one of the single biggest costs that public safety has, just because the citizens pay us to be able to respond. And so they'll put companies out of service for mandatory training and whatnot, to all drive to central points to get a message, or whatever, or to drive to a central point to do some kind of manipulative stuff. If there's a lot more of that that could be done, either in an online environment, or some kind of interactive environment through technology, that would save lots of time and money on that regard...
Training	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	It's either the sports, or adrenaline, or whatever the case you want to call it. But it's the challenge. It's a challenge. And I guess you would say

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								through a public's eye that it's not normal to actually want to go into fires. But once you get educated and have some of those fears reduced through education, it then becomes understandable of how you can actually do that because there is a process. There is a tactical process. There's a way to do it. So what may seem to be an insane activity to laypeople? or others is kind of normal for us because you kind of learn the parameters of your dangers and what you can and can't do. You learn your limitations. And so knowing all those things and putting them together and being able to size up the situation and look at and minimize your tactics, or what they do is they look at things, and you're able to size up a building and measure, through education, some of your dangers...
Training	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: state of communication technology] I think it's good. I think at first, there was a lot of overtalk. There was a lot of-- everybody had a radio, so everybody felt like they should use it at first. So there's been kind of a transition of learning with that and more listening versus talking. So when you have a radio, a lot of times, it's really to listen to what's happening. Listening to the progression of the fire attack. Listen to what maybe could be dangerous about the building. Are there holes in the floor on the third floor? Are they getting the fire under control below you? Those kind of things, is the more listening when it comes to communications...
Training	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: using tablets] Well, I think it'd be great. A lot of things that hit the fire ground or the fire service in general, especially with this new technology, we're worried about losing it. We're worried about it breaking. And then, at the same time, now you have to train firemen that are 25, 30 years on the job who-- they didn't grow up with technology, so now they've got to learn something. So those aren't easy tasks, especially if the technology they are using is a little more high tech than they're used to. A lot of different steps. A lot of different pushing this and pushing that. A lot of different frames that they have to go through to get where they want to go. The less is better. So in the more simple form and format is better



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								because anything that requires less steps are going to be better for us...
Training	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: solution to communication challenges for large incidents] I think, certainly, education, but I think the only thing that really helps those situations is-- it just happens. It's just expected. It's really hard to minimize those, just because there's so many things that need to get done immediately, but we just don't know where to start. The only way to really help that is to be more focused on listening rather than talking, so is to minimize your transmission, especially when we know that a lot of decisions need to be made. So I think that's really one way to really help that. So.
Training	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...I would say technology for us, engines, pump panel, and engines, whether it's you got a digital readout versus dials. Sometimes when you first come on this job, you're used to reading just gauges, right? And you're focused on reading gauges and understanding those gauges. But when everything became computerized, touchscreen, and digital, that was a little complicating. So I think what it is is that you've just got to kind of evolve and learn, and there's a lot of resistance to learn or to accept new changes...
Training	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Cell phones, I think they're-- yeah, again, very useful. We all have one. We all carry one. If you look at the cell phone usage, job-related for use at an incident - at an incident where you have time obviously - where you're not googling or looking up things. It's a great mechanism if you had learn to-- "Oh, I forgot how to tie this knot." Go on YouTube. Various fire departments and well-known fire instructors also put out information in series or in format so you can use it as a drill, or call it up and doing searches on single family dwellings. So then we can use the technology as a form or basis of your training for the day...
Training	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: technology most useful during downtime] Going after an incident too and use your phone, even use it as a learning tool after an incident. Look up, "Yeah, I could have done this," or "Wow, I've learned something about this," as well. And again, it's a great refresher of things. We have to again have so many skill sets in our possession, and technology allows

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								us to go back through-- I don't know if they mention our SharePoint system here that the city uses. Go back on some drills or again, "I forgot how to do this discipline or this maneuver." You can always use it to benefit yourself and the others in the fire department. You can use the technology available at hand.
Training	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...Later, down the line, you can use the technology to look at some things that again you may have forgotten. Things that are going to enhance your ability at, perhaps, another incident, learning new techniques, new practices that they have done. Try this cultivation of change, of technology. Using that in a positive manner for you and your fire department. But I've seen it from a different perspective, because during emergencies it's really not quite useful. But those are the technologies that you take for granted. The portable radio and the tech camera have benefit.
Training	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	..And so we do that at the beginning of our shift, contact all those folks, see what training is scheduled. So for example, today I had three groups that were going to go train. One was going to slide rope, a couple of others are going to go do training in a building, and I just make sure they're staggered.
Training	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So we have people who show up to and help film the scene, they're like our training officers, so that we can go back and revisit the fire. Because when I go to a fire scene I get a really good rep in, right? It's experience for me, we solve a problem.
Training	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	And so, right now every incident commander has a helmet cam. But they're only going to have, say, kind of a limited view from the exterior. Not necessarily an inside view. One of my guys is going right now to do training. Okay.
Training	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So that's really helpful as we move into-- and also when we have not necessarily our incident scenes, we can watch videos from others. And then basically, I say pretend but just say, "Okay. You're on scene, go. What are you going to do?" And then hear them talk out, "Here's what I'm

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								going to do. I'm going to send command. Pull this kind of line. I'm going to park here." We'll have them draw it on the chalkboard. And show where you would park. "Okay, you're next. What are you going to do?" To run through those plays. Those positions.
Training	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	What causes communication problems? So many things cause communications problems. So one is the training issue, where people are in a place in their career where they don't recognize the right thing to say or say nothing at all. There is the radio discipline where you're not the most important thing to say [laughter]. And so you actually walk or step on.
Training	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...Situational awareness training talks about, that in life as humans, based on your experience of life and what's in front of you. So if you're emotionally connected to what's in front of you or it's just too much, that will shut you down too. It's like we're a cup, and once that cup is full, anything new just bounces out. You don't hear it or see it even with your eyes open and your ears open. Y
Training	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Right. Okay, so I'll tell you, when we were doing the RIT Pak training, the old style that allowed you to see their air, and there was also a device called a Pak-Tracker. So on our SCBA, currently, if I push a button, it will make a big loud noise.... Cool, cooler, cooler. Well, if you're down right here, and I come into this room and let's say you're two stories up, or whatever, we have certain techniques and strategies to try to find you by listening, going in that direction. It was a training issue, we gave them the Pak-Tracker to just see how it would work. They went in and tried to find and ran-- because it still points to you even if there's a wall in between us. And they got caught up in, I know the direction, but if they hadn't used it at all, they would've used just basically a rope, done a right-hand search pattern, and they would've kept going. They wouldn't have just been so focused on it.
Training	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So, new technology, you got to train. Even today, I have on, from my second shift, a Bluetooth earpiece instead of being connected to this. Which isn't that big of a deal, but many times the wires and stuff, when

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								I'm getting out, cause me 10 seconds to get unpacked a little bit, through my seatbelt and stuff.
Training	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Daily basis. Every time we come to work, we have some kind of training component based on whatever we're doing. I mean as soon as I'm done with you, we're going to a building to train. So that happens on a daily basis. Specific to communication, it's cyclical. Well, we usually practice our emergency procedures, because those are the things that we don't use often.
Training	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	And depending on what you have, it can be very overwhelming. That just goes down to just being there and doing it, getting the experience, and practicing. The best thing you can do is when you are overwhelmed.... It takes practice, especially when you've got a lot of stuff or people on the scene yelling at you, "Do this, do that, and why aren't you doing anything?" You got to remain calm but many incidents can be very overwhelming, initially.
Training	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	But he'll give us daily goals, pretty much daily training, what you're going to do all shift. And then if you have down time, you can do this, or what to expect for the weather. He'll give us all that stuff just so we know if the humidity is dropping, be aware for grass fires and stuff like that.
Training	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	We have to force doors. You can force one door in like 30 seconds. He wants to know if we train two hours on this, can you still force a door in 30 seconds? And a year later, if you don't train, do you lose that skill? Do you still have that skill? So we don't have to worry about training on that one 50 hours over the year. We can train on something else like swift water or something that does deteriorate with time like knots. Ropes and knots, it just doesn't click with me.
Training	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	Yeah. So I can tie them all, and I can put them to work and use, but if I don't train on knots at least an hour every two weeks, I'll forget one or two things. And you never know when you're going to need it.
Training	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	...I like where this department's going with their vision right now. Training everybody and keeping track of them. You know where you're at. So I

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								think this department's probably different than a lot of them in that perspective.
Training	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	...Over, for example, [Organization], like they annex that from us. So if we're going to be like, "You're doing terrible patient care. We have video of it." But that's not what it's for. So what Chief is using it for is a learning thing just for us. So if we ever-- so for instance if I run a good CHF call for congestive heart failure, not many people get those calls.
Training	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	Same thing, sick or not sick. As soon as you walk in he can probably put up 10 pictures of sick people, 10 of not sick and you can go and pick which ones you think actually need help, which ones don't. So it's pretty much just for training purposes, but that came through probably eight months ago, and he is still getting the kinks out of it kind of.
Training	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	... So it really doesn't cost [County], or whoever the sponsoring agency is, anything in that moment to sponsor the team. Now, there's other associated costs that the sponsoring organizations do bear to some extent but they also get other the benefits because they get access to training and equipment and resources that otherwise would probably be beyond the means of most organizations to be able to house organically because they're really expensive assets to own and maintain for the very infrequent time you would ever use them in your own home jurisdiction.
Training	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	So of that 2,000-ish volunteers, I think about 6 or 800, something like that, were actually qualified to ride fire trucks and provide what we consider to be minimum staffing. So they've met the training and experience requirements to count as staffing on a unit because each unit has a specific staffing level that we have to meet for it to be considered fully staffed and you've got to have certain qualifications to be able to meet the staffing positions on a unit. So sometimes we have people that are riding a unit but don't actually count towards what we consider to be the minimum staffing. So you could have five people on a unit but only three of them really count.
Training	FF	S	Field	Not	31-40	Male	FF-S-040	...We also have training that we need to do. On our shift, we have a

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			Responder	specified				rookie that came out of the academy a few months ago so he's got a whole package of specific things that he has to get completed in his probationary period to get him fully qualified to ride and perform all the functions that he needs to perform as a entry-level fire fighter so--
Training	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	... He's got to get his driver's status on an EMS unit, so he's working on that. In addition to training needs for him, we also just have general training needs for the station. We're constantly having to keep people progressing in their training to become apparatus drivers because people move on in their careers. The drivers that I've got now, over time, they get promoted and they go to become unit officers. Well, then we need somebody to be in their position as a driver. So there's all those training needs. There's also needs just to stay familiar with our area.
Training	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	..., for some structure training activities, we actually put the units, what we call is being on a detail, where the unit, while it's staffed and we're still with the unit, the unit's not available for emergency response. It's dedicated to the activity that we're involved in. And normally, that's for sort of higher level training activities. The training activities I was talking about were station level activities where we're training the rookies, where we're training drivers, stuff like that. But then there's also these higher level training activities, what we call quarterly training. Every quarter, there's a training activity for the whole county to go through. So this quarter is a water supply evolution that takes about six or eight units to be all in the same place at the same time. So those units get put on a detail. They go to the training academy. They spend a few hours participating in that activity where they're not available for emergency responses and then they go back in service...." So we do those types of training activities too. And, of course, during all this stuff, there is emergencies.
Training	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	... And I make sure that the apparatus that moves on a detail for county medical for in-service at the training academy for a public demo for any other items, they put them on a detail, I make sure that there is a first responder within the station to make sure that at least something within

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								the area that it covers it so that there's not a lag in time.
Training	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	... There is the weather because it'll alert us when there's flooding going to come within the area as well as when the heat's too high, and we have to cancel training when the heat gets too high.
Training	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	...I need to go to our fleet maintenance and get it switched out. I have to run in-service training at the academy. I'll have to go on a detail. There are certain things that stop the sequence of events of the day. It's very dynamic. In the middle of that, amongst everything, our job is to run calls, so I run calls in between running, driving around different stations and stuff. Yeah. So I try to come back, and I try to work on the schedule for next shift and polish it up and write it down on the apparatus movement calendar. And then beyond that, I have my own personal things that I try to get done. I try to schedule training. So I'll go ahead and maybe create training for different stations, and decide which stations to do the training in, and then eat dinner, and probably eat dinner around 6:00. And then after that, I have to wash my vehicle. I have to fuel my vehicle and then basically get a bit of down time before going to sleep.
Training	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	And we kind of instill that in the training, that the information that you tell me, make sure it's purposeful and not just information that I don't-- it doesn't help our mission, so I hope that explains--
Training	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	...I wait for the emails to come from the deputies because the deputies will send me a list of-- well, they'll send everybody but including me, the list of all the units that are going to go out for training, all the activities of the day, special events, anything that we need to look out for, conference call.
Training	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	I mean, I don't really know too many workarounds. I know even working at the company I used to work for, I was more like a project manager and do a lot of training and facilitating. Anytime I needed to do a demo, it seemed like the system didn't work properly.
Training	FF	U	Field	26-35	11-20	Male	FF-U-042	...They don't even know-- a lot of dispatchers don't even know, truly know

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			Responder					where the firehouses are, what apparatus. It's a huge training issue we have because it's an outside agency and that was the big political thing to do and a lot of places like to go to that and want their unified communication. But it's not good for these organizations because these people don't actually know what they're-- they don't actually know what these things are.
Training	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	I am currently assigned to in-service training office at the training academy. I'm a sergeant, so lowest-level officer.
Training	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	I work on developing programs for people that are already in operations in order to brush up their skills, so on the technology side of things. Might be a radio training or something.
Training	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	--personal because they don't give us a work cell phone. So not that I really want one, because I want to do everything on the same cell phone, to be honest with you. But I use it-- so I'm also assisting with driver's training down there. So everybody wan
Training	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	I mean, there was a group that was doing it prior to us, and it was a lieutenant and like five sergeants. So they all could kind of take little areas and share-- right now, what we have to do is-- the program we came up with, we have to find people to do the training. So we came up with the program. Now we have to find people to do the training. And they'll come in on overtime and kind of be adjuncts for us and work for us as adjuncts. And--
Training	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	...Right now, our way of building that out isn't very good. We have to kind of give them a certificate under this program. But then, just because I certify you, it doesn't tell us what you actually did. And yeah. So I think some of it's just-- there's never been a training program on how to use this. Its just like, "Hey, here's this software.
Training	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	They just pull the battery out, go to the charger, grab a fresh one, stick it in there, and then it's like, "At least I started with a fresh battery." So, again, it is a training thing because, me, when I look at the charger, I look at the charger, and then in the bottom of the charger it tells you what the



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								milliamp capacity was of each batte
Training	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	Yeah. But that's one of-- we just had a training the other day, not too long ago. And one of the guys was talking about it and said, "Yeah, it's great, but I can't use the WiFi in the district." If you're going to come up with this, again, potentially mission-critical thing that I can't use WiFi that might work when the cell phone's down, you just blew the technology out of the water,
Training	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	...The Incident Safety Officer, there's only one for the city, so he or she goes, responds through the entire city, so your day could vary-- you could be in upper northwest on a house fire, and then go to a technical rescue down by the training academy or [City]. So it definitely varies. In my time here, I think I've been assigned just about everywhere in the city
Training	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	.... I think the alarm office people, better training. If I respond to a hazmat run, and some people, they start on page one to figure out what's going on. Well, if the incident's already on page seven, I disregard the first six because-- well, I've been around for a long time so I kind of figure out what's important and what's not important. Yeah. I don't know. I mean, we work with the collapsed rig. We work with the confined space rig. So all my guys have to go through all their classes. Right now I'm teaching confined space class here. Regular firemen are taking the class, and they're around 40 hours right now. So they're down there for five days.
Training	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Your standard firefighter leaves the fire academy and-- our career is kind of strange where it's hard to get good at it unless you actually do something, so we try to fill in the gaps with training. But that, like any other kind of training, that's only half the battle, I feel, until you can actually have the environment of a little bit of chaos and a little bit of the normal civilian verbiage that's in our ears as we're working and people trying to get our attention to something else when we're trying to focus on an individual task. So training fills that gap somewhat, but not in every capacity. So it's hard to get good at our job without the years passing you by, in a nutshell, is how I would say it. I know that's the case for most careers, but in this one specifically, a hands-on type of job.

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Training	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Yeah. Yeah. And so we try to instill an older guy or girl showing the younger guy or girls how it's done, sort of thing. In my opinion, we started to lose focus on that a little bit recently, but we're trying to regain it. So there's always a passing down of information.
Training	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	...So the problem that we have is-- and this could probably be made better through training, but we train so much on other things, we run out of time to train. The way that people talk on the radio.
Training	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	... Even though they've had classes that there isn't any chief out there that hasn't been schooled on how to use it. But I don't know what it is, [laughter] there's a lot of them that just don't know how. So there is a process, too, just operator error, and that can be detrimental, depending on what you're doing or what you're responding to.
Training	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	My daily routine is very hectic because as the training division we're required to manage training curriculums, provide evaluation processes for probationary firefighters, to disseminate and deliver required training by the [State] Administrative Code, the National Fire Protection Association, as well as manage budgets and funding so we can provide those training with all our personnel.
Training	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Sure. Daily training is basically whatever the company officer, or the lieutenant or the captain decides they want to do that day, whether it's pulling hose or doing CPR training or anything having to do with what potentially could be our response. The weekly and the monthly training is more appropriate in terms of there are certain types of hose evolutions, in other words, stretching a hose line off a fire truck or using a ladder truck to get to the top of a building. So those are required training monthly. And then quarterly training would be something like [utter?] defibrillation. When we do CPR, we do [utter?] defibrillation, and that's a requirement every quarter. We have to have four quarters of that to maintain that certification standard.
Training	FF	S	Field	46-55	21-30	Male	FF-S-031	.... After that, it sort of getting on the computer and doing your required

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			Responder					online training. We have quite a lot of online training we do. It's cost effective and we can deliver a large amount of training at a computer. It's not the greatest way to do it but for things like HIPPA and other types of courses that you don't need to have an instructor in front of you, that's how we deliver that type of training.
Training	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	... So we have to have a lot of training and a lot of experience in a variety of different types of responses, atypical from a truly urban major city like [City]. Which doesn't see some type of responses that we would see and vice versa. We don't have many high-rise buildings but we have buildings that are being constructed that would fall under a high-rise type of building even if its only 12 stories.
Training	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	--drive an aid car. An engineer to the fire engine requires extra training. And then the fire engine has, in addition, the need to do the pumping for the-- if there was a fire and you need to get water for the hoses--
Training	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Yeah. Again, most of the training that we get is focused on how to keep our traffic short and succinct, on how to use it. And which makes sense because that is the most likely scenario for us to need that training on. And then we do receive training in a much smaller capacity about how to communicate with those outside agencies, just because it happens very infrequently.
Training	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	... And it seems to just be, I think, experience, training, and just some just personal ability, I think, are the things that allow some people to filter that and make the right decision and some people to become just completely overwhelmed by it, so.
Training	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Yeah, it varies from day to day. I have meetings that they schedule out. Monthly meetings, bi-weekly meetings. I have meetings on my calendar. So I look and see what those are. And then, whatever the current training agenda for the area is. If it's a quarterly training plan that I'm working on, I work on making that plan. Right now, I'm currently working on a six-month test for our recruit firefighters. I'm also in the middle of working on a current promotional exam for our engineers. So as the monthly

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								training comes up, or as the annual training comes up, I kind of focus on those tasks and I get them done. And then I work and move on towards the next thing that has to get done.
Training	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	So the daily routine for a line officer - so that's when you're working shift work - is there are 24-hour shifts here in [City]. and the mornings always start off with roll call. So we make sure that everybody's there, everybody has what they need, they're in their proper uniform. We go right into checking our apparatus to make sure they're ready to respond, the inventories are all up to date and current. And so we go through the daily rig checks. Following that there's typically a different assignment for every day of the week. So on Mondays, we'll check portable equipment. On Tuesdays, we'll check ladders. On Wednesdays, you know. So we have different things. So depending what day it is, then we'll go into that. And then, we try to take care of one training drill every shift. And so that could be either in the morning or the afternoon as time allows. We also have medical EMT classes assigned to us. We have fire training drills assigned to us that we have to get done. So as time allows we do those trainings, and then we also respond on calls. Whenever a call comes in, everything gets dropped. We run out. We go on the call. And then, we try to pick up where we left off if the time allows. And sometimes things have to get rescheduled and shuffled around from day to day, so. Yeah.
Training	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Probably. I mean, I know that the academy, they run drills and use radio. So they are getting a level of it there, but I don't know how much. If they get a class on it, or whether it's just kind of taught through kind of like on-the-job training.
Training	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	... like I said earlier - is just radio discipline. It's just learning how to communicate better. And being able to sometimes-- I mean, something as simple as-- my dad [inaudible] with 30 years, and one of the things he always taught me is like think about what you're going to say before you key the mic. So when you key the mic, you say it. A lot of times, people will key the mic as they're trying to figure out what they're going to say.

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								Well, that's just taking up airtime. Right? And then you stumble and/or don't get it out right. So a lot of it is just learning, and discipline, and repetitive training.
Training	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] For us as far as our FTs, we've got to stay up on different protocols, better ways to attack different situations and problems. So we have continuous competency-based training, and we just try to stay on top of that. So pretty much monthly, there's stuff that we need to get sharper on or new ways of going about things that we need to know.
Training	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	Daily routine is pretty simple. It starts with a morning meeting, morning briefing, morning recap and what's going to go on. They then go from there to checking all apparatus, all equipment, every piece, making sure that it's in working order. Usually, they'll go from that into physical training. Usually an hour to and hour and a half of some sort of PT. Clean up from that, usually by 10 into a drill, some sort of training. Sometimes it's individual-led, sometimes its department-led, big groups small groups. Some of our departments then we have inspections. Some of our stations have to do building inspections. The others are doing building walkthroughs and area familiarization. Most shifts have a project kind of assigned that they will work on their down time.
Training	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	It's relatively new. When I say new, within the last few years. But what we're finding is, through some of our joint training with law enforcement and other agencies, if we all know where we're supposed to be, we're able to communicate.
Training	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Q: [S3] Oh, good term. So do you guys do a lot of radio training, however [crosstalk]? SME: We do it occasionally, I wouldn't say we do a lot. We could probably stand to do some more.
Training	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	...And then in the evening, there's a night watch and it's the same. You're answering phones, and hearing a radio, and just dealing day-to-day tasks. And then from 10:30 on, everyone is helping out in the kitchen, running various drills, any meetings or sometimes they have battalion drills, which involves the outline companies and we're just doing drills

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								just to practice
Training	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	And whichever Battallion Chief is running the drill, he'll give us the scenario. So there's a fire on the fourth floor or there's people need to be rescued, and we have dummies that we work with. So it's never the same drill, just to keep you on your toes, they change it.
Training	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	They're all props so. And it's just on a-- to keep our skills up. The fire doesn't decide what type of building so sometime it'll be on a peaked roof, sometime it'll be on a flat roof. So these props are just to keep us aware of what's out there.
Training	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Everyone out of the training tower is EMT qualified.
Training	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	No. Well, if there were a catastrophic event, then you might get a call or wildland, some of us are cross-trained in wildland fire. So if you put your name in, available to work for that, then you might get a call to go out. And in fact, we have a strike team that went out two nights ago.
Training	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Q: Is there any training on radio [inaudible]? SME: There are. But it's not as frequent.
Training	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	...You'll also conduct a drill of some kind, depending on what the needs are. If there's a probationary member, maybe they have something in their book that needs to be signed off. Or if it's something you haven't done in a while, they'll have you going, "Hey, I haven't raised this 50-foot ladder and all. Okay, let's go get the 50. Raise the 50. Hey, I haven't used this saw in a while. Okay, let's go get the saw, and talk about how we'd use the saw."
Training	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	--"Okay." So I figured out some of the basics, I'm like, "This is useless. Pencil and paper is so much faster, I can do this." And then they finally had a class, probably after we had had it for, I don't know, six or eight months. And then I went, "Oh, th
Training	FF	U	Supervising Field	46-55	21-30	Female	FF-U-013	So it does. I mean and even if they had just given us a cheat sheet. Cliff notes guide with pictures and words, and this is what we do, it would

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			Responder					have been great. Yeah. I mean, I love having-- well, if you look around at most of the firehouses that I've ever worked at, some of my notes are still up on the board because I don't remember everything. I need reference points. So yeah. So definitely training is huge.
Training	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	So there's two parts of it. There's the administrative part of what I do, which is to deliver the latest training to the battalions that work for me, which there are five battalion chiefs.
Training	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	...I know the technology is there in our radios, but it's the fact that we don't practice it very often. And so I'm just trying to find it so, at 3 o'clock in the morning when your mind isn't working as sharp as it should be, that it's easy to get to that place.
Training	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Yeah. I mean, that's a huge training issue. Yeah, you can have it here, and if you let go of it, it's still attached to you. And if it's here-- I think that's great technology if it works, but like I said, that all comes down to the training factor.
Training	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Well, there's technical problems, and then there are training people problems.
Training	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Q: Do you guys do a lot of-- we saw the training stuff that's out here and it sounds like you actually do quite a bit of training at this station. Do you train specifically on talking like you were just describing? SME: It's in emphasis quite often, and it happens during drills. But you put a little bit of pressure on people and they fall back to their old habits, so it's a reminder every so often.
Training	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	...But one of the things that many departments are doing - and we're not there yet for a number of different reasons - is you need to build your own fires and have a training program that is set up to where you're actually experiencing smoke movement, energy that's being released, in a safe environment. And what firefighters are doing is they're using old cargo ship containers, Conex boxes, and you build them, and you stack them in a certain way, and you're able to build a fire in there and control

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								the fire. And I think that's one way of experiencing things. But I think the other way is through VR stuff, of practicing your search techniques and being put into a situation where you're experiencing something.
Training	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Yeah. I mean, it's a unique profession because, in order to experience it under pressure, or as I like to say, that you're training under fire, the only way to get that is to get the incidents. And then to recreate that and put it into a training environment-- like in this city here, we can't burn in a box because of the production of stuff. And so there are some departments that we can send people off to and get some of the training.
Training	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Yes. There's definitely a daily routine in the suppression side, running on an engine, being responsible for your car on that engine. And understanding your communications, understanding how it works, and testing it. And making sure that it's functional. And then you have a whole training component that we barely get to train on because there's so many other aspects of their job that are as mission-critical as communications. So there is a routine that we need to follow, and we do in terms of changing the batteries and making sure that the physical equipment's working. But from a training perspective, I think we need to do more training on how they work, how you do interoperability and just the technology that you're using on a daily basis between a cell phone, between a radio, between your mobile data terminal which is using cellular right now.
Training	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	... We've tried to set up learning centers so we could just all do a video conference in the one training center so we didn't have to drop-travel clear across the county to come to training. We could set it up and have like a GoToMeeting or a webinar on certain training topics. It's taking some time to get there, to get the fireware installed, to have the bandwidth to be able to do that, but we're there.
Training	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	They have very much a daily routine. It's not centered around technology so much, except for an internal website which they're responsible to check every day they work because there's general orders that they have to be accounted for that they've read. There's internal training that is



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								done online that they have to do. So they have to interface with it on that level.
Training	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	Yeah. Some of it is just pure logistics of training 1,500 people. To do a training module in our fire department, for example, we really can't train outside of three hours. I mean, we have a training module from 9:00 to 12:00 and then again from 1:00 to 4:00. And we get five companies go out of service to the training division. They do that because we can't pull everybody out of service at the same time. So they train in the morning, a different set of people come in the afternoon. Running that model for 35 days gets us to 92% of the people in the department training. So that limits what you can train on in a year, the time you can train on something.
Training	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	I think for the most part. I think there's still internal training personnel issues that people don't realize if you get bonked, what that means. Just to key the radio, give it a second and talk. So we have those kind of internal user error things.
Training	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	We've had a couple of exercises with them over the years and a big [Event] at the airport one year which what did we do for that one? When we did when they brought all their toys up so it was a plane crash with lots of patients and hazardous material issue and it was a massive exercise.
Training	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Well what happens to me is you know I'm supposed to be in charge of the incident so if I'm tied up setting up the communication links and stuff it takes away from events so we're trying to get more people trained, more people interested and trained up on it is really important and it's not one of those things where you can do it twice a year to be proficient you have to do it a lot.
Training	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Yes and no. I mean like these newer people I'm not going to put them into a structure until they have had the right training so you know I guess that's where I just use my judgment on call of whether or not you know if they don't have their gear right now that's fine because they're not going

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								to go in there anyways so...
Training	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	I'd take all the new technology they got out there for fire or EMS or anything like that I mean you know we've got well even training (00:37:38) stuff. You know they make the smoke deals with the smokeless room and of course it wouldn't hurt anything but it would be like you're in real structure house on fire you know just things like that that would be neat to have or nice to have for training purposes.
Training	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	... On the training side pardon me I help organize the training when it becomes available and try to get our crew to take training and stay up to the date on training which can be difficult at times.
Training	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Yes ma'am. There is additional training. Our EMR is mostly done through the area vo-tech which is paid for by the department and I think we had two guys just do that and I think it was I think \$350 if I'm not mistaken that we just had two new guys just finish the course.
Training	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	More training apps. Just you know apps that I could say guys go to this app and you know let's just review some stuff here you know just basic stuff like that because maybe they can do it on their personal time at home. I think that would be kind of interesting to really see that way especially from a volunteer perspective they don't have to come here and then you know but it keeps it fresh on their minds you know at home you know and I think that would be that would be a good app I would believe.
Training	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	... when our phone goes off we leave those you know and so and then when we have training you know it's like I've been on three calls already this month you know I've taken enough time off. It's hard to get guys yes, we need the training but you know whenever the state's going you guys don't have enough training.
Training	FF	R	Other Public Safety	26-35	6-10	Male	FF-R-048	There's a lot of them. Which it's good that we have them. It's good that we have them because that way you know we can't say we've got to have this done and it keeps us in check. It keeps us up to date

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			Personnel					knowledge wise, training wise because I mean if we don't know what we're doing on the scene we just will not show up but it comes to a point that what's realistic. What's realistic for us. You know we're not going to be put in situations like a big city would you know we don't have anything high rise here you know we're dealing with elevators and multiple, multiple stories you know.
Training	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Yes ma'am. It is due to the training and dedication. You know you can train all you want, you can train all you want but if you're not training and education are different. Training is honing skills that you already have, education is learning a new skill so it's it can feel like a burden out here sometimes because I'm so used to having it good at my real job...
Training	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] ... Even when I was in the training session at my old department when I came up to being an instructor we learned how to put all of our presentations on transparencies. Now we got PowerPoint you know which makes things a whole lot easier and I forget what the new thing out is supposed to be better than PowerPoint. I've used it once or twice I can't think of the name of it.
Training	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Yes, yes there is. Is it trained in the right way? To me no but there is training on it. We were just talking about that not too long ago. We were talking about problems with the MDT and I was asking them has there ever been a fooled laid out class of how to fully work it? How to troubleshoot it? How to fix it if it goes down? Because usually we get a call or they'll say they missed the run time or something because it went down when it could be a simple restart and brought it right back up so that's my knowledge, that's my thoughts to have more sort of troubleshooting class how to fix certain problems.
Training	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Partly. We have the river out there so we've had to do things related to the river over the years. We've, you know, we did the bread and butter house and grass and vehicle fires and all of that but over the years we've gone and taken people off of radio antennas or towers that have had issues. We've dealt with trench rescue. You know we do a lot of vehicle extrication. But we train for high angle, we train for collapse, we train for

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								all kind of other things. We have members on [Organization] [phonetic] teams.
Training	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Other than that. We train. We get along. Every once in a while they squabble. When they squabble I wind up having to fix that. So.
Training	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	You've got to do 3 hours of training per day on shift outside your regular duties. Volunteers have to do a minimum of 60 hours a year but they're supposed to do up to 240 hours a year. So if you're going to stay in the department you have to meet at least the 60 for us. But we have very few that miss the 60. You have a nuclear plant out here. If their shift falls wrong we may not see them, they have to make theirs up a different way. But, yeah, we do tons of training.
Training	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Training-wise, again, I'm going to talk to [name] when I leave here about getting their people to prompt them to go to respond coord. And it's going to have to be that they tell everybody on particular calls and if they have more than one call they're going to have to move them to something else which we all have. We have a response--every one of us have response channels on these radios. And you can segregate your two calls and only they would hear the two of them. A lot of it, I say that the fire service is 250-something years of history unencumbered by progress. And what it is is it's just hard to get the people to change when something better is out there because it's easy to do what you know. It's hard to go learn something that's new that you'll really like.
Training	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	Only because I went through a [Name] [Job title] class to authorize me to be able to fix our air packs so that could be serviced by an authorized person or whatever if something breaks on them.
Training	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: I mean we are not first responders, you know the first responders you got with the ambulances, we are like lift assists, cardiac arrests and stuff like that and involves like CPR and all that, which we are all here pretty much all are certified in CPR so.
Training	FF	R	Field	Not	Not	Male	FF-R-054	S1: Yeah, right, right okay so. Training, is that part of anything? S4: Oh

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			Responder	specified	specified			yeah. I mean we don't stop training.
Training	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S3: We are having it right now twice a week at least, sometimes three times a week.
Training	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: Non-stop because you don't want to lose your skills you know.
Training	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: I mean they practice like they teach you, like we train on how to do communication better. We used to not tell what we have when we were on calls, like what do you have you know, like say we had a wreck, it tells what you got and that way we can prepare [indiscernible]. We got to do that plenty of times, no one has actually told us what you know was going on.
Training	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	You have to show up, our department -- yes, you have to show up for so many meetings and so many calls, percentage-wise. Now the state requires you to show up for so many calls percentage-wise and you have to have so much training, so we have to have and it is getting further and further up to the state that 240 hours is not becoming enough man hours. They want us to have the same as paid fire fighters and that is 300 and something hours.
Training	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	So, it's getting up there and now we have to take a course on wild land fire fighting because of the [City] fires which I was in. We have to take a course -- a 16-hour course for wild land fire-fighting now, that is required by [State] to go on any calls that is wild land.
Training	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	That helps. It helps in teaching a lot of us, because paid departments, they are constantly training, constantly doing stuff and I am trying to get along with [town] right now which is a paid department but I want to be part time because I want more training.
Training	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	But we are -- we do a lot of training and hours too, on the weekends when everybody can make it. The hardest part is everybody has got to work.
Training	FF	R	Field	46-55	5 or less	Male	FF-R-055	I mean, you try to get 35 guys together and it is like -- ah, but he can't be

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			Responder					here, he is at work. Okay, well he -- and that's my problem. A lot of times I do the training during the week at night and I will text my [Job title] and I'll say -- ah, I ain't going to make that, you know that. He goes -- I know, we will get you a Saturday and I would be like, okay. That's fine.
Training	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	... So, it is orchestrated but it looks like mass chaos to some people but you know what is going on. I know what is going on but we have got probably 10 new guys we are training right now that are coming up that will be volunteers full time that will be what we call -- Black Helmets. In our department, yellow helmets are training, the orange helmets are cadets, the reds are the officers and the whites are the chiefs.
Training	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] There is a DUI app, where it-- I've got it, but I use it more in a teaching scenario. And I tell people about it. But what it'll do is you go through it and you go through all the steps in a DUI process, and it will prompt you [inaudible]. Okay. Did you see it? Yes or no. And then it'll email you everything so you have a lot of stuff already filled up for your report. I like certain aspects of it, but I don't like using it on the street because I think you're too busy. You get dug into your phone and safety issues. One called Units. And that just helps convert times, distance, weights.
Training	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] Once called the US Cop. It's basically the only one I would tell people to actually buy when I teach in the academy. And I'm like, "It's five bucks. Buy it. It's worth it." ... It's got all kinds of stuff on it. It's got drugs, schedules, news feeds, traffic laws, law enforcement contacts... It's got some Spanish stuff. It's got a little bit of everything. So if you have traffic laws, traffic questions, you got something about tire size, speed difference. I mean, this is a big one here, front license plate states, and it'll give you a list of-- I mean, we could have the measured power of Google and just do it that way too, ... And then compact and non-compact states. Compact is states that have gotten together and signed. So if I get a speeding ticket in California, or-- no. Let's say Florida. Florida. It affects my [State] driver's license. But what I love about being from [State] is it's a non-compact state. So as long as I

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								didn't get a speeding ticket in [State] it didn't affect my [State] stuff.
Training	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: report writing] Yeah. Yeah. I have to. And I'm old schooled, and I've OCD and everything. So I need my desk. I need my computer. And I kind of have like a flow of how I need to lay out my papers and-- I take notes, and as I put it in the report, I cross it out but in a different color pen because that way I know I did it. But yeah. Our reporting is desktop-based. You can access certain parts of it in the cars, on the MDT. But you're twisting yourself up into a nod. And then, the word processor in our report system stinks always. Just garbage. And we've taught everybody. And I was one of the original instructors. And I almost think that I was told this by the company. "Just type at Word, copy and paste."
Training	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...I'm a different level than the patrol guys. It's not that I'm better than them by any means. I have to answer some questions, how to do stuff. If I end up pulling a patrol chief, I'm lost. But as far as the detail in the type of reports. When you're typing a homicide report, and it's your initial report, you're typing 30-plus pages, where on patrol, I don't think I had anything more than 3. Maybe an ugly domestic is 4 pages. But you're craving in so much more detail. And you can't just put in. The old days, they're doing a DUI [inaudible] arrested same, they're gone. You got to spell it out. My DUI report as compared to somebody else's is twice as long. But it's because I've got the extra training, experience so I'm able to learn how to articulate it, so.
Training	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	It's the greatest show on earth... It's fantastic. I love teaching. I love being able to give back. My ego isn't of that that I've got to be better than everybody. I want the people I teach, and I want the people I teach at the academy, especially, to be better than me. I will give them everything I can so that they can hopefully learn from the things I've done good, the places that I've screwed up, and the times that I got in trouble. I lay it all out for them because I want them to know what it's like in the real world. I try to keep it real. And I love doing that. I love teaching.
Training	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Oh, no. I talk. I'm not bashful. My mouth gets me in trouble more than anything. I love teasing firefighters. I mean, I call them American heroes

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								and Band-Aid throwers [laughter]. I don't care. I love having fun with them. And there's a former [Job title] now - he's retired - he and I would just start going at it. And it was all out of fun. But if you didn't know that, and the way we were going at each other, you'd think we hated each other. But it's breaking balls. We're out here doing-- they're different jobs, but they're extremely dangerous, and they're extremely important to society. I've been through training, the narc stuff, where you have to wear the respirators and the air packs and go crawling through smoke-filled buildings and-- no. Shoot at me. I'll take that. I ain't going in no fire...
Training	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...it also shows a bit of laziness. And when I see it's report writing, I tell our rookies, "Don't ever let me catch you doing this." And thankfully, they've stopped for the most part. But they'll type what would be a five-page email about why they didn't pull an IR, an insert report number, any type the report. They have all the same information in there. But they're just telling you why they worked harder to get out of work than just doing the damn report...
Training	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: manual cards CAD backup] No, actually, we don't. But we haven't. And it's not necessarily manual, we have more of an Excel workbook where they're still typing it into the computer, it's on a screen... It's similar to their CAD screen, but it's still-- it's not direct interconnected if a call taker and then it still has to be sent to the radio, those type of things so.
Training	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: nature of the job] Yeah. And you can't predict what it is. I mean, you can't train everybody for every situation so--
Training	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: text-to-911 Safe2Tell program] They do a lot of school-- I mean, they go out to the schools. They do a lot of education and training through the school districts and when they launched the app, they did kind of a marketing and in everybody's wildest dreams nobody even anticipated that type of increase.
Training	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	I'm also an officer. I work in the same section, deal with the body cameras, mobile fingerprint readers. I think if I am, like he said, anything else, we're all Jack-of-all-trades. And we master a few of them, or we try



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								to. I think if I had to describe my job to a child, I would say that I teach and train people how to use different technologies. And then we also test technologies, and we try and break things to make sure if they're going to hold up okay and figure out if they did break, can we still use it, and put it back together, and still apply it to what we do?
Training	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	we've put the little fires out, and we find them as they pop up throughout the day. Sometimes we'll get requests from people for information that they have access to, maybe they don't know how to get to it. So we'll also do ad hoc, get on the phone with somebody and walk them through a process and do some last-minute training on something. So that we try to do everything we can to make sure everybody can be self-reliant with the use of what we have. So they're not always-- because if we took care of every electronic need or every need for a video or something, we wouldn't get nothing done at all.
Training	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	So overall, officers go through training, and then they're issued a body camera. And they wear them on a daily basis throughout their patrol shift. At the ends of their shift, they're required to have it on when they're dealing with a citizen. And then at the end of their shift, they dock the camera, the video, automatically offloads. We're one of the few departments in the country who have integrated with our computer-aided dispatch systems. So it'll automatically tag the video as belonging to Officer [Name] and Officer [Name] who's on a burglary call, so that's what this video corresponds to. That eliminates the officers having to manually enter metadata into the video. So that's kind of just overall how the system works...
Training	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...we're just now getting into drone deployment, and I'm sure that's going to escalate and be a big deal in the future. We haven't done too much of that yet... Right now we only have three pilots who are-- can do this, and we've been doing a little bit of training. We have one drone for the department. Hopefully we'll get a budget for a little bit of more stuff, but we are able to do some crime-scene mapping. We haven't done that yet. On certain types of SWAT calls, we're allowed to go out and assist on

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								that part around the outside of whatever the target area is, and we have on one instance deployed a small drone inside of a residence to try and get an idea where the target person was.
Training	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: LPRs] And we required training for most of it for being able to use that. And it requires that the officer be able to want to use it and be able to have the time for it to do it.
Training	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	It's part of our responsibility is training on technology systems. So we provide training while they're in the academy to the new recruits. And then we also provide ongoing training throughout the year if there's a need, for example, if a watch commander in a certain district calls me and says, "Hey, I've got some officers who are not trained on the license plate reader system. They want to use it." Then we'll arrange to come out and give them training on site.
Training	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: training] Or somebody's coming out of a special assignment, non-patrol assignment. Somebody's coming out of narcotics, the most common one where we'll spin them up on the cameras. Get their cameras [in tune?], spin them up on the license plate reader stuff, sit down, do a refresher with them on the report-writing program, and the dispatch program, and MDCs because they enter reports differently, like a detective would, as a vice or as patrol officer, where you do it from the programs on the MDC. Then, it's got to go through an approval process, so how they do it is different. So, yes, so [name]'s spinning someone up on something in training them.
Training	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	I was the first one to start writing reports in the car on our computers as the guinea pig, and I started teaching at the academy when everybody started doing it, teaching how to do that, and I have ever since taught out there as to how to do that, and the difference in officers from when we first started doing that as far as how adapted to technology they are and now, it's just night and day. It's completely different. So everybody is much more computer savvy now.
Training	LE	S	Field	36-45	21-30	Male	LE-S-016	Whenever we get something I get it, and I get to play with it. Either

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			Responder					through the radio in [name] or a IT person. Like my car, it's got the newest computer. It's got the newest keyboard. It's got all this new stuff to test and see if I can make it work. Then I can teach somebody else how to do it, but I'm kind of the guinea pig when it comes to most of our technology stuff.
Training	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: running a person's information during a traffic stop] ...we have a few people who will not use the computer, use only the radio, which then takes up bandwidth for everybody else, but they won't change, and they're our trainers. So when you have trainers who are teaching people to constantly do that, it's like, yeah I can teach them how to, but you don't need to do it all the time. So it just, there's a lot of things that we can do with technology that our people are preventing. Whether that's dispatching, whether that's running inquiries and stuff like that on computer, because we just get a mindset of, "Well, this is how we've always done it."
Training	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...We have an app for PowerDMS, which is our online training stuff...
Training	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: drones] Policy's written, we just haven't made the purchase yet. In fact, two of us are going to [City] on Sunday to the training to get our pilot's license. Because we're the government, so you have to go through extra hoops [laughter]. Yeah, I could buy one on my own and fly it over my house today. But because I'm the government, I have to get a license and all kinds of other approval. So yeah, it's coming. Strictly for the purpose of [inaudible] crime scenes, search and rescue, tactical situations, and that type of stuff. It's not for the spying. So we've had to--everybody gets concerned, so we have to put all these special caveats in our policy that this is what it's for. Again, [Name] can do it, but we have to be careful.
Training	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: dispatch question protocols] I believe they have that for fire and law as well. I don't know that we do that up here, but, at least back when I was there, there was a procedure manual, and when you're going through training, you'd go through it call type by call type. If this sort of

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								thing, this is what you're going to ask. A lot of those are very similar. If it's a law call, whether it's an assault, a shoplifting, this, that, or the other, you want to know what the suspect's wearing, if they're still there, if they're armed, which way did they go, for pretty much everything.
Training	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I started off as everyone else, the traditional out there in uniform, responding to calls. Did that for about three or four years, and then I transitioned into the training section of the office, who was in charge of all of our new hire training. From there, I realized being in charge of the training that we had some tools, particularly the computer system, that nobody knew how to use. So I figured out how to use the computer system, which then went back to rewriting the training manuals for more efficient work flow and using the database and other tools. And these computers were pretty new. And at that time, it was a DOS-based system. I remember when we got our first PC, which everyone thought was kind of funny. So seeing the evolution and staying involved in that, which transitioned into more technical stuff and true computer work...
Training	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...So as I tell people, everyone starts off getting into law enforcement and you're the street cop out there answering calls, but then there are other career opportunities. And that kind of moved into the tech world. I started going down that path and decided I didn't want to support computers my whole life so I pulled back and stayed more on the training and application side, dealing with the new stuff that came through for law enforcement. And then the mobile data computers started coming in so I got put into that...
Training	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: smart phones] ...Of course, it costs a little more. The cost of the device. The cost of the service. That has to get absorbed into the budget. Then I start hearing from people who are upset going "Well, they give me a gun and all this other stuff. We have to do all this training and now I get this handheld computer and I'm just expected to know how all the parts work." Some of it was in jest, some of it was legitimate from people who weren't that tech savvy.
Training	LE	R	Field	46-55	21-30	Male	LE-R-019	[RE: formal training] For the computers, we do. For the records

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			Responder					management system. For the in-car computers, we have formal training. For the phones, we didn't have formal training. We probably still don't for all of it. When I was talking about the video from all the other companies that come in, I'm creating a formal training, both a written procedure and then taking the actual phone that guys carry and making a video with that phone to then catalog so they can go back and watch the whole downloading procedure, and I can tell them this was made with your phone. So if you take a video with your phone, you would go through this exact same process. So trying to recognize that there might be people out there who don't understand how that works...
Training	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: training] ...some like the videos and some like to read it. Different learning styles. I'm kind of going back to my days of being in charge of the training program and the adult learning classes I went to. As we sit around and think about how are all the different ways we can hit this, some people still need you to sit down with them and walk them through it.
Training	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: LE paired up] So from a security standpoint, I could stare at the device and not worry because I know another guy was with me doing situational awareness if something were to happen. And so we recognize that in that environment. I think we also came out of that environment recognizing that's a potential pitfall. You can't give people more stuff [crosstalk]-- on my radio, I can talk on my radio and watch and see everything that's going on. We all practice and train for that. Now, you give me something I have to hold and I have to data input. You can't maintain both of those. So that was one of the things that came out of is recognizing you're deploying more and more of these devices that give you the security and personnel. And if it's truly a tough environment, you need to pair people up just for that purpose. Kind of go back to have one person who's running all the devices in communications and someone else who's making sure you're safe.
Training	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: technology in new vehicles] And I didn't realize all of those were in there until I just had a little more time in the car. So if a patrol guy jumps

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								in a car, are we telling them all these things are there? Are they just discovering it for themselves? Should we, as an agency, take responsibility in saying, "Here's the things that should be turned on"? You can't turn off your backup sensors because we don't want you backing into poles. You can turn off the lines turning left and right when you're backing up... More things I don't think anyone was aware of is there when we get these cars.
Training	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	And everyone knows that in a lot of wilderness areas, you're not going to have radio communications because you can't put a radio tower in there. And generally, wilderness areas are high and mountainous, which means there's valleys and radio signals don't get into valleys. So you know what valleys you're not going to have system coverage, you'll have direct coverage. But that just involves the pre-planning and training guys on the radio on the concept of a radio system and a repeated talk group versus a line of sight and direct talk group. And when do you change and what are the limitations. So their expectations aren't unrealistic versus what your technology can do. So you don't hear after actions the whole time that the radio system just stinks [laughter]. Well, it doesn't stink. Let's work to resolve it so the next time you know what to expect.
Training	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: wilderness area radio training] That is a formal training we've done. We've done it two times last year. When we did it, we actually videoed it. People could then call in and live chat and ask questions. But then we were able to publish the video out to all the users who didn't get to call in and ask their question. And we rolled it in with the radio training and then all the new technologies...
Training	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... So then in our training, we told people, yes, we recognize as we introduce more technology, information comes out faster. Don't forget the human factor. As a call taker receives a call and is typing notes and it pops up on your computer, the dispatcher is probably reading as fast as you are. Don't start asking them questions about what you're reading when they may not have done all their reading because maybe they sneezed and they're two seconds behind you. So sometimes everything

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								just comes so fast but you need to slow down and wait just a minute and let the dispatcher do their job and actually come over the radio because not everything may have been in the notes...
Training	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: video of wilderness radio training] ...Those are kind of the examples that we use in this training that we're then able to publish out to everyone and we are able to say, within our county, everyone needs to watch this. Within my agency, I was able to do a sign off sheet people had to do they say they have watched it to understand it. We were recognizing that's probably going to be a yearly process with a different focus, whether it is a state-wide radio system and why when you go to [city] you can't stay in the same talk group and drag talk groups and use all the resources all the way down to [city] to hear what's going on back home. Those things tend to come up...
Training	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	... The biggest thing we used to joke about is the law enforcement officer does not need to tell the dispatcher that the fire truck is on the scene. The fire trucks knows they're on scene [crosstalk]. This goes both ways. We have lots of tapes of the fire truck telling the dispatcher that the law enforcement is on scene. So that was the training years ago. They know they're on scene. You don't have to tell anybody that. Resource utilization, talk time. So we finally said, "Okay. Look, if the tow truck gets on scene, we don't track the tow trucks. You can tell them the tow truck's on the scene, if it makes you feel better." But again, just something we would sit there and laugh about, going, "They know they're on scene. Really?" But it made them feel better, I guess, to somebody was on scene.
Training	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: radio signal repeaters] ...We review our busy reports quarterly to see if we need to do an update at a site or if you need to do a training to work with people on how to use their system better, to not use those resources. And just more things to be aware of.
Training	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: body armor] ...So then we started looking at the shoulder mics and everything else, and because it's fairly new and we've only had a few trainings wearing all this, people are realizing you're going to have to

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								rearrange stuff to maintain those communications. And then even putting these helmets that are not very comfortable. Just learning to work with all the new equipment that's out.
Training	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I think we're able, through training and introducing parts of it in stages, like when trainees first come out, they don't get to use the computer. They need to develop that radio ear and taking notes because when computers go down, the old pen and paper still works, and if you need to write down an address, and we see that, when the computers are down, our guy's like, "Oh, man. All of the sudden I've got to start writing down the address again." I didn't think I was relying on that... but I was. Because I wouldn't pay attention when the dispatcher would send us the call because I knew when I got in the truck, there's my address. So not overwhelmed, just they start to operate differently and then recognize when it's not there...
Training	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I talk about when I used to deal with runaways, and people were telling me to counsel them and their kid. And I'm going, "I don't have kids. How is this my job? It was never a part of my training to bring all these things in." And so I don't mean it in a negative way when people talk to me about it. I said we need to understand what is being expected, and just because the law enforcement guys are there, and they're getting all these calls, it's a lot. And if you screw up any of them, then you're not doing your job and it's going to come back and impact you. Not that people don't screw up their jobs intentionally or in ways they should have known better. There just seems to be so much more coming in, and then the backlash within the country these days...
Training	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...If you don't have Bluetooth in your car, going back to technologies, the sheriff doesn't want us driving and talking on a cellphone. Public perception, it looks bad. Okay. Cars can pair up with only so many devices. So if it's a pool car, someone's got to go through and clear out that list and unpair everything so the next guy that uses it could pair his phone to the car... And some people are going to get in but who's going to do it for me? If you come in and say, "I don't know how to do it." What



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								are you going to say? You told me I can't hold it up to my ear. I don't know how to pair it to my car. I got a cheap old car and I don't do that in my own life. That's legitimate. As supervisors, you can roll your eyes and complain the guy's a fool, but that's a legitimate concern.
Training	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	The noise reducing microphones that are coming in and the good and bad with those. Up here, we always have to tell people about consider of wind and that you actually turn into the wind. Because the microphone's here and then the wind's behind you. If you go this way, the wind's hitting the same microphone your voice is trying to hit. Seems counter-intuitive.
Training	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	But it goes into the training of-- if the dispatch tells you it's windy, that was a big discussion. If when the new system came in, if you're digital, do you want dispatch to tell you you're digital? Do you want them to tell you why your transmission didn't go through based on their point because it was too windy and they couldn't hear it, because your microphone was too far away and they couldn't hear it, because it was digital? Or do you just want to be asked to repeat? Big topic at discussions, guys like, "I can't do anything about being digital. What good does it tell me you're digital? Just tell me to repeat." But if it was windy, you should be told, "A lot of wind noise. Please move." Little annoyance things. I try and count. Some guys are, "I'm glad this is the biggest annoyance you have today, and we can resolve this."
Training	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	For some reason, having to dial 911 because we've trained everyone to dial 911. It was supposed to be for emergencies only, but we've done a good job of training them. So everyone dials 911 for everything. And I hear stories in big cities of people getting yelled at, "This is not an emergency. You need to dial the administrative line." "Well, can you tell me that number?" Because we've trained everyone, dial 911...
Training	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: generation gap] there have been some people that we've been able to teach so many different things with technology. Just because you sit them down and you say, "Look, it's really not that hard. We can simplify this for you to benefit you and personalize it." I think personalization is huge because it's-- we still need to maintain a structured system where

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								you do things a certain way. But if you can personalize it to that person's needs of, "Hey, I need to know my MDC stuff," or "Hey, I need to be able to look at photos on my-- for my cases," that sort of stuff, if you can do that, it's great. This is too much.
Training	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So when we're in training, we have a trainer and a trainee in the same car. Well, if one's using an earpiece and the other one is not, chances are somebody's going to squelch at some point. So I don't know if there's a way around squelching, if there's just not, but earpieces, I think, would be a huge fix to that. But everybody has to accept the fact of, "I'm going to use an earpiece." A lot of people don't use it because they don't want to go deaf and you can easily go deaf...
Training	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: e-ticketers] Yeah, we do have those. They're typically used by our motor units, our traffic officers, so those are pretty convenient. I am technically trained on them, but I'm kind of lazy in regards to technology, so I'd rather just fill out paper tickets than enter it into a little [crosstalk] computer--
Training	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... When you go through the academy, there's just certain things you can't replicate until you're actually on the streets and working. So you have to really focus on a million things at once. And if you're not good at communicating and you're not listening to what other people are doing, then you're going to be lost...
Training	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	It's real as opposed to sitting in a classroom and talking about stuff. There's real danger. They're not blue guns, there's no time frames or whistles or anything to stop stuff, so you're either going to take care of the situation or you're not. There's no do-overs. And it makes it more exciting, it makes it more fun, it makes the job enjoyable. And they do a good job trying to prep you in the academy, but there's literally no way to replicate any of that stuff or just-- they have the scenarios and stuff, but it's not anything even close to real.
Training	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... that's something they harp on pretty emphatically is know your geography. Don't rely on your computer because if something like that

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								were to happen, you have to be able to get to where you're going without the assistance of technology.
Training	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: learning geography] So that starts prior to-- I mean, it should start if you're anticipating working in a general area, then you should do it on your own. But in the academy, [City] had geography assignments, and we would get overtime pay for them, so there's two hours a week, which is pretty significant, just to go drive around or do whatever they want you to do, find locations. Within the academy it's hard because it's combined regional academy, so you have different departments like [City], [City], [City], [County], who don't all patrol in the same area. So I don't need to know the stuff that [City] knows. And I actually got in trouble for that, for not knowing [City]'s geography, which is ridiculous to me... But yeah, if you're not taking the time to learn it on your own, it's not going to happen.
Training	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: learning geography] So I have my duty bag, and I keep my-- so we have, they're laminated and they're yea big or so. And so each side is a sector, so you've got Baker one side, Adam on another, then Charlie and Delta. So if in situations like that, if you absolutely needed to pull out your map, then you just-- and that's what they do with a lot of the recruits or people in training is they'll have them pull over, identify where it is, and go.
Training	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	They've had officers when they had a police shooting, they were using their personal cell phones and they subpoenaed to get copies of the entire cell phone. So there's kind of the whole privacy thing, which is why I think the department's moving to-- here's the department phone. Do not use yours, otherwise anything you have on their, personal, private, it can be shared.
Training	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: personal cell phone use] we do try and tell people not to take pictures of crime scenes and whatnot because it leads to problems.
Training	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I think, partially my generation, but definitely, the generation that's coming after me, we're more apt to text than make phone calls. And so I

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								think we're not as good of communicators because of that. We're used to being able to plan out what we're saying before we send it and stuff like that. So that phone calls, sometimes you-- when I first came to the department, we had to start making notifications. I'm like, "Oh my God, I hate talking on the phone this much." It was just, it was something to even get used to, to be on the phone regularly.
Training	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I'd kind of like more sharing between all the databases. I know we have [state criminal database]. If you're certified in that, you can pull up pictures of people. But I think that all of those databases should just be rolled. The states should be able to communicate.
Training	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	... So, for example, if I'm driving, I may get a hit on a suspended plate. Well, I can't do anything on that car if it's parked. I can pull it over if it's moving, but I can't do anything on it. So then I have to sit there and acknowledge that, yes, this was a positive read or a misread, and it's a little cumbersome to actively be on the plate reader all day... But, at the same time, it's nice. I think now we're starting to learn how to use it a little bit more.
Training	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...I arrest people who break the law. I enforce traffic violations. I help officers learn their job, learn exactly what it is they're supposed to do. I am like a teacher. I proofread reports. Proofread lots of reports, make sure that in the reports, that there is enough information-- that the information in the report is the same with the UCR code, which is the uniform crime report, to make sure everything matches. I make sure their arrests have probable cause to go with the arrest. I make sure the case report and the arrest report all tell the same story. So we're also like storytellers.
Training	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...We will do [surveillance camera] missions. So we will watch the [surveillance camera] Devices. And if we have any arrests I have to create missions for all of this. We do at least two a day. And I'll assist the officers with the arrest if they've never done a [surveillance camera] arrest before. And pretty much if anybody has any information then they will come in...

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Training	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: patrol officers] In roll call, there is a large monitor and in it, that PowerPoint that gets pushed out through the phone and in their email is playing on a loop. So they see wanted individuals every day. They see what's going on. They see the officer safety alerts. It's all on there... And it's just continually going on a loop the whole time they're in roll call, so they may see somebody on the street and say, "I remember that face. Where did I remember him from?"
Training	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	we have two people in a car so the way we're trained is pretty much the passenger is using the PDT while the driver is driving. So that works out... in [city] most of the time we are 10-4.
Training	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	--that was viewed as a way to teach me how to be a cop without being reliant on technology. So at that time, when our CAD went down due to maintenance or an unplanned outage-- what's a fancy way of saying crashed? It was like I could still do my job and i
Training	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	...The reality is, we have the technology but it's as if we're using iPhone 4s and there are iPhone 7s. And because of government contracts and because of training and implementation, we constantly stay so far behind the technological curve that I don't know that we'll ever get to that pie in the sky because the T&E, the safety development, the safety committees, all that sort of stuff that has to take place, puts you two years constantly behind the curve.
Training	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Well, I can do everything a regular patrol officer does. So I can enforce traffic laws if I wish. I also use time to exercise my dog or do training. I can answer any call that I will not go to, but sometimes, there's calls that patrol officers specifically ask for a dog to come help them.
Training	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Well, we're responsible for patrolling the entire county. Usually, you will get a district or two districts to patrol specifically every two weeks, but with leave and people training all the time, it's hard. Usually, things are different every day, but the plan is to do a district every two weeks.
Training	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	It's fairly new, but I've been training a dog, so I haven't been on the road to really use it. I've signed on once, so I really don't have much more

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								experience with it.
Training	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	When we're training, we use an app called MotionX. It's just a GPS app, so it'll leave a track of which way you went and how far, how fast you went. So we use it in K9 when we're training, so we'll know exactly which way somebody went, the person that's laying the track and then when it's time for the handler and the dog to go, they'll go and you can put the track on top of each other and see how close you were to being on top of the track or if you were way off.
Training	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	I haven't had to wear it yet. I got the training, so—[talking about body-worn camera training]
Training	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	We've had them for about a year, but it's been about a year since I was working the road. I was trained, I think, in January. They're slowly getting everybody up to speed with it, so I haven't had to wear it yet. So I don't really have an opinion about it or not.
Training	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	Well, I guess, it all depends. I mean, I don't have a specific incident because I've been training, but sometimes our dispatchers, the ones that give us the call, for one reason or another, may omit something maybe by accident or something that where they may not think it's significant as they're reading the call to you. And if you don't read the call on your computer, you'll miss it too, so.
Training	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	So the roll call usually takes 10 minutes, depending. Sometimes if there's in-service training that goes on, it goes a bit longer. And then if there aren't that many people there, it may go shorter. Depends on the person doing roll call too. Some people do it longer than others, so.
Training	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah. If you have any specialized training - let's say you have a patrol rifle; you're certified in field sobriety testing - you would say that stuff at the beginning. And she'd say, "Okay, I got you in there." But if you have a computer, now, we don't have to do that at the beginning of our shift anymore. Through the tablet, I put in my call sign, I put in if I have a partner, I put in specialized training, and I hit submit. And then it logs me on automatically. And so they came out with an order probably six,

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								seven months ago, maybe a year even that said you no longer have to come in service over the radio if you can on the computer.
Training	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Yes. We have a central office. We're considered what is considered a central unit, meaning we have a central location, and we run the entire county from there. So we're not at a district station, and it's-- so that's where our office is. That's where our sergeants' offices and all the K9 handlers' office are there. So that's where we-- all our equipment is for training and that kind of stuff.
Training	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Yes, we do use cell phones in training for tracking. We have a tracking app that we use so we can-- the person who puts the training track out will use the app and put a track out and end it. And then, when we start with the dog, we'll start it and we'll run the track, and then when we get to the end, we'll end it. So you can overlay and see how accurate the track was.
Training	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	About the only other things, I guess, that we use-- well, we use electronic training collars and we use IR lights, infrared lights, most particularly if we're working with the SWAT team for anything, and there's only a few dogs that do that. Or if the helicopter comes out, we'll use them.
Training	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	I guess that it really consists of preparing my dog for the day, getting-- whether I'm training a new dog or my current work dog.
Training	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	Domestic Security Operations, which are the ones that handle the civil disturbance training, when you see the platoons and the public safety platoons out there.
Training	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] You take proactive measures. For example, there are times when you bring ESU into a training class, which is an actual operational division under Special Operations Division, SOD. That's a radio name, SOD. So bringing the ESU, Emergency Services Unit, in to meet the dispatchers, right?
Training	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] Everybody. And we do that for-- it goes on for a couple of months to get the whole police academy, depending on-- say there's 1,000 police officers. We bring every new police officer while they're still in the

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								academy. They actually come in this room, and they sit at this-- all these chairs. And we bring in-- I'll speak with them, the captains will speak with them. Then we give them a tour, and we have them sit down. And sometimes, we bring them down after so we can answer their questions, but we feel that that's made a big difference because I don't think it-- and I'm not saying it because I'm the commanding officer of the 911 center, but I don't think any police officer doesn't have a newfound appreciation of what the dispatchers do, because you'll see-- especially a busy day. We do it on day tours and the 4-to-12s. The 4-to-12s, it's 1,500 by 23. We call it 4-to-12s. It's just our language in the day tour. But the 4-to-12s is very busy. And the dispatching is just-- you'll see when you go upstairs if you have time for that, if that's part of it. But you'll just see how busy it is.
Training	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	... But sometimes you just can't-- sometimes you need to teach that recruit how to operate without a PDT. But I think that PDTs have come a long way, that the police department is really doing a good job trying to outfit almost every unit with a PDT.
Training	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	For me, no, but I see other officers having issues. There was an officer that just came back to the patrol. He was in, I don't know if it was gangs or whatever, for years, and he was back. He just got back a couple of weeks ago, and I had to kind of give him a tutorial in how the system works. He was never formally trained, but he'll be accountable for it. And I'm trying to give him my advice. A couple of the old timers will go, "Here goes cooking the general orders," about me
Training	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	So we have mandatory-- so it's defensive tactics. And then there's firearms. They're our two main trainings. So I'm in charge of the defensive tactics program as well, so like I said, I have 12 hats.
Training	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	I have a lot of hats. Yeah. So I'm the master defensive tactics instructor. So I teach or I'm in charge of the whole program that we do teach all the officers. On a normal year, when it's not busy, we have four trainings a year. So it's not a lot, but it's pretty normal across this state at least. So



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								three to four trainings a year. And those usually consist of three hours for that training, for that session. So it's only 12 hours a year. So not a ton. We always want more, but it's hard. It's hard to get that. And then firearms is about the same. So usually, four trainings, and that one of those includes the qualification. Every year, at the beginning of the year, we have to shoot and qualify. And that's always a standard at the beginning of the year. So those are all mandatory. If people can't make it on certain days, we do make up sessions and do that. But it's important. So those are the two. And then we have, besides those two-- so I teach everything hands on, all fighting, handcuffing, baton, striking, pepper sprays, mine. And then Tasers are separate. We have our own Taser instructors that are separate from that. So they deal with the Taser as well. Every two years, we have a recertification as well. So every two years, we have to do Taser. So every other year, pretty much. We have to do a recert on Taser, OC spray, baton, and less lethal shotgun. So that's coming up in two months, so every other year. That's a certification through well, our department's accreditation. So that's part of that as well, so.
Training	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Yes, so you pass on the briefing from the other squads. At that point in time, there may be training that needs to be done, in a briefing. So right now we're issuing Narcan which is the drug that brings you-- when you hear about people who overdose on opioids, and they use a drug called Narcan to bring those people out of the overdose. So all of our patrol staff is being issued that right now, so we might have a briefing training that says-- so we'll pass this information along. There might be a short training environment, and then everybody kind of goes out and goes on to patrol. A
Training	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	... Or on the radio, especially in-- because I mean we're trained to use as few words as possible on the radio, right? Conserve radio time is a big thing. Don't eat up radio time. And so you try to convey messages in as succinctly and - what's the word - just as shortly as you possibly can.
Training	LE	U	Field	56-65	31-40	Female	LE-U-031	Yeah. Exactly. Yeah. So I don't have a camera yet on bikes. They're

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			Responder					coming. I haven't been trained on it so I really can't-- I mean--
Training	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	During scenarios you might have a critical incident on the border somewhere. Say the airport, because that's technically [City], [we need a command van down there?] and you send a bunch of cops down there, and [inaudible] because say if I send two cops to each station, when he comes back, that information filters out to the other cops when they're in the locker room and stuff. Or when something does happen those two cops get on the radio, "Hey, guys, go to this channel." We don't practice that. And unfortunately until something happens, then they make changes. And that's been the history of every police department. Until something happens then they make changes.
Training	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	As a trained officer, I tell cops I want-- I suggest that they wear them. When you go to protests and it's so loud, you can't hear what's going on.
Training	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	They want to be really cool and put it out here, but then what happens, we try to tell them that this wiring gets frail after a while. And [if you?] lean against it. But it's a training thing, so, sometimes I let it get frail. Like, "Hey, that oven is hot, don't grab that cookie."
Training	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	I work at the discrepancies between dispatchers, dispatch management, and the patrol officers. They are supporting on the field. I try to initiate training on both sides, so they're operating on the same page.
Training	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	...We don't train." Comms is the last-- if there was ever any shortcoming in our day to day, it's communications training.
Training	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah, it's like hey, what is that? We don't train it. We don't practice it. Fire lives and dies by it. So once again, when we talk about unified command-- fires, we run in, guns blazing. We get it done. Fuck the fire department. Just do it. Jesus Christ, all they're doing is tying up the streets with their trucks and their hoses [laughter]. So I've been trying to develop a thought towards a formalized unified command training.
Training	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Well, I think it's better when everyone-- if it was presented and sold to the troops instead of us reading about it in the paper, it would be probably-- if like when they rolled out the body worn cameras, IT would have taken

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								ownership of the training instead it rolled up the cameras, and said, "You guys figure out how to train everyone how to use it." So we have train the trainer.
Training	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	We don't train any of our officers to be comm L trained. We don't take the comms part of it seriously. We just take it for granted that it will work, and then someone else's makes sure that the towers are up, and that everything is up, and turn it on, and it works. But we don't train individuals at all the stations on what to do if all sudden, you can't talk to dispatch, there is a problem.
Training	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	So it's a learning process. Certain people have different aptitudes than the others. So I'm not going to make up like a judgment, say they all use them. But some may use them. Some may not use them. It just depends on their comfort level. But the features and functions are there to help them, and they are trained at the police academy on how to utilize the phones. So it's not like we just give you a phone, and then you'd have to figure it out. No. They're trained at the academy on how to use the phone itself. And then if something happens to the phone, whether it's damaged, then they come see our division, the technology telecommunication division. And then we help them either replace the phone that was damaged and to scope of what they were doing. Or if they lose it, etc. Any software updates that happens, it has to be updated in the phones itself. Everything comes through us. Yeah. So we'll get that pushed out to the phones.
Training	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	When I came in, you were taught you should be making good arrests. You should be making a difference in the community. The criminals should go to jail if they commit a crime. That's what we were taught. We were taught to do proactive police work.
Training	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...So training people to kind of be a little bit more with their radio discipline is important. So I think that's an area to explore, but right now, what we're trying to do is keep a body close to the command post so that our personnel is able to push out that information.

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Training	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	... So it's more you train as an emergency manager you're trying to do much of it beforehand.
Training	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	How's that? Because you know some days it's a lot, somedays it's all meetings, someday like you know you're off doing training for whatever especially since I just started the position I've been doing a lot of training with the emergency management side or even you know webinars for the GIS for the technology you know for that stuff so software updates and things so yeah I don't know. Webinars, updating data, updating plans, going to meetings, eating lunch.
Training	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] Only when you first get it really. You have to have your initial training in order to get your to be able to use it.
Training	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Radis not so much. We showed up day one they gave us a radio and they said here you go. I mean it's pretty much basic training. You press this button to get out, this button to switch, this is the volume. That's your emergency button. Don't touch it unless you need it.
Training	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] And they've also given us additional we've both been to and are certified in [Job title]. It was a one day class that we took with enhanced lifesaving just basically just knowing how to work a tourniquet, knowing how to do trauma care and stuff like that, we're also trained in how to use an arcan if we have to if it comes to an opiate overdose and stuff like that, how to identify it. So they do train us in order we are first responders as well. That was one of the things that we had multiple hours of training on and continuing education on is how to deal with any kind of an injury or trauma to begin with. Of course they're going to dispatch EMT's and EMS while they're there but we're the ones that drive fast. We'll get there first and so we have to be prepared for that situation.
Training	LE	R	Supervising Field	36-45	21-30	Male	LE-R-048	You are the special unit you know when we got here we had two radar units and one laser. A lot of folks weren't certified to run it, didn't have

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			Responder					the training, they didn't have basic training to do DUI detection, they didn't have basic training to do speed detection, they've never been in training for investigations for anything like that, a crime scene process and the previous administration basically gave them 20 hours of training which is the bare minimum by state standards... In my semation there's three things that cause issues with law enforcement officers that's education, execution and ethics. Education's on me realize what your needs are, what your short comings are and give you the education you need and training you need to do your job. Execution's on me. Once I train you I got to make you're doing it right. If you're out here and you're not applying your knowledge correctly I need to figure that out and make sure I correct that and ethics is on you. I can't teach you how to be a good person. You know right from wrong. If you know the right thing to do you choose the wrong thing you're not going to work here you know and that's kind of the way I look at it and that's why I tell my deputies.
Training	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	..In my summation there's three things that cause issues with law enforcement officers that's education, execution and ethics. Education's on me realize what your needs are, what your short comings are and give you the education you need and training you need to do your job. Execution's on me. Once I train you I got to make you're doing it right. If you're out here and you're not applying your knowledge correctly I need to figure that out and make sure I correct that and ethics is on you. I can't teach you how to be a good person. You know right from wrong. If you know the right thing to do you choose the wrong thing you're not going to work here you know and that's kind of the way I look at it and that's why I tell my deputies.
Training	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	They go through the first week they get their GCIC done. We certify through GCIC security integrity and all that stuff. They have 6 months to get listed to go to a one week dispatcher class. Really and truly by the time they go to class they already know what they're doing. They've already been trained on the job and what they'll do is actually go through and watch and learn how to first thing to do is learn how to take notes,

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								learn how to get the information.
Training	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	All of the dispatchers are also trained in the same capabilities and operation of the video surveillance system as our video analysts so in the absence of a video analyst a dispatcher can operate the cameras in addition to monitoring [location] call for service, monitoring our own calls for service, typical ongoing monitoring of local and national news feeds.
Training	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	It's all continual training. As new applications are implemented new technologies are implemented and adapted by the department. We have two mobile surveillance trailers for example that now didn't use to now are running the same video management system that we have for all of our fixed camera assets on campus.
Training	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	So these are notifications that are coming in to dispatch and popping up so they have to be able to be trained, keep up on the changing technologies or the advancements in existing technologies and then of course as new tools are implemented they're trained on those so for a dispatcher it can be somewhat overwhelming.
Training	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	We train the most explosive detection canines of any other agency in the state so that speaks to the knowledge and the capabilities of our officers as trainers that we are looked to as that first in class agency when it comes to explosive detection canines. We have a number of firearms trainers that are just top notch and as part of the citizen's academy they go to the ranch, they experience what it's like to go through firearms training. We have a simulator that they experience, a no shoot situation in a very safe controlled environment.
Training	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	They are getting out there ahead of this engaging these students in different programs, providing presentations so that they can begin to train them as the students begin to age here on campus and they progress to sophomore, junior year and whatnot they too through their experiences and through the education that we provide begin to become

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								more seasoned and can assist us in helping to bring up the new students so yes it is a bit of a disadvantage in that there are new victims potentially coming on to campus every year but it allows us knowing that it allows us to get ahead of it, train them immediately, establish those relationships very early on, take the preventative measures and look for new ways that we can do things.
Training	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	The student newspaper does a weekly crime meet so I'm the person that contacts them or they contact me and I tell them what's happened and give them the information they did for their reports and then on the training side of things my job is to schedule departmental training. If people are going outside the department for training my job's to schedule them for that, pay for it, it's maintaining all of our posts, police officers and standards, records, making sure that people get credit for the hours, making sure people have met their [name] standards. Every year you have to have 20 hours of training and there are certain mandates of what that training has to be so and then also I'm involved in background and recruiting.
Training	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	I'm out with a you have to really train your officers to start using the right sort of terminology.
Training	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Because I was a student employee here a long time ago almost 15 years ago so I've known part of the department peripherally for a long time and so we had two Sergeants who were both really good Sergeants and our now doing other jobs that were running dispatch and I don't know how well equipped they were for it then they finally said okay we're going to hire somebody so they hired someone who had run a large 911 call center and she's done a much better job of dealing with the personalities (00:54:36) of bringing the standards of training up of knowing what to send people to so I think it was you know we had some people that were kind of deficient... They identified good long time people and put them in those positions and so I think training, incentivizing because it used to be not a dead end but you got into that job there was nowhere to go now there's people making you know the equivalent of a Sergeant's position

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								in dispatch but better hiring process, better management, better training all the things you would think would make something better.
Training	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Pretty much, yeah. I mean I get up early every day; I'm at work for 7:00. I mean in the afternoons, usually every afternoon I usually stop off at the fire station, make sure I didn't get no mail or if we had any calls during that daytime, see what, see exactly what went on. If I need to sign any paperwork, any phone calls I need to return there. I mean at the police department I kind of have two secretaries and a staff that work under me, so throughout the day they're constantly taking messages and calling me so that's pretty much taken care of on that end. But the fire service side is all volunteers, so you just you've got to pick up the information when it comes in or we all come together and when there's a call or when there's a meeting or training, other than that you don't keep in contact throughout the day on the fire service side.
Training	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	... When you're trying to start patching all them people together, you've got, I mean you've just got multiple agencies, and then you got your like, people like the [Organization] that's coming and they're handing out radios to them which they don't, they're not radio etiquette, they're not properly trained, they're hollering things out on the radio, so yes, I do think it causes a significant issue. They're not properly trained on how to work the radios. So yes, I do believe that somewhere along the line there needs to be some more training and education involving the radios and the communications.
Training	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	...Look, if a person is trapped on a roof, and they've been there for a day, another four or five hours is not going to hurt them to stay there where we can get there and do it safely and then get them back in one piece. The law enforcement fire department, ambulance, we have the resources and the training to be able to do that.
Training	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Well, I think communications amongst the span of whether it's law enforcement or police department, like I said earlier, I think everybody kind of needs to be trained the same so there can be some kind of radio etiquette that we can talk across jurisdictional lines, that way everybody



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								understand what everybody else is doing. That's a definite. That's a definite.
Training	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	... So we are having to skip two or three years in between and once again, who are we hurting? We're hurting our citizens because you get the best training there is in America there, and then they come back and they teach us. So once again, it's limited on the amount of funding that you have.
Training	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Yes, yes, definitely. Definitely. Where you could hire some people to be able to pick up the pieces during the day time or do some of the paperwork or look, I talk about this all the time at training. Going to a fire or going to an auto extrication is only a small portion of your job. The hardest thing that you've got to do is go clean up all of that equipment and get it ready for the next call after that fire is over.
Training	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	We actually did a drill 5 years ago maybe in our library involving mass casualty, active shooter, and we had [City]PD, [City] Police, [City] Sheriff's Office assisting, State Police, they all participated. We dispatched them. We brought them in in as much real time as we could and I think we found a few bugs in the interoperability at that point. And I think they've been addressed since then.
Training	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	... It was great for training, we were able to watch and evaluate each officer, we used it for the active shooter training we recently did, you were able to watch it from that officer's perspective, and able to tell how much they're communicating and what not.
Training	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	I like some of the stuff we have, I just wish we could have more access to it, and even though I'm back to Patrol, I've got to go through two different people to get--to ask to be approved to get issued a laptop. Really, I think it boils more down to training everybody.
Training	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	... You were taking a car, then you put a police package in that car, it was never designed to have all these things integrated into it from the beginning, and it probably won't be, because it would be too expensive. A lot of training, I find most technology errors are interrelated, so--and

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								people just calling things out of order. It's from raising 10-4, people love to say 10-4, it's like, oh, 10-4, what 10-4 means is something very specific, you're not supposed to say 10-4 before you start your conversation.
Training	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	Training, certainly. The--training is the only thing that could solve the human errors. There's nothing that can suddenly prevent them from putting too much information on the net or keying up too much
Training	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	... So you have to have a little bit of work, self-drive, that you want to do well and these done. I think you have to be aware of your surroundings. I think you have to want to have a want to learn also, 'cause there's always investigative types, and leads are changing. So you're going to want to go to classes and pick up on these things and kind of be on the cutting edge of what is going on as far as investigations. That way you can push it down to the officers, or you can be informed also.
Training	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Yeah, we have a very good skills training program when you are new so when you are new you get trained on all of our software and equipment and if you are already here, the upgrade stuff, usually they are pretty good about making sure everybody knows how to use it, and things of that nature. Most of it is not that big of a deal, things around here change gradually, you know. This radio does the same thing the last radio did, but you know, this knob is over here and this is different and has a better signal and the battery lasts a lot longer, so.
Training	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	No, it wouldn't be that type of merger because we would keep the police department here; it wouldn't be like a merger with - like our fire department became [city] fire department. We would still be [town] police, but we would just be using their computer system that they will be dispatching for us, so everybody is going to have to learn a new - learn how to use the new software.
Training	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	And don't -- let me -- don't get me wrong, we have some knuckleheads. You know, we have human beings, right. I am not somewhat immune to it but we have not -- never had that rash of it being cultural in our agency

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								you know or failure to train on a certain area or training bad in areas, use of force and stuff. We've not had that issue, but it still brings a level of accountability to the officers when they put that body camera on and they instinctively know then. You know, so it has dropped assaults on the officers, it has dropped our complaints. The most complaint you get is he's ride too, right.
Training	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	S2: There are some two in a car if they are being trained. We have a [Job title] program. After you graduate the Police Academy, you go into a [Job title] program where you are paired with somebody and you get that basic education of the Police Academy, then you get the real op experience with a trained officer for three to four months Performa, so --
Training	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	... He came in and talked to our training staff two weeks ago on millennials -- on how to deal with young people. Why? What their thought process is? And he talked to -- he has been coaching for fours years. He had to talk to our people about how he had to change his mindset on how to deal with people because when I was growing up, you know, a football coach could beat you. [Crosstalk] it didn't matter.
User_characteristics	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	But it's frustrating, right, especially when you're working with kind of the Type-A personalities that gravitate toward law enforcement or firefighting. When you have good training, everybody's rocked, right? They're like, "Wow, that was awesome. I mean, that was excellent
User_characteristics	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	And so sometimes you don't have adoption by everybody because they don't want to use it. I think, again, that's becoming far and few between because of the age of people that we're hiring. But I mean, we had a guy up until a few years ago who didn't even have a cell phone. And when he finally got a cell phone-- and I'm talking like three years ago didn't have a cellphone, and when he got a cellphone, he has a flip phone that has 10 buttons on it.
User_characteristics	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	.... So I'm always available, ready and available. And it's time-consuming. A lot of time-consuming, sometimes I have to break away from okay, I have to break away from work so I can have at least some home time

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								with my kids.
User_characteristics	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Dedication. You have to be very dedicated to not only, not the job, but if it's a dedicated person that wants to make sure that that person, that family, their officers, their firefighters go home to their families just as you're going home to your family, you'll be perfect for the job.
User_characteristics	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	...And so a lot of people call me ADD. I don't think I am, because I think it just helps to keep my sanity, because I'm able to switch from one to the other. So I think that's another good part of my job, also.
User_characteristics	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Open-minded, someone who look at both sides of the spectrum, not just one. Thinking about long-term goals, long-term effects, especially emergency situations that if I make a decision now, what is going to be the repercussions in an hour, in 12 hours, in 24, 48, or down the line? And it's one thing that we really have to, we, my department, really have to think about and really have to keep in the back of our minds is what's going to be the repercussions later on down the line.
User_characteristics	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Dedication. You have to want to do this job. It's not a job that just anyone can just jump into. They have to realize that they're going to get screamed at, hollered at, fussed at, in an individual or individuals' worst time answering a 911 call. So cannot come in with the mindset of, also being the same job, the same day, every day, 'cause it's not. Heavens knows what's going to, what's coming down the pike.
User_characteristics	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... So lots of time, it is very, very, very stressful that people are not trying to help themselves. And I didn't grew up in a culture like that. And it's, granted, times change.
User_characteristics	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	And have to remember that we still have to rely back to the Flintstones every now and again. My previous life I was a paramedic on an ambulance. And it was always basic care before advanced life support. And I think that that's the same analogy, if you will, today is that you still have to have paper and pencil. You can have technology to a certain degree, but you still have to revert back to those smaller issues that a lot a lot of people, think about it. Let's unplug your computer, take your

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								iPhone away for a 24-hour period, and see how hair-pulling it [inaudible].
User_characteristics	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Yes, because it shows the proactivity of a lot of departments and facets of the [County] that people, according to some people, all I do is walk around the office with a two-way radio and a cellphone. I had a family member the other day, I was at a family gathering, and it was right around, right before Thanksgiving.
User_characteristics	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Someone that has good listening skills, that's able to I guess sympathize with the caller, because you're not always speaking to somebody that's calm. Sometimes you're speaking to somebody that's upset. Sometimes you get callers that don't even listen to you when you're talking to them [laughter].
User_characteristics	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	... You have to get used to working with different people and people you haven't worked with before for 12 hours straight. Versus working with them maybe 30 minutes, you're working with them 12 hours straight now, so now you have to get used to how they're working. And that's the challenge for me as a supervisor 'cause I have to get used to how they operate, 'cause not everybody operates the same.
User_characteristics	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	For the most part they're good. I've spoken to dispatchers and upper administration. I'll still, I'll tell the same jokes. I don't like to treat people differently or special because I wouldn't want to be treated special just because I have a rank, so when I speak to upper staff or upper, I guess would be upper management, I'll tell the same joke, or I'll pick on them too.
User_characteristics	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	No, it's not a problem. You just have some that you never hear them, and then others that that's all you hear. So it's not a problem but...
User_characteristics	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	You can definitely tell they like to, they like to hear themselves talk [laughter].
User_characteristics	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Some use phones; some use headsets. I personally prefer to use a phone 'cause I'm a klutz, and I'll end up with the cord for the headset wrapped around me by the end of the day. It's not a good idea.

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User_characteristics	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	And you have some that that's how they operate is with a headset. They don't walk in the room without their headset.
User_characteristics	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Yeah, it stays the same. You're just trying to pick up more calls. I mean you do try to work more efficiently. But you definitely make sure that you answer all the questions you're supposed to answer. You're supposed to get all the information that your deputies, you know your deputies are going to ask.
User_characteristics	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Like if you have, you have some employees that will get, not disgruntled, but like just aggravated, 'cause you're sitting in the same office with the same people for 12 hours. So you tend to get, I wouldn't find a single dispatcher that wouldn't get irritated. So like you got that. Like me, I come in at 6:00 in the morning, I'm happy. I don't need coffee. I don't need, I am a morning person to the T. Like no matter what time I wake up, 3:00, 4:00, I'm awake. I'm probably the only one in this building that does that though.
User_characteristics	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	So I come in, and I'm happy. You got the same people you're working with, and they're all like I cannot deal with you right now, I am not awake enough, I need coffee. I'm ready, I'm ready to have conversations. I'm ready to talk. How are you? How was your weekend? And they're just like leave me alone. But they don't want to say that. They just end up getting snappy, you know. So it does tend to, I think that causes a problem is people failing say to hey, can you just give me my space, we'll talk in a little while.
User_characteristics	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Q: So it sounds like a dispatcher also needs some patience. SME: Mm-hmm. Q: And maybe to be thick-skinned. SME: Yes.
User_characteristics	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Sometimes it is, because it's volunteer. So they have their jobs that they do during the day. So it's 30, 40% at a time you might not get a response. You may not get someone to answer.
User_characteristics	COMMS	R	Comms	36-45	11-20	Female	COMMS-	In this day, it is very difficult. It's hard to find, what's the word I'm looking

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			Personnel				R-013	for, dedicated, it's very hard to find those, I can say [inaudible], most of the people that we've interviewed, it's more about, it's more of a job, instead of taking it to that next level and saying okay, it's way more than a job. I'm sorry, but it's way more than a job. If you look at it as just a job, you're going to do the bare minimum, and maybe 90% of your calls are going to go well, I did transfer them, or I did, and you won't care. You have to have some kind of compassion. You've got to know when to turn it on and off. But you have to have that compassion. You have to have that understanding.
User_characteristics	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Q: So we also talked about the fact that as dispatchers you're deputized here. SME: Yes.
User_characteristics	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	If you are a full-time employee in the dispatch center you actually attend what is called the 360 post academy, just like a regular police officer. We have a night academy and a day academy hosted at our agency. Our communications officers attend the night academy from 5:00 p.m. to 10:00 p.m. Monday through Friday after shift. They get paid and compensated for that. And at the end of it you are a post certified deputy just like a police officer on the road.
User_characteristics	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	The willingness to learn, multitasking, and wanting to do this position, not wanting to have a job. Wanting to be a dispatcher.
User_characteristics	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	It takes a certain person to work in a dispatch center. You know you have those people that get that call and they want to go out there and do it. It takes a certain person to sit behind a desk during that call and manage all that chaos that's going on with it and be able to sit there and hold it all together and do your job.
User_characteristics	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	It takes someone that is very calm under pressure. And able to multitask all of those things that take place. But it also takes someone who really is part of the team because at the end of it all it takes whoever's in this, in communications, together to get through whatever's going on.
User_characteristics	COMMS	R	Comms	36-45	11-20	Female	COMMS-	I think sometimes the hours in itself gets to you. You know some people

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			Personnel				R-013	aren't cut out to do a 12-hour--it can get mundane at time even though you're not knowing what you're picking up on the next telephone call it can still be mundane in a way. And I think sometimes being cooped up in a building for 12 hours is enough, with 2, 3 or however many people you have on shift at the time and you just need to walk away from them. It's kind of like family every now and then you need a little break. Sometimes that's what needed.
User_characteristics	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	But the fire department, you have to do that before each and every call. All of our fire departments are volunteers. So you're calling them out of their house or their vehicle or their job. Some of them actually are able to leave and go. So it's a little different. The deputies you're telling them to go there. And this is where you need to go. It's not exactly an option, huh. Whereas the fire department sometimes you--they don't go en route fast enough or what you feel would be fast enough so you're setting a second tone off trying to figure out where they're at. And you have to remind yourself that they volunteer. They don't get paid. You know they do this out of them wanting to help their community. So. It's different.
User_characteristics	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	No. I mean it just takes a certain person, just as it takes a certain person to be a police officer on the road, it takes a certain person to be a police--to be a dispatcher and be behind the radio and handing everything that's going on.
User_characteristics	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Someone who has patience. Someone who can listen, can multitask. Kind of a people person. And... yeah.
User_characteristics	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	[Sighs]. I don't think so. Not with me. I mean 'cause I kind of just let stuff just slide off my back so... not with me, no, I wouldn't say there are.
User_characteristics	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	So you just try to, you know, talk to the person, you call it through and just stay with them until help arrives and then after they get help and you disconnect you know you just take a minute to just kind of bring yourself back down and calm yourself down.
User_characteristics	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Actually I haven't. I've been lucky. A couple of hurricanes we've had I've been off work sick and off with a newborn baby at one time so I didn't



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								experience that.
User_characteristics	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	I say with our older callers sometimes they're hard of hearing and it's hard to communicate with them. They can communicate with you and you know it's hard for them to kind of understand what you're saying sometimes and we also have some people who live here who have heavy accents that's kind of hard. And sometimes you just have irate callers who just don't want to communication they just, you know? Want to say what they want to say and that'd be it. So you just have to learn to deal with it. Make the best out of it.
User_characteristics	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	It's--sometimes it can be difficult but you just have to stick with it and try to be as patient as you can, try to be as understanding as you can, and as calm as you can be. And try to keep your emotions down to, you know, so you can get the information that you need.
User_characteristics	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	I just do. I wanted to be a 911 dispatcher since I can remember. Yeah. I actually applied here when I was 18 years old. But I wasn't quite ready then [Laughing].
User_characteristics	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	But I got the job years later and I just--I love it. I do. I love helping people. I love talking to people so [chuckling].
User_characteristics	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Hmm. I'd say somebody that's caring. Someone that is... I wouldn't like say OCD but somebody that's particular and somebody that can do a whole bunch of different things at different--at one time. Somebody that can multitask. And just somebody that generally like you, you have to care about what you're doing, like you can't be a 911 operator or dispatcher and just be like, oh, okay, you know? You can't just have like an attitude like nonchalant about stuff. Like you really have to kind of put yourself in everything. And put yourself in the person's shoes like all the time.
User_characteristics	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Because you could be on the phone, the radio could be going, nobody cares that you're, you know, your radio is on, nobody cares that you're on the phone. EMS could be talking while police officers are talking, the fire department, 3 of them could be talking at one time so it's just like you

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								have to kind of listen to a whole bunch of different stuff going on. But if you have like a lot of kids that's a good way [Laughing] so you could be a great dispatcher because if you can hear all of them that's kind of like how they are, like when they're on the road, it's almost like well these are our kids, we got to take care of them. You have to answer them. So it's like even if the phone is on or whatever like you kind of just got to grab stuff from different places.
User_characteristics	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	... we just take calls from people and... try to not be... I guess mean or have an attitude, things like that. Basically talking to the public is what we do all day. Then we'll talk to the officers and get them where they need to go.
User_characteristics	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	...I mean they want what they want and that's fine, so you have to kind of put yourself in their shoes like it could seem like this is just the stupidest thing [Laughing] what you're calling about but if it's up there on your list an do you felt the need to call then let's work it out. The public is the public [Laughing]. But the other officers, for the most part, it's good working with them. Sometimes they get like, I guess 'cause it's predominantly male and we're females, they get like these little macho attitudes or whatever but if you just brush them off and don't entertain them they normally just calm down.
User_characteristics	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	But it's almost like I can tell you something and then I bet you before you get there you're going to ask me the same thing again like I just told you that. But if I say I just told you that then I would be wrong 'cause that's not my job to be, you know, rude and just have attitude.
User_characteristics	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	I just like to help people. I like people. Like I like to talk to them, I like to help them, I like to just kind of be--it's good to feel needed [chuckling], like I guess, like I'm a mom so I always want somebody to need me or whatever [Laughing], to my kids, let me fix your problem for you [Laughing]. But that's how I feel like...
User_characteristics	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	It doesn't make somebody a bad person if they can't do it but it makes them--it's multitasking, like I said 5 computer screens. I think today I

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								would have a challenge [Laughing] going out there and doing it and I was telling the sheriff that earlier this week. I would have a challenging, going, sitting down. I don't know that I have the multitasking capability. And I see that with our older employees, too. That they're having a much harder time, and I'm one of those, we're having a much harder time adapting to this new technology where the younger people, they came out of the womb [Laughing] using technology.
User_characteristics	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	I think they have to be even tempered. They have to have a customer services attitude. But then they have to be willing to and able to learn and adapt, overcome the challenges whether it's one event or whether it's a new piece of equipment. They have to overcome the challenges that each one present and they have to be able to change because policies change with everything in here.
User_characteristics	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	So the relationship is really a positive relationship. Yeah, dispatchers are generally thought of as that... that entry level... position but I don't think of them that way and I don't think our sheriff does. I think he looks at them as someone who is not only a very important link from the public to the public safety resource, they are the link. But they are a very important link. And he tells them this in all of our staff meetings that dispatch, the dispatch radio room, whatever you want to call it, communications, is the voice of his agency. And so whenever he says, and he really means that, that he wants these people whenever they answer the phone, he wants them to be the most professional people because they are his voice to the public on a day to day basis.
User_characteristics	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Yes, they do. They make a decision whether that is pertinent information for the event and whether it needs to be passed along. Some do that better than others just honestly. Some make a better decision on that than others. But I think they do a pretty good job of passing along the important information.
User_characteristics	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	It can be because... we are... some of them they don't use as often. Some of them require them to change their password every 30 days or 90 days. And that can definitely be a challenge. It is for me.

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User_characteristics	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	I'm a public official. So I want people to call me. I have my public--my sheriff's office cellphone on my Facebook site. But if you don't know how to get to it, it doesn't help you. So... those are things that we look for.
User_characteristics	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	... Yeah, I don't like violent video games and I think that's a problem. That's a societal problem. If it's not a problem for my son because I was a parent who said you're not going to have those in my home. And if you go to somebody else's home who has it, don't bring it back here.
User_characteristics	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Well I'm one of these that believes in our civil liberties. So I think we're bumping up against some of those civil liberties now. And I'm not really big on that. I think that there needs to be a lot of personal responsibility rather than additional rules and regulations made for us. So I don't think that--I think that being able to mine the data that we already have access to that's public in nature to help people is probably one of the good things that I'm seeing. I'm just really leery of that because of the civil liberties.
User_characteristics	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	... So I guess you could say that's the stressful part. I like dealing with just police stuff. I don't really like dealing with, I wouldn't say the public, not face to face. I can deal with them over the phone; I don't really like face-to-face contact with the public. So that's kind of stressful. Having to do office stuff in there, that's kind of stressful, 'cause I'm more call-oriented. I'm more, I like that kind of stress, not office stress.
User_characteristics	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Listening. It's the main one because you never know, if you already assume that this person calling, based on how they sound, based on how they can't get their information across, you're going to ruin that call. You're going to mess up something in that. It's not going to go as perfect as it should. If you listen, you can, oh well, you need more than just police. I think you need EMS, or you're trapped in an elevator. I know exactly where you are. I can kind of hear things around you. I've had situations where this campus has had over 200,000 people on it for football games. And we've had to find somebody. They had no idea where they were. I had to basically say on the phone for them for probably 20 or 30 minutes trying to get them to look at a landmark. Be

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								like what do you see? Well I see RVs. That could be here, there, there. Then you have to be able to prioritize that. Prioritizing is the second one, I think. Safety is not even going to be in that because that's an obvious, but listening is definitely the first one.
User_characteristics	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	I like that. In a lot of agencies you'll find, especially in [city], they will not come to the station. They're stationed, and then COMMS, I want to say, I forget what they call that, the big EBRSO/EMS, and all them, they are their own station. They do not interact with, I don't like that as much. I like to get to know mine. They get to know me. They feel more comfortable when they know you, I think. And I think that that's good.
User_characteristics	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	I do. I come in, and I get my Clorox wipes, that counts, and I wipe up everything. Kind of OCD. I take ADHD medication that I've taken since I was 25. I'm now 30. I take that. I eat my breakfast. We do whatever we need 'til about 12:00. We do not get to take breaks, really. We do leave and go stuff. Like I have to go get lunch later. Then say at 12:00 sharp, I usually have my lunch.
User_characteristics	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	...Not people listening. Language barriers could be. But I've really learned to just be like I understand you're kind of new here too. I get that. We're new to each other; we need to listen. But that can still be stressful. You have people that are rude. I don't deal with rudeness well at all. You have people who might be a little mentally off that I have to deal with. And I've recently taken courses to help deal with that. Not all of us have taken them, but I have. That has helped a lot, to really understand like the mental side of that, of this field, which there's a lot more of that coming on, you see. And so that's a stressor, because I don't know how they're going to act. And I guess those kind of things.
User_characteristics	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	... We had a situation where I had to make, we have new sorority houses, and they change every year because people get kicked off or come back on. I made the whole new map up, like a just a brand new map. Just like [inaudible]. So sometimes I take things upon myself to make things better.

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User_characteristics	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	...And honestly, we all want everyone to succeed in this office. So if I just kind of, forgive the expression, half-ass things, I'm not really getting the job done. Same with them. I feel that in order for me to be successful, for them to be successful, I have to be successful and at least try. And if I don't try, then we're not really getting anywhere.
User_characteristics	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	I think what makes a good one is having--knowing your technology, knowing what you need to do, definitely have a listening ear for officers that are calling in, different things, to be respectful of people calling in, to get all the help they need, to get all the pertinent information that you need to get an officer out there, and make sure that the officer is safe once they get out there, make sure the--if they're out with a subject that was maybe violent, make sure they don't have any weapons [inaudible], let the officers know, basically just to keep the officers safe.
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S6]: Actually I am the baby. I am [Job title] and I have a combined of 10 years.
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]... No matter what number they call, they are going to get you and I think it drives it home to them of how important it is because they are the -- they are basically the lifeline between the public and them.
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: Multi-tasker. [when asks what characteristics are you looking for]
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: Type A. That's probably the best; it's like the type A personality makes the best dispatcher because there are the go getter. They want, they will research everything to make sure that like it's done and done correctly and they would go above and beyond mostly.
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: It's in your blood to -- you got to, you learn to love it, you don't necessarily do it for money, if you know what I am saying, and I could say it because [Name] used to a dispatcher, you know. He started out and came up through the ranks [Crosstalk]
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: So it takes a special type of person to do this. It really does. Because there has been people -- I mean, over my span. You know I have trained people and there are some people that are just, they are good

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								but they can't do the dispatch part of it.
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: I would too. They found out -- we just hired a girl that spent her whole career in Texas and she had two friends, had nothing relationship-wise going on other than they shared rent and they were quiet about it, although they found out and they both lost their jobs.
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: And it's worked great nevertheless -- oh man from 8 to 12 hours? That's hard. They wouldn't give it up now for any amount --
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: I didn't think it would -- I didn't think the people would like it, you know, I said they are not going to like it. They went to it and after a while we found out they love it. Now they wouldn't swap it at all.
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S4]: Like, I prefer -- like you know people in there they prefer to socialize with them. When I was there, I wanted to keep work "work" and officers were officers and I didn't want to be friends with them outside of work.
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: So, a lot of people -- some people are like that. Some people will just want to socialize, you know, and then they take it, I mean, it helps them.
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: Well, you know, some people have a bad day every day and when they are on the radio, then the dispatchers don't like it.
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: That's the first in a while somebody out as far as coming out of the training coming into the centre, you know, that could be on there, some people just don't want to have to deal with, you know, " my baby is not breathing" and dealing with a screaming mother or something like that. When we are going to lose the first one, that's where we lose them.
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: We kind of prepare them for that in that -- I mean, literally in the first day in class, is everybody can't do this job and there is nothing wrong with it if you can't. We would just like to know before we spend several weeks and that's why we play a lot tapes and audio in the class to see if you are going to be able to handle because we play the worst ones and -- but we tell you that, you know, if you can't do this, if you don't feel doing it, there is nothing wrong with it [inaudible]. So, we try to prepare them

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								for that.
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: Well, they shouldn't be -- in my opinion they shouldn't be now, but --
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: I'm old. I want to listen to that because -- but God, let me tell you why because I'm -- in probably 18 months I won't really care a whole lot about, I will [Everyone laughs]. But I really would like to see that FirstNet can deliver what we see in the movies.
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: Can't do or who know how to answer calls and are good at what they do but are not going to understand this. Yeah.
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: So do we want to look at consoles that can only -- or that can -- you know put a 20-year-old at these three consoles and they are going to receive all the text calls.
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: I can't tell you what half of those codes are.
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S4]: Oh, if it's just not LOL, I don't know what you are talking about. [Everyone laughs].
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S4]: I type everything out; like, I don't abbreviate anything. Nothing. You get a text from me, and it's a book because I won't abbreviate anything. [Laughs]
User_characteristics	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: So, you've got 10 new radio channels but you've got one dispatcher. Are you expecting that one person to handle 10 channels? So, what is the limit? I mean, what is the cut-off in that -- right? Because there is no specific -- I can handle seven conversations at once but if you give me above seven, it gets iffy. But, some people can. And a lot cant. What is the -- and there is no defined number, you should be responsible for your primary channel and two side channels or three side channels.
User_characteristics	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Part of it is our fault because our dispatchers quit using it because it doesn't work 100% right, so they quit and we had a meeting yesterday by phone, I said, I gotta know what's wrong or I can't fix it, you got to use it, and by buying this CAD we spent just as much money for our small



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								corner as they did. We spent over three million dollars in buying the new CAD and OPTIMA and First Watch.
User_characteristics	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	And not the brand new GM of Ambulances that's had the job for three weeks. So it depends. We work as a team; I was the GM over at Ambulances after I transferred from Fire. So I went from Fire to ambulances for two years and I went, 'I really want my life back, I can't do this' I could but I really enjoyed riding my motorcycle [crosstalk]
User_characteristics	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Because I found something that is Motorola capable, that's just as capable, I can tap into that system and I've always been one that goes do we care who we use? I am like, I want it to work. I don't care what name is on it. I want good customer support. We run 24/7, internet is important to me, phone system working is important to me, radio system working; those are my top three priorities. Fourth is that my employees and their needs to make sure they can do a good low stressful job because without those first three they have no job. So those are my priorities and how I take care of things. So yeah so, for a lot less than \$110,000 for one console, I'm doing nine.
User_characteristics	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So the same as what motivates people will also have the differences in what triggers people, or what's going on in their life you know. They could be going through a divorce, their mom and dad could be going through a divorce, they had a sibling die, they had or grand...you know you just never know what those stressors are outside of here.
User_characteristics	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	The good thing is we're going to go with APCO who we've been working with the last 18 months, and when this comes out it's pretty much going to be set up exactly the way we want because we're the only one's been giving them feedbacks; and hey, can you change this; can you make this fluid, this is difficult for our dispatcher; these questions pop up and they shouldn't pop up, can we fix that? I love software.
User_characteristics	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	No. Internally it's a huge problem for us because you know a lot of mistruths, hurt feelings and all that about stuff and then everybody feels into that can't happen to me, so yeah that's going on, so it creates a 'the

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								<p>dispatcher is picking on me, the dispatcher is showing favoritism.' I take all that out, we I go back and review. I can see every keystroke is recorded, every phone call is recorded, every movement is recorded. I want this to be the most transparent place in America. I have nothing to hide. If you called me and said we have a complaint - and I've had to make these calls, I have called family members and said "I appreciate you calling me, we made a mistake and here's why, and here's what we're doing to fix it. If you hadn't called me I wouldn't have known to fix that issue," and just making that phone call to a lot of people, just calling people back? Huge call. I really think that they might call me back and I want to fix it, we have nothing to hide. I will tell you that we made a mistake, and that is all I am going to tell you because I won't tell you what our procedures are for -- and they would be like "we don't want to get anybody fired" well it's not your concern. I'm not going to tell you that I am or I'm not going to fire them, but I appreciate you calling because we do want to fix it. And people don't - I guess they're not used to hearing that, but I am the most upfront, honest and transparent. My boss is crazy sometimes when I say stuff, because they wanted to get the politically grey answer and I'm like nope we screwed up and they're like 'okay' and I'm like 'here's what caused it; here's what we're doing to fix it; here's the training we're implementing and we totally missed that, it's our screw up.' And they're like "Okay. Cool." So now when I go to a meeting with these people, and it's really funny, so I go to meet certain people, the higher ups in other agencies and the hospitals and things [indiscernible] [1:09:26] I am, my boss will say something and they'll turn and look at me and I'm like "y'all got to quit doing that" and they'll be like "we can tell by looking at you if he's telling the truth or not." [Laughter] And I'm like "Stop. You got to quit doing that."</p>
User_characteristics	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	It will get me in trouble with him. But I truly believe that if you operate, then you have nothing to hide, and you own up to your mistakes.
User_characteristics	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] I'll say Windows 10 has gotten in my way. I do not like Windows 10 and I know other people love it but I hate it and that's another special--

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User_characteristics	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	... And so I met with them, and spent a few hours with them. I've got a fella that works for us who's a real go-getter, and he's Hispanic. He speaks fluent Spanish, and he has a goal to outreach to the community, the Hispanic community here. It's about close to 50% of our people.
User_characteristics	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Just to get new things. Everybody likes new--
User_characteristics	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	They are. And these are-- our dispatchers are-- our centers' pretty fit, pretty active bunch, young kids and these grow up-- we've got a guy that's 6'5, he can stand, and it comes up high enough for him. And then some little ladies like to sit on the floor like cross-legged, and so we got some cushions, and these will usually go down far enough to take up and sit.
User_characteristics	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	And I didn't apply for this job, so I was lucky. Got picked for it. So it's worked out.
User_characteristics	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	When I was a dispatcher and when I was a supervisor, I've kind of had a reputation for being open and honest with people. I don't really think we have a huge communication problem that way. I talk to people still. And I want to know what's going on and they know that, most everybody there that works there, which is kind of ironic because the people that I didn't hire-- the people that I've hired since I started as director don't really know me that well. The people that I worked with before know me.
User_characteristics	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	That's probably my biggest push for me, personally, in workplace and our workforce. And one of my goals is to-- it's all part of retention, I think. So I just want to make it a good place to work. Kind of my goal.
User_characteristics	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...For us, we get complacent because every phone call is an emergency, and we deal with four to five hundred calls every day, and so for us, it's just another phone call, another phone call.
User_characteristics	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	... then the firefighter, insensitive bastards that we are at times, with our unique humor [laughter], they say, "Oh, that's nothing, you don't see it, you don't deal with it, you're not there. You don't see the blood and guts, that's just nothing. Come one, do your job, it's only on the phone." So

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								certain keywords like that don't help. And they're not being empathetic, they're not being understanding, and it causes coworker divides and some bad times for supervisors, because it divides and then people argue and then you have internal affairs involved.
User_characteristics	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	And coping mechanisms change from person to person.
User_characteristics	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Oh, I don't. When I was younger, I could run two, three calls in the middle of the night and get up the next day and be able to function. I just can't do that now.
User_characteristics	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Back on autopilot. So yeah, I think letting your subordinates make decisions, I think that goes a long way. So that's basically my supervisory style.
User_characteristics	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	... We have civilian personnel as well.
User_characteristics	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	... My philosophy on that is I don't care. It's not my emergency. If you're not willing to give me the information that I need, address and phone number, and tell me what's going on, then you're going to wait.
User_characteristics	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So there's a lot of factors that contribute to that to why people work overtime but yeah so for example I don't work a lot of overtime. I work maybe a medium amount I would say compared to my other co-workers but there are some people who max out every week and so they're working 68 hours a week every week and so yeah.
User_characteristics	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	I know how I want to get a description of a person and we're trained on that and then I've added my own flair to it you know and so once you learn that stuff it becomes a lot easier to process a call even if it is a high stress environment and then also that being said we also work you up to that you know we start you off on phones. You take really basic calls and then you take the non-emergency line and in the non-emergency line you are going to need to use some of those skills you know in a trespassing person or a disorderly subject or something like that. You still need to get a person description but you don't need to get

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								it as high as important as you might need for like a hot call or something like that's really active.
User_characteristics	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Yes it's kind of a demographic for dispatch where it is much more lean towards female but it is male. So in our center we have employed I believe it's fifty two employees with the capability for more. We've lost a few and out of that on the actual dispatch floor I believe that we have maybe five male dispatchers and in the back office the administrative side of it we have another five so out of 52 there's 10 males.
User_characteristics	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	And the rest are all females so it is much more skewed towards the female demographic.
User_characteristics	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Because we do have a high rate of suicide actually in this industry because there's a lot of mental health and there's a lot of physical health issues that aren't necessarily recognized because we're looked at as secretaries but we have high obesity rates, we have sleep deprivation at high rates, we have suicide at high rates. A lot of jurisdictions their dispatchers work 12 hours a day and they work 4 to 5 days a week and so when you're having someone here from 7 p.m. to 7 a.m. and you are constantly giving them the worst of the worst now you're wanting them to view the worst of the worst but we're not getting (00:38:57) the support and the resources that we necessarily need to deal with those kind of things and because you're here for 12 hours someday when we have only 5 employees on shift we can't give you a break.
User_characteristics	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	You might be able to go and go to the bathroom or go grab food but you are sitting in your position for 12 hours a day and that's all you're doing so we're unfortunately that leads you to buy carry out food that's not necessarily healthy so we have high obesity rates, we have high cholesterol rates, we have heart condition issues like I said suicide all this kind of stuff because we're not viewed in the same light as someone who physically goes out and does the job where they're putting their body in harm's way but it can be just as detrimental mentally to be giving someone CPR and then the medics arrive and that's the last you hear.

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User_characteristics	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Under stressful conditions so it makes so you're short staffed, no one can get breaks, people are getting hungry, we're not getting caffeine, we're here for 12 hours, you don't like this person, you don't like that person, an officer or a firefighter is doing something that you know upsets you on the radio then you've got a structure fire, you've got someone who is being stabbed, it's just the culmination of a day or a shift or a night isn't just the calls that come in.
User_characteristics	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	For here you have to be I would say, patient, somewhat tough or thick-skinned, just for what you deal with. You have to be willing to work with the public because you're dealing them on phone and in person. And you're dealing with-- I mean, for example, the sex offenders or the probationaries. I mean, sometimes those people are the utmost wonderful people of society, but you have to-- at least in my book, you still treat them with professionalism and kindness. I always treat other people as I would want to be treated no matter what the circumstances are. You have to be compassionate. You have people calling who may have just lost a loved one, or could have a loved one that it's not doing well and is on their way to the hospital and maybe not expecting to make it, or someone's calling in to say that their child's been raped. I mean you could get a lot of different things that you have to be able to deal with. So you've got to have not so much a thick skin that you're not-- hold on.
User_characteristics	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Right. I've been told that I'm the odd man out because after 27 years, I still have compassion. I mean I don't take things home, but I feel for people's pain. When they have a death or something tragic in their life, I try and comfort them. And when the sex offenders come to the window, I'm always nice to them. A lot of them come in here and say that they come here just because I'm kind to them. Same thing with the probationers. Even the chief has said it to me before, " I don't know how you do it after 27 years," because I haven't hardened yet. But it's a job not everybody can do. You have to be able to multitask and do several things at once.

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User_characteristics	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Because some of the officers here just don't like change. They just want it-- they want it to be easy-peasy and go do it and take care of it. But sometimes when you-- like, for example, with [name], when other agencies have access and you're trying to find somebody, all that's information's in there.
User_characteristics	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Q: Okay. And are there characteristics of the folks who you think are less willing to adopt and adapt to change, or--? SME: I just think that's how they are [laughter].
User_characteristics	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	I do. I work afternoons and so that's by choice and I've been here long enough I can you know I kind of get the shift that I want. We do have trouble getting dispatchers and keeping dispatchers so sometimes you know we might have to cover an evening shift or we might have to cover a weekend shift or you know somebody might ask you to take a shift for them but generally yes we're doing the same shifts all the time and that usually means we're communicating with the same deputies out there because they also they rotate maybe a little bit more than we do but not a lot and so we know each other.
User_characteristics	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	No mostly the phone. I've got a headset so I mostly use that. Sometimes I take that off because it just bothers my ear but yeah mostly we're using a headset and the phone and the radio. That's how we're communicating dispatching out so calls come in on the phone, we dispatch out through the radio. I do have a computer here but we don't use it with the cars it's really just in the office here to look stuff up if we need something or you know we're processing paperwork or doing something like that but otherwise that's about it.
User_characteristics	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] So exactly, right? So people end up carrying two phones everywhere they go. And not everybody's issued laptops or computers either. They might have a shared one or whatever. So if they could do all of their jobs from one device that would just make everything easier, more seamless.
User_characteristics	COMMS	S	Other Public	36-45	11-20	Male	COMMS-S-001	[S3] I don't know if I have them all on the top of my head. But yeah I'm kind of a visionary from that perspective. [talking about the list of 50

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			Safety Personnel					apps]
User_characteristics	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] --really, really siloed, and I have a lot of function in a lot of different areas. I've also made it my mission to work on communications across all the different organizations in the county, which I think that's also unique because there just wasn't a lot of support for that when I got here. I wrote a strategic plan on how this was going to work. Why it's worth our time and effort, all that good stuff, to do it. So those are some of the unique things about me and the jobs that I'm currently working.
User_characteristics	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	I mean, I guess to elaborate a little bit more, we operate with phones, radios, computer, email, face-to-face. So I tend to, if I can, I try to operate face-to-face... I do better that way. It makes it more personable. If I can help somebody out, I'll try to go to their location and be able to talk to them...
User_characteristics	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: apps] ...we have one for paging. So I can page from the phone. So we have Everbridge for that. And I don't usually use this. I usually just do it from the desktop. But I can sign in from this and send a page from this and pick who I want to send it to. And it comes through as a text message no matter where I send it from and it comes through also in an email for them when you send it. And it's actually fine. It works pretty fast. It's pretty easy. All you have to do is remember password...
User_characteristics	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: apps] ...Then there's ES Chat which we very rarely use, but it's some sort of way to text multiple crews at once. It was pre-built. [Name] could tell you way more about this than I. I've used it a few times. It's supposed to be one of those things where if there's was a major event and all the cell phones started not working very well or the radios got jammed, that this would be able to get through. Without making a phone call you could kind of drop yourself in or out of the conversation, that type of thing. I find group chat, I mean, group texting to be as reliable as this. So I don't use this as much. It looks like you could also talk on it sort of in a-- what was that old where you would click and chirp, chirp, and you would talk? I don't remember what that technology was, but I



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								think it does that sort of like that radio talk. You have to push and hold and talk.
User_characteristics	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: trip reporting] So in both places, they're removable. So you can take it in the station, plug it in, or they have a battery that'll last, if it's fully charged and working right, it should last for six hours. And some of them you can lock it into the ambulance but most people'll just leave it on their lap...
User_characteristics	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	Yeah sure. So here, I cover more calls than I'm primarily running. So I'll give [City] examples, plus I run more calls in [City]. So in [City] I work part-time, but I work on the ambulance. It's 10 hours a day. I work with another partner. And we listen to the police channel often...
User_characteristics	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	There are. I mean, I can pull out my cellphone-- well, why don't I do that? So [because I'm old?], I got a big one because I can see it better [laughter]. Each of our ambulances have a dedicated cellphone. And they're all connected to iCloud so that, say, we have a phone list, a common phone list, for a lot of [inaudible] in [City] that we transport to. We can push out updates of phone numbers and addresses and [dura codes?], and things like that on iCloud and it'll update all our phones. So we do a lot of stuff through the iPhones just because they have a good technology and many people are familiar with it already because they have one. That's a big deal, familiarity and usability because people aren't going to use stuff they're not comfortable with or if it's hard to learn or something like that.
User_characteristics	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	So I'm very reticent about-- I mean, I am, in spirit, an early adopter. I mean, my first computer had an 8088 processor on it and two floppy-disks that I traded back and forth, and I did all kinds of stuff on that and I think that's great. And it's fine for me to play around on, but if I'm-- my service is going to depend on a technology. I want to be damn sure that, number one, they're going to stay in business; number two, it works the way they say it's going to; number three, I can afford it; number four, I can support it. All those things, they don't say those things in the ads. The salesman just doesn't bring that stuff up for some reason.

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User_characteristics	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: smart homes] I don't have any of that stuff because I don't want somebody hacking my house and turning my heat down in the winter or opening my garage door so they can rob me or any of that stuff. It's just too unreliable. I mean, my health insurance company is [Anthem?]. Their database was hacked, so my information's out on the Internet somewhere.
User_characteristics	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I'm in the [Organization] database because over the years we've done a lot of high security visits, presidents, vice presidents, things like that, special events. So my name is all over the [Organization] database. Well, it got hacked a few years ago. I started getting phone calls, crank phone calls [inaudible]... So I don't trust anybody [laughter].
User_characteristics	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: using unreliable technology] They won't do it. I mean, I can't make any of my employees do anything. Okay. They're here 24 hours a day. I've done their job. It's not easy. If you throw all kinds of harder stuff to make their job harder on top of it, it's not going to work. I mean, I can put all of the sanctions and rules and everything I want on it, but I have to motivate people to want to use this technology and show them the advantage of using it. We get paid faster. We can post statistics that show us what we're really doing, how it's useful. But if it's not to them, what's in it for them [laughter]?
User_characteristics	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I mean, it's a big old billboard we're driving around, so we always have to be on our best behaviors [laughter].
User_characteristics	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	The hospitals have snacks and stuff, but for the most part, our fire department is pretty healthy. So not a lot of people just mow down the snacks and the vending machine. So I mean, worse case scenario, sometimes we'll just stop real quick and get some food and keep going about it and eat it in the truck, but we're trying at least to sneak in some food because we've got to maintain our health in order to help other people.
User_characteristics	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Honestly, I like to call notes idea, because I think I'm a traditionalist or purist in the fact of I don't think we need to be talking on the radio a

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								whole bunch just because, especially in a system that's busy. So send us to where we're going and how you want us to get there, and then just put it in the notes, and we can read the notes as we draw down the road. Because there's obviously somebody driving the apparatus and that's their primary responsibility, and then whoever is sitting in the passenger seat, who's usually the paramedic in our system, can read the notes and you're making an informed decision as we're going to the call.
User_characteristics	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I think that's the thing. I don't think it's an age thing. I don't think it's a generation thing. I don't think anybody is against the advancement of technology to become more efficient within your job or your job description or whatever. But we are so enthralled with technology, and we use it so much to become more efficient that when plan A isn't working, we are so deficient in our job responsibilities because everything was tied into plan A. So if plan A is down, we get so backed up with reporting or trying to get back in service or whatever, which is frustrating to the end user. And obviously, the bosses do a good job of trying to understand that, but their company line is still just figure it out and move on. But when plan A fails and plan B is so negligent in trying to bridge that gap, I think it's tough and frustrating. I think that's where people get frustrated the most.
User_characteristics	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] There's a little bit of shame there that you missed your responsibility.
User_characteristics	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3]... There was all this really neat stuff, and we were all wide-eyed like a kid in a candy store.
User_characteristics	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] But anything that's a movable piece, a paramedic can break. So that attachment point is, I believe, challenge accepted by paramedics. We will find a way to break it and break it often.
User_characteristics	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: Paramedics] And then also to be able to debrief. In other words, they do seem a lot of trauma. As a matter of fact, I went out to the field just last week and within an hour, I saw how much trauma our young paramedics witness right now. So you have to be able to take that in and

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								either talk about it and/or just keep going. So in order to be a paramedic in a fire department, you have to have a strong character because not everyone's going to approach you in a nice way.
User_characteristics	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...I haven't been out in the field for about over 10 years on an ambulance.
User_characteristics	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	I would also try to get a workout in there. Don't ask me how. But I was young and I always tried to keep myself physically fit or keep myself physically fit so. It wasn't long but I learned after that you couldn't train very hard because you would be done for the rest of the night.
User_characteristics	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: changes in technology] Absolutely, they have been for the better. It has made our job a lot easier. It's very difficult for us to change but it has improved. It's easier for us to do our reports. Whereas before we used to have to write everything out, check boxes, remember what a 1B means on a report but now we don't have to do that, so yeah, it's much easier. As a matter fact, now I prefer to type versus write. So it has improved our ability to do things easier, I think. At least from my point of view.
User_characteristics	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: paramedics' personalities] There are many personalities out there. Yeah, yeah they do have their own personality. I guess that they have to be of strong character. Otherwise, you believe everything you're told and it's not always the way you're told.
User_characteristics	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...As far as radio communications, it's better now than the past. We're able to listen to a lot more channels, police channels. We're able to communicate with officers, [suppression?] unit to an ambulance unit. But it doesn't always happen. They forget. Or either [question ID?], don't know how to use the radio, or it's on our side. And then how to set your radio, like I said, some people come in and they want to know everything about the radio. Other people, they're just like, "Give me what I have to know so that I can do my job. I don't want to know anything else [laughter]."
User_characteristics	EMS	U	Field	36-45	6-10	Male	EMS-	[RE: too many radio channels] It doesn't bother me. Someone like me, I'm

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			Responder				U-012	going to learn the channel because if I can't communicate one way, I'm going to communicate another way. So if I can't communicate with EMS channel and I can't communicate to the fire channel, I know how to get to the police channel. The life guard channel, we have a life guard channel. If I can't communicate through the alarm office and the alarm office can't communicate to the life guard who someone is drowning in [lake], I know how to go into the life guard channel. A lot of people don't know how to do that. But I've trained myself or I've asked around people how to do that. How do you get to the life guard channel?
User_characteristics	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: preferred mode for getting detailed dispatch info] MDT's good. That's efficient enough for me. There's another way too. If we're at the firehouse, and we're waiting for the call, there's the alarm terminal, another computer, and it alerts us by a bell. And the computer system, a female voice will come on, "[company], we have a call, person down." It tells us the address, and that's pretty much about it. At the terminal, at the area where the computer is at, it's called the-- brain fart. It's a printed ticket. A paper copy comes out. It'll tell us the company, the time, basic information, the address. That's pretty much about it. And I always take that ticket with me.
User_characteristics	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: using radio to communicate with dispatch] We're supposed to use it all the time. There's a memo out there, there's an order out there that we've got to tell them. We have to tell them we're on the scene. We're facing northbound, [company]'s on the scene. I think it's a personal thing. It's my personal thing. I do follow the orders if it's nothing really busy going on. I will say, "[company] northbound. We're on the scene." and I want to make sure they acknowledge. But if it's so busy out there, that's my personal thing. I'm going to make sure I'm going to hit that button. Did they acknowledge? Okay, they acknowledged me. If I'm in the call, whatever, radio traffic has subsided, "Hey. We're on the scene." "Okay. I got you on the scene." Cool. It's a safety thing too, because they're monitoring us. They want to make sure that we're safe. That we're on the scene. And also too, they want to make sure that we've

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								made it to our patient. So they want us to say over the radio. Tell us we're on the scene. But there's only one channel. There's only one EMS channel.
User_characteristics	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	More or less a problem solver. Somebody calls us when they don't know what to do both on the fire and EMS side. It may be an actual you know emergency/medical problem but more often than not it's something else. I mean somebody needs help because their [application] not working and they need you out there to discuss it with you. You're the one that can get something done. You're the one that has answers even if you don't have an answer you are the one with answers so you better make it seem like you know the answers.
User_characteristics	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Yeah. I have a daily routine wherever I'm at.
User_characteristics	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	This county I didn't grow up here but I did start my [Job title] career volunteering out here. It's large and sparsely populated...I'm sort of an outsider because I didn't grow up here but everybody in there pretty much grew up together.
User_characteristics	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	I am career now. I used to be, I used to volunteer here...
User_characteristics	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	This is public. The company I work for in [City] in private and then my full time job is public. So this is a county service, [County] is a county service and then it's a private service that works the [Organization] for [City], [County], [County], [County] and [County].
User_characteristics	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	Same with people will put their own tools, people go buy their own organization for the maintenance. They'll take their own box that they pay 10 bucks for at [store] and they'll bring it in and put everything in there you know so it's organized and easy to get to help everybody out. You see us just working with it you know making it work... No we pay for like we pay out of our own pockets for a lot of this stuff so you know that's just something that we do. If we need it we'll pull money together and we'll do it you know.

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User_characteristics	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	We're always here. We're always ready to go you know. If it takes us a couple of extra minutes it's not because we're moving slow I mean it could be that we're just busy you know coming from somewhere else. We're not always sitting at the station doing nothing. We're always doing something so we're always there.
User_characteristics	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	I don't mind using my personal cell phone. It hasn't come into play yet but I would assume that there is always that possibility with using my personal cell phone to communicate with dispatch that maybe it could be taken if anything should go to court. It could be confiscated and then I lose my phone and all the information in it.
User_characteristics	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	I definitely would prefer to have a system where we do our patient PCR's. Here especially there's times where we have a 40 minute transport and then you've got to drive from [City] back where which is at least 20 to 25 minutes. In reality you could have your whole report done before you even get back to the station because your partner drives and whoever took care of the patient they're in the passenger seat so it would be nice to be able to have that plus you can keep track of we have a lot of patients that call us pretty frequently.
User_characteristics	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...I check out my wrap intervention kit, is what it's called, a RIT pack. And just to make sure that that's organized the way that I want it so if I need to deploy it I can do so quickly and smoothly. I put my gear on the squad and check out my SCBA cylinder to make sure that's all secure. I check my radio battery, make sure that's good. Make sure that the radio's oriented in its strap the way that I like it, actually [laughter]. Everybody has their own preference about that. So some people wear it under their coat. Some wear it over their coat. Some put it in the pocket. So I wear it under my coat.
User_characteristics	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So some people are very good at communications around here. Some people are not very good, and I'm a fairly good communicator, I'd say. I find that the people who are not as good, get very frustrated. Not about communications, but in other aspects...

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User_characteristics	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So someone who's naturally a very good communicator, they won't have as many issues as someone who isn't. Similarly, the more experienced people are usually better, but not always. We have some people who've been here for 30 years who say, "I can't even touch the radio. I'm so bad at it." And then we have other people who have been here for a year, and they totally get it. So experience isn't everything, but for the most part, I'd say on average, the more experienced people are better with it...
User_characteristics	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: Active 911] It's an app. Yeah. So I use that every day. When I'm at my day job, I like to be able to say, "Oh hey. This incident popped up on my phone." And then I'll look at it. I'll say, "Okay. [Street] and [Street]. Okay. I know exactly how to get there." And I think in my head, it's a left on [Street]. Let's see. Straight. Right on [Street]. Right on [Street]. I think about the running route in my head just as training.
User_characteristics	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Yes. Yes. So I'm still an operational responder. In other words, I could work an overtime shift on my off days on a firetruck or an aid unit or a lighter truck. So I'm not just a daytime person. I'm a 24-hour responder.
User_characteristics	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	It's very common for someone to come into the fire department and stay for 30 years. There's not a lot of fluctuation in that. So it does take a little extra effort, I suppose, to convince people to utilize new technologies. I think the other thing that is on that topic of the challenges is that because of the nature of what we do, it's very important that we have something that's reliable that we can count on
User_characteristics	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Right. So yeah. So because of the challenge of pushing change onto a workforce that maybe is a little reticent to it, or is not familiar with technology, paired with the capacity to need something to work very well all of the time and to do-- and to also be very simple.
User_characteristics	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	It's a very stressful environment oftentimes, and so your capacity to think through complicated things diminishes. So I think that with those two things kind of side by side, that's part of the reason that adoption of some of the technologies - even though they're out there and they're very powerful - has been lower.



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User_characteristics	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Yes, it's unfortunately not just experience and time. It's not something that's always just able to be improved upon just because you've been here longer. Sometimes it takes a different type of focus from individuals, or again, I think they're just-- it may, in some cases, it appears, at least, that there's just some innate capacity in some individuals to process and filter, or to be more overwhelmed, so.
User_characteristics	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Yeah. Yeah. I mean, obviously, there's all different types of personalities. And sometimes, some don't always mesh well with others. But for the most part, we are family. So not just because we're together 24 hours a day at a given time. But due to the job we have and the level of danger and risk associated with it, you kind of get to a point where there's a level of, "I've got to know you have my back," and vice versa.
User_characteristics	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	... It's honestly one of those things where I think technology is so great that it has been a huge, in my opinion, a huge step-back from us here. And again, I'm an old-timer, per se. But I like technology, it's not like I don't want it. I just don't think this is the answer for our environment.
User_characteristics	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	... It's like a lot of people will just-- they need something, they turn around and they just key their mic. Rather than take a half a second, make sure nobody's communicating. That you're not catching somebody right in the middle of it, and then going ahead and doing your request. A lot of people just talk all the time, and they don't recognize the fact that I just arrived at a fire scene.
User_characteristics	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	I would say just one specific example, is they call them [bandoleros?]. I don't know if you've seen some people, the leather that they carry, and it's like nobody ever had those. And now all of a sudden, it's like the new generation came in and like everybody-- all the young ones and some of the older have gravitated to it.
User_characteristics	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] Yeah. The idea is that this is a very competitive job to get into. These guys get hired, they're one in 1000 or so. And what we do is we try to hire the best and brightest of a very competitive field that comes through. And we try to hire them not just on the skills that they have but

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								also on their capabilities or potential skills, and it's a wide range. This organization, in particular, we're not certain looking for a certain mold of what our individuals. We're looking for puzzle pieces because the puzzle-- different pieces make a pretty strong team.
User_characteristics	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] And they start out in a written test phase and they come to us for a broad range of interview techniques and skill sets and then out of the decision then an offer's made depending on what is found and uncovered or whatever you want to say in those things.
User_characteristics	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] I'd say, as far as culturally, their cultural diversity, I wouldn't say challenges as much as it is an opportunity for us to use other skills and use other approaches, right? Some people's cultural backgrounds, they prefer that, if it's a female being assessed, that they have a female EMT, and that's an opportunity for us to learn that, respect that, and use the tools that we have or use the individuals that we have on shift to abide by what their wishes are.
User_characteristics	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] I try to live by-- try to be worthy of the respect that I get from the people - that's my goal - and not take that for granted. And I think that is something throughout our organization is pretty much out there that we go out there, we appreciate it. We appreciate the support we get from the community. We try to pay that back, pay that respect back.
User_characteristics	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] ...There is that culture of humility in our department. That's the part that makes it a little-- when people come up and gush, in my head, I'm like, "I'm just coming to work. I'm just doing whatever it is I'm supposed to do." And I can remember thinking everyday, "I'm just a student. I'm still learning. I'm still learning. I'm still trying to get better. I'm still trying to get better." So there isn't any of that, "Oh, we're heroes," type of thing anywhere in our department. There isn't any of that. We're good at what we do. We know that we're good at what we do, but we continuously strive to be better and provide better service, and so I think that keeps any sense of ego-- it doesn't exist.
User_characteristics	FF	S	Not	Not	Not	Not	FF-S-035	[S3] Yes. Mm-hmm. He's empowered to small decisions and empowered

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			specified	specified	specified	specified		to make small mistakes. He and I get to make the big mistakes. But he's never going to know how to make the decisions I make unless he has that experience of making a lot of smaller decisions and progressively harder and more important decisions and making a few mistakes along the way.
User_characteristics	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] We don't need to crack their heads because they're going to be harder on themselves than I ever will be.
User_characteristics	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6]... But it's a matter of ensuring that everyone is up to speed with technology, having their personal phones and having that app on their phones, before we can think of doing away with this.
User_characteristics	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] and our younger people that are on our team will sit there during important times texting. And they are so tied to that phone and all the information that they get all the time - Facebook and all that kind of stuff - it's very difficult for them to put that down for any length of time.
User_characteristics	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	I got into the work-- I had two brothers who have retired from the fire service and they're older brothers. And so as I was moving up through my life and figuring out what I wanted to do, I looked into that and determined that was a path I wanted to take and that's what I pursued right out of high school.
User_characteristics	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	...And most everyone enjoys doing that, because they know that we're getting out in the public, they're seeing that we're there for them. Grocery shopping, they go get their dinner goods if they didn't bring them in, coffee break, Starbucks. So they get around and they do what needs to get done, and they also allow time for those types of things to happen as well.
User_characteristics	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	They've adapted, yeah, I mean, basically because they have to. I mean, because it's what we're using, and you've got to figure it out because it's not going away, and that's just where we're at.
User_characteristics	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: department-issued cell phone] Well, it should be... It's my cell phone that I've got out, and all the calls I get are department related... Someday, I should just change it so the department owns it, but I just keep

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								forgetting [laughter]. It's an option open to me and I just keep forgetting to do that...
User_characteristics	FF	S	Manager	46-55	21-30	Male	FF-S-023	...It would be great to know what the building looks like, or what the streets look like, at the time of the incident. If we had access to cameras on the apparatus, or even our dispatch center, they could say, "Hey, look. What I'm seeing from this location is no smoke or I see a fully-involved structure," changes the tone of a lot of stuff. And 2 o'clock in the morning, if you get woken up, it takes a couple of minutes to get all cylinders firing; some of us takes longer. I don't know which side I am [laughter]. You get down there, and you listen to the information. And if it sounds like a good call, there's a lot of adrenaline. There's a lot of-- your heart's pounding, and it's a big deal...
User_characteristics	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...We're going to new microphones that have five port-- five, I guess, speakers because we're having issues with people. We don't like to wear our radio belts. So we all talk like this. While the microphones are on the front, and we all talk at the top of our radio. And now the new ones have a microphone on the top so they have five microphones. Back, front, top. Hopefully, that'll improve some of our communications too, as we switch to those. Because you're supposed to take them and turn them and talk at them. And we don't because we're all wearing these. We all talk into the top of our-- in analog it, would pick up fine. In digital it does not.
User_characteristics	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	But a lot of people have the radio holder. Some people stick them in their pockets. We're trying them with the new microphones that have a higher fire rating, heat rating, trying to make sure that we have them in a place where you can get at them. They're not comprising the seal of your gear but we don't want the cords to burn through. We've seen some of the NIS studies and the line of duty deaths from that. So just trying to address all those through training too.
User_characteristics	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	I'm excited about the future. I don't know how we change some radio stuff. But I'm excited about the opportunity, I think, tablet-wise to improve the way we do business. So I think there are some cool

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								opportunities...
User_characteristics	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: mic placement] SME S2: Well, it depends. That's why we train on it. It's individual. SME S3: It actually varies quite a bit from person to person. SME S2: Some people on the throat, some on the non-voice amp side and some people on the voice amp side...
User_characteristics	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	This month alone, we have lost three individuals for various reasons. That doesn't make them bad people by any way-- stretch, I mean. But life has changed for them, and they are no longer able to be a part of our team. And that sucks. And we put a lot of time and effort into them. Again, they're not bad people, and this is isn't an animosity thing, but they need to move on with the next chapter of their life.
User_characteristics	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	You're no longer pulling your volunteers from your community because of the change of society. It's those who want to. So they might live in [City]. They might live in other towns. So you have very few of our volunteers live in town. They have to commute here for the full shift.
User_characteristics	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...so being able to come in without my emotional argument and bring in a logical argument and say, "Here's how this \$1.8 million could benefit you," is what these data analytics people could do, right? They're the ones that could come in and say, "I'm going to take your emotional argument, and I will show you how you can collect data, whether it's through response times, through call volume increases, through number of citizens that you're serving every time, how many touch points do you have. We can come in and actually utilize that data to justify a fire truck or additional staffing." Chief [Name] is a master at that...
User_characteristics	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Fire Chief] ...He is phenomenal. Best chief we've ever had. Bar none. Hands down. He's amazing because, number one, he's a techie guy, so he loves anything technology. So he's always like, "What's the latest and greatest? How can we use stuff?" But he also understands that there's people out there that are-- that's their job to do that, and so he utilizes them really well.
User_characteristics	FF	U	Manager	46-55	11-20	Male	FF-U-021	I don't know. This one is personal, this one's department. So I tend to

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								forward my department to my personal. Probably not the smartest in the world, legally wise. But to me, it's just easier... I don't like carrying two phones and it's just--
User_characteristics	FF	U	Manager	46-55	11-20	Male	FF-U-021	...As far as, I think, some type of a portable, something similar to an iPad but more of a-- that's obviously a little more durable because we're really good at breaking things. But that way we can utilize, automatically you get on scene, you can pull an address and automatically have a Google map of this is the roof, we have skylights here. This is what the Charley side or the back of the building looks like. These are where the utility shutoffs are. I mean, I know it's out there, so you should-- I mean I'd love to have technology going to a call where you can pull it up on your computer and look at a map, look at aerial views and have a general idea of the makeup...
User_characteristics	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Well, I mean, I can't keep up. One of the complaints I get is that we're trying to use technology to fix all of our problems. And there's some truth to that and I don't like it. I can't remember the name of it. Oh, [Organization]. We're trying to bring something called [Organization] on, and it's been a nightmare. It's been 30-some thousand dollars and they've been trying to help develop it to our needs and I'm still not sure exactly what it's going to do. And we haven't even implemented it yet. So it might be something that we need. But purposely, I just don't get on those committees. I don't. I just don't.
User_characteristics	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	Yeah, I mean for me, I'm a less is more person. But our chief is fantastic and he likes to stay on top of things. If there's technology that can supplement our brains then he wants for us to investigate it, so.
User_characteristics	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	I am actually, well I had to change names, I'm an Incident Support Specialist also the Chiefs' Operator also Chiefs' Aid. So I drive the division chief and assist him or her on the fire ground scene and then do a bunch of administrative stuff too.
User_characteristics	FF	U	Supervising Field	46-55	21-30	Female	FF-U-013	So it does. I mean and even if they had just given us a cheat sheet. Cliff notes guide with pictures and words, and this is what we do, it would

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			Responder					have been great. Yeah. I mean, I love having-- well, if you look around at most of the firehouses that I've ever worked at, some of my notes are still up on the board because I don't remember everything. I need reference points.
User_characteristics	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Yes. But the other part of the job is I'm incident commander at any event that I'm dispatched to, supervise up to five alarms worth of companies, develop strategies, make sure people are carrying out objectives, keep everybody safe and account for them.
User_characteristics	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	...My thing is, especially the early stages of an incident, that I want to be able to see, and listen to, and smell, and kind of observe things breaking. And if you're in a closed vehicle and you're not hearing that stuff, and you're not actually visualizing changes in conditions rapidly, and you're relying on other people to tell you that stuff, I think you're going to miss things.
User_characteristics	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Exactly. And it's something to be said where you look somebody in the eyes and they either repeat it back to you, and they acknowledge what they're doing.
User_characteristics	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	No, I know. Right. And there's something to be said with that, looking in somebody's eyes to make sure that they got exactly what I was telling them to do.
User_characteristics	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Q: If you were using some adjectives to describe your work, what would they be? SME: Challenging, fun, and interesting.
User_characteristics	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	Well, several. Disappointing. Frustrating. A dollar late and a day late. We're always behind the curve. There's great business intelligence solutions out there but we don't have the budget, we don't have the thinking, we don't have the proactive thinking to want to be proactive and change, and be on the forefront of technology. Very frustrating being in the heart of technology in [State] and we are very slow to change. And we're not able to take advantage of all these great tech companies here.
User_characteristics	FF	U	Supervising	46-55	21-30	Male	FF-U-016	... And I think even cell phone technology, but we can't get everyone to

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			Field Responder					carry a cell phone. We're not going to issue cell phones to every single firefighter. They don't need it, so
User_characteristics	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	I use my cell phone for a lot. I use it to call the office, like our dispatch center. Especially for stuff I don't want on the radio. Or we use it a lot for EMS runs. Each company also has a cell phone for the EMS with-- so when you're calling medical control to talk to a doctor, rather than just use the radio, you can use a cell phone. So I use it to communicate to the chief. Maybe the chief's out, and you have a question about a drill we're doing, or where you want us to be, I can call him on his cell phone too.
User_characteristics	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Technology does not remain static. It's always dynamic. All right? It's always changing and evolving. So one day you may be at state of the art. A year or two later, that stuff that you had was state of the art is not state of the art anymore. So trying to just even keep up with pace and that's pretty prevalent in everything, even with computers and these phones that we use. They're always continuing to get better in each model. So the one that you have would be obsolete back then. People make fun that I still have the iPhone 3 or whatever. They say, "That's outdated." But it served its purpose in that time period or that time frame. But technology will continue to advance with that. As far as I think with technology advances, I think there's a form of complicity that comes with it. I'm speaking for myself, too.
User_characteristics	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	I grew up in a household that in the '70s you didn't have computers and stuff. Grade schools didn't have computers. It wasn't until I started to take college courses that I had my first exposure to a computer. So I think in the younger generation they're going to find it more user-friendly for them to operate it with ease, where myself would have relative difficulty because I did not have the exposure. I think as we talked about kids, remember exposure at an early age, they become better and better to that. It's almost like their brain is learning in such a manner that it accepts these technology and able to grasp concepts or be able to grasp new features, etc., with relative ease and I would have to muck



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								through it. That's being honest with you.
User_characteristics	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: chalkboards] that was in my year of growing up, as we discussed it, that generational. As technology improved, of course, they were exposing children in grade school to this at a young age. And like I said, my parents, your parents, myself, we never had that opportunity. If I did, the whole conversation could be different. This is, "Oh I love technology." And what is it? "It's really easy." But for myself, it isn't easy.
User_characteristics	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Dispatch has been working with us really good all these years. They want to do the best and every one of them has their heart and soul into doing the right thing but you know 90% of what they do is law. They're really good at law enforcement calls and you throw some weird call in there you know like structure fires are far and few between so they don't get practiced on those so they do have an EMD system, Emergency Medical Dispatch. They don't have the fire side of that though so questions are based on who the dispatcher is on how much experience they have.
User_characteristics	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Well yeah it's I mean we don't really I guess to an extent I have I've went out in town and found younger guys you know people that you know at least have their driver's license and become of age to where they can get on the department and get their retirement started and all that... one guy I just put on he's a local farmer him and his dad so they're here through the day and that's what I need is people through the day because everybody else has got jobs outside of this town where lot of times that job won't allow them to leave in the middle of work to come and make a call so there is some recruiting but I mean most of it is just I mean I guess out of the goodness of their heart wanting to help their community you know of getting on.
User_characteristics	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	It's just my deal is is getting I guess when I became chief I was pretty young. I still had a lot of older folks on, most of them were okay but I got the feeling of you know being there was an age difference they didn't want to listen to a younger guy but most of them had left and I mean everybody knows everybody here but it's a struggle to keep the training

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								up and get people to training let alone meetings when they have children and basketball games, stock shows and you know regular lives, jobs and you really got to have a heart to volunteer and want you know to strive to make the meetings and make calls.
User_characteristics	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	We in the past have presented the option of paying x amount of money per call that they make just to as an incentive to get them to come but everybody said no we're volunteers so you know why would you pay us?
User_characteristics	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	We do have two we now have we got one paramedic I just put on and we have 2 EMT's that are on the department and then there's five or six of us that are used to be called first responders but they changed it to EMR's, a little more technical there but and then everybody well not everybody but if they want to be as a fireman most of them are I think there's a couple that I don't have they just wanted to stay strictly EMR medical side...
User_characteristics	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Training in pay. I mean if and that's not putting anything on [County] or the department I'm sure that's just the average pay that they pay them but you know as well as I do the more you get paid probably the better you're going to do your job or the more willing you are to take training or learn.
User_characteristics	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Or a retired guy that you know still had a lot of life, a lot of heart left in him that like I said could just take care of all the government stuff maybe was good at writing grants doing stuff like that you know run the meetings just keep all the training up you know that we need to do annually or every two years and all that you know and possibly you know like I said kind of IC the fire situations.
User_characteristics	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	And I ain't saying training is bad but there's a difference between volunteer and paid people you know. I mean they may have old age set over there and track we don't. We're at work all day and then we have to go and take our training at night 2 to 3 times a week you know from 6 to 10 at night and then come back to your families or whatever I mean it don't go over very well for some you know.

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User_characteristics	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Yes we all have our handheld radios. Whether or not the guys carry them you know I mean that's the thing. We all have our handheld radios that way we can carry, we can be toned out through well we are excuse me toned out through here so if I have it on the app will go off on my phone and I will get a message through this.
User_characteristics	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Yeah well we had a [Event] just west of town here and I was first on the scene in my personal pickup because it was between my house and the station. I knew we had guys in route I didn't know how long. I had a guy I'm not trying to be graphic here but he was basically it chopped the cab off the semi-truck. We're talking an oil field tanker truck and the truck was on its side and his legs were pinned underneath the dash and he was literally dangling, screaming. I'm there helping there was 2 bystanders that had called it in and that's a helpless feeling.
User_characteristics	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	As of right now I'm a sergeant with the Metro [State] Fire Department.
User_characteristics	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	I'm a volunteer out here and it is a totally different beast as opposed to where I work as a professional firefighter. Out here our resources are limited...On top of that it's a volunteer department. Some people may be having to go to work in the morning I just can't go to that call and you really never know it's like a box of chocolates you don't know what you're going to get out here when an emergency goes out as far as fire...
User_characteristics	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	We're limiting are suppression capabilities to fulfill the fire service admission which is to preserve life and property. Out here you have to become a very good fundraiser... We have to take a lot more time cooking barbeques, selling raffle tickets and things like that and you know that takes time away from our daily lives with our family as well so there's more to being a volunteer than just going to the call in the middle of the night.
User_characteristics	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	It could be argued that oh you know I'm using my money to pay my phone bill and this stuff and that could be the case depending on the carrier. I do know that as a volunteer I do believe with most carriers you

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								can get some sort of a discount on your phone being a professional public safety but I do believe you can as well for that but I'm an advocate for safety all things safety and I wouldn't expect the county or my entity out here to issue me a cell phone but a good shareable radio system would be great and it would be.
User_characteristics	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	...We've got some people who are great at showing up to calls and terrible to showing up to meetings which you have to take that with the good with the bad. You got some people who are great at showing up at meetings but hard to get them to a call.
User_characteristics	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Whether you're a volunteer or you're a professional when you're on a call the same level of accountability is necessary and I think that's what they're going towards making sure people are trained, training records are kept. People volunteers in the state are allowed to be in the state fire pension. I go to work every third day to get my pension. I have no problem with volunteers getting the pension but I want them to put in a little bit of work and dedication to earn it. You know just being on it and having someone forge a document for you to me that's taking away from more money I could possibly get.
User_characteristics	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Within the fire service period you have old school and new school and you got those guys in between. I'm kind of in the between. I'm very big on tradition but I'm not big on ignoring progress.
User_characteristics	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	It's not a job it's a career that you choose and it's a lifestyle that comes with that career. It's a calling and you have to be passionate about it and again like I said the day you don't have that need for education, don't feel that passion, don't feel called to do it and there's days you don't want to come to work but that's different from that's different from not being willing to give a 100% to those arenas you know those are the days you have to be real with yourself and say is this what I want to keep doing?
User_characteristics	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] I'm the Lieutenant over Homeland Security so I interface with the law enforcement at the local, state and federal levels as well as emergency management to include other agencies and private sector.

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User_characteristics	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Mainly I fix all computers, tablets, laptops and really, I take care of all of our servers and databases for right now.
User_characteristics	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] You got to be able to adapt with anything literally like one call in the morning could be a baby with SIDS, the next call could be waking up with somebody grandma fell. You got to be able to mentally handle it all.
User_characteristics	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] That is more mental than physical really.
User_characteristics	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2]...Even when I was in the training session at my old department when I came up to being an instructor we learned how to put all of our presentations on transparencies.
User_characteristics	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] So you have some challenges with certain clientele, I dont want to stereotype anyone, and the community is great, they all seem really to look after each other, you know not necessarily a neighborhood watch but they do call the neighbors, hey do you see so and so or did you see this happen or any other, they are a pretty close community. Everybody helps everybody so to speak, there is a lot of history in this community with certain names, so it is a unique community in my book.
User_characteristics	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] Overdoses, we stage now where we get close to the scene and we park and we wait for law enforcement to clear the scene before we ever go on an overdose because of their medicines and the drugs that are out there, patients can be so violent you know; we don't carry guns but law enforcement guys do so.
User_characteristics	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S1] Well it should be. That's another thing about the public and the emergency services; when something big and bad happens everybody wants to help.
User_characteristics	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S2] Most of us live quite close. We got sleeping quarters upstairs, three bed, three room; not three room but three bed in one room sorry.
User_characteristics	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S2] Yes a lot of people have them, [indiscernible] and stuff like that, like the active people.

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User_characteristics	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	It's physical, it is a lot of mental -- it's a lot of mental especially when being a volunteer, when you go home. I help my kids a lot and I play with them a lot. They are older, they are teenagers, but I still nag them. It shows a caring side. I mean, sometimes you got to pick up a little kid or take care of them, caring, loving, I hope that is --
User_characteristics	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	I think mentally, if you are strong mentally, not necessary the physical. Physical is part of the job but if you've got a strong mindset on what's going on, not so much put it in the back of your mind; you have to talk about it, but if you have a heart and a mind, that kind of think the same on that person is having a bad day or that person is hurt or you've got to find in yourself, in your inner self to how to take care of it, how to approach that person on a different level.
User_characteristics	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Because some people are screaming hysterically, some are calm and then the scene is over, they go ballistic and they come after you or they just want to fight and you know and that's part of it, but I think a big part of it is you have to have a lot of heart. I think if you have the heart for doing and seeing people -- my biggest thing is they are on their worst part of their day, what can I do to make them at least relieve the pain or relieve the situation and I mean, just two weeks ago we had a house fire and we saved a cat and a dog, where they dog died but we got the cat and another cat and the people were poor. I mean, you can just tell, but they lost everything and it was like I was right over here in [town].
User_characteristics	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	But I think a lot of it has to do with heart, and you have got to have a strong wife too.
User_characteristics	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	Yeah because sometimes at 2 o' clock in the morning, sometimes she is at work and I will call her and go, I'm in [City] or I'm off at another fire, like the [Event]. She couldn't contact me for like three days because we had no way of talking, because the cell lines were so jumbled up -- there was no way to -- every time you called they would say some line is jumbled up for whatever reason. So, you couldn't -- we were trapped over for probably three hours trying to tell everybody we were up there. And the only people who knew we were up there was the other fire

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								departments.
User_characteristics	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	They will sing, yeah -- this is a so and so. We laugh at him. He is a paid fire fighter from [city] too and he is like, he gets on your nerves but he is a good guy with his heart, but he is like -- Oh my gosh, just give us the information.
User_characteristics	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	... Because we got a couple of training officers who said no, no, no. We need to fix that. He can't be out there doing that. But a lot of times I am one of the senior guys. So, when I get there, they are like -- put your pack on and get ready, you're going in. So, I'm usually the one of the ones that goes in with another guy and then we got what we call Red Team, which they help if a fire fighter has gone down, they go in. So, it is orchestrated but it looks like mass chaos to some people but you know what is going on. I know what is going on but we have got probably 10 new guys we are training right now that are coming up that will be volunteers full time that will be what we call -- Black Helmets. In our department, yellow helmets are training, the orange helmets are cadets, the reds are the officers and the whites are the chiefs.
User_characteristics	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	So, the black helmets -- every time you see a black helmet in our department. In a lot of departments, black helmet is a fire fighter.
User_characteristics	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	And I like it personally. I like playing on Facebook. I like goofing off on there. I think it is funny. Most of it is stupid but it is fun but a lot of it destroying lives or people or just stupid stuff I think, the communication wise.
User_characteristics	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	Well I own my own and I have the latest version of the iPad Pro. I think the others probably have Airs or Air 2's. So I mean they're functional.
User_characteristics	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	But and some of it is just... some of it is just, you know, more stubbornness than anything I guess. You know they... well why do we want to do it that way, this works? Well it works but it is efficient, it is good? You know?
User_characteristics	FF	R	Field	36-45	21-30	Male	FF-R-052	I am a volunteer--well I work contract up here which is part-time. I work

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			Responder					full time for another career fire department.
User_characteristics	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	...Some people get both. Some people don't get any, it just is a preference I think whether people want it or not. It's there available if we want it. Some people think that their text messages goes off too many times in the day and they don't want to be, you know, bothered with it but.
User_characteristics	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	... Of course no matter where you go there's going to be one or two people that get under your skin or, you know, that... there's just a personality trait that you may disagree with or not care so much for but... especially in our line of business at the end of the day I'm my brother's keeper whether I want to sit down and have a meal with you, might be one thing, but when it comes to your life or my life I will be there regardless of my personal feelings.
User_characteristics	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	And I'd like to think that for the most part the majority of us have that same opinion because of the type of work we do.
User_characteristics	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	I'm not actually from here however I did attend high school here my last 2 years of high school. I've had family that's lived in the [County] I guess most of their life. So it's not like I was a stranger coming into a brand new place.
User_characteristics	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	I don't really know what would be a good way to describe it. I mean I just I personally like to be out in the public and talk to people and just do things like that.
User_characteristics	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	So for me, I mean, it's great but I'm pretty personable. I get along with everyone. I don't have a problem with anyone, so I enjoy it because my desk is right over here.
User_characteristics	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Even though we rely on this stuff, it's really important, I would rather shoot a quick email and then run over across the town and go talk to someone in face, just to-- it's more personable.



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User_characteristics	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Right. Now you have so much coming into the 911 system, that they can't-- nobody wants to make a phone call anymore, and I'm one of those people. I don't like talking on the phone.
User_characteristics	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	No. Like I said, for me, I'm not a very technologically savvy person. Never have been.
User_characteristics	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	"A lot of times we," we, I mean, police officer, "have to rely on our six senses, or five senses," whatever. But the younger generation seems to kind of gradually forget about that or not trained, or like you said, didn't develop that kind of senses. But then those police officers told us that when it's the critical time, that's the most things you can rely on, is your own five senses.
User_characteristics	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	So here's another thing to think about, too. Since for the last 15 years, I can't read this. I can't see that until I put those on. But I don't need those to see here or on the roads.
User_characteristics	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] You can go anywhere in this department and find older employees embracing technology, being evangelists for the technology, so I don't think that's the issue. Could be stubbornness.
User_characteristics	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Yeah. Yeah. I would say tough and resilient are the first two things that come to my mind, just because of a lot of things they deal with. Not only the day-to-day stress of answering people's phone calls who are more than likely having the worst day of their lives, and we do over a thousand calls a day, anywhere from 1200 to 1500 sometimes during the summer. So that's a level of stress in its own regard. My point for that though is that when things were tough, when staff is short, which is almost always, and people are being called in on their days off to come in to work overtime or to fill gaps, they get the job done.
User_characteristics	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: daily routing] Yeah. No. I'm structured in a weird way like a rock band... They do their own thing, but they are on the same page. So my wife laughs at me. I'm up at 3:50. I'm at the gym by 4:30. I'm done with that. I go to CrossFit, then I go to-- on three days a week, I will swim for

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								an hour. And then I go home and walk my stupid dog. And then I'll get breakfast, play with my-- I got a 6-month old and a 13-year old, so... --I'll talk trash with them, play with my son, watch Sesame Street in Spanish with the youngest one, whatever I need to do...
User_characteristics	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: authentication] ...Actually, this one does... Maybe it's an S because the C, they discontinued. But I've got a biometrics on this. I don't know if we have a departmental policy that you have to. I don't know. I do just because... I'm minor anal about this. So yeah. I've got a four digit pass code. I don't have the one where you need to type the Declaration of Independence to get into it because that's just annoying. But then I got biometric and then the pass. And then for our county email, it's all through Gmail. I'm not a fan of because I don't like the fact that Google keeps everything. I'm sure Apple does too. And I'd be naive to say they didn't. But then through that, then we have two step verification. So I can access my Google drive, I guess, every 30 days. And it's always at the most inopportune damn time... I've got to go into the Authenticator app and get my six digit number or whatever it is, and then go back and type it in.
User_characteristics	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	The pain in the ass is the thing is clunky. It's got an old BlackBerry-style keyboard... I got big fingers, I got bad eyes, so little screen, and it's not user-friendly from the physical aspect of trying to look. And you're in a car. It's 2 o'clock in the morning. It's a well-known fact. People don't like cops, especially at 2:00 in the morning when you've pulled them over, and they've probably had a few pops in them. So you've got video in the car. You've got your radio. You've got your computer system, whatever the hell you want to call it. Hopefully, you've remembered to just turn your XM, or whatever the hell you got, Pandora down. You turn that down. But you got to do all of this. You got all that going on in the car. You've got to keep track on your suspect, who's in his car, who knows he's going to county and may or may not want to fight you, and he may have something hidden under his seat. And you're trying to type an e-ticket...

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User_characteristics	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	I mean, on my personal life phone, I run the beta version of the newest iOS. I'm always out there like, "What's next. Give me more. Give me more. Give me more." And that's why I tend to be test-- for the county computers, I'm in test groups and all that stuff.
User_characteristics	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	That's what my job is, and that's what they want me to do. No. I'm always about what's new. What can you give me to make my job easier? I'm intrinsically lazy. What can you make-- how can you make it easier for me? And I know that some of the-- like Dodge is coming out with kind of like the Tesla. They've got the iPad built into the dash. So all your computer, short of your keyboard, like controls and everything is going to be built right into your dash.
User_characteristics	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: Tesla] And I want to get one of those cars because I want to play with it. I mean, I was the kid that was into Star Trek and Star Wars for like the cool stories but also what kind of technology they had, the touch screens and everything. And I can tell you now, if we've got the touch screen in the cars, and I get into somebody's cars, and there was a bunch of fingerprints that look like the dogs been licking on it, I'm going to lose my mind because that's an OCD. It drives me crazy. I've got cleaning [clothes?] [laughter] all day long. But yeah. Technology to me is fascinating. I'm a dork. I look at CNet online just to see online just to see what's coming.
User_characteristics	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Not very many people like our computer-aided dispatch system that we have right now. We have one very different company before that everybody liked a lot. We switched away from it. Now, they don't like this one because there's some issues with it. So that contract comes up every 5, 10 years, so we'll get out of that sooner or later.
User_characteristics	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: city-issued cell phones] There was some resistance from some of the officers when it got to the point where you just couldn't do your job without a cell phone or some of the older officers were resisting doing that unless they got some sort of compensation. But I think any more, everybody's just so used to using their cell phones that they do it and don't think twice about it.

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User_characteristics	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: cell phone use] I'm stubborn. I fought it for a long time [laughter]. I'll be the first to admit. I needed to call somebody back, I would go to the station and make the phone call from there. Since then, I've blocked my number. I understand there's electronic means to counter a blocked number, I just do that any more. Any more, that's just a part of life.
User_characteristics	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...Our department's pretty good about being responsive to technology needs, and hopefully, I'm not just being biased because I work in the unit, but there were some officers right before we got body cameras that were going out with personally purchased cameras and wearing them. But the department did a good job of responding to that, got the body cameras...
User_characteristics	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	I was the first one to start writing reports in the car on our computers as the guinea pig, and I started teaching at the academy when everybody started doing it, teaching how to do that, and I have ever since taught out there as to how to do that, and the difference in officers from when we first started doing that as far as how adapted to technology they are and now, it's just night and day. It's completely different. So everybody is much more computer savvy now.
User_characteristics	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: technology] They're just don't like the change.
User_characteristics	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: technology] Yeah, change. I think this biggest thing we fight, and cops are the worst, I think about that, about changing and--
User_characteristics	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...I think it's kind of like any group. You have some people that would just plot along, and some people who won't do anything, and some people are going to say, "Okay. How can I do this differently?"
User_characteristics	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	I was talking more on the PIOs Monday night actually. And he was carrying around his iPad with him in his hardened case with they attached the Bluetooth keyboard. And he goes, "I have--" he goes, "It's got a list of things on here in case I need to call somebody more than the first two people." And then, he goes, "I can do everything on my phone." He goes, "I have this. But I really use it." He carries it as a

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								resource. He doesn't carry it to post Twitter feeds, and update Instagram, or do anything else. He uses this phone for everything. So I found that interesting. I would tend to use more of the tablet, I think. Yeah. He's more comfortable using just the phone for all.
User_characteristics	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Whenever we get something I get it, and I get to play with it. Either through the radio in [name] or a IT person. Like my car, it's got the newest computer. It's got the newest keyboard. It's got all this new stuff to test and see if I can make it work. Then I can teach somebody else how to do it, but I'm kind of the guinea pig when it comes to most of our technology stuff.
User_characteristics	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: relationship with dispatch] I think it's pretty good. I think we have-- again, we have people who think that dispatchers should be doing more than I think dispatchers should be doing. Where we have officers asking for so much stuff that I can do myself. And that's just me, I guess. If I can do it myself, I'm going to do it myself. I'm not going to use somebody else to do what I can do... And I think that's, again, a mindset that, if I can do it myself then I'm going to do it myself. If I'm in the building, I'm going to do it on the computers compared to keying up the radio. From the back of the holding cell, I'm not going to call dispatch on my radio to get them to run a query for me. If I can't do it myself, I might call them on the phone, just the landline phone back there. But I'm not going to use the radio up to do that.
User_characteristics	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	... we'll have the officer who will spend all this time on the radio, okay, asking dispatch, "Okay, can you go and can you check this other database and see if you can find this person, find a phone number?" and all this stuff. He's got a computer in his car. He could do it himself. But now he's having the dispatchers do it, who are then also still answering phones and dispatching calls. And so then they get upset when I don't get my responses back real quick. It's like well, that's not their job, they're communications and dispatch. They are not to do your follow up for you...
User_characteristics	LE	S	Field	36-45	21-30	Male	LE-S-016	...I also like to be uncorded. I would prefer some Bluetooth microphone

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			Responder					and that type of stuff as compared to cords and everything that get stretched all over the place...
User_characteristics	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Everybody is getting to body-worn cameras and stuff. We don't. We don't have cameras on our cars. We don't have body-worn cameras as a department. We are allowed to wear them on our own under certain guide lines, and I do that, but it'd be nice to have one device where, if I wanted to, I could hit the button and hit record, and record all that stuff...
User_characteristics	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...we carry a lot of crap. And I think technology is fantastic, but finding one thing that does everything, I don't see that ever happening. You have some things that do something very well. And when you try to combine that stuff together, then you have one thing that does everything kind of half-assed. So I don't ever like that. We'd had a deputy chief here for a while that he didn't like the one-trick pony. He didn't like our etickers because that's all it did. But our taser, that's all it does. And so I think if you try to combine everything, you're not going to get the best use of anything. So the more things I can put together, that actually are the same thing, I think you're better off. But trying to combine a lot of stuff that doesn't naturally go there, isn't going to work.
User_characteristics	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...I have a app on there for drug recognition, as far as when we find pills. It's like, what kind of pill is it, and if it's scheduled. And for our traffic guys, we have a Google Drive where we're keeping all the resources and copies of all of our forms and stuff. So if they get to a hospital and they don't have a-- and they forgot a form, they can pull it up in their Google Drive, email it to the desk clerk, and have a copy printed out. If we can do it electronically, I'm going to do it electronically. I hate the paper idea anymore. I think that's the main ones. And then so we've got the email, using that all the time, and then I've got the little app on there where I can scan licenses and photographs, and it converts it to a PDF, and then uploads to my Google Drive.
User_characteristics	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	And there's only one thing cops hate more than change, staying the same [laughter]. So it's a constant battle, "Why are we changing this?" and "Why aren't we changing this?" You're stuck.

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User_characteristics	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Crap comes through on Facebook and Twitter and stuff like that that we end up following up on. We can do the text 911. They get that. Yeah, I don't mess with that at all.
User_characteristics	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	... But our agency gives people the option of if you want to pay, I think it's 10 bucks a month, you can use your work-issued phone as your personal phone. So there's a lot of people that do that and don't have the separation of, all my personal stuff's on this phone, and all my work stuff's on that phone. So then you have the issue of if I take pictures of a crime scene, and I have pictures of my kids on here, not getting those all mixed up and in the wrong place.
User_characteristics	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: using Word for report writing] That's exactly what it's made for. It's easier to use, it's easier to read, and I can save everything that I've done. So from the time that I started being a patrol officer, my first call that I ever went to, I have all those reports saved on my file. Which is nice because when the report-writing software goes down, as it has before court, I can just go back and print the Word document out.
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...So as I tell people, everyone starts off getting into law enforcement and you're the street cop out there answering calls, but then there are other career opportunities. And that kind of moved into the tech world. I started going down that path and decided I didn't want to support computers my whole life so I pulled back and stayed more on the training and application side, dealing with the new stuff that came through for law enforcement. And then the mobile data computers started coming in so I got put into that...
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	So yeah. Did I drive fast, and have a gun, and go out and shoot stuff, and that's what I did growing up, and studied in college? Absolutely. But has it gone a whole different direction? Yeah, I think so... And as I say, what I'm doing now didn't exist growing up or when I was even in college... Because technologies change, and products have changed. And that's a hard one to get through to people of-- what you know now is not what you're going to know later so make sure your mind stays open because it's going to change.

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User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...For a while, I was in a contract position so I went full-time, was fortunate enough when my children at the age that it was important to be there. And as I say, the impressionable, age I was able to pull back and go part-time and then maintain things on a contract basis. And as they got older, I was able to step my work back up, do some contract work, and then roll it back into a full-time position with putting together a couple of contract positions.
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I do have a department-- this is my personal one from doing the contract work so a lot of people just know I carry that one. I have my department issued cellphone for when I'm doing patrol shifts because if I call people back I'm not going to use my own cellphone. So it's kind of a mix of which one I use. And I usually carry them both now but my department issued one's not on as much unless I'm doing more patrol work where dispatch is transferring calls to me. Yeah. Then it's to get in and check the emails and respond to a few of those. It's for the more formal, written stuff. And then, occasionally, I actually get to have meetings with people.
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I think most everyone carries two cellphones because everyone has their work phone to keep that stuff separate and then they got to stay communicated with their personal phones. Because that's how everyone talks to the family and friends and everything else these days.
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...there's probably more apps to come. There are wildly creative people out there who can come up with all sorts of interesting things that we didn't know we ever needed... and that becomes such a part of life from then on and people don't give it a second thought.
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: technology adoption] If I had laid out a matrix ahead of time and checked off who would embrace it and who wouldn't, I was probably 95% accurate... Just knowing the people within the department and who likes to play with stuff and who doesn't like to play with stuff, and which guys just took it and threw it in their bag [laughter] and said, "I don't have time to figure this out."



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User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: technology adoption] Guys like, "Oh, look, I figured this out." Okay. That's why you were given a device to figure things out and come up with what worked and what didn't work. And it wasn't always an age thing or a specific demographic. It's just a personality type, I think, more than anything else.
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: comms devices impact on situational awareness] Or you're not going to use them because I don't have time to do that. And you're going to go back to what you know, which is the radio that just kind of engages your ear and maybe your thumb and finger for talking... So you've still got the visual.
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: assigned vehicles] For the most part, they are, but things break. Cars get hit. It's never an always. For the most part, yes, they're assigned and people customize them. I'm amazed how many cars I get in to do work on and there's a satellite radio receiver. I mean, these guys live in their cars and I understand that...
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	We all know who likes to ramble on the radio. As we said, if you have to say break when giving notes about a call, you probably should have typed it to your computer by yourself. That's just a little much for the dispatcher to be hearing and typing and doing everything...
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: body armor] ...So then we started looking at the shoulder mics and everything else, and because it's fairly new and we've only had a few trainings wearing all this, people are realizing you're going to have to rearrange stuff to maintain those communications. And then even putting these helmets that are not very comfortable. Just learning to work with all the new equipment that's out.
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: earpieces] ...I haven't tried to use the radio with my life jacket on... But that would introduce the same thing. But even telling some of the guys, going, "You really should have an earpiece in. I know you don't want to, and you never had before, and it hasn't been an issue, but it's going to be at some point." ...
User_characteristics	LE	R	Field	46-55	21-30	Male	LE-R-019	And I think, even now, as I mentioned, when my word is not good enough

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			Responder					in court, and I have to have a video, if everyone knows if you choose to go in a certain line of work, and this is what's going to be involved, and privacy's a huge issue for you, you're going to say, "You know what? It's not for me. I'm not willing to give this up to go do that. I would love to go do that but there too much involved and I'm not willing to." Now, that maybe going too far with it--
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: hiring issues] Whether it's rural-- we don't have a big population base. Whether it's law enforcement right now, I think is not looked at as a great career choice. If people asked me, I'd say, "Go be a fireman." Just the climate in the country right now. The expectations that are being put on law enforcement...
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: problem with turnover] Yeah, and that's always been that way. The guys get here, they put in four or five, they get some training and experience, and then they decide it's time to start looking somewhere else. Some of them recognizing, as they mature, they gain knowledge and wisdom. As an adult, and actually start thinking about retirement, and where they're wanting to be, and whether it's a pension, or a 401(k), and then the work situation and overtime, and how much they can make. That they're young enough, that the time is now to make that decision to go somewhere else. So that happens. Yeah, sort of outside the basic life events that cause people to move, divorces and whatnot, or they get in our area, it then does lend itself to be able to come when they're here a few years to get the experience, and then recognize it's time to go somewhere else.
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: hearing loss] I've not had an issue with it... But I haven't worn an earpiece for 20 years like some of the guys. I've been doing a little more office admin work. I've got my [pack sys?]. It's not blaring directly in my ear. The one issue that has come up because of the use of cellphones is if you have one ear that's better than the other one, do you put your earpiece from your radio in there, or do you put it in your bad ear because your cellphone is going to go in your good ear?
User_characteristics	LE	R	Field	46-55	21-30	Male	LE-R-019	So I've got one ear that's better than the other one. I had to kind of make

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			Responder					that decision. It's kind of an annoyance. It's an annoyance, absolutely. And if the earpiece isn't, in, then the cellphone goes back to the good ear, but I'd rather have my radio ear in there. But that's a muscle memory thing because now I'm holding it with the other one...
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...Personally, my handwriting is horrible. The office people would love if I did electronic ticketing. I wouldn't have had tickets dismissed that I'm sure were dismissed because the judge couldn't-- because someone probably couldn't read what I wrote. I accept that. So I can see benefits of that, but do I do it on a little hand held device? Do I do it on a bigger computer? How do we take this concept, and then through technology actually implement it?
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: e-ticketers] Some people may like the little ones. Some people may want it on the computer. Some people like to take the plate that's already been run by dispatch and then they can copy and paste all the registered owner information into their electronic citation versus having to scan it or get the VIN and scan the VIN or having a registration. So it comes back to a workflow thing again and what each person is comfortable with. But then keeping in mind, well, how distracting, if you're worried about scanning this and not watching the driver. As we all know, if somebody wants to hurt you, they're going to hurt you, so we have to try and minimize their opportunities to hurt us. So that always has to stay in mind as you're going through these things.
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...it's probably never taken well if you come in and say, "Well, we are the federal government, and we've done this research and decided this." ...
User_characteristics	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: information sharing software] So what it does is it-- you log in and then after you log in, it asks you for verification, so previous indicators that I've put in here, so I gave them an email address and I gave them a phone number. It will then text me a pincode. I put that pincode in here and then I can log in. So most users have [information sharing software] desktop which is just a desktop version, easier to see on a big screen, or [information sharing software] Mobile. I have CJIS. We'll go into that in a minute but that's a little bit more-- but this is something that they just

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								came out with which is an even easier template search engine. So they have it by person, vehicle, or location. You can go in person. You can just type in their names.
User_characteristics	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... One of the issues right now with our new radio system is volumes, is certain people and-- it all depends, everybody's different. They're going to hold it a little bit different, and that's one of the things with these, is you have to talk right into it. You have to be within three inches away, and some people talk like this or they talk like this. And some people, like my voice is-- it's just naturally loud and I'm talking just normal like this, but I transmit loud on the radio. It's echoey. And there are other people that talk very, very loud and it comes across as a whisper. So it's the balancing of all of that and then between terminals too.
User_characteristics	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	we're constantly, all day, just twisting our knob back and forth. So dispatch is loud, MCs are loud, everybody else is quiet, so you're just back and forth, back and forth, until you can get a balance. Then with the earpieces again, so you turn it up and then your earpiece goes dead... you clean it out, and now you're deaf. You're deaf because you can't hear...
User_characteristics	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... I use a small earbud because I want to be able to hear not only this, but whoever's over here. There are specialized ones that you can get that are form-fit to your ear. They make it to where you can hear really well on the radio, but I can't hear anything on this side of my head. So I want to make sure that I can still hear so it can't completely shut off. It can't be like earmuffs are...
User_characteristics	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...I've seen the technology of glasses where you get the camera inside and you get the earpiece and all of that. That's fine and dandy. I'm not against body cameras by any sense. I think there's a time and a place for it. I think it helps out cops big time. But at the same time, then when they malfunction, "Oh, you must have done something wrong." And then it comes with batteries and all that sort of stuff...
User_characteristics	LE	S	Other	26-35	6-10	Male	LE-S-021	So we've had some upgrades in our cars where... they have tablets

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			Public Safety Personnel					installed into the dash so that you can now manipulate it. They have the secondary tablet that's on a docking station right in front so you can take that out and do your reports. But it's literally like this big so if you have giant hands, it doesn't work so well. But they tried to do that to make it easier for officers to come and go, and do their reports in their cars. But with the advances of technology, you put the tablet in the dash, now you're staring down like this instead of looking up like this at your computer. So some of our cars still have the old-fashioned, big MDC toughbooks. And we actually prefer that for the most part, I think.
User_characteristics	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... personally, I don't think enough people use earpieces because of the conflict of the noise volume going up and down and the deficiencies in the tubes. So if we had something that was wireless or Bluetooth or something that was less cumbersome-- because everybody has a cell phone...
User_characteristics	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	If you get a chance to go in our cars and jump in there, jump in both versions. Don't just jump in the one that has the tablet. Jump in the other one that has the big monster machine, which we actually prefer, and I don't know why you would think that we would, but we do because of the fact that you can manipulate it and move it around. If it could be smaller, that'd be fantastic, but at the same time, the screen needs to be that size. You can't get a screen smaller but the keyboard and everything else-- and even the keyboard, I would say no. A standard size keyboard because we have big hands.
User_characteristics	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... I don't know. If everybody could have a drone, that'd be great. But I don't want everybody to but, at the same time-- I don't know [laughter]. I'm just [lazy?].
User_characteristics	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... So some people use two radio systems. I use my car radio when I'm in the car. I use my portable when I'm outside. Well, when you shut it off, now you have a delay when you're waiting for your portable to boot up. Or you get back in the car, you shut that off, you turn on your mobile, and you have to wait for that to boot up. Because it's not instantaneous, it

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								takes probably about five, six, seven seconds... So I personally leave both of them on and that way if, like I said before, where you're standing next to someone and a radio will pick up on this person and not on me, if I'm in my car, either my mobile will catch it, or this one, so I'm not missing it. One of the two will catch it...
User_characteristics	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: using earpiece] So I just recently just started doing this again because I can't stand listening to it just blaring out through the mic here. But when I was on patrol, I would say I could probably make one last three weeks and then I have to buy a new one. It's usually, generally, not the earplug itself, it's generally the tube. But I mean, there's a variety of selections, like I said, of these. This one I cut down because there's all sorts of different flaps and stuff that they come with...
User_characteristics	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: e-ticketers] Yeah, we do have those. They're typically used by our motor units, our traffic officers, so those are pretty convenient. I am technically trained on them, but I'm kind of lazy in regards to technology, so I'd rather just fill out paper tickets than enter it into a little [crosstalk] computer--
User_characteristics	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: e-ticketers] our motors can engage in a traffic stop, be done with it, and get a ticket issued like that. They're just nonstop with that stuff, so it's definitely more efficient. I obviously don't write as many tickets as they do, so it's not necessarily something that I see. You do have to set it up, and you have to put your ID in and all that nonsense and I just don't have any interest in that ,but some of the newer officers-- well, I'm pretty new, but newer than me I guess, they like to utilize it as a tool that kind of benefits them, so.
User_characteristics	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Yeah, so at the beginning of shift you have to log in to your computer so that it's assigned to you specifically based on the vehicle, your ID, your password, so they can monitor who's using what, where they're at, and then within that you have to log into-- certain officers pull up different programs. It just depends on what you want to do because we can run stuff through dispatch if we want to, but I like to run people if I can just on my own so I don't have to call dispatch, wait for them to do it and

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								then call me back, as opposed to me just typing it in and it coming directly back to me. But you have to log in to those, so they're different programs...
User_characteristics	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: apps] ... we also have our cheat sheets and stuff... A lot of traffic stuff. So when you write a ticket for-- whatever speed over the speed limit, it's a different fine, or CC, or-- so things like that that which I don't want to ever memorize because it's just ridiculous.
User_characteristics	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... I think, within the car itself, I really don't have-- and I don't have a lot to base my comparisons on, so I'm probably not the best to ask about that. But I don't have any issues with the stuff that we use. It doesn't bother me. I know a lot of people do have issues with them, and I've listened to them. But being fairly new and still trying to learn the intricacies of the job, that's the least of my concerns. "I need better technology, or else I can't do my job properly." And I'm like, "No. Just... do your job."
User_characteristics	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	it's kind of in the way that I compare to my daughter. She'll get upset if her mom's phone is out of battery and she can't watch a video or something. I'm like, "Well when I was your age, we didn't have TVs in the car." It just didn't exist, unless it was one that you plugged into the thing. It's all perspective, I think, to a certain degree. If they could do the job in the '50s without all this stuff, why can't we-- I mean, running people and finding warrants in databases and stuff like that, that's definitely something that we need as law enforcement, but whistles and gizmos and stuff like that are not necessarily things that I find particularly necessary.
User_characteristics	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	It's horrible. That's why it's great you have bikes. Get up and down with the bikes real quick. I go and handle calls for service, just like [inaudible] there's times, and I'm sure you guys work for people who they worked in position, they kind of went up the chain, but they forget where they came from. I try really hard not to forget that. Just like these guys, I'm out there humping. If I'm out there humping as a sergeant, I expect them to do the same thing. I'm not going to do anything that I won't do and telling them to do it, so.

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User_characteristics	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	They want to be really cool and put it out here, but then what happens, we try to tell them that this wiring gets frail after a while. And [if you?] lean against it. But it's a training thing, so, sometimes I let it get frail. Like, "Hey, that oven is hot, don't grab that cookie."
User_characteristics	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	And it has the person who called 911 in there, too. So they go-- we get a lot of calls of six guys in a corner, all wearing black clothing, one has a gun. So what do you do, as an officer? I had a group of people with me from the DOJ, conservative and non-conservative, both in the car. And I purposefully want to go to this call. So I told dispatch, "Send me to that call." Because I wanted to see--
User_characteristics	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	No. "Oh, no we believe in timeout. No. We'll give him a timeout. [We'll give him a long nap.?] We do this together." We have a huge generation gap. I got these. We got the new cops from [City]. And worked at Starbucks all their life, and never-- I got an [ebop?] instructor here. I got people who never had their license until a week before the police department, the academy because they never had to because there's Uber.
User_characteristics	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	... So I got people who are great with computers and stuff like that, so they'll do the police work for about three years and then somehow work their way downtown and start, and they're inside. And they're doing technology stuff. Or you people that are not really street cops anymore, but they like to do investigations. Because they liked it on CSI or TV and try to figure out where all the bullet holes go. So you get people with knack for CSI stuff. After about you get your eighth year in the police department, you usually go one way or the other. You'll be out standing at traffic accidents. Some guys can knock them out real quick, meaning draw them, love the investigation, find out how the car, the front wheel pressure, and they're really great at that. Some guys are great with dope arrests. They can get there and write a search warrant in two seconds. They love all the aspects of it. They go to all the training. They recognize this person's under the influence. Some guys do regular stuff. And I got kind of thrown into it and picked it up. Tracking, bank robbery stuff, car



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								chases, this 2-11 vehicle. I'm great with stolen cars. That's my thing; I profile cars.
User_characteristics	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	--and try to save it and save everything, they want to save pictures. Don't do that. It's insured now. So you contain it, so encircle it and shove a bunch of water on it and insurance company pays out for the house. So they totally-- and they get to work out, they eat well and stuff like-- I love firefighters. I get along with them great. We have basketball leagues and all that stuff, but the incentive right now is who wants to become a cop? They always give you the standard, "I want to become a cop because I want to protect," they have that--
User_characteristics	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Depending. I mean we heard the other thing was a lot of folks who are hiring never lived in the city.
User_characteristics	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Lonely, it's a lonely job. A lot of law enforcement, you deal with so many other problems. It's tolling, mentally and physically, tiring, long. It's a long career, hard, happy, sad. What I've noticed is, whenever you ask an officer how they're doing, it depends on their day. It's always in ebbs and flows. Some days are really good, and you have some days that are really bad. But with us, is we get them in succession. And a lot of times, we get a lot of bad days--
User_characteristics	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	They're lighter than the older ones, but I have a problem with my-- I'm left-handed. So my radio is on my right side.
User_characteristics	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	No. It's over-complicated. I call it 'dumbifying.' They should 'dumbify' a lot of-- just make it simple. Cops are smart, but we're smart in a different way, but adult learning is different. When you're older, you don't want to learn new things. You don't want to learn how to utilize this iPad for work. You don't want to learn how to utilize this new MVT system because it's-- now, when you would get in the car, you only needed like one password to get onto the computer.
User_characteristics	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Just do the job. And one of my old partners said that, "We are people." We're people. We have good days, and we have bad days. If you talk to us on a good day, we're good people. You talk to us on a bad day, we

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								don't want to talk.
User_characteristics	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	I'd say impartial, empathetic, firm, compassionate, aggressive, consistent. I think those would be priority up.
User_characteristics	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Well, I think consistency is probably one of the most important out of those because if you know what you got going in, you're not going to be surprised by an answer
User_characteristics	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	So being consistent, people know what they're going to get when they get there, so that the consistency is what people, I think, thrive off of or look for their own stability from where they can go forward in a conversation. If they know what the baseline is, they know where they can go from there, what the rules are kind of going in, so being consistent with that as opposed to-- depending on what your own particular mood is in a day, letting that influence you regardless.
User_characteristics	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: passwords] ...it's not difficult, but I'm getting older and I never thought I would admit it, but I have to write my stuff down. I put it in my notes on my phone. I'm sitting there. And before, I used to have a [base?] phone numbers. If you ask now, "What's the number?" "I don't know. Let me look at my phone."
User_characteristics	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	It's decreasing. I came on the-- the cell phones weren't really that big until I was in high school. And even then, it wasn't something that everybody had. And I think by the end of high school, I didn't know anybody's phone number anymore because my parents' phone number was the house phone. And it was about where it all ended.
User_characteristics	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I'm worried about people knowing how to write or read cursive... I've had someone that says, "I can't read cursive." I'm looking at them like-- this is a teacher. She's 22, 23 years old. And somebody wrote her a hand-written letter, note. And she couldn't read it because she was a [talk?] person. And to me, that just-- that baffles my mind. What do you mean?
User_characteristics	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I think, partially my generation, but definitely, the generation that's coming after me, we're more apt to text than make phone calls. And so I think we're not as good of communicators because of that. We're used

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								to being able to plan out what we're saying before we send it and stuff like that. So that phone calls, sometimes you-- when I first came to the department, we had to start making notifications. I'm like, "Oh my God, I hate talking on the phone this much." It was just, it was something to even get used to, to be on the phone regularly.
User_characteristics	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I'm more of an audio learner. So, even when I do read-- if I'm going to a call and something's on the PCAD, I tend to read it out loud to myself. Or if I do have a partner, somebody does read it out loud. Usually, the person not driving [laughter]... But I would say audio works better for me and of course, it's nice to reference though, "Were those pants black?" And you can look and of course, it's easy to look at the PCAD and read it.
User_characteristics	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	On the street, I preferred the radio as opposed to PDT just because you can hear it and you're still paying attention. If you're trying to read it off the screen, you're distracted, you're whatnot and-- if you have a partner, then you have no problem. But when you're alone, it'd be nice if the-- if you got a job and you could hit a button and it-- have the computer read whatever to you, like talk to text almost where it would just say, "Hey." That, I think, would be ideal for some officers especially-- even when you get older, it's harder to take the glasses off sometimes.
User_characteristics	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	the computer where it's at, it's not really comfortable. I mean, I would hate to have to write a report in the car. My back would be killing me because you have to turn, and lean, and type, and it's not-- it'd be nice-- it's supposed to be a portable data terminal but it's not. It's fixed in the car... You could take it out but if you're in the driver's seat [laughter], your steering wheel is in the way. So if you're in the passenger seat, you can put it on your lap and work. But if you're-- we're days so if you're by yourself, it's-- you're working like this.
User_characteristics	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	We can on a limited basis. I think as part of the grant the fire departments were provided with a couple of 700 radios for their command vehicles and maybe some portables. I don't quite remember. We do have a dedicated fire launch channel. I don't see it get used that often because I think it's primarily like the command vehicles will have

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								the channel that the actual like EMS and fire don't have it so technically yes we can talk to them but I don't see it getting used very often. I hear a lot of gripes about interoperability but I don't always see the users use the interoperability that we do have.
User_characteristics	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I was going to say after listening to [Name] talk about all the systems earlier it made me think like you know our computers and our technology work 99.99% of the time and that's a testament to [Name] and his team because there's from my perspective and probably most of our employees here when they turn on their computer they expect it to work and like I said it normally the vast majority of the time does and our systems work and it's probably something I mean I'm sure our employees have no idea what you guys do to make things keep working and so that's a testament to [Name] and his team.
User_characteristics	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	We certainly didn't I think I remember we had maybe one video camera and it was like a camcorder and you lashed it to your dashboard and you pushed the button. It was a handheld type of thing and I think I remember people didn't like it. Officers didn't like it because it recorded them doing stuff they shouldn't be doing or saying things they shouldn't be saying and so I think that's just a sign of the times but I mean yeah I don't want to sound like my grandpa or anything but it has changed a lot since we all started I'm sure.
User_characteristics	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...I think the newer users have more of a desire to see you know some awesome asphalt calculating utility or how many tons of paper come out of our recycle center in a day. Those different things aren't as important to me as the underline technology and infrastructure that supports it. I want to be able to take whatever app [name] thinks is the coolest thing and his staff need and pop it in there and turn it on and his staff can access it and it's secure. Nobody's going to get into it that shouldn't be and it does whatever they need it to do and so I'm more of a big picture guy. There's lots of things I could use most of them already exist.
User_characteristics	LE	R	Other	36-45	6-10	Male	LE-R-043	My current job title is [Job title] and [Job title]

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			Public Safety Personnel					
User_characteristics	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Never tried it yeah exactly. No I just yeah I mean you know I feel the radio is more of a response tool than it is for planning tool but yeah.
User_characteristics	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	I have a departmental one that I use. They did like a reimbursement here but I'm one of those paranoid dudes that's like I want my personal phone to be my work phone. I know that's probably stupid.
User_characteristics	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	So it's just more work right? So I guess I don't miss it because now I have less work to do but I got more work actually yeah right. I gave up that in exchange for being the [Job title] and of course then we had all these disasters and other things so I created myself a lot of more work. Yeah it was a lot easier being just the [Job title] as far as the level of work but I also got bored let's face it so this has been a lot more interesting.
User_characteristics	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	No I'm a number geeky guy. I'm a [Job title] not a [Job ttle].
User_characteristics	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	I don't know. I'm not that person. I'm not a person that keeps a ledger and keeps track of all these things that broke.
User_characteristics	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Yeah, yeah there's no reason to get caught you know dwelling on the past of what occurred and what didn't work you know. Yeah at some point my GIS software crashed. I had no idea why it just did and of course I didn't save the work I was doing so I lost all my work right that sucked. Other times my radio wouldn't properly get tuned to the right

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								channel for whatever reason. I turned it off, turned it back on all of a sudden it worked right? Maybe there was a knob that was loose or who knows
User_characteristics	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Wow. I don't know that's such a loaded question to me. Only because like I embrace technology but I'm also very cautious of technology right?
User_characteristics	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	... it's one of those things where even if you get technology the next part is teaching people how to use the technology and so you can have pie in the sky technology dreams but then you got to teach people got to be willing to learn it and be willing to you know they don't.
User_characteristics	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	... You know people have their concerns and they talk about for the most part. Obviously as with anything else in life everybody has certain things they're not comfortable talking about, things fester and come to a head at some point or otherwise you go past them and off you move on so yeah.
User_characteristics	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Well I'm doing it poorly so I probably won't give you the right answers and I know there's no right answers but anyways you know I'm talking mostly amongst the first responders here, the county commissioners and the [state] and so I'm more of a liaison between the [state] and the local responders as we go through this.
User_characteristics	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	I am a [Job title].
User_characteristics	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	It works. I don't know that my opinion is that it could work better but it serves the purpose so I think when and this is just my own personal opinion. When we talk about how our agency is going to respond there's a lot of I think naturally in law enforcement there's a lot of reactive thought processes and I feel like and one of things I have connected with [Name] so well is I feel like we can proactively address some of these things and make the job easier, safer and more efficient but we're not in a business that generates revenue based on efficiency. So there's

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								that disconnect there between you know are we is that really the role and I might be on a different page there than a lot of people.
User_characteristics	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	From dispatches perspective they still got to get EMS in route, they could have a crash going on, they have a call in the city, they could have several things going on in our county at once and so they just kind of get us in route and we go and we get back to kind of one ranger kind of mentality of that we are our own resource. If we need more we got to do it because what the county is able to provide us is limited and so that type of information to me is very valuable and I use it a lot. Other guys don't they're just like whatever it'll be fine nothing's ever happened. So it's different mindsets around that. For me it's really easy to pick up the phone and make that phone call.
User_characteristics	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	Okay well I don't want that Facepage thing so I think the communication really in my mind is not limited part of it is limited from funding and we don't have we don't ever get to show the cool gizmos and gadgets to try to sell anything but I think part of it is personal style.
User_characteristics	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	It's a visual indicator but it's not the sense, it's not the smell, it's not the gut feeling, it's not those other things that you have it's a step in the right direction but we're not there yet with changing our perception of law enforcement.
User_characteristics	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	I'm not going to sit on the side of the way and statistically that's where I'm going to die on the side of the roadway is where I'm going to die. I'm going to be hit by a drunk driver, I'm going to be sideswiped by a vehicle or something like that for what? For a speeding ticket? I do care because I know that that event speeding kills people and that's what I want to try and do is prevent that and I care because of that because I want to help, I want to prevent that but it will wear on you over time around making \$28 to \$35,000 a year to go stand on the side of the roadway to try to help somebody that doesn't care about that doesn't show any respect or care about what you do or why you're doing that for them and I think it's part of that focus is on education and why you don't speed you know so it's complexed because it's you get these different

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								emotions.
User_characteristics	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] We have to go to every call with non-prejudice, non-biased opinions and try to make a justified in a justified perception of what exactly we're dealing with because people lie to us all the time so it really you have to be able to maintain a clear head with every call you go to. It could be something from a disturbance could actually turn into a domestic by strangulation you just never know what you're walking into which is where the excitement comes in as well.
User_characteristics	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Well it has as far as the video on our side having being equipped with body cameras more and more. I used to wear one until I became more of a plain clothes this is my usual uniform to where I can't really have a body cam without having wires everywhere. I usually use an earpiece with my radio but there's no way to put an earpiece into my radio without having the actual handheld walkie talkie so I'm without it and I'm having to kind of wing out but as far as civilians with cell phones they had them for a while. I mean when I came on they already had them so it's nothing that I really had to adapt to.
User_characteristics	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] It's a complacency trend. Years and years of doing the same thing and they just grow accustomed to what they're used to and when something different springs up they're still in that old pattern. I don't know it happens with a lot of people.
User_characteristics	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Like he said there's a lot of options here that's been here you know for 15 to 20 years so they're accustomed to doing what they do. You know there are officers here that tell us stories about when there's a call there used to be a light on [name] Tower that would flash red that's how you would know there was a call. You would go to a phone and pick it up go to dispatch they would tell you where to go so you know it's definitely advanced since then.
User_characteristics	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] And the unfortunate side to that because I mean [town] is a heavy drug area. I mean we have quite a bit of drug usage usually it's going to be more or less [State]'s going to be a prescription pill problem for the



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								most part but we have a lot of meth here, we have a lot of marijuana here, more meth than anything but my main zero tolerance especially is when it comes to you have yeah you might have an addiction but you also have two kids. You don't want to think about them in that way I'm sorry I don't know how to help you. I'm going to help them. I'll get [department] involved and I'll do whatever I have to do to make sure they don't have to grow up in this and actually have three meals a day because you don't want to spend that \$20 on them. You'd rather put it in your arm. I have no tolerance.
User_characteristics	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] On the other end of that spectrum if I see somebody that has a car full of groceries and they have (INAUDIBLE 00:38:59) into their car and they don't have a license I'm not going to be mean get home. Just don't drive again.
User_characteristics	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] We have a lot of discretion. We have discretion when it comes to what needs to be done. There's a few things the word shout is undebatable but there are times where it's just like I see your problem, I see but it's not a major one the vehicle's got insurance stuff like that it's one of those that I can see past.
User_characteristics	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] ... Comfort is a bad thing because it's a one size fits none type headset. I got a big head. I don't my Taser one was uncomfortable and it wasn't adjustable at all but as far as the quality goes when it worked awesome. The battery life was really short for the most part...I go through screen protectors almost monthly.
User_characteristics	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] ... Yeah with body cams like I said it keeps us protected in certain situations. We're upstanding officers we don't work outside our badge, we don't abuse our authority or abuse our power in any way. We do our job, we have families.
User_characteristics	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	I think it's going to be fun eventually. It's rewarding. I think you have a very intrinsic reward system where you see things. It's like I'm into numbers I like numbers. I think numbers tells the story and you look at historical data and you look at current data and you take actions and I

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								use a scientific method to address criminal behavior and driving behaviors and things like that. Some of the stuff we did was we were the top third last year for fatality accidents per capita... I'll go out and write tickets. This last weekend I wrote 29 tickets this weekend myself personally as [Job title] and all my guys work you know if you have a badge and a gun you ain't no better than anybody else everybody can work but the other thing is how you do it and we'll use patrols to really raise awareness and put something on Facebook saying hey you know we had one place it was next to an elderly community and people were having trouble getting out in the road because people were speeding.
User_characteristics	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... the reason we do that is if you're not happy at home you're not going to be happy at work. If you're not happy at work you're not going to be happy at home.
User_characteristics	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	A lot of that has to do with pay. And I'm picky about people. If you put somebody in a badge and put them near a community as to the wrong person it really hurts your department so I really work short then work wrong and one thing we had is when I came into office here we were paying \$12 an hour for deputies.
User_characteristics	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	...In my summation there's three things that cause issues with law enforcement officers that's education, execution and ethics. Education's on me realize what your needs are, what your short comings are and give you the education you need and training you need to do your job. Execution's on me. Once I train you I got to make you're doing it right. If you're out here and you're not applying your knowledge correctly I need to figure that out and make sure I correct that and ethics is on you. I can't teach you how to be a good person. You know right from wrong. If you know the right thing to do you choose the wrong thing you're not going to work here you know and that's kind of the way I look at it and that's why I tell my deputies.
User_characteristics	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... Some of the biggest issues I've seen is law enforcement people trying to make this perfect deputy, this perfect officer.

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User_characteristics	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... I'm not a wait and see kind of guy.
User_characteristics	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... If you got a call you had to go to the call you had to come back here, sit down and write the report so you're having a lot of transition time driving which made it very difficult so we changed that somewhat so that's getting a lot better. Next year we should be in a lot better shape technology wise. One of the things they have is they have the ability with the Eagle Mobile to track the deputies, GPS and track their speeds and all that kind of stuff. I don't like that and I'll tell you why.
User_characteristics	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	A lot of times I don't pry in their personal life but it goes a long ways to say hey, how are you doing today? I could look at somebody and see them and call them in my office man, what's going on with ya? Man, you know my wife is this, this and this. I said okay you need to take a day off you know. When I call and check at work and if you and if your mind isn't here. If you need to go home and spend some time with your wife... My philosophy is it's just a job. This is just what you do. This is not who you are. You come to my house I don't have any police related stuff in my house. You know if you look through my house you'd never guess I was a sheriff.... My philosophy is it's just a job. This is just what you do. This is not who you are. You come to my house I don't have any police related stuff in my house. You know if you look through my house you'd never guess I was a sheriff.
User_characteristics	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	...They're responding emotionally not logically. When you see a good police shoot they're responding very logically not emotionally. That makes a huge difference in keeping your emotion in check. That's why you don't want emotional people working for you.
User_characteristics	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... man I don't want this system blah, blah, blah but see for us as law enforcement our job is problem solving. That's what we do and it's a resource because now I have all this extra data and information.
User_characteristics	LE	R	Supervising	36-45	21-30	Male	LE-R-048	...You are supporting their efforts. You support the fire department, you

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			Field Responder					support EMS, you support the police, you know you need to understand where you stand in this relationship and once you get that and they stop being smart butts about stuff and humble themselves and embrace their role it goes a long ways.
User_characteristics	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	... They actually went over there and sat with them for two weeks and see how they did their business, came back and I brought my thing is you see somebody being successful emulate success. There's a reason why they're good at what they do.
User_characteristics	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	So these are notifications that are coming in to dispatch and popping up so they have to be able to be trained, keep up on the changing technologies or the advancements in existing technologies and then of course as new tools are implemented they're trained on those so for a dispatcher it can be somewhat overwhelming. Those individuals it takes a special breed.
User_characteristics	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	It's a mixed bag. It depends largely on probably the officer's comfort level with technology. We have a wide range of police officers with both experience and age. We have some young officer's right out of the academy. I think largely just given their generation they are more adept at technology and so they'll climb on the MDT in the car they'll run all their own registration queries, they'll run their own wants and warrants queries and will rely very little on dispatch with the exception of sending them on call and even then a call can be pushed through the MDT and there doesn't have to be any radio traffic. Some of the older officers tend to be much more comfortable running all of their queries through the radio and less comfortable on the MDT.
User_characteristics	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	Because of that we don't have the time to spend with bleeding edge technology. It has its place and we may look at it in very, very select cases we might try to do some trials or tests but as far as adapting or adopting that technology we won't until it's at least been tested by others and we've got some confidence in the capabilities of the technology. So we're comfortable on the cutting edge, we shy away from bleeding edge and

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								of course there's a lot of technology that's just broadly accepted in the industry that we'll evaluate to see which one best fits our needs.
User_characteristics	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	I don't know if it's the technology that has gotten in the way or if it's the speed with which we're able to get people trained to use the technology or the individual's capability of and comfort in using the technology.
User_characteristics	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] We have a crime analyst who works in our office and that's her job is to find trends using social media finding offenders based on social media accounts and then we do that too. I mean she does that but we that's kind we're kind of all in work intelligence nowadays you know.
User_characteristics	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] No they're quite dumb. [talking about convicted felons]
User_characteristics	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	...Some are stronger than others and we're getting more people that have come from for a long time a lot of the people that dispatched here only dispatched here and I certainly don't hold that against somebody. That's this is where you got a job and this is where you learned but the learning curve and the expectations are a little different.
User_characteristics	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Absolutely. I think every time we get closer to kind of industry standard it makes us better and the people we're trying to recruit and the people we're trying to retain are happier. I think sometimes people are looking for obstacles like oh we don't have this and it's like well you don't you wouldn't use it but we should have it you know we can't run things in the cars well so what you can run things over the radio. Find another way.
User_characteristics	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Stress, lack of training ability and then some people can just be difficult. Sometimes we've got officers that give attitude over any of us. It's like why are you getting an attitude? Sometimes we get dispatchers that get an attitude on officers. People are having a bad day but it can really impact our ability to communicate but I think when the situation gets stressful or it's a high you have officers messing up, you can have dispatchers messing up and I think when if people just don't have the

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								intellectual capacity to do the job or are not properly trained you run into problems. They don't know what to ask, they don't know how to ask it, they don't know how to relay that information.
User_characteristics	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Because I was a student employee here a long time ago almost 15 years ago so I've known part of the department peripherally for a long time and so we had two Sergeants who were both really good Sergeants and our now doing other jobs that were running dispatch and I don't know how well equipped they were for it then they finally said okay we're going to hire somebody so they hired someone who had run a large 911 call center and she's done a much better job of dealing with the personalities of bringing the standards of training up of knowing what to send people to so I think it was you know we had some people that were kind of deficient.
User_characteristics	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	I just - you know, I am sure there are; I just, you know, without having an intimate knowledge of all the workings of how everything pieces together and fit's together, I don't think I would be qualified in answering anything like that.
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	S1: Okay. And in your role as fire-fighter in EMS, volunteer or career? S2: Volunteer. S1: Okay. S2: I was career and then I switched over.
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Right. And for the most part, I mean, I will take phone calls, work-related phone calls all the time on my phone but as far as pictures and so forth, I carry my own camera now, so.
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	I don't - I like it because I am more personable, so you know, I might get out and give a little kid a sticker [unintelligible] whatever.
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	I mean, I have a password keeper, the thing that backs up all my passwords for different websites or whatever.
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	On occasion, I use the GPS on my phone.
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	I mean outside of them having performance issues, no, not really. I mean, I prefer the enhanced technology.

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User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Both. Again when the technology is working, it makes things easier but when it is not working, whereas when you used to write everything, nothing is going to break that you can't fix. So now if the reporting software goes down, we can't utilize it until it gets fixed. So we are not doing reports in a timely fashion which dictate when it gets to the court and so forth. But when it is working nice, I enjoy it. Some people are a little technology averse here but.
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Lack of exposure in their personal lives, so they get - so we get a technology upgrade here, you know, and they are just used to a flip phone and we are using an I-Phone here, you know.
User_characteristics	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	It's very challenging because of the limited amount of experience we have in our department because it's younger. We have to constantly guide and change officers' behavior by how they do things because again with the FTO program, I have such a young department that now I have got guys who have got 2 to 3 years on - these guys are my FTOs, and before when I started, they wouldn't even look at you until you started having 15 years on to start training people.
User_characteristics	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Retirement. You know, I have been - God - I will say it is still rewarding because I do enjoy making sure everything is done for the department to help the citizens out. Darn; adjectives for my job; I don't know, honestly.
User_characteristics	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	We have two Hispanic and we do have an Arab officer. We have two female officers now who have only been here for almost 5 years but before then, I mean, they never had any female officers. We definitely try to be as diverse as we can but by no means get. My applicant pool is not diverse.
User_characteristics	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	I'll be honest that in my 5 years of interviewing people for jobs, I can honestly tell you I only had one black person apply for [Town].
User_characteristics	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	... Honestly, I don't think - oh, I know for a fact it's not done much because I think the whole perception with the whole police thing people are just -officers, they get blinders and they don't wanna deal with people unless they have to a lot of times; I really, really do see that; they just -

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								you could go up on a just a normal meet and greet just to talk to people and it always, you knowing, the interest turns negative or they want to complain about something, you know, citizens have a habit of really complaining about every single thing that goes on in this city, whether it my neighbor is cutting their grass and it's on my sidewalk to they want to complain about the mayor.
User_characteristics	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	They [unintelligible] in there is very quick. They have been - it's always contacting us and working with us in any kind of community problem that goes on. So, it is difficult? No, it really isnt but again, officers, they just dont - I think they dont want to deal with people any more being so negative.
User_characteristics	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	I noticed that because I was always a big one on the road that, you know, you talk to somebody like you would talk to your dad or something and you can calm situations down or resolve stuff with like - everybody is semi-happy and no charges are being pressed and everybody goes their separate ways but now it's like they dont wanna say, you know, if someone says I wanna press charges, you know, we were like listen, do you really wanna to press charges on your husband or do you just wanna just - everybody go their separate ways, calm down for a little but now it is click, you are going to jail. So I think it's a little bit on that aspect.
User_characteristics	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Yeah, I think they get spoiled with the whole I-am-able-to-run-everybody-instantly-with-my-car and stuff like that and then you know, God forbid they have to get on the radio and call in and, you know, talk, but I mean, overall, without the technology they would be able to do it.
User_characteristics	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Because one, it's a change and anybody, especially cops they dont like change so I foresee a lot of complaints.
User_characteristics	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Like a secretary or somebody that could help me with the paperwork but, you know, I can't complain.
User_characteristics	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	And everybody here is a Type A personality, everybody has got their opinions, they are right, and not everybody is always, and you know; I



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								imagine that is probably for every police and fire department. I got a lot of buddies in other departments and I hear the same kind of drama, as we call it.
User_characteristics	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Me? All the time here. I am [unintelligible] all the time to it. I don't have a landline at home or anything but yeah, here I use it all the time. I do a lot of traffic detail and a lot of it involves like counterfeit insurance, fraudulent insurance, things of that nature, no insurance, and I place a lot of calls to insurance companies; and I would endeavor to say upwards of 50 times a month I call insurance companies to verify paperwork. Local sector [unintelligible] not very often because they just put you on hold and it is just as bad as going in person. But I use it to call the guys for -and that most of it is work related but then you know, even if you are going to lunch, like hey, what are you doing for lunch, stuff like that.
User_characteristics	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Most of us use our personal phones. Certain jobs here get a city phone. Our Chief has a city phone; the detectives have city phones if they want one. A lot of people don't take it, they don't want it.
User_characteristics	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	They are really - Chief does not do much homework before - you know, I personally review everything before I buy it and I think we did no reviews, we just bought it and other departments that use the same ones dont care for them either from what I have heard and are switching. We would be a lot better off if we had a better brand of body camera. That makes it pretty current here. We upgraded our computers I think about a year and a half to two years ago, we got new computers in here. We kept the old monitors which were small. I wish we would have spent a little extra money to upgrade those, too, but -
User_characteristics	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Well, the cost, obviously. Those are very expensive to buy, get the server to host a video, stuff like that, but no, not in my opinion; I like having them.
User_characteristics	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	...A lot of times in the morning they barely got their eyes open, wants to get the heck outta here, not linger around and talk, but at the same time,

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								I mean, we have, on our computer system, we can go there and read all the recent reports; we can see what happened last night.
User_characteristics	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	And like here, I mean, I can do anything on pretty much anything on our stuff but I mean, if I try to go play like a modern video game system, I wouldn't even know where to start. This isn't [unintelligible] Nintendo I had when I was a kid, you know, and, you know it is - that was good technology that used to be but I am not an idiot either, I can figure stuff out when I have to or you know, use it [unintelligible] second nature.
User_characteristics	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Well, lack of use. I used to speak pretty good Spanish in high school; now I can hardly say anything because there is no one to talk to, so. Same thing with technology, you know. You use it or don't use that specific thing and it just kind of falls by the wayside.
User_characteristics	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Well, I am human, I have emotions and I have my own opinions on things and I am not like a robot and I can't just make - a lot of the time, it's not just a clear-cut yes or no, there are mitigating factors, so you are going to have to take that human scale and weigh that up as well, as far as what you have and what your options are and you try to resolve the situation in the best you are able to, with the information that you have and try and have a peaceable solution.
User_characteristics	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	S1: Okay. And if you were to kind of describe that with adjectives; fun, exciting, boring, whatever - what words would you apply there? S2: About 75% boredom and about 25% actual excitement. So -.
User_characteristics	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	When I say exciting, I am not saying like exciting like - fun; I am just saying it is action oriented, I guess, if you will.
User_characteristics	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yeah, incredible. And we do it all with, you know, we used our reserve unit, that are people that volunteer for our agency to work for free and to do the mental transports. We lost 21 reserves this year. I think a lot of it was - some of it was attrition, some of it was, you know, I've done this long enough, I want to do something else and but I think some of it, you know, this isn't what I signed up for. You know, I am not Uber for, you know, the mentally ill, you know, and they are spending their volunteer

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								time doing that instead of doing other things they could be doing.
User_characteristics	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	We've got young guys. We've had a big turnover with retirements that we have had. We have a pension that's in place that's allowed people to retire with a defined benefit, you know, a percentage of their income. So, a lot of guys have taken advantage of that and that gave us an opportunity to be younger and younger agents. And when you get out of here and you are doing that work, I'm 53 okay. Some of my years were dog years, so I have lived 7 and 1 a few, but I am telling you, that's a young man's forte there. When you are out there in that patrol car and you are chasing bad guys, you ain't chasing a 53-year-old man.
User_characteristics	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	...And [Name], he wanted to take the cameras and dump them off the [Street] Bridge and [inaudible] because he said a policeman's word doesn't mean nothing anymore. And it is sad you know you can't go up there unless you have got it on video, it doesn't matter. The policeman's word doesn't mean anything. That's crazy. But it is true but you are not going to regress, you know, so we got to embrace this. And my chief of operations [Inaudible] was -- no, they have got enough on their belt. You can't put no more on them. You can't do that to them. You cant -- They have already got in car cameras, you know, we are just going from the car to wherever else we are going, you know.
User_characteristics	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	S1: Okay. But most of them wear them -- which one is the most popular? S2: I think S1: And then their radio is --? S2: On the other side. Yeah, S1: Hangs off that big chord? S2: Most of them have a shoulder mike and the chord runs up there and they just turn and talk like here.
User_characteristics	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Some, not much. It gets cumbersome and you know, it bothers them at times.
User_characteristics	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	I just take my gun on my backpack gear and I've got the handcuffs off the emergency brake, you know, I mean, I don't know -- not much anymore. I mean, it was fun and don't get me wrong -- I enjoyed it.
User_characteristics	LE	R	Supervising	46-55	21-30	Male	LE-R-058	It really is. I love working at Sheriff's Office, I do and I enjoy my job. I

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			Field Responder					don't mind getting out of bed, you know, last couple of years have been -- I've have had to do some soul searching because I thought about leaving in 18 this year when [name] did. So, I was looking at other jobs. Me and my wife were talking and I'm, you know, I'm [inaudible], but you know, I ask for guidance and decisions, you know, always I have. It's just a foundation of faith I was raised in and so -- so, I remember I had this pad and me and my wife were setting that up in our kitchen and I had a legal pad like that and I had down the middle I had pros and cons and I had jobs, I had been talking to some people about, you know, going in to do, you know, what am I going to do in a couple of years when I am going to leave when does and what am I going to do and I can't sit at home and only fish and golf some -- ah, you know.
User_characteristics	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Thank you for that. I mean, we have dog years -- but, I talked to some guys in commercial real estate development and residential real estate. I had spent some time in wholesale food business. I ran a produce company for three and a half years -- six years really. Worked there for six years but three and a half years fulltime and was very successful at that. But did I want to go back in that produce business 7 days a week, you know?
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	That's the uniqueness of our position at the sheriff's office. We do a wide variety of calls where most sheriffs' offices won't even answer those calls. Even our sister [County] is right next door us, like we still unlock vehicles. Any--we respond to any case or any call that comes into the radio room.
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	.... For me, being an old dinosaur as they call it, I am impressed of like just using our computers, seeing our computers following the deputies on GPS because I can see all this, just on a simple look up at my screen I can see where every deputy in the [County] is.
User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	I think technology is on the right path. For a supervisor, for like I'm like again I'm in the tactical world, being a SWAT commander, and also being certain years in the canine, to be able to visually see what is around me at that immediate moment.

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User_characteristics	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	... I don't know how to play with it and break it, I like the new tech, like in our answer center when something new comes out, oh yeah, it's cool and I want to, you know. I'm a freak, a geek when it comes to that, I want to be able to turn it on and see what it does and check out the cool updates and new features. But I'm not sure if the back story of why they didn't get turned on and stuff like that.
User_characteristics	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	.... I mean that was a never stop job, so I just kind of, I did that for a couple of years and I got kind of burned out on that. And I asked the chief for a transfer and I went over to Special Operations because it's that--that job is really more of what I like.
User_characteristics	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Blink of an eye, yeah, right. And as far as the fire service, that's, a lot of people have extracurricular activity like they like to fish and they like to hunting and I like the fire service, I enjoy the fire service. I kind of do that as my pastime. It's like on Saturday some people would go play golf, I kind of go work at the fire station and it's kind of my relaxation. I mean it's sad, it's sad to say this but other people's emergencies is my getaway, I like going to help people, I enjoy that, I mean I guess just born into being a public servant and that's kind of what my life is. I mean I do have a family and children, but my life is just dedicated to serving the public.
User_characteristics	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	... Like a lot of times, a lot of times you go to a real horrific scene and you see the officers on the side and they're laughing and joking and it's really not good for the public to see that, but what they don't understand is that's the way that we deal with them problems. We laugh and joke about it because when you see that every day, it's not that you become kind of demoralized by it but it's a way to relieve the stress.
User_characteristics	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Absolutely. And especially here, especially here, you see a lot of police officers that are volunteer firemen. They can relate to what's going on. They understand the need to serve the community and kind of work in that type of environment.
User_characteristics	LE	R	Supervising	36-45	21-30	Male	LE-R-053	... As first responders, we should be more professional than argue with

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			Field Responder					people on social media and put things about our personal lives on social media. We shouldn't be doing that.
User_characteristics	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Yeah, I do believe so. I do believe so. I believe that... yeah. Training wise, and technology, I think that the officers are becoming more, more reliable on less lethal means, because of different, the trends on social media, and even more dependent upon the computers and the radios, rather than being able to get out there and just the old police way and talk to somebody.
User_characteristics	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	They're good. Of course, you've got your different personalities, I sometimes refer to it as an adult day care, but--and again, policemen, when they get bored, they tend to get bored, so--
User_characteristics	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Again, I think, like on my questionnaire, I would rather buy a proven technology than the leading edge technology.
User_characteristics	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	No, but I'm getting too old to do it [laughter].
User_characteristics	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	I think it's kind of, in my view, it may be I'm a little more removed than maybe some of the other people that you'll talk to. Most of my interaction now is through email or text. I'm very little on the radio unless there's a major incident or we're working some large event.
User_characteristics	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	...But you know if an officer's been using a 10 code for the last 20 years it's hard to get that out of their head. We still do call numbers.
User_characteristics	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	... And so it takes a really unique officer to be able to thrive here and figure out the nuances and, you know I think if you talk to officers who are working with us now who came from municipal departments it's just a completely different kind of police work.
User_characteristics	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	I'm going to warn you--I'm not the guy for this. I'm not a great outside the box thinker but, oh...I feel like I have all the pieces I need to be able to do my job so I can't really think of anything... I think... you know my technology piece would probably be more from the analyst side and being able to monitor real time information on the internet and pull that

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								stuff out and be able to analyze it, use it, and push it out.
User_characteristics	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	... This places it--I prefer to wear it towards my chest, where I can get to it with both hands to hear it. I just need it up closer to my ear, which is--I'm putting it in kind of an odd place.
User_characteristics	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	No, no, [inaudible] into it. Some people don't like these, some people like to look at the smaller ones, and they'll run it through their jacket. I did that--I did that myself, I would cut, and I would get tailored little holes inside of my uniform, I could run the earpiece through, whereas the actual handset running through it, a lot of the handsets now, the earpiece attaches to the mic, so they can just run it through their shirt, the front, or around through the neck part.
User_characteristics	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	... We have some people here with departmental cell phones, I wish we had more of those, especially for when--it can be convenient, I'm one of them, but a lot of people just don't want to call a suspect or a witness or anybody that's not someone they work with personally on their personal cell phone. We have--hey, I don't necessarily want people to have my personal number, so we don't pass it out.
User_characteristics	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	I think so. Yeah, I would say so. I still would prefer a camera, camera for taking pictures of evidence, taking pictures of a crash.
User_characteristics	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	...I would personally prefer to have, like, an outer vest that I could run suspenders from the belt and keep that weight way up on my shoulders from running around my hip. That outer vest can usually attach to your belt as well. Some can, I don't know if usually is the right word, so it takes every officer, finds a place that they want, it doesn't work well for everybody else. This holder keeps it real close and tight, [inaudible] I have--I'll be back, just a second.
User_characteristics	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	I like my radio here, because I like to be able to get to pretty much a lot of things, and it's on my left, whereas my firearm is on my right. I like to keep my right hand free for my primary tools, so my cuffs are over here, my spray is over here, my firearm is over here. None of those things are going to be stuff that I use while the other is out. If I need to handcuff

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								someone, I need to put my firearm up. Same with my spray, [inaudible] handcuff. The only thing that's in a different place is my baton, because it's easier to cross-draw it, so it's on my left. Most everything else, if it's on the side, it's something I use with my support hand and my left hand, and my baton and my old PR, depending on what holder I'm wearing for it, likes to press buttons on my radio.
User_characteristics	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	I think you have to have some self-drive. You need to take pride in your work. 'Cause a lot of times there's somebody, patrol officers on a regular shift that you see, the police officers that normally take your calls, they have typically a large rate structure. There's sergeants, there's lieutenants, they have senior officers who are there to guide them. Somebody's checking those reports at the end of shift, making sure they're getting in. Detectives, you're kind of on your own a little bit more. You work at your own flow. Obviously we have deadlines that you have to have reports in by. But there's nobody there holding your hand through everything.
User_characteristics	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	Oh, I think it's very similar to anywhere else. A lot of times we are in plain clothes, so maybe people don't realize we're the police officers until we have identified ourselves. But I would imagine it's pretty much the same as everywhere. I mean some places we're received well; some places we're not received as well.
User_characteristics - Generation_gap	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Yeah. So it's one of those things where I think that's ending. I think that era is ending. I don't think we're hiring anybody that doesn't have a smartphone. He's retired since but I think everybody here has a smartphone. I think we have one guy without a smartphone and he just refuses.
User_characteristics - Generation_gap	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	...I'm a little scared about when some of the old timers start going, and it's all people that are new. Then I think that might be more of an issue but right now, no. I don't really think we have a communication issue between me and my staff, anyway. And we're trying to iron it out
User_characteristics	COMMS	S	Other	36-45	11-20	Male	COMMS-	[S3] ... I know there's an accessibility factor that doesn't always weigh in.



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- Generation_gap			Public Safety Personnel				S-001	You get the older people who have been there for 20 years and they're like, "That's really kind of hard to read." Because the screen is a little bit smaller than what was previously--
User_characteristics - Generation_gap	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah, the font size is different. So that's a little bit of a factor. One that I don't think our technology folks probably focus enough on. And I think the reason why is, going into the profession you have really high standards for health and all that kind of stuff. But you do have an aging population, right, and as soon as they start the job they're starting to age, so there's some consideration that needs to be given to that. But there's only so many options out there.
User_characteristics - Generation_gap	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	These older ones, like me, that we didn't grow up using it. It's more of a challenge and the more that we pile on them, the harder it is for them to do their job.
User_characteristics - Generation_gap	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	These younger ones are--they can use an iPhone and iPad and a computer all at the same time.
User_characteristics - Generation_gap	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	S2: You know this is not a magic trick, but it's a thought that goes along with the I don't know what -- I mean, I can't pin it down in one word, but thing -- thing we all know from being in this business is public safety is trying very hard to be able to do what the 14-year-olds have been doing for a long time; you know exactly what I am saying. And this is not age discrimination by any means but we know that we hire 20-year-olds and put them in this class, I mean it is not teaching; they've been doing this it for so long. We are just teaching them the, you know the procedures and so forth. You know, you take a text mail or -- or for that how I can say this. Your texting might be older, and you will say okay we are going to teach you how to text, and also send the videos with it and you may have to convert this over and then you are going to send it out. You will say like, oh my gosh, and the kids are going -- huh, big deal. You know, okay so it is Snapchat and Facebook combined right, is that all of this and I -- in one of the class I had a little girl that I was concerned about because I would go down and they had her in class and I was sitting back here and I even mentioned to [Name], I said, I don't think she is

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								paying attention, you know, it bothers me because it doesn't appear to me that she is paying attention and then [Name] explained to me and [Name] confirmed it; she is bored. She's got this. She is fine. You know, she is like, I mean move on. You know, move on to the next slide. She already knows it. And what heavens, she made straight 100s on her test. You ask her a question, she will answer it. In less than a year, she has already moved up to Dispatch and one of our better dispatchers. So, you know, I mean, there's something that I would say -- whatever word, whatever adjective they [crosstalk]
User_characteristics - Generation_gap	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: Yeah. And so, that really does tie us for emergencies. My fear, and I don't know whether it can be fixed. I've got 62-year-old women and men both in their -- how are they going to handle a text call from a 14-year-old girl with TBT and just all the abbreviations and all that. Yeah, I think it is going to create a lot of in a bad way -- actually I think it is going to put a toll and take a toll and run off a lot of people because they can't.
User_characteristics - Generation_gap	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: I've got another too. We had an elderly lady who worked here years and years and years and years ago and she would not abbreviate anything and it then it was like, you know, she was slow because she was having to type everything out. So, then we said we need to abbreviate a little. Oh man, this made her go -- what in the world? [Everyone laughs]. [Crosstalk]
User_characteristics - Generation_gap	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	I'm 52 years old and I really don't want to keep doing what I was doing when I was 20. So this position came open and I migrated to here because I was really the only one that knew the CAD, knew the communications center and all that stuff, so we hired a new so I help him. The fire department, the fire chiefs, once I came from there [indiscernible] we need policies on how you want this truck dispatched on calls, how many trucks do you want dispatched on this type of call, this type of call, we built all those policies, and then it's easy for me training my dispatchers. If you're within policy, I got your back 100%. You violate policy; you're on your own. APCO; you APCO a call correctly and we find out the APCO codes need to be updated, you're covered. You

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								don't use them, or don't do them, you're on your own, I can't protect you.
User_characteristics - Generation_gap	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Amount of data going through that mobile that's on the ambulance. It's got two sides: we have the GPS side and we have the internet side. They get mad at me all the time because if the internet side goes down, I don't care, as long as I can see that truck. My MDT don't work well, go talk to IT, I don't care. Is your ambulance not working? Yeah, you gotta this call. They are like, no we got to have this, I am, look we've operated for years without an MDT you are fine.
User_characteristics - Generation_gap	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	And it's more a stressor probably for our new people than it is for our old people. What I mean by that is when I said earlier, so one of them went through the whole training program got a child CPR call, had to give the mom direct instructions on how to give CPR to a 2-year-old, went through all that, that was it, she quit, can't do it. So if you're a parent and you have a 7-year-old and you have the 7-year-old call that day, it's close to home, it's a huge stressor. It's the same when I was on the fire truck and the ambulance, you know there are many times I've walked up and seen the back of a kids' head in a car wreck and it looks just like your kid and it triggers that in your mind. The longer you do this, the more callous you get to those things, the more cold you become, which can also be a stressor for other things at work, so it is, and its different triggers for everybody, just like people are motivated differently. And employees that - money, I'll cut your overtime off and I'll get your attention quickly, but the other guy could care less and never works any overtime, so I can't use that to motivate him.
User_characteristics - Generation_gap	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	I don't know. I honestly -- because we haven't done it, I have speculation, but I really don't know how's that going to impact and if that's going to take too much time. I don't know if it's going to slow things down or quicken it, I don't know. I know it's a technology that the millennials love and it's easy for them, but it may not be necessarily easy for us. I don't understand how a video would be better than a text or a call.
User_characteristics - Generation_gap	EMS	R	Supervising Field	46-55	11-20	Male	EMS-R-007	So we hire people seasonally. They get full-time benefits, full-time schedule in the ski season. And then there's a few people that, because

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			Responder					we're busy enough and big enough, we have them full-time, part-time. So it's like they get benefits, they get schedule, that type of thing. But they're still not a real full-time employee, but they get it for-- and it gets extended and extended and extended and extended. And those are generally younger people, and they generally have a more flexible schedule. They generally have less home responsibilities. They're generally more eager to work on trying to get a full-time job...
User_characteristics - Generation_gap	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: full-time, part-time responders] Anyway, we use a lot of them to fill the schedule, either the winter time or when there's just holes in the schedule. You have to have at least one paramedic on the ambulance, so you can't just put two EMTs on the ambulance together. So there's that kind of thing to take into consideration too...
User_characteristics - Generation_gap	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	And then we use the Map, just the Google Maps. I use Google Maps and the Apple maps. And there are addresses that do not exist in there, in both... And we have map books for old technology. When the dispatch tells us where we're going, it gives us a cross street and a map page. So technically, we should be able to find it. It's just that sort of new, younger generation of people just saying, "I'm not going with a paper thing when I can just ask Siri where I'm going, or ask Google," You can start it finding where you're going while you're walking down the stairs rather than walking down the stairs, stopping, not even turning on the vehicle, opening the book to the page, trying to find the cross streets. You could have already been driving. So it's just faster. So we don't use the map books nearly as often as even six years ago.
User_characteristics - Generation_gap	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: patient care reporting] So, again, the technology has driven us in that respect. So electronic reporting is mandated by lots of government agencies now, so everybody has to learn that system. You have to deploy it on portable equipment, which is out of your control a lot of times. It's out on an ambulance somewhere. If somebody's having a problem, a technology problem in the ambulance, they're paramedics, they don't go to IT school, they go to paramedic school, okay? Now you would think that most young kids coming out of college would be

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								computer literate, and you would be wrong [laughter]. I don't find that in my population. Some obviously are, some aren't. So it's a struggle teaching these--
User_characteristics - Generation_gap	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: app logins] Oh, all of them do... I mean, again, the whole HIPAA thing. It's a pretty high security deal. So, I mean, certainly, you access programs that say, "Okay, you have to change your password. It's the end of the month" or something. It's like, "Great. How am I going to remember this one?" Write it on my hand or use something stupid that everybody can figure out. I mean, I use a password manager, and we encourage our employees to, and we help them learn how they work, and stuff like that. They're not foolproof either. And it's just like, if you make it hard enough, people won't use it. And I'm dealing with mostly college-educated people who are smart enough to be paramedics. But... --even they reach their level of frustration. I mean, they're millennials. They'll go so far and [laughter] it's, "Screw it. I'm not using this."
User_characteristics - Generation_gap	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I think that's the thing. I don't think it's an age thing. I don't think it's a generation thing. I don't think anybody is against the advancement of technology to become more efficient within your job or your job description or whatever. But we are so enthralled with technology, and we use it so much to become more efficient that when plan A isn't working, we are so deficient in our job responsibilities because everything was tied into plan A. So if plan A is down, we get so backed up with reporting or trying to get back in service or whatever, which is frustrating to the end user. And obviously, the bosses do a good job of trying to understand that, but their company line is still just figure it out and move on. But when plan A fails and plan B is so negligent in trying to bridge that gap, I think it's tough and frustrating. I think that's where people get frustrated the most.
User_characteristics - Generation_gap	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...As far as communications with your partners. Because of our different characters, different backgrounds, sometimes people-- I don't think it's as bad as it used to be. Where I'm saying bad is, there were people who were on for 20, 30 years and when you have that amount of time in a

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								certain company, you're set in your ways and whatnot. Versus today we have a lot of younger officers, a lot of younger people coming onto of the job, candidates out there now. Just in the last 4, 5 years we've had over 300 new candidates. So we have a lot of new people on. And again, they come from different backgrounds, different areas. And sometimes, communication is lacking where there's a three or five-year officer who is still learning the job, trying to communicate with a candidate who has a month in the job and trying to teach them what they know to survive the streets of [City]. So yeah, there are some challenges out there.
User_characteristics - Generation_gap	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Yeah there are people that definitely don't want it as far as our paperwork goes. You know especially some of the medics and EMT's that have been here and been in the service for 15 years they like the old way, they don't want to learn new technology because to them it's kind of cumbersome and a little bit harder for them to pick up and learn so they would much rather do what we're doing now but and it's difficult to learn new programs.
User_characteristics - Generation_gap	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	It's advanced far beyond us. Especially us older people where you see sometimes jokes on the Internet like, "Thank God I didn't have cell phones when I was younger." All the stupid stuff that we used to do as kids. But I find that to be very sad. And millennials again. I have a class of 42 paramedics in here right now. They're millennials. I cannot tell you how hard it is to educate them. Because they come in here, they've been on some sort of iPad or gaming device for their later part of their life, they're in their 20s. So for the last 10 years, they've been gaming, they've been on the computer, they're on their phone, they're not disciplined. When you get in their face to discipline them, they shrivel up. They're freaking out because they don't do that. I mean, there's no-- my last candidate class, I asked a girl, I said, "Have you ever been yelled at?" She said, "Never." Never in her whole life.
User_characteristics - Generation_gap	EMS	U	Other Public Safety	46-55	21-30	Female	EMS-U-009	Now here, we're paramilitary. You either do it our way or there's a problem. So it's very difficult to convey that message to these guys. They don't get it. Everything is instant gratification. Right? You play a

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			Personnel					game, you either get that point, or you don't get that point, and then you move on. They don't know how to learn. It's very challenging, so.
User_characteristics - Generation_gap	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	I definitely think that-- their use of it on the job is helpful, I would say, to the older guys on the job. They might need help logging on their computer in the station, but you know what they are? They're socially inept. They don't go into the fire house and socialize like kids from years ago. You know why? Because they don't have to. They go in, they check out their rig, and then they stare at their phone for 24 hours. They don't interact, they don't do anything, yeah. So our last class, there's a no-phone rule in this building. They don't bring their cell phones in. We had forced communications, we had forced where they had to learn about each other, and do this and do that. And I tell you what, I get compliments on this class that just graduated. They started March 1st, they graduated in the middle of May. And I get compliments on them all the time. About how outgoing and friendly they are. And they're young, they're much younger than this class. But they figured it out. After I [inaudible] on them for 10 weeks, we literally-- the one guy, when he graduated he said, "Commander, what I just wanted to--" He goes, "This is going to sound really strange, but I just want to really thank you for helping me grow into a man." He goes, "Because I know I'm older, but I never really felt like a man." He goes, "I do now. And I'm very proud of my position on this job." And I was like, "That's great." He goes, "It's incredible how much you realize what you don't know." He goes, "I feel like I've missed out on a lot by having my head down on my phone, or in a game or--" Yeah, it's really unbelievable.
User_characteristics - Generation_gap	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	Yes. And when I told the-- like I told this class, I said, "You're very independent of each other. You are all head-down all the time. You're not engaging. You're not interacting." And I said, "What concerns me about that is that you are rendering patient care to people soon. You're going to be out in the field. How are you supposed to figure what's going on with them if you can't communicate with them? You must communicate with them. So every morning at roll call, I'll go up and down the line. I'll

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								check the licenses and any documentation they have. And I'll address and I'll say, "Good morning candidate so-and-so. How are you?" And they used to be like, "I'm fine, ma'am." And they wouldn't say anything. And then I'd ask them questions about themselves. Now, they're waiting for me to come now because they started June 19. So they are waiting for us all to engage them and talk to them. And now they want that, but they were so closed off when they got here.
User_characteristics - Generation_gap	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	... But these kids now-- so they work for two years on an ambulance where they're just doing transporting patients all day long. You're not learning anything. You have no critical thinking skills. You're working with somebody who's of the same age and mind-set as you. You both have had your heads in your phones all day. It's a sad state [laughter] of affairs really, so.
User_characteristics - Generation_gap	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	... So I like it. I like the fact that it can do all that stuff, but I know that people who are maybe 10 years older than me, they don't like it. They don't like the change in technology. I was younger, so I can go with that. Now, the older they are, firemen included, they do not like technology.
User_characteristics - Generation_gap	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	They do resist it. Yes. Are you kidding? I can't get these old firemen-- I'm saying old firemen, and they may be 55, to answer city email. "Now, you know I don't log on that city email stuff." "It's just an email, it's not like it's--" I don't know. Yeah.
User_characteristics - Generation_gap	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	There absolutely is. These new guys coming on now, they can run circles. The two generations would be perfect together. You can have the young generation show the older generation how to work the system, the computer and everything else, if you can have the older generation come in and actually lend them some of their social skills. It would be a perfect mix.
User_characteristics - Generation_gap	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...the tone is really hard to understand in these emails. So sometimes it causes a little bit of conflict when somebody-- especially if someone questions your idea, or offers up a suggestion that you don't agree with. And the tone of the email, it might be somebody older or younger, and



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								they don't interact with email the same way. So when I read an email from an older person telling me something, even if somebody younger wanted to say that exact same message, they might say it differently. And I might get a different end result from that...
User_characteristics - Generation_gap	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...radio communications are a big part of the job too. And every single day we hear something on the radio that we're like, "Come on. Why did he say it like that?" or, "That's not what you're supposed to do," or, "Don't say anything at all," or stuff like that. But around here, for the most part, especially the more senior people are fairly good with the radio communications. You keep it concise. You use the right terminology, that type of thing.
User_characteristics - Generation_gap	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: switch from Gmail to Outlook] The reasons were financial, because we're also in a weird-- I mean, I'm sure you know that, doing interviews about technology, there's a weird transition right now between gen X and gen Y, who are very technologically savvy, and the boomers, who are on their way out into retirement. And so I think that that older generation is still stuck on Microsoft Word, Microsoft Excel, those types of programs, because that's all that they were exposed to for 15 to 20 years. And Google and the cloud-based softwares don't work exactly like the software that they were used to. And so they have this big affinity to going back to what they know and not learning something new. And even though Google Sheets worked as well as Excel, it's just things are in different places. You don't have the ribbon on the top or whatever. You can do everything you need it to. It's just different.
User_characteristics - Generation_gap	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: switch from Gmail to Outlook] And then there's just the compatibility issue. So some of our admin is pretty old, and they would do something in Excel and then send it out for the membership to look at or to use. And then that creates a compatibility issue of having to upgrade it or change it. And then, when they would get something back, they would get it back from Google Sheets, not in Excel format. And they didn't understand how to change it back. And so, finally, they just said, "Okay, we're going to buy Excel for everybody." But then you could buy one for

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								every desktop and then still continue a cloud-based service, which is now buying two programs. Or they just buy Microsoft 365, which gives you the web version, but then also gives you five free licenses, or desktop, or whatever. Then, that creates a whole nother problem for our IT department because there's-- and I don't know what your background is in computers... But you have to support them, and you have to load it on the computer. And then access and all of that, so.
User_characteristics - Generation_gap	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	The mic in the fire service has become kind of a big issue. We're pretty early adapters at [City]. We tried a Bluetooth system. And the problem with a Bluetooth system is it has to pair every time you turn it on. And it doesn't always pair. And then you're trying to smash the button to make it pair. And so we got rid of it [laughter]. We also tried to do a Bluetooth system in the cab of the truck. So as the engineer, my position, we tried to buy one so the engineer could jump out and still have his headset on. And he could listen to the radio and then be able to operate the truck, not be exposed to the noise of the truck and all of that. And same thing. So you'd have to pair it, and then the battery died. We ended up with a [Name] that's MIL-SPEC that works really, really well for the military. Because they get in in the morning, the HUMvee, or whatever it is, put in a new battery, pair it up, and they can go about their day. But it wasn't built for the fire service. So it's not built for the truck that gets backed in, gets turned off. Then, you get a call, start the truck up, it still needs to be paired or connected.
User_characteristics - Generation_gap	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We've lost a lot of the older dispatchers that were really good at the run cards. I've done it for a while. So you start losing some of that once you get the-- when I started, we had two monitors [laughter]... I think ours has eight. So there's the EMD card, then there's the map page, and then there's 911. Now that we're moving into the new Annie Alley system and the level three 911, it's really cool because we used to just get an address. But that was really neat because everybody had a landline. Now everybody has a cell phone.
User_characteristics	FF	S	Not	Not	Not	Male	FF-S-022	The technology that [Name] was talking about, [Name]. We use a multi-

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- Generation_gap			specified	specified	specified			channel dispatch concept, which I'm sure you've heard of a lot. You have your primary dispatch channel, and then you go to another channel to check in. So [Name] is just an automated voice that announces what the call is, the call type, and all of that. And then we dispatch on channel three-- or channel two. I'm sorry. Either one. So we dispatch on channel one. [Name] happens on channel two. And in a typical system, you would change to a TAC channel. We don't do that. We don't do that because our admin is older, and they don't like the switching back and forth between channels, which I think is a big thing for us. It's caused a lot of radio communication on one channel. It muddies everything. Personally, if I could do anything, I would like to see us move to a more dedicated TAC channel type of environment. I think if you could have a perfect world, it would be neat if I could dispatch, and push a button, and make all the radios on that truck go to that TAC channel.
User_characteristics - Generation_gap	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	when you're new, your level of excitement and anxiety is-- it skyrockets. When the tones go off for a fire, your heart rate is 180, and your blood pressure goes up a little bit. Your anxiety level goes up a little bit. And your excitement level's there. But at the same time, when you start having a lot of experience and you start having a lot of time on the job and you start to age and you're starting to go through these transitions, someone who has two years on the job, excitement level is different than someone who has 20 years on the job. Their excitement level meaning that they still enjoy going to fires are the same. But you have an excitement level with a heart rate of 80 and you have an excitement level with a heart rate of 80-- or 180, and then you have an excitement level of 80. So how someone with a lot of experience modulates their excitement level is just speak through experience. "Okay. Yeah, let's go to this fire. Let's have a quick push-out." They still remain at a normal heart rate level versus the new guys who were getting dressed fast, they have quick push-out, but their heart rate is so fast. You know what I mean? So the desire to go to fires sometimes are the same. It's just where you're at metabolically and heart rate. Those are different.

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User_characteristics - Generation_gap	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: using tablets] Well, I think it'd be great. A lot of things that hit the fire ground or the fire service in general, especially with this new technology, we're worried about losing it. We're worried about it breaking. And then, at the same time, now you have to train firemen that are 25, 30 years on the job who-- they didn't grow up with technology, so now they've got to learn something. So those aren't easy tasks, especially if the technology they are using is a little more high tech than they're used to. A lot of different steps. A lot of different pushing this and pushing that. A lot of different frames that they have to go through to get where they want to go. The less is better. So in the more simple form and format is better because anything that requires less steps are going to be better for us...
User_characteristics - Generation_gap	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	I grew up in a household that in the '70s you didn't have computers and stuff. Grade schools didn't have computers. It wasn't until I started to take college courses that I had my first exposure to a computer. So I think in the younger generation they're going to find it more user-friendly for them to operate it with ease, where myself would have relative difficulty because I did not have the exposure. I think as we talked about kids, remember exposure at an early age, they become better and better to that. It's almost like their brain is learning in such a manner that it accepts these technology and able to grasp concepts or be able to grasp new features, etc., with relative ease and I would have to muck through it. That's being honest with you.
User_characteristics - Generation_gap	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: age] It's a huge factor. Because my mom still doesn't, to this day, know how to answer a cell phone when she does the flip and what button do I press. Now that's another generational gap. But again, with today is, growing up in the millennium era. Whatever that, the new millennials, they're very sharp at this stuff. I give them credit for it. But that's how they grew up. That was the era. They didn't have a choice to go to a book or a spiral notebook. You use this to communicate, your pen. Not a computer keyboard or an email.
User_characteristics - Generation_gap	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: chalkboards] that was in my year of growing up, as we discussed it, that generational. As technology improved, of course, they were

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								exposing children in grade school to this at a young age. And like I said, my parents, your parents, myself, we never had that opportunity. If I did, the whole conversation could be different. This is, "Oh I love technology." And what is it? "It's really easy." But for myself, it isn't easy.
User_characteristics - Generation_gap	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	So I have to ask my son how to do things or open up this or can you send this via email, but you take a picture of it, then you've got to put it in God only knows. He knows how to do all this stuff. And the purpose is good, but I just did not have that growing up... Well, it's like that. I give you a toolbox and it goes, "Hey, can you go fix my car?" or something, or "Go and build this for me." You never had the exposure to it. Once you did, you could do anything. I can do this stuff, but I just never did, and I think it was the learning gaps...
User_characteristics - Generation_gap	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	It's just my deal is is getting I guess when I became chief I was pretty young. I still had a lot of older folks on, most of them were okay but I got the feeling of you know being there was an age difference they didn't want to listen to a younger guy but most of them had left and I mean everybody knows everybody here but it's a struggle to keep the training up and get people to training let alone meetings when they have children and basketball games, stock shows and you know regular lives, jobs and you really got to have a heart to volunteer and want you know to strive to make the meetings and make calls.
User_characteristics - Generation_gap	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	They pay us but we provide a service for them so as you know public safety is tax based and you know customer service is number one that's something that can fall short sometimes as new generations come about but the core and tradition of the fire service is the customer is number one so that's why when it comes time to risk our lives and put other people number one you know that's where the customer service really comes in on that level.
User_characteristics - Generation_gap	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] I think it can also be a crutch mainly for the younger generation. We got some new recruits out there now. I guarantee if I handed them a map book they couldn't read it so if the technology was to go down can you read this arrow Atlas to get to where you need to

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								go?
User_characteristics - Generation_gap	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] And that is a way to look at it because you have two different generations so we look at it two different ways but once you say that that is pretty much true. I don't think I've ever read a map but I know I can pull addresses from phones.
User_characteristics - Generation_gap	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] That is a huge problem right there. There is a lot of personal know how of a lot of problems that they may think is a problem but really isn't a problem but if you look at it there is no younger guys really in charge right now so you will always have a generational gap right there.
User_characteristics - Generation_gap	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] It's evolving. I think, I never thought I would be texting in a relatively dynamic environment. I mean, I'm not in a life and death or emergency situation where there's a lot of information going back and forth. I never thought texting would be a good tool for that. I'm guessing that, we've hired like 25% of our workforce right now has probably got less than five years of experience. That's just a guess, but pretty close to that. And so their ability to work within different mediums is going to be continuing to evolve whereas guys like me, 30 plus years, that's the idea of sitting on an incident working off of a tablet is going to be a lot harder to adapt to. No matter how much easier it is.
User_characteristics - Generation_gap	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] So I think we're bridging that gap and working very cohesively and managing the new technology. It's good to have those more senior minds to pass on what they've learned and then us coming in as these things are coming out. "Hey there's this new phone," and we're all excited about it, spending money on Apple Watches and whatnot. And then some of the other guys were like, "How does that work? Why's that?" And we show them, and next thing you know, so and so's got an Apple watch and it makes his day easier.
User_characteristics - Generation_gap	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] It was ahead of its time. Now it's with face time, and video chats, and all that stuff it's the norm. I think some of our younger people are like, "I don't want to do that." We tried it, and they revolted, but I think we

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								tried it too early.
User_characteristics - Generation_gap	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	I wouldn't say it's everybody. I do know that it seems like the younger firefighters that were getting on the job have a lot more patience with it, and I think that is part of-- like I was telling you, I called my daughter to get directions. They just understand more because they've never dialed a rotary phone like we have. That's all they know. So not so much with the younger group but the group that's my age and maybe a little younger than me, I see more frustration with that because it feels like they're being forced to do this and this is the way it's going to be and it's not the way they're used to being. And they don't like to see compromise in the field either. They have their way of dealing with the patients and doing their business and taking care of things and now you feel this element and it's kind of slowing them down a little bit [crosstalk]--
User_characteristics - Generation_gap	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	They are. Within our county, [County], that's how we communicate with the hospitals. When we're doing patient transports, it's all done over cell phone verbal communications. I'm not sure that they understand when we have an event and what happens to those cell phones. So again, this is that learning curve and, "Oh, that's old technology." Pagers. I still carry a pager because it's not attached to any cellular network, and it's not impacted by civilians. So having that mode to be able to communicate or at least get information out that's not impacted by the event is huge. All of my engines, all of my command staff and leadership all still have pagers just for that reason. And then I get the newer kids saying, "Oh, that's old technology. That's ancient. Why do we still carry a pager?" Well, they haven't experienced an earthquake or a big event where everything comes down. Katrina. I responded to Katrina. Same thing. Everything was gone. How do you communicate with that? Cell phones, land mobile radio, everything was gone.
User_characteristics - Generation_gap	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	.... So we're always developing new technologies, and I think we're seeing it quicker than most just because we live here, and people are trying to get their technologies out and can be seen. So from that perspective, you have the older generation that haven't been exposed to

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								all the technologies, and it's just mind-blowing to them the technology that's available to them. And even over 20 years, I mean, it's changed. So they're going, "Wow, you can do that?" Video conferencing is becoming a norm. GoToMeeting conferencing, that type of stuff. There's no more just conference call where you're talking to a phone. It's all webinar and GoToMeeting type stuff. And that's the type of technology that I think we're starting to get expectations from a public safety perspective when we do our mobile command vehicles to have those conferences. And not only talking to people here within my county, but all the way back up to [City] to the capital. And depending on what region we're in, maybe back to a regional joint information center. So it's just not one technology. But you go back to the demographics. It's ever changing, but you're slowly seeing that the millennials and the younger generation come in, and they want instant communication. They want that instant access. But I don't think they understand what's going to happen when they may have it, but it's not talking to anybody on the other side. What's going to happen? How are we going to make decisions? What's the contingency plans to be able to do that?
User_characteristics - Generation_gap	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Oh, yes. Yes. Because it seems like they're all being born with a cell phone in their hand.
User_characteristics - Generation_gap	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	...But in a big city it gets more difficult to be progressive. It's a bigger animal to change something. It's harder to train 1,700 people on one of your changes, so you can get the word out to everybody... So that limits what you can train on in a year, the time you can train on something. Some things are online and some things can't be done online, you need to be in person, so that's a limitation. Some of it is, like I said, is culture, willingness to change. Some of it is generational. The new kids are really good with electronics. I grew up, have 23, 24 years in the emergency services. I grew up as an adult without technology and had to learn it as an adult.
User_characteristics - Generation_gap	FF	U	Supervising Field	46-55	21-30	Male	FF-U-044	But I think the future generation, the young guys, I think they're all going to be over this. I think this is more—[talking about technology]



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			Responder					
User_characteristics - Generation_gap	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Physically challenging, at times. The modern-day fire service calls for a little bit more education, so those that are a little bit more from the dinosaur era have to force themselves a little bit to get back into books. But I know we're about to speak on technology, but technology's helping in that regard, in my opinion, because you have tutorials and things for people that aren't so computer savvy, like myself, that help you walk through certain facets of it.
User_characteristics - Generation_gap	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Yeah. Yeah. And so we try to instill an older guy or girl showing the younger guy or girls how it's done, sort of thing. In my opinion, we started to lose focus on that a little bit recently, but we're trying to regain it. So there's always a passing down of information. But you had this new generation of recruit entering the firehouses as of late and they're more book smart, and technology smart, or they want their phone in their hand, or their iPad, or whatever. And then you have the 30-year firefighter who knows nothing about that, knows nothing about YouTube, Facebook, and doesn't understand why that young person doesn't want to just take every piece of information from them that they could pass down.
User_characteristics - Generation_gap	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Both. But I try to use my desk phone more because I'm inside. And maybe it's because I'm in my 40s. So it's just as easy for me to pick up a desk phone. Plus I got the big foamy things so I can rest [inaudible].. Also hands-free. So I'm like this, and I can still type. But yeah, both desk and cell. And I've got a car that's got Bluetooth. So I've got my phones wired through that so I can talk as I'm driving down the road. And that happens quite often. I got police radios. I got one in my office. I got one in the car. And everybody, if I don't answer my work cell phone, they have my personal cell phone. So they'll call me in there. Thankfully, that tends to be more trash-talking. And that I thoroughly enjoy. I should cut down on my trash-talking. But at this point, I'm enjoying that.
User_characteristics - Generation_gap	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE; report writing] Yeah. Yeah. I have to. And I'm old schooled, and I've OCD and everything. So I need my desk. I need my computer. And I kind

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								of have like a flow of how I need to lay out my papers and-- I take notes, and as I put it in the report, I cross it out but in a different color pen because that way I know I did it. But yeah. Our reporting is desktop-based. You can access certain parts of it in the cars, on the MDT. But you're twisting yourself up into a nod. And then, the word processor in our report system stinks always. Just garbage. And we've taught everybody. And I was one of the original instructors. And I almost think that I was told this by the company. "Just type at Word, copy and paste."
User_characteristics - Generation_gap	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...the data that's available, information gathering. And I think it's a skill the newer guys have lost, or they don't have is go out and talk to somebody. That's like, "Oh, no, no, no. I can't do that." "Yeah. Go talk to them." And a lot of guys want to solve stuff from behind the keyboard. And you have to go out and talk to people. So there's good and bad. But just the technology, you have computers in the car. You've got the video systems in your car. You've got tasers. There's all kinds of stuff. And I think most of it it's for the better.
User_characteristics - Generation_gap	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	But people don't like to talk and-- I say kids. Like I said, I've been in this 18 years now. People just getting new on the job don't have that ability to talk to people. They don't have the ability to sit down and be [inaudible] and sit down and wrap with people. Some do but others in the majority, they think there's going to be an app that's going to save their life, where they can send an emoji or a meme that's going to get them through a situation. There's not. Sometimes you just got to figure out how to talk to people...
User_characteristics - Generation_gap	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	It can be, and it's tough. And they'll bring me something, "Hey, what about this one?" "Did you ask them that?" "Well, no." "Go ask them [laughter]." "I don't know how." And there's times where it reminds me of when my 13-year-old-- when I first got into a relationship with my wife, he was 10, where he's like, "Will you ask [inaudible] so we have a video game?" "Sure I'll ask." And we'd walk up there and ask them. I'd make him do that because you got to learn it somehow, somehow how to talk to people. And even today, he doesn't want to order his own McDonald's.

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								He's going to get a 20 piece nugget and a coke with fries, and he always wants it the biggest size possible, but I always tell him no. He must be reasonable. I know what he's going to get. I could order for him. But I make him do it because he's got to learn how to talk to people. And you see adults that come in just like that. Go ask them that, "Oh, I can't [laughter]."
User_characteristics - Generation_gap	LE	U	Manager	46-55	31-40	Male	LE-U-020	...And I think the next step when we move into the FirstNet broadband, I think that's going to be the next significant step because once it gets done-- I mean it's not eminent, but once it gets done it's going to be very good in the next step. I see that that's where it's headed. So things we're doing now, again, will be kind of archaic, like writing things down, like it was in the past...
User_characteristics - Generation_gap	LE	U	Manager	46-55	31-40	Male	LE-U-020	It's one of those things where it's two-fold. It's one, that when I hire somebody I offer him nights, weekends, holidays 24/7, okay, so right off the bat, they're-- it's not a great scenario, to be at it for a long time. You miss family things, you miss family events, and those type of things. And the addition too, with the younger generation that we're hiring, they don't like that. So they're always looking to better themselves. And then we do an exit interview on anyone and I have always told these people, I've never been mad at anybody, they got something to better themselves. You're a good employee for us, we wish you were staying, but I congratulate you for moving on. But, yeah, it ebbs and flows, but we're at about a 10% vacancy rate statewide.
User_characteristics - Generation_gap	LE	U	Manager	46-55	31-40	Male	LE-U-020	I'd say average, we're averaging 30s early... We get a lot of young people. And then we've got some people that are in their 40s and 50s that have been here. They're old-school people that are still bringing the average, but it's more of a younger generation that we're hiring right now. And typically, it's a younger person's job. It's all computerized. It's all typing. It's all those type of things. And the younger generation does better with that. I mean, I'm saying we do get people in their fifties that apply for us, and they have education, and they have the skill. They have a lot of things, but when it comes to actual multitasking and those type of

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								things, it's not as good. And I said, "I wouldn't want to sit down at an advanced age either because it's not an easy job."
User_characteristics - Generation_gap	LE	U	Manager	46-55	31-40	Male	LE-U-020	Yeah, and every day is going to be different, and that's what I liked about the job. When I initially came on, I liked it when it went bad. I was a shit magnet, so [laughter]-- but that's okay. I liked those type of things, but you have to have the temperament and the abilities on that. So it is a younger, I would say, workforce. But a couple years back, when the economy went to crap, we had a lot of middle-aged, 30s, where people were applying because their line of work was not available anymore. So we got a lot of good people out of that...
User_characteristics - Generation_gap	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: text-to-911 Safe2Tell program] Because you have to look at the generations you're dealing with, and yeah, we went from just total talking to people, and kids don't talk to people. My kids don't like to talk to people, those type of things, so it was marginally-- it was effective but marginally effective but we've seen two consecutive years over 70% increase in use.
User_characteristics - Generation_gap	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: text-to-911 Safe2Tell program] So we found their sweet spot. Unfortunately, we don't have a lot of extra personnel to handle those now, but it's amazing the number we do have, but that's just the technology leap. And that from a text-to-911, it's-- and that's why I went with the correlation that they just haven't grasped it yet. And we went to text because we went to text before the app. We did see a little bleep but not anything else. But when it went to a full blown app, it's gone crazy because you hit their sweet spot and that's how they're going to use it.
User_characteristics - Generation_gap	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: city-issued cell phones] There was some resistance from some of the officers when it got to the point where you just couldn't do your job without a cell phone or some of the older officers were resisting doing that unless they got some sort of compensation. But I think any more, everybody's just so used to using their cell phones that they do it and don't think twice about it.
User_characteristics	LE	S	IT	Not	Not	Male	LE-S-015	from my perspective what's happened over the last probably five years is

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- Generation_gap			Specialist	specified	specified			that there've been so many advances in technology that's related to law enforcement that it's, I guess, I don't know if overwhelmed is the proper term, but it's overwhelmed some officers that worked for years with really the only real technology they had was the laptop in the car, the MDC, but really nothing else, and now with the advent of the body cams, the surveillance cameras, the license plate readers, we have our motorcycle enforcement team has hand-held e-citation devices. Or exploring now, putting printers in all of the patrol cars, so we can do more electronically and print in the cars...
User_characteristics - Generation_gap	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...So I think particularly a lot of the younger officers that don't have that history of doing a lot of the paper, it's probably not affecting them as much as the officers who have been around for at least 10 years, and they're getting hit from all sides of okay this is all being changed now, and we're making things-- this technology is going to make things easier for you, and really, it's not. From their perspective, it's, "Gosh now I've got to make sure all my video from all day long is tagged correctly."
User_characteristics - Generation_gap	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: technology] everybody's grown up with it. Newer officers today coming in in their 20s have grown up with that. My daughter doesn't know what it's like not to have a cell phone. Or to be anchored to a phone with a cord in the house. She's just much more adaptive with that, and we're seeing that with the younger officers coming in today as well...
User_characteristics - Generation_gap	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: using technology] SME S2: Juniors are more acceptable. They at least accept this. SME S4: Yeah. More accepting and more understanding of it.
User_characteristics - Generation_gap	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Well, the computer has the ability that I can see every call that's on the screen. I can click on it, and I can technically hit the button to assign me that call, and I would pop up, and it would be assigned to me. But patrol's not allowed to use that. Our animal control officers, they can look at it, and they can hit the button and self-dispatch. So again, I think it's just stuck in the-- the biggest fighters we had about going to self-dispatching, which we tried a dozen years ago, was we had a few old time sergeants who wanted to hear absolutely everything that

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								happened. And they told their people not to engage in the testing, so then it went downhill. And without support from the supervisors, it didn't progress. So then we're back to the radio, and most of those supervisors are gone now. And most of the supervisors we have now, frankly, started way after I did [laughter]. And I think technology is moving that we can move more in that direction now. Just a slow process.
User_characteristics - Generation_gap	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: doing reports on tablets] The technology's there. If you could drop the tablet into a keyboard quickly, you could. Touch screening it on that tablet doesn't work very well. And then, officer safety issues. Some people are really old-school. "I can't do anything else. I write on a piece of paper." I don't do that. I mean, I'll do my ticketing with my handheld, and I walk up, and I'll have it in my hand the whole time, and I'll walk right there at the door and have the ticket done. But there's a mentality there that I think is going to prevent a shift in that direction for actually using the tablets like they are designed.
User_characteristics - Generation_gap	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: running a person's information during a traffic stop] ...we have a few people who will not use the computer, use only the radio, which then takes up bandwidth for everybody else, but they won't change, and they're our trainers. So when you have trainers who are teaching people to constantly do that, it's like, yeah I can teach them how to, but you don't need to do it all the time. So it just, there's a lot of things that we can do with technology that our people are preventing. Whether that's dispatching, whether that's running inquiries and stuff like that on computer, because we just get a mindset of, "Well, this is how we've always done it."
User_characteristics - Generation_gap	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Well, it's really weird. You would think that our younger officers would now be more technologically inclined since they've had cell phones since they were born and that type of stuff. But we still have some that come in, "I don't know how to use a computer." You have a four-year degree. I'm pretty sure you had to type something for a class sometime. But then you have others that are just permanently attached to their fingers. So it's kind of unusual there, even though they are the same age

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								there is that difference. I think eventually, as time progresses down, we'll get rid of the dinosaurs and we'll get more into that type of stuff.
User_characteristics - Generation_gap	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I remember when we first got digital cameras, and those got tossed to me, and I had to figure out that protocol. I mean, for a while, people in the state would call me-- I don't know if we were one of the first people to buy them. That was from an interesting process and even being able to show kids, take a picture, as they did tours, and then print out their picture for them. So seeing a lot of those technologies come through that people starting off today just-- I don't say they take for granted, but they've just always been there, so they never knew life without them.
User_characteristics - Generation_gap	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	So it's weird. So sometimes I would be doing just the computer work one day I'm at the dispatch center and not even going to the sheriff's office. Sometimes it'll be all the sheriff's office stuff and something pops up. Last month, we had an issue at the high school with the threat that was made. So I was at the high school a whole week in uniform doing patrols there and walking around... Just general threats of-- the shoot up the school, don't come to school this day. And so going back to that basic level of being a cop and restoring the sense of security and trying to find the bad guys... So being able to revert back to that.
User_characteristics - Generation_gap	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: technology adoption] Guys like, "Oh, look, I figured this out." Okay. That's why you were given a device to figure things out and come up with what worked and what didn't work. And it wasn't always an age thing or a specific demographic. It's just a personality type, I think, more than anything else.
User_characteristics - Generation_gap	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... I know we have a lot of old salty dogs around here that they don't even know how to turn on a computer. And they're like, "If it takes more than three steps, I'm not going to do it." So it's simplified. With everything across the board, if you don't make it simple, they're not going to do it. They're just going to move on to the-- or stay where they are, in the past.
User_characteristics - Generation_gap	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: e-ticketers] our motors can engage in a traffic stop, be done with it, and get a ticket issued like that. They're just nonstop with that stuff, so

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								it's definitely more efficient. I obviously don't write as many tickets as they do, so it's not necessarily something that I see. You do have to set it up, and you have to put your ID in and all that nonsense and I just don't have any interest in that ,but some of the newer officers- well, I'm pretty new, but newer than me I guess, they like to utilize it as a tool that kind of benefits them, so.
User_characteristics - Generation_gap	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: communication issues] I mean, the technology aspect is hard. I don't know how you would solve it. I've heard other people discuss, we need better radios and stuff like that. I don't know any different, so I use what I have and that's about all I can- and you hear the older guys, "Oh, back in the day we didn't have anything." And a few months ago, the line got cut to Xcel, so we didn't have any Internet connection to our vehicles, and so it was like reverting back to 1950. And so you kind of get a perspective. It was like, all right, well, you do have a lot to work with, and these tools are very valuable, so complaining about them isn't making anything better. It's just utilizing what you have and making the most of it...
User_characteristics - Generation_gap	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	It's decreasing. I came on the-- the cell phones weren't really that big until I was in high school. And even then, it wasn't something that everybody had. And I think by the end of high school, I didn't know anybody's phone number anymore because my parents' phone number was the house phone. And it was about where it all ended.
User_characteristics - Generation_gap	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I'm worried about people knowing how to write or read cursive... I've had someone that says, "I can't read cursive." I'm looking at them like-- this is a teacher. She's 22, 23 years old. And somebody wrote her a hand-written letter, note. And she couldn't read it because she was a [talk?] person. And to me, that just-- that baffles my mind. What do you mean?
User_characteristics - Generation_gap	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: phone and computer use] You're distracted no matter what. You're not paying attention to your surroundings. I mean, back when I started, we didn't have computers [laughter]. Or we got these fantastical green screens that all you could do it type in a plate. But now, with all the different functions, it makes actually seeing what's going on in the



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								neighborhood harder. And somebody's looking at this box to tell them what's going on as opposed to actually looking at the surroundings and figuring out what's going on.
User_characteristics - Generation_gap	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I think, partially my generation, but definitely, the generation that's coming after me, we're more apt to text than make phone calls. And so I think we're not as good of communicators because of that. We're used to being able to plan out what we're saying before we send it and stuff like that. So that phone calls, sometimes you-- when I first came to the department, we had to start making notifications. I'm like, "Oh my God, I hate talking on the phone this much." It was just, it was something to even get used to, to be on the phone regularly.
User_characteristics - Generation_gap	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I came from a department and we had different technology on the computer. And we were a smaller department so it wasn't we didn't really need to worry about walking on each other, but if he got a call and I wanted to go on his call, I could put it in the computer-- we used 10 codes there. I would just put like 76 to blah-blah-blah's call. So I never had to go over the air to dispatch or [inaudible]. At least it was on the computer, which I think some people may be a little old school or worried about, "What if I get in a crash. I never said I was on the way to the 10-1, then I'm gonna be in trouble."
User_characteristics - Generation_gap	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	On the street, I preferred the radio as opposed to PDT just because you can hear it and you're still paying attention. If you're trying to read it off the screen, you're distracted, you're whatnot and-- if you have a partner, then you have no problem. But when you're alone, it'd be nice if the-- if you got a job and you could hit a button and it-- have the computer read whatever to you, like talk to text almost where it would just say, "Hey." That, I think, would be ideal for some officers especially-- even when you get older, it's harder to take the glasses off sometimes.
User_characteristics - Generation_gap	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I just think I would want the computers to be designed better in terms of the programs on them. After seeing different ways-- from state to how suburban department's PCADs function, ours is very poor. And I tend to think of technology now is, can I hand this to somebody who is from an

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								older generation and they can just figure it out? And I would say our PCAD don't work like that. Even just for the ease ability of use. And I've kind of found a few shortcuts, but this is just me playing around, nobody told me...
User_characteristics - Generation_gap	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: checking email frequently] A lot of the newer people do. Our schedules in the [district] are disseminated through their phones-- well, through their email. So they check it if they would like to know what they're working. They don't have to call anybody. They don't have to ask. They can see the schedule. So I would like to say in the [district], the majority of them check their email regularly.
User_characteristics - Generation_gap	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: SSO] That they think they're-- well, we're being GPSd all the time anyway so I don't know what they're scared of. It's just new. Change is hard for policemen. They've been used to doing things their way. Sometimes they're just not willing to adapt as easily as, let's say, newer officers who just grew up with all of this technology. Because there are some older people, probably most who have retired, they wouldn't log on to their PDT. They did not like them.
User_characteristics - Generation_gap	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...Another thing that we see within our department as a challenge is the constant change. My daughter is kind of a social media junkie so it's hard to keep up with the platform that she's currently using. Am I looking at her blog? No dad we don't use that anymore. That's a fake account. I don't even use that...
User_characteristics - Generation_gap	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: rapid changes in technology] ...That's ever-changing. I just told the other day that Facebook is for old people.
User_characteristics - Generation_gap	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Not many. I can't think of any apps they're using on their phones now. I can't think of many. I think maybe they're using the mapping, some of the newer guys.
User_characteristics - Generation_gap	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Google Maps and things like that, some of the newer guys that don't know the [County] that well, I think they use that to some extent.
User_characteristics - Generation_gap	LE	R	Supervising Field	46-55	21-30	Male	LE-R-059	Well, yes, certainly. What you have to understand in law enforcement is we are - historically the profession is getting older, so you still have

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			Responder					some people in law enforcement that reject technology, they are not comfortable with technology, so certainly we still have some of the old guard, if you will, that refuses, or does not want to, embrace some of the new things that are coming out.
User_characteristics - Generation_gap	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Yeah. You know, I think the biggest reason for the downside is if they fail, what do we do? And you know, they are from the old school of thought where if I don't have the technology, it can't fail. So I can always do my job. You know, now it's at the point where we rely on technology so much that if it fails, we can't do our job anymore or it is impeded quite a bit.
User_characteristics - Generation_gap	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	It's a change of - it's a generational thing. To me, it is a - they spend too much time worrying about Facebook. They spend too much time talking and texting back and forth to their friends. I don't like that and it's a pet peeve of mine because I don't pay you to come in here and play on Facebook all day because you have to be updated with your social media all the time, but it's a never-ending battle because these kids, they have to be talking to somebody all the time. It's like, I don't understand it but it's me, but that technology part I think is actually a negative impact on the work place overall.
User_characteristics - Generation_gap	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	... And you know what? That's exactly what we are doing today. Exactly what we are doing today and it is as good as he said it would be. 2003, I thought -- man, can you do that? They will never talk to you. People will never talk to you. The criminals we deal with are pretty stiff. Did they tell that? They were like, we're glad. We're glad.
User_characteristics - Generation_gap	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	You know, these kids today -- they all play video games and that's about what it is. It is just a little joystick, I mean, it's a video game. Because you are looking at an iPad and you are looking to what the drone is doing on the iPad -- you are looking --
User_characteristics - Generation_gap	LE	R	Other Public Safety	36-45	6-10	Male	LE-R-043	How doomsday is that right? Just you know the generational thing where people are like millennials wouldn't know how to hang if they didn't have their smartphone they'd be like lost forever. That's not true

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			Personnel					but it would be interested to see what would happen you know.
User_characteristics - Generation_gap	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	...So it's I have experience with them but a lot of guys didn't and our demographics of our agency are how do I put this politically older and so there's been a lot of resistance to change in technology even if it means increased deficiency and some of the younger guys like myself that are there are kind of really pushing this you know...
User_characteristics - Generation_gap	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	I think that the individual's understanding of technology is probably the largest thing. We still have guys with flip phones. I didn't know you can still buy a flip phone. You can apparently. They're expensive. So we have one guy in particular love him to death he doesn't text, doesn't do text messaging right he also has a flip phone so I think and then you got myself and some younger guys that are like you know we're watching our dopers on Facebook. You know we're kind of monitoring it and he's like what the hell is Facepage you know? And we're like it's not Facepage it's Facebook.
User_characteristics - Generation_gap	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] It's come a long way. There's a lot of things there's a lot of people that don't use their computers they have access to them. There's a lot of people that have the chance to use the technology they just choose not to because they don't want to learn something new.
User_characteristics - Generation_gap	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Used to hearing that number because that's the bar right from now on it's never going to be said anything on that radio other than that number so if you don't listen to your number and you get sent somewhere and another officer goes and you don't show up and he gets hurt that's on him. That's on that other officer so listening it's bad. They're hiring a lot younger guys which I can't say a whole lot I'm probably only older than two people on our PD so my first day was my 21st birthday so 21 my first day of work I went out that night with my parents I had one drink went home went to bed and had to wake up again at 6 a.m. and come back.
User_characteristics - Generation_gap	LE	U	Other Public	46-55	11-20	Male	LE-U-049	Not necessarily a call in because of the fact and this to our technology question because of the demographic that we deal with here on

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			Safety Personnel					campus. The younger generation 18 to 20 something's the trend for that demographic is that they prefer to text and the use of smartphone technology so the student government in conjunction with other students on campus actually did a study of their own and wrote a white paper evaluating several different emergency communication type tools that are available on smartphones.
User_characteristics - Generation_gap	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] I think sometimes it can be detrimental in terms of traditional policing methods you know like you know some of the newer officers aren't as good as say maybe him you know just being on the street and knowing what to look for because there's such an overwhelming amount of information that directs you now. You almost don't even need the old methods anymore you know. Too much technology.
User_characteristics - Generation_gap	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] Maybe the younger people embrace it. Some of the people that are older have no it's not technologically sound you know they don't want to even bother with it. They're not good with technology but yeah all the new people I mean.
User_characteristics - Generation_gap	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] Well it's second nature to them. I mean that's what they grew up with. We got people here---
User_characteristics - Generation_gap	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] In early 20's you know and cell phones have been around for as long as they've been alive. When we first started and we were handwriting reports. We didn't even have access to a computer when we first started.
User_characteristics - Generation_gap	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Well, I always make kind of a joking comment, but you can tell the rookies from the veterans because the veterans carry their bare minimum. They carry their gun and the bullets that they're required to carry and maybe a set of handcuffs. And the younger officers have every toy [laughter] that they possibly can carry attached to these tactical vests. And they might be a very relatively slim and very fit individual, but they're walking around. I don't know. They look almost obese because they have so much equipment attached to them. I just go and I ask them, "What are you going to do with all that stuff?" And they're more

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								than happy to explain to me what everything is and how everything works. I just go, "Oh, those kids [laughter]."
User_characteristics - Generation_gap	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	I didn't look at the screen. A lot of young officers are comfortable driving and looking at the screen. And I could get there, too, but I just don't have the need to get some place like they do. So I would usually pull over and look at it, in that regard.
User_characteristics - Generation_gap	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] And it's not really-- I don't feel that you get as much resistance to change as in the old days. I really don't, because I think we're dealing with a younger work force, and they're used to things being dynamic and changing all the time. On the other hand, you do need things somewhat stable, right? And that just doesn't always happen.
User_characteristics - Generation_gap	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Well, it's like everyone knows there's Android and OS systems and even some of the smartest guys I know who have an iPhone personal who are Apple kids have yet to master the Android. They find the whole thing a pain in the ass. I was going to buy my next phone as an Android just to see and I think that--
User_characteristics - Generation_gap	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	No. It's over-complicated. I call it 'dumbifying.' They should 'dumbify' a lot of-- just make it simple. Cops are smart, but we're smart in a different way, but adult learning is different. When you're older, you don't want to learn new things. You don't want to learn how to utilize this iPad for work. You don't want to learn how to utilize this new MVT system because it's-- now, when you would get in the car, you only needed like one password to get onto the computer. Now, you need like 5. And they have to be all different, and it has to have a hashtag. It has to have this, a number. It has to have-- so me, I put them all on my phone, because I forget. I'm only almost 40, but I'm already forgetting things. But you have to know nine passwords to get on your technology. Make it simple, face recognition. You get in the car. A little camera scans your face. They know it's you. Or a fingerprint in the car. You just put your fingerprint, and then it uploads all the information.
User_characteristics	LE	R	Field	18-25	5 or less	Female	LE-R-002	Well, I think a lot of the officers here are older, so they have problems.

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- Generation_gap			Responder					There's a lot to remember whenever it comes to standardizing everything and stuff like that. So I see them get overwhelmed a lot, but I guess I'm kind of blessed because I'm young and I grew up with all that type of stuff.
User_characteristics - Generation_gap	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	Yeah. So it's not user-friendly. I mean, there's a lot of folks that just don't use it. A lot of the old-timers, so to speak, that are not technologically savvy, they are not interested in even attempting to figure it out.
User_characteristics - Generation_gap	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	Well, I mean, I've been on the department for 20 years and definitely seen technology getting bigger, bigger, and bigger. It might be the newer generation. I think they're too latched on to trying to do technology where sometimes just regular police work will get the job done. So there's a little bit of loss of that. I think speaking to people that are younger, it's harder to speak to them because they're used to speaking texting.
User_characteristics - Generation_gap	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Computers in the car has been extremely helpful. And it's like anything else, technology is great when it works. When it doesn't, you got to fall back to pen and paper. And if you've been using-- there's my generation or my group of officers, anybody who's been on pre-computer understands, yeah, well, sometimes you've got to write it all down. But the generation that has ever learned anything except the mobile computer, it's harder when it goes down [laughter].
User_characteristics - Generation_gap	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	...So being able to push out forward things out there-- and then a lot of times the media will grasp on, "Hey, this is a really good story," and then they kind of re-tweet it. They push it out. Maybe they'll make their own story that goes to a larger audience-- or more traditional audience, I guess, is kind of what you say. But young people today, they embrace it. And as those young people get older more and more of the population is using social media, using these electronic platforms and less so much of newspapers and things like that, so.
User_characteristics - Generation_gap	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	Yeah. Communications-wise, it is the ability to have the mobile data terminals. The ability to have the iPads. The ability to have-- I have a

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								phone now instead of a text pager. I personally didn't even have a pager until I went into the academy, and I didn't have a cellphone. That's my generation. I didn't get an iPhone until I had my kid, which was like four years ago because I wanted to take a lot of pictures. So the department changes as technology changes.
User_characteristics - Generation_gap	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Okay. A lot of guys won't even log on, because it's just-- to them, it's not important. So it's like you still have that, the old people. I don't want to call them old, but the more senior officers that, "I don't need a phone to tell me what's happening."
User_characteristics - Generation_gap	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	For me, no, but I see other officers having issues. There was an officer that just came back to the patrol. He was in, I don't know if it was gangs or whatever, for years, and he was back. He just got back a couple of weeks ago, and I had to kind of give him a tutorial in how the system works. He was never formally trained, but he'll be accountable for it. And I'm trying to give him my advice. A couple of the old timers will go, "Here goes cooking the general orders," about me. "But dude, I'm not really cooking the general orders. I'm doing things that I'm supposed to do so I don't get in trouble."
User_characteristics - Generation_gap	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Whether or not you want to do it, that's on you. But like I said, those are the older guys. When it comes to technology, they really don't care. But to me, why am I going to get in trouble because I was too lazy to log in the system? Why am I going to I get in trouble for having a faulty list? Because the day that something happens and they're looking for that, how are you going to justify it? I don't want to take that chance. I mean, like I said, we've got a lot of stuff out there but it's just the time to access it and the ease of accessing it.
User_characteristics - Generation_gap	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Yeah. I think they would-- because, like I said, this year I was worried about do I have it on me? Because I've dropped this so many times. I think it's slowly-- just like society, you see how basically the mobile phones have changed in the past 10 years, how much faster, how much bigger they are, and what you can do on them. It's like personal computer now. I don't even use it at home anymore. I do all my online



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								banking with my phone and everything else. But I think as time goes by, and I'm going to be the dinosaur because I'm not going to be up-to-date on these newer features. But I think that's the biggest struggle is, the older guys, the technology.
User_characteristics - Generation_gap	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	... My one friend, he's got an Apple and he's an older guy on the job. 20-something years on the job. "Well, how do you turn it on?" He doesn't know how because he's not familiar with this system. And the guy today that was helping, he's like, "Here's the back button." The basic. And he's like, "Where?" And I go, "It's right there." He's like, "Where?" because he's not used to the different system. But I think if we were able to get-- the PDT, if we could have that and access the HunchLab, have that access ShotSpotter where it's just touching. I think the more or less you've got to type stuff and everything in, the more or less coppers aren't going to use it.
User_characteristics - Generation_gap	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	That's whether or not they give them. Like I said, they gave them to all FTOs. And I was honestly thinking about being an FTO but I didn't go through with it. But I think, yeah, the technology is getting better. I think, for the average officer, making it more simpler to use. You see these IT guys who have years of-- it's dying, that's what that means. Years of experience doing this. I think sometimes they might become naive to the fact that a lot of these guys don't know how to use these systems. Make it easy to use or you're just maybe touching.
User_characteristics - Job_c-s	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	I mentioned [name] is kind of a resource. [name] might be a good guy to either communicate with over the phone with questions about the system itself. I mean, he could tell you all the intricacies behind the screen. But those radios allow you to kind of plug those gaps when you're on an [instant?]. They say, "Okay, go to the command post. Go to the radio tent. Plug in your radio, clone it." Okay. You've got your five channels that are specific to that area. Some of them may have a tone to unlock or a repeater and some may not. They just may be direct channels, but it's-- I mean, this stuff is really fascinating. I value your time coming down as a researcher.

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User_characteristics - Job_c-s	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Yeah. Yeah. Primarily. Yeah. Unless I need to, in the field somewhere, refer to some minor-- for example, our hazmat policy, okay, who at the Department of Toxicology-- what is it? DTSC, so Department of Toxic Substances Control. They're in [City]. Okay [laughter]. But I don't have their phone number. So, maybe, okay, I know I can look it up in Lexipol [inaudible] field because I have web access. But things like that. I mean, it's amazing. You mentioned technology and what does it do for us. Is it crippling? Is it not? No, it makes our lives easier. I've found over the years that-- especially as a supervisor, because I'm about my 10th year as a supe, I'm finding that I'm spending way more time behind a computer than actually prepping skills. Does that make sense? Whereas, 10 years ago, I found that we were much more hands-on and, "Hey, let's grab that piece of equipment. Let's go out here and train with it."
User_characteristics - Job_c-s	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Well, we're lucky, and I think that-- my boss is that way as well. Very open, very honest, and he's empowering for people. And I'm a good example of that. I mean, who would-- I didn't interview for the job. I didn't apply for it. I didn't know that I wanted it when they sought me out to come and be the director. I thought that was crazy.
User_characteristics - Job_c-s	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	No. Our oldest is our CAT administrator and she's-- I'm the oldest. But she's been there for 27 years. And she promised me eight more because that's how many I have. And then we're going to
User_characteristics - Job_c-s	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	...In 911 of the CAD administrator lady, [name], has been there for 27 years. You don't want to sit there and watch her do what she does because it just makes me crazy.
User_characteristics - Job_c-s	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Q: Okay. And you were saying before we kind of got started that you've been down here at the dispatch center for how long? SME: Eight years.
User_characteristics - Job_c-s	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	So there's been quite a bit of technology change in the past 17 years.
User_characteristics - Job_c-s	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	I've been here eight years.

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User_characteristics - Job_c-s	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	I do, I do. I don't miss getting up in the middle of the night. [talking about being a firefighter in the field]
User_characteristics - Job_c-s	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	I've been here, I guess, four years now?
User_characteristics - Job_c-s	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Four years as a captain, but I was here as a lieutenant for almost two years. Then I got promoted to captain. I went back out to the field and then came back. So I've been back, I guess, four years.
User_characteristics - Job_c-s	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	And we just don't have it. We just don't have it. Fortunately, no one-- we haven't killed anyone. At least in my 27 years, no one has--
User_characteristics - Job_c-s	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Can be very exciting, it can also be very boring depending on the time. I would say the number one thing is diversity. Diversity of experience which is one of the things that attracts me to the job.
User_characteristics - Job_c-s	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	I would say it can be very stressful and I would say that it can be very emotionally taxing and I would also say that it's incredibly rewarding and very fulfilling.
User_characteristics - Job_c-s	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	And a lot of that comes back to like the investment in personnel. So I was very privileged to have an extremely good trainer and then also a lot of time dedicated to me. My shift happens to use have training as a priority you know so we focus on that and we try to make our people good dispatchers. So we try to make it as you know this stuff off the top of your head because--
User_characteristics - Job_c-s	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	...You take those calls all day and then right in the middle of your day you can just have I just saw this lady stab this lady and now she's stabbing someone else while I'm seeing it in front of me. Can you get somebody out here right away blah, blah, blah you know screaming on the other end of the phone you know and then you could go from that and then the next thing is help my wife is having a baby and I don't know what to do. You know it just it could it's that unpredictability that makes it fun but it is also very stressful.
User_characteristics	COMMS	U	Manager	26-35	6-10	Female	COMMS-	... People that had been here for 15 years, people that had been here for

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- Job_c-s							U-007	two years, every aspect of the spectrum so that I could get as much information as possible so we could purchase the right product for them which actually is just the upgraded version of what we have which works perfect because it is one of the top of the line products.
User_characteristics - Job_c-s	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	I mean for me it's a little more exciting because you have your hand in more of it than you normally would.
User_characteristics - Job_c-s	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Right. I've been told that I'm the odd man out because after 27 years, I still have compassion.
User_characteristics - Job_c-s	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Our community is small, so it's not the big city. You get to know a lot of the people. And since I've been here 17 years, I know a lot of the business owners and a lot of citizens.
User_characteristics - Job_c-s	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Yes. Generally, Monday through Friday, 8:00 to 4:00. If somebody can't work, I'll come in and work overtime. Last weekend I worked a double because all the dispatchers were unavailable. And then one of our other dispatchers just called. Excuse me. And she is having some personal problems in her life. And she had a little meltdown. And she said, "I don't know what to do about Sunday." And I said, "I'll work it if you need me to." So we kind of try and help each other out if someone has a family emergency or something comes up: a sickness, or a child, or a spouse, where you need some help.
User_characteristics - Job_c-s	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Probably because it's smaller, and the officers work 12 hours, and then I work 8. Over the summer, we were really short, so there a lot of days I was staying 12 hours. I would come in and either work 8:00 to 8:00 or I might just stay till 6:00.
User_characteristics - Job_c-s	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	...I consider myself to go above and beyond for anybody who walks through the door.
User_characteristics - Job_c-s	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well I would say that it's can be boring I think sometimes. I think too that you know it's good work. It's important work. I would say that we take calls and we send calls so we're taking calls from the public and sending those out to the deputies that need them. I would say that I don't know what else I would say that we take calls, we deal with the public, we try

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								to help people with their problems.
User_characteristics - Job_c-s	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Oh our responsibility is about getting the information from the person and communicating that to the right people so they can go and help with that situation. That's our responsibility. Sometimes our responsibility I won't say it's really our job responsibility but I think maybe we feel a sense of responsibility to stay on the phone with people and keep them calm and keep them focused. You know if there's been an accident sometimes the person who is calling is the person who is not hurt and they're seeing their loved one in pain and they're then in pain too so part of it is for you to stay calm as a dispatcher in those situations and stay on the phone with those people so we can kind of be the anchor we're the anchor then for those people.
User_characteristics - Job_c-s	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	I don't think so. I think that's about it. It's a good job but we do have trouble getting people. It's not like it's a lot of money or a glamorous job but it's a good job that helps your community and I hope we can get more people here to do this work because we do need help, we do need help.
User_characteristics - Job_c-s	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Sometimes challenging, very challenging, 'cause it's bit much when I took on a task as a supervisor and knew I would be monitoring and watching over or helping out more. But sometimes it's a bit much. If we're short, and I have nobody else, it falls on me. So I'm always available, ready and available. And it's time-consuming. A lot of time-consuming, sometimes I have to break away from okay, I have to break away from work so I can have at least some home time with my kids.
User_characteristics - Job_c-s	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Dedication. You have to be very dedicated to not only, not the job, but if it's a dedicated person that wants to make sure that that person, that family, their officers, their firefighters go home to their families just as you're going home to your family, you'll be perfect for the job.
User_characteristics - Job_c-s	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Well our dispatch center isn't real big. It has grown since before I started. I'm ten years into it right now, so the size that it is, this is what I walked into when I walked in ten years ago. It was smaller than that, just

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								from what Frances [phonetic] was telling me. And sometimes it can be a little cramped up when you get certain calls, and you're, it's a busy time. You get cramped up; you need to take a walk. We're very secured, so we can walk around the building and not worry about anything because you have to key in. You have to key in. And at any time the police, sheriff office is right up front. So it's secure.
User_characteristics - Job_c-s	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Sometimes it is, because it's volunteer. So they have their jobs that they do during the day. So it's 30, 40% at a time you might not get a response. You may not get someone to answer. So you have to go to the different departments in the [County], because we try to stay in [County] as much as we can.
User_characteristics - Job_c-s	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	In this day, it is very difficult. It's hard to find, what's the word I'm looking for, dedicated, it's very hard to find those, I can say [inaudible], most of the people that we've interviewed, it's more about, it's more of a job, instead of taking it to that next level and saying okay, it's way more than a job. I'm sorry, but it's way more than a job. If you look at it as just a job, you're going to do the bare minimum, and maybe 90% of your calls are going to go well, I did transfer them, or I did, and you won't care. You have to have some kind of compassion. You've got to know when to turn it on and off. But you have to have that compassion. You have to have that understanding.
User_characteristics - Job_c-s	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... And so a lot of people call me ADD. I don't think I am, because I think it just helps to keep my sanity, because I'm able to switch from one to the other. So I think that's another good part of my job, also.
User_characteristics - Job_c-s	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Dedication. You have to want to do this job. It's not a job that just anyone can just jump into. They have to realize that they're going to get screamed at, hollered at, fussed at, in an individual or individuals' worst time answering a 911 call. So cannot come in with the mindset of, also being the same job, the same day, every day, 'cause it's not.
User_characteristics - Job_c-s	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	That's an animal of a different color. It's real hard because volunteerism across the country is going down, not just in rural areas, in majority of

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								rural areas or volunteer fire departments. I think an unknown fact is that there's more volunteer fire departments than paid departments that a lot of people don't realize. I'm a fire department buff, 30-year volunteer fireman, lifetime member. And I think that one of the little-known facts is that Benjamin Franklin was a volunteer fireman in Philadelphia. And some of the history behind that is just, if somebody wants something to read, it's real interesting.
User_characteristics - Job_c-s	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	...In [inaudible] big events, I'll go back, and I'll run those, or I'll get [Name] [phonetic] my supervisor to run those numbers and see how many calls we had in a certain amount of time and show it as positive reinforcement and lessons learned to the dispatchers of okay look, we know this happened. Good job you still did. You all answered as many calls as you all could with as many personnel as you had on the floor at the time. But then also I can go to a [County] president, I can go to the sheriff and say look, these how many calls we had coming in, in this certain amount of timeframe, and this is how dispatch has handed it, and they did a very good job. We're going to [inaudible] QC a lot of them. But at the same time, I think we did a good job for as many calls coming in, or this is where we need to brush up on.
User_characteristics - Job_c-s	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	More than the eye. More than meets the eye rather. I think a lot of folks don't realize how much we actually have. It'd be nice if we had just 911. It'd be nice if we had just radio. It'd be nice if we just had emergency management. But unfortunately, we have to wear so many different hats. It's good because we get to meet more people. And I never thought, granted I have 12 years into the job, but I never thought I'd know as many people as I know from, not just across the state, but across the country.
User_characteristics - Job_c-s	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	Depends on what day, I guess it depends on what day, 'cause some days it's aggravating. Some days it's easygoing. It's a roll of the dice. You never know what to expect. So I think that's probably the reason why I'm still here after so many years. It's ever-changing, so I never expect the same thing every day.

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User_characteristics - Job_c-s	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Busy. Unpredictable [Laughing]. You don't know what you're going to pick up and what's going to happen at that moment in time. But to me I enjoy it. It's very satisfying to know you can help somebody.
User_characteristics - Job_c-s	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	15 years ago. And then inputting it into another system after that. I never understood that part but.
User_characteristics - Job_c-s	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	I would have never thought 15 years ago we'd be doing the things we're doing on a computer. But being involved with our record management system, as I am, I constantly see day by day where we can improve and get further and do more and more into the system. So technology to me is what it is today but tomorrow it could always improve. It can always get better.
User_characteristics - Job_c-s	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	No. Not to me it's not. After you've been doing it so long it's like second nature.
User_characteristics - Job_c-s	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	... and you're trying to relay the information from the person that's telling you to the officers to make sure that they have all the calls, I mean, that's kind of stressful when you're trying to get information, and you know, they may not know everything that we need to know, but other than that, I mean, it's not--it's not bad. It's definitely not as bad as other agencies, so I definitely enjoy it here.
User_characteristics - Job_c-s	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: I am [name] I am [Job title], Manager for years and years, been here about as long as everybody else, 30 -- over 30 years and that's what we do.
User_characteristics - Job_c-s	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: [Job title], 29 -- well, October will be 30 years.
User_characteristics - Job_c-s	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S4]: Services Manager -- [Job title], I guess -- 32 years
User_characteristics - Job_c-s	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S4]: In the 32nd. [years in service]
User_characteristics - Job_c-s	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5]: [Job title]; and I am on my 23rd year. I am the baby.



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User_characteristics - Job_c-s	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S6]: Actually I am the baby. I am [Job title] and I have a combined of 10 years.
User_characteristics - Job_c-s	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: [name] started there about 30 years.
User_characteristics - Job_c-s	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S4]: 30 years later.
User_characteristics - Job_c-s	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: This is kind of what our longevity chart looks like. And it's supposed to be like a 45 degree angle and its pretty much you got -- you can tell we have got many people here that's been here -- that's just this 30 years, right here. So, you don't have a lot of turnout.
User_characteristics - Job_c-s	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S4]: Almost 19 years. I just remember that because we went to it just right after I had [inaudible].
User_characteristics - Job_c-s	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So my daily routine, when I'm at work, is that I work a 24, 48-hour schedule. So I work 24 hours on, and then two days off. It works out to be 9 days a month is my schedule. Typically, I report to my duty assignment, whatever station that may be by at least 6:00 AM. Our report time is at 7:00. So that gives me an hour ahead of time to just kind of help with a last minute call or whatever needs to be done. Makes smooth transition... A little bit of an overlap. That way you're not just walking right in at 7:00. And if the bells go off or something's happening that you're walking into that, so it kind of eases the stress coming into it.
User_characteristics - Job_c-s	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	[RE: AVL / call volume] Has increased. So it doesn't upset me one way or the other, of that. The call types are different, in the sense of, I used to question it why they were sending a particular unit because I felt that I was closer and they didn't, and that's not my job to question that. Ultimately, there was a reason why that unit went. Now that we're getting sent on more calls, it makes more sense to that previous thought of, "Oh, I knew we were closer. Now we just justified that we're closer." And ultimately it's the end user, it's the community or the citizen that's benefiting from it. So regardless if we're running more calls or less calls it's--

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User_characteristics - Job_c-s	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I mean, I can't make any of my employees do anything. Okay. They're here 24 hours a day. I've done their job. It's not easy. If you throw all kinds of harder stuff to make their job harder on top of it, it's not going to work. I mean, I can put all of the sanctions and rules and everything I want on it, but I have to motivate people to want to use this technology and show them the advantage of using it. We get paid faster. We can post statistics that show us what we're really doing, how it's useful. But if it's not to them, what's in it for them [laughter]?
User_characteristics - Job_c-s	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Coming to work, we usually try to get there about half hour, 45 minutes, before our actual shift starts so we can catch the offgoing crew, so we don't catch a late call. And the guys' got kids that they have to take care of. Whatever. Morning starts out usually rig checks. I work on a fire engine so we go through all the equipment, make sure that everything is there. If the crew before us didn't have anything, that's a really fast check. If the crew before us had some significant EMS calls or a fire, then we'll check that equipment a little bit more specifically...
User_characteristics - Job_c-s	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Oh, okay. So we work in a what I suppose politically would be called an underserved area. I like it. I take the bus to work. I take the [Name] to the bus. And in the mornings, I don't have any problem, but definitely in the afternoons, I would be more aware if I did that based on what we see. A lot of homeless population there. There's a clinic for homeless people that's right across the street from our station just down the road, and they tend to congregate there. And then there's a liquor store on the other side, so they get their liquor and they hang out in that parking lot there. But they're always cool to us for the most part. I would say I like running calls there because people like us, you know?
User_characteristics - Job_c-s	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	[RE: homeless population] And a lot of times, that demographic just doesn't know. And it's kind of fun to help them because there's also a significant amount of Somali, Burmese, Nepali, and Swahili. So many of them don't-- if they do speak English, it's just a small amount. And they don't understand services and stuff like that. They just know what they were told, so. Yeah. It's kind of a nice environment towards the-- as the

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								sun goes down, the calls tend to get a little bit more-- we got to be more aware. But during the day, it's really pretty low-stress environment. It's fun. I like it. It's a good place.
User_characteristics - Job_c-s	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I'm on our wildland team, so I think the communication is pretty good with the state and federal resources for a lot of wildfire incidents. I think the county is doing a good job overall of county and state resources for the fire districts. So I think you just have to have strong leadership to assert those channels early and the communications plan early. But all the technology is there to use. Again, it's just whether or not the leadership chooses to use it the way it's intended to, because the county actually has a communications plan for inter-agency operations for the wildfire side of things. So it's all drawn out. Every season, all the channels get cloned on the radios, and it's just a matter of people utilize it the way it's intended to be used.
User_characteristics - Job_c-s	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...I started out at a good house. By good house, I mean it was a busy house. We were constantly busy. I wanted to see everything both trauma, both medical, both dealing with people. So I started out at a good house, which means that we had good firemen. I had a good partner or partners because I had more than one. And I had a good chief, a good boss who looked out after us. And your question was how was it--?
User_characteristics - Job_c-s	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	So as long as you have those good people behind you, the firemen, your partner, it was good for me. I can't speak for anyone else. But for me, it was great because I would come in. I enjoyed my job. I go and inventory my ambulance. As a matter of fact, I had people who had 15 or 20 years on the job prior to me going to them. And they actually taught me how to deal with the mean streets of [City], how to take care of my ambulance, how to-- you talk to certain people in a certain way. And then you talk to other people in a different way because not everyone's the same...
User_characteristics - Job_c-s	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	...so from my experience, as long as I had people backing me up and showing me the way, I had a good time being a paramedic in the ambulance. I loved it. As a matter of fact, I love driving. I love starting

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								the idea. I was a hands-on person. You have to be a hands-on person because you're constantly touching people. You're constantly starting IVs. You're constantly taking care of their wounds, their injuries. So you have to be hands-on. The other thing that I used was, I don't want to say joking with people, but also using humor too. Because sometimes we're responding to people's worst days. And I used to love using humor because most of the time, they would take their mind off of it, so.
User_characteristics - Job_c-s	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	We do a lot of education with other companies, with the fire companies, with the BLS, with the basic life support. With me, when I'm coming in, once I do my checkout with the truck, [truck] and [engine], I always want to make sure who my EMT is because if we catch a run with an ALS company us, [company], and the truck, I want to know who my EMT is because if I need his hands-- not all firemen are EMTs. They're just firemen. So if we're on the scene I want to look up, I want to see who my EMT is because I'm going to grab him and he's going to help me. So in the mornings, I'll talk with that EMT and say, "Hey, do you need anything? Supplies? Are you okay with treatments? What do you want to learn-- is there anything you want to learn on something that could help us in the field, could help the community out if there's a critical call? I may need you, you may need me on certain situations." So I always want to make sure that they're ready, too.
User_characteristics - Job_c-s	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	...We do get calls a lot even for people that are sleeping on the bench. People are concerned, which is fine. We don't have a problem going out and making sure that they're okay, the homeless people. We get a lot of calls for that downtown. We get a lot of calls for the homeless, especially in the wintertime, which is fine. I want to make sure they're warm, so it's okay with us.
User_characteristics - Job_c-s	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: community visibility] No, no, and that's sad because we don't have enough manpower to do that, at least on our end... I would love to go out when it's not really busy and drive around and talk to the community and see what they think of us or what do they want from us. I do notice our sirens are really, really loud, and it's for a reason. And they tend to put

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								their hands over their ears, and we do get a lot of bad civilians that are very unhappy about that, but we need it because the cars don't pull over.
User_characteristics - Job_c-s	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: listening to PD frequency] if I'm already hearing it on the PD side, I'm hearing it at PD-- someone's calling 911. I believe someone fell and they injured themselves. But I can't. But I have to wait until EMS dispatch tells us to go. Which is fine. Something critical like that and I'm hearing it, at least I'm ready. I'm always in a ready position, "Okay, hey, guys there's a fire. There might be a fire coming out. We'll be ready. We're going to go."
User_characteristics - Job_c-s	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: too many radio channels] It doesn't bother me. Someone like me, I'm going to learn the channel because if I can't communicate one way, I'm going to communicate another way. So if I can't communicate with EMS channel and I can't communicate to the fire channel, I know how to get to the police channel. The life guard channel, we have a life guard channel. If I can't communicate through the alarm office and the alarm office can't communicate to the life guard who someone is drowning in [lake], I know how to go into the life guard channel. A lot of people don't know how to do that. But I've trained myself or I've asked around people how to do that. How do you get to the life guard channel?
User_characteristics - Job_c-s	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	...So, say if I'm calling 911, call taker comes on, "What is your emergency?" They're typing this in already. Me, as a paramedic, through the [local PD] number, I'm looking that information up. So I'll send that code number to the alarm office and that call taker information that they printed will come back to me on my MDT and it tells you everything that person on that 911 has stated. Not everybody knows how to do that.
User_characteristics - Job_c-s	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	You know you can go from sitting around like we're doing now to doing something that actually matters you know you can sit at a desk and I've done that and I've not felt like I'm actually doing a job that matters. Every day when I leave here whether we ran one call or 25 calls I feel like I've helped somebody in some way and I've never felt like that before with any other job.
User_characteristics	EMS	R	Field	36-45	5 or less	Female	EMS-	Rewarding, exciting, stressful, frustrating that's about it. That's all I got

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- Job_c-s			Responder				R-019	at the moment.
User_characteristics - Job_c-s	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	They are. I love my job. It's very rewarding. It's great to help people when they're in need. When they're having the worst day of their life but it can be stressful because not every day, not every shift ends well and there are times when you just can't help someone as best you want to you can't.
User_characteristics - Job_c-s	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...Sometimes, the ways we work around that are, I could see the cellphone number, so I'll call the provider, and we have backdoor numbers into their network operations centers to say, "I need billing information for this cellphone." I know they're calling from an apartment on [Street]. I know it's probably this apartment complex, but I have no way of finding them. I can get billing information. Sometimes it's just the name. And then I can call the apartment company. They'll give us the address but it's like the address is in Oklahoma.
User_characteristics - Job_c-s	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	I've actually seen it a few times and you don't really know what you're getting into. It actually binds it, so it's kind of like over time you learn like, "Hey, there is something behind this." And a lot of new cars are building these-- they're [A?] post are actually like pieces of folded metal and layers. And he actually has a couple over there and he can show you.
User_characteristics - Job_c-s	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	So I've got the Epocrates app and I've got my standard-- my SOPs on there. I think that's everything. I just got done with EMS class so I had-- I would quiz myself a lot on stuff like that. I think that's all I have for that on my phone, because I try to keep it limited and the reason it would be is sometimes too much information, kind of-- so I use these apps very often so I'm very efficient at using them and I'll-- we use them at the station sometimes.
User_characteristics - Job_c-s	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	Now if it was faster, absolutely. But I do believe there is something huge to say when someone has mastered their trade-craft, yeah, craft - I'm sorry - and being able to be efficient at it and a master at what they're trying to do. I think for me, it was being the guy to teach a forceful entry class, so I force doors a lot and I have to teach it. So it's pretty neat to

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								pass that on.
User_characteristics - Job_c-s	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] I think my trainee is going to have a much different response than I will. Someone new to EMS versus someone that's been an EMS for over a decade. So for me, the transition from academy to the street was generally seamless because the service here in [City] is so similar to the one that I worked for in [City].
User_characteristics - Job_c-s	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] ... But anything that's a movable piece, a paramedic can break. So that attachment point is, I believe, challenge accepted by paramedics. We will find a way to break it and break it often.
User_characteristics - Job_c-s	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...it's very exciting to be able to think about what you have to do and really use your mind in a slightly different capacity than you do on other units. Not to say that an engine or truck isn't intellectual as well. But we have to do a little bit different type of problem-solving which I find fascinating.
User_characteristics - Job_c-s	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...So I like being able to work on both sides of the field there where I'm interacting directly with the patients, and I'm either driving them directly to the hospital or I'm working on them in the back of the ambulance, but then also in the actual rescue aspect.
User_characteristics - Job_c-s	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: apparatus check] It usually takes between 30 minutes and an hour. So ideally, if I get here at 6:00-- if I can get off work a little early, then I'll try to start that at 6:00 and go until 7:00. And then the shift actually starts at 7:00... But worst case scenario, I show up at 6:30... I want to be ready to go when the buzzer gets [laughter]..
User_characteristics - Job_c-s	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...The people who ride the rescue squad usually don't stop training right at 11:00. A lot of times we'll go till midnight or 1:00. Once we get in the zone on a drill, we don't want to stop, so we'll just keep going until we're done.
User_characteristics - Job_c-s	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	Not every night. Our requirement is 36 hours a week and 24 of those have to be overnight. So that would be three nights a week minimum. And then you have to get your other 12 hours through either weekdays, weekend days, or extra nights. So I'm an exception where I'm here six

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								nights a week and then the whole weekend, right? But there are people who are here three nights a week and then they ride during the day once or twice a week too. But either way, you end up spending a good amount of time with these people.
User_characteristics - Job_c-s	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: PulsePoint app] It's an app where, basically, it'll tell you-- you can notify, say, just on structure fires. So it sends you an alert. So you get it before the radio does... Auto accidents, you can set it up for hazmat. So it's just an app and it'll tell you where-- the whole principle was, is the next closest unit, whether it's a chief on a bus-- so if you're having a heart attack, and I'm right next door, it notifies me. And even if I'm on or off duty, I can go over there and help you. That was the whole principle of it. And then just kind of tracking. You can see what the guys are doing. So if you're at home, you can say, "Oh, yeah. They went over here, and over there, and--"
User_characteristics - Job_c-s	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. There's always some level of education. We have to keep up with everything else. Keep up with the new cars, keep up with the new construction, keep up with new industry moving in, keep up with everything.
User_characteristics - Job_c-s	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Well, we need to understand the danger of what they're doing. And so if there's a leak, and-- but the firehouse is neat. It's fun. It's never the same. You're doing something else every day. Some new company's moving in and you're being exposed to a new idea, a new concept, a new hazard. And now we're learning about the trains because commuter rail's moving into [City]. So we have to learn about how to de-energize it, how to lift it, how to work around something as heavy as a commuter rail train.
User_characteristics - Job_c-s	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Well, I think the thing is, is firemen and policemen and all people that work in these industries, they're really good at just adapting and overcoming. And I think that's what we've always done for years and years. So there's even from the command structure, there's even from communication things. Like I told you about the call that we had that the city showed up with an iPad app that showed all the water. At the end of



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								the day, we always get everything done. So we always cut the car. We get the water shut off. We get the officer that's been shot to the hospital. Things can always be done faster and better...
User_characteristics - Job_c-s	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Right. And it depends on their level of involvement. I mean, if you lose-- we lost one very big team player, one big driver who always comes through in the clutch of-- the world's coming apart, he's always there. And we won't have that anymore, so that sucks. And it's like water. Somebody always fills the hole, but at what time and what cost that'll happen is unknown, and we can't control it.
User_characteristics - Job_c-s	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...We have a guy who drives here from [City], and it costs him more to come here, be a volunteer two days a week than we give him back. He doesn't even cover fuel, much less the phones, and the food, and whatever else.
User_characteristics - Job_c-s	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...I'm trained to put water on a fire. I'm trained to cut a hole in a roof. I'm not trained to come in and say, "What do I need to--?" ... Or even, what is data? I don't even know where to begin to look at saying, "Hey, I would like more fire trucks." Great. And usually, as firefighters, we're very passionate people because we want to help. And so when a government comes in, they can understand a passionate argument significantly. They come in and they say, "Man, I totally agree with you, but I don't have \$1.8 million to buy a new fire truck. I have all these other priorities."...
User_characteristics - Job_c-s	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	He's very interested in advancing the department. A lot of times we don't have firefighters that stay in key critical positions for a long time because we love to get back out and do the firefighting thing. And so those key positions that keep the organizations moving forward, in the fire service in general, we get huge amounts of turnover. I'm a brand new captain. A brand new chief. I'll do my 18 months in hell. Go work in an office and then I want to leave. But anything, if you want to advance the organization, if you want something... If you want to increase your budget, get a new piece of technology, those things aren't just like--
User_characteristics	FF	U	Field	46-55	11-20	Male	FF-U-020	...So Chief [Name] has really bridged that gap well by putting key people

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- Job_c-s			Responder					in positions that have a strong desire to see the department succeed and put the organization above their personal needs of wanting to go back to the firehouse. So I think that's one of the key reasons why we've advanced as far as we have.
User_characteristics - Job_c-s	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Interesting, because you're creating your own position. So there's a lot of-- my position goes-- it'll swing from doing very task-oriented stuff like engine 22 lost a fire hydrant wrench. You need to order a new fire hydrant wrench. "Hey, Captain [Name], we lost a fire hydrant wrench," and the letter that goes along with that, to trying to plan a multijurisdictional, multiagency event or coming up with how we're going to do this new unified command system at Coors Field. And so I bounce back and forth between very base task level kind of-- and I'm not going to say meaningless, but very low level kind of, "Order this tool," to all the way up to this, these things that are bigger than sometimes most of our chiefs even are involved in. So that piece is a bit challenging. So, yeah, but it's fun. I like it.
User_characteristics - Job_c-s	FF	U	Manager	46-55	11-20	Male	FF-U-021	It's all fun enough here. It's just that it's a team environment, so you're working with not only friends, but your family and you spend 9-24 hour days to 10-24 hour days with the men and women so you really get close with them.
User_characteristics - Job_c-s	FF	U	Manager	46-55	11-20	Male	FF-U-021	We work 24-hour shifts and the general starts at 7:30 like today and we'll get off tomorrow at 7:30. So you're off two days and you do it all over again, so you get very, very close with the people you work with...
User_characteristics - Job_c-s	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So this particular station is bordered right on two different districts. We have our international district and that whole community, and then we have what they call the [Name] community. It's kind of the south end of the downtown core or the south end of the downtown business. I've worked downtown here for at least eight, nine years. And really, two really fun communities. Very different, but very fun communities to interface with, and work with, and stuff as far as identifying key members and just different celebrations in schools and all the fun stuff that goes with it.

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User_characteristics - Job_c-s	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	No. So, it's our Chinatown, but it's not just Chinese immigrants. I mean it's all of Asian-- and it's fun. I mean it's kind of separated into different sections, but, yeah, there's a placard just down the street for what used to be Japantown and then Chinatown but there's the Korean, the Vietnamese, the whole... That's our international district here.
User_characteristics - Job_c-s	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	it's really fun, too, as far as we are not at all ashamed to steal somebody else's great idea... So if this department has found a solution, or if they're doing something that works really well, bring it back, and we'll see what we can do.
User_characteristics - Job_c-s	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	the big thing that we don't really focus on, and I've been in this line of work for 28 years, when you're out in the field and you're putting the gear on, the tones go off, and you go, you're in what I would consider a-- you're in a soldier mode. You don't want to get rid of that soldier mentality because that's what helps us do the job. We don't want to have in our front set of thoughts, dangers of the job, in particular, to cancer causing ailments and all that kind of stuff or particulates because it would be immobilizing. If we focused on things that can happen once we leave this fire house, then we really kind of run into issues of slowing us down in getting our job done...
User_characteristics - Job_c-s	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Yeah, a fireman? As far as stepping away from what I'm doing now currently, just going back to being in the field. I think it's a rewarding job for sure, and it's certainly a stressful job. It's rewarding, but at the same time, it starts off as a sport. When you're younger, it's a sport. We have all the players in a sport. We have our coaches. We have our referees, your chiefs. We have the players, and we have all our positions, so it's a sport. Just like baseball or football, you got your quarterbacks, your linebackers. In baseball, you got your offense and defense. It's very much a sport. And so that kind of is the driving force for the excitement of what we do...
User_characteristics - Job_c-s	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...It's very adrenaline-packed, for sure, and it's no different than someone who is a sports fanatic and who is always sitting in the bench, or in the dugout, or whatever. They have that anticipation and that drive to want

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								to get out there and play. It's the same thing. So if you're sitting in a firehouse and you haven't been to a fire in a few days or a few weeks, it starts to build on you because that's what we want to do. We're here to play the sport. And it's very satisfying for us. And, as you age, that sport still kind of follows you but it starts turning into a job. And how it was explained to me years ago was it's a young man's sport and an old man's job.
User_characteristics - Job_c-s	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	when you're new, your level of excitement and anxiety is-- it skyrockets. When the tones go off for a fire, your heart rate is 180, and your blood pressure goes up a little bit. Your anxiety level goes up a little bit. And your excitement level's there. But at the same time, when you start having a lot of experience and you start having a lot of time on the job and you start to age and you're starting to go through these transitions, someone who has two years on the job, excitement level is different than someone who has 20 years on the job. Their excitement level meaning that they still enjoy going to fires are the same. But you have an excitement level with a heart rate of 80 and you have an excitement level with a heart rate of 80-- or 180, and then you have an excitement level of 80. So how someone with a lot of experience modulates their excitement level is just speak through experience. "Okay. Yeah, let's go to this fire. Let's have a quick push-out." They still remain at a normal heart rate level versus the new guys who were getting dressed fast, they have quick push-out, but their heart rate is so fast. You know what I mean? So the desire to go to fires sometimes are the same. It's just where you're at metabolically and heart rate. Those are different.
User_characteristics - Job_c-s	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	It's either the sports, or adrenaline, or whatever the case you want to call it. But it's the challenge. It's a challenge. And I guess you would say through a public's eye that it's not normal to actually want to go into fires. But once you get educated and have some of those fears reduced through education, it then becomes understandable of how you can actually do that because there is a process. There is a tactical process. There's a way to do it. So what may seem to be an insane activity to

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								laypeople? or others is kind of normal for us because you kind of learn the parameters of your dangers and what you can and can't do. You learn your limitations. And so knowing all those things and putting them together and being able to size up the situation and look at and minimize your tactics, or what they do is they look at things, and you're able to size up a building and measure, through education, some of your dangers...
User_characteristics - Job_c-s	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...you make a decision based on what are your-- I'm trying to put it in words. What are your risks versus your benefits? So you minimize and reduce your risks if there's truly no benefit, but if there are people trapped in the building, especially when we get on the radio that there's children in the building, everything just goes up and everything's added up and your risks are laid on the line. I mean, that's kind of what we're here for. So yeah, I mean, that plays a big part of it, big part of it.
User_characteristics - Job_c-s	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...So through time, we've learned that when you have somebody outside telling you to get out of the building, just get out. Get out and ask questions later versus being in there getting on the radio, "What's going on? We got it." There's been a number of situations where, I myself included, are guilty of that, slowed getting out because we thought we had it knocked. And we thought we had it under control. "We got this. We got this." I mean, that kind of thought. And then you finally back out slowly and then you turn around and look and you notice that the roof's getting ready to come in or the building's getting ready to-- and it didn't seem like that inside. So those things are situations where communication-- and not even that it's poor communication; it's just there's a period of time where there's an unknown, so.
User_characteristics - Job_c-s	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	It can be quite a few of them. Sometimes it's fulfilling and sometimes it's aggravating. Because of where we are... you... you have to be a jack of all trades. So we do fire, we do EMS, we investigate, we have an investigations division and inspections division that do those tasks. So it can be... when you wear a lot of hats it can be somewhat frustrating trying to get them all done and sometimes the needs in one place od not

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								necessarily satisfy the needs in others in terms of what you have to do it with you're the manpower you have to do it with.
User_characteristics - Job_c-s	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	No. I'm not. Not full time. I have been with the department for 30 years. And sometimes I've take, you know, worked some of the part-time stuff but basically I volunteer my time.
User_characteristics - Job_c-s	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	All right. It's a good place. I mean it's--any time you work around a group of people that are willing to do what we do, I mean it's camaraderie, you know there's, excuse my language, there's always some kind of BS to go along with them 'cause I tell people that if you really want to see something interesting you put, you know, a bunch of grown me with a bunch of time on their hands... they can find the best practical jokes to do and nonsense stuff to amuse themselves so. But.
User_characteristics - Job_c-s	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S2: No ma'am. I agree with what he says, I mean, he has been doing this for a lot longer than I have. S1: Well I have noticed he's been here 20 something years so yeah and do you have any questions for me?
User_characteristics - Job_c-s	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S3] I would say it is a lot of hard work and it takes a lot to run a fire department. Like more than just you know running out on calls and fighting fire; you got to - like in the volunteer department we have to have a lot of fund raisers and everything to make our ends meet.
User_characteristics - Job_c-s	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S2] I mean you got 100% dedication.
User_characteristics - Job_c-s	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	S1: Yeah, right. Because you work and this is volunteer, so do you spend time in the station? You do? Oh. S2: I go down there when I am not working or I go to the other stations; we have two stations.
User_characteristics - Job_c-s	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	I'll tell you what, if you want to schedule something on a Saturday, you are like ah I got training this weekend honey, we are going to have to --
User_characteristics - Job_c-s	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	So, a lot of times we will do the computer work at home, a lot of people where you can go by the station and nobody is there and you can do it there and you usually they will say, alright Saturday we will do a hands on, and everybody shows up Saturday and do hands-on or Thursday and

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								then the guys that missed Thursday night or Tuesday night will come Saturday night and hands-on.
User_characteristics - Job_c-s	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	And then get ready for work, come to work, meet with my [Job title] and then come to the office and find out how the day is going to go from everybody that I interact with in the city and then usually work till about 5 and then if I can I try to get out of here by 5 but very seldom does that work. This week I have stuff 3 nights I have to work so it'll be a long week.
User_characteristics - Job_c-s	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Well when I started here in [Date] we had a limited number of brick portable radios and mobile radios on all of the fire trucks and we had huge pagers. What was interesting back then those big brick radios worked really well.
User_characteristics - Job_c-s	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	One appeal and a positive impact from being able to send resources out is the experience that people get and then bring it back to our community being where our communities have situated in the wild land of an interface.
User_characteristics - Job_c-s	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Well most of the multi well I mean we may have a few multi-day when here you know but the last one I can think of was just out here east of town. It got in the trees I mean you know a tree is going to burn forever unless you bring in a dozer and knock it down and be able to foam it or something and it just got into a place where we couldn't get our trucks and our hoses weren't long enough to get in there. The next day I went back you know or a couple of us did and you know tried to hit some more hot spots. It probably wasn't going to go anywhere but it just made me feel safer.
User_characteristics - Job_c-s	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Well I've been at one job for five years and I just now I have 2 weeks vacation so I mean I'd have to use up all my vacation just to take that training. So we just do a like a volunteer firefighter practices and have somebody try to come here local and give us the training.
User_characteristics - Job_c-s	FF	R	Other Public	26-35	6-10	Male	FF-R-048	Yes. We all have our own jobs that pay you know and everything we do all the fire department either it takes away our personal time, it takes

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			Safety Personnel					away our family time and quite often it takes away our job time you know and most employers are pretty lenient. Thankfully I'm self-employed but as with me being self-employed in the middle of harvest time or planting time when time is critical and mother nature is your boss I mean my job quits you know so I have nobody to fill in you know. Or take over while I'm gone so yes it's difficult because I mean you know we're glad when we have guys that are available to show up not necessarily to a call but then you know we have to do training and it's like okay I have something planned you know and it's tough I mean because we are all volunteer you know I mean it's not because of our job and we're not getting paid but we do it because we volunteer.
User_characteristics - Job_c-s	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	They pay us but we provide a service for them so as you know public safety is tax based and you know customer service is number one that's something that can fall short sometimes as new generations come about but the core and tradition of the fire service is the customer is number one so that's why when it comes time to risk our lives and put other people number one you know that's where the customer service really comes in on that level.
User_characteristics - Job_c-s	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Sometimes it just depends on your level of dedication. We've got some people who are great at showing up to calls and terrible to showing up to meetings which you have to take that with the good with the bad. You got some people who are great at showing up at meetings but hard to get them to a call. S
User_characteristics - Job_c-s	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Considering I'm pretty sure the fire towers are condemned for climbing but we got it done. It had to be done.
User_characteristics - Job_c-s	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	... So you ask people to go out raise money for barbeques, respond to calls in the middle of the night and then you say oh you need to go take some classes too. I mean there are some people in this county that I don't know why they don't do it professionally because they take it very seriously.
User_characteristics	FF	R	Field	36-45	21-30	Male	FF-R-049	I try to stay quiet and lay low out here because as a professional I can



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- Job_c-s			Responder					get looked at as the paid guy who thinks he knows everything but and it's not that I do it's that I do know a lot and fire burns the same here outside of the Metro [name] area as it does up where I work professionally and you know I hear people tell me all the time well you're used to doing this and I'm like it can do this here too.
User_characteristics - Job_c-s	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	It's very common for someone to come into the fire department and stay for 30 years. There's not a lot of fluctuation in that.
User_characteristics - Job_c-s	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Yeah. I started off as a firefighter. I was a volunteer for four years. And then I was a firefighter here with [City] for about six years. And then I promoted to engineer. And I was a driver for three years. And then I promoted to lieutenant about three and a half years ago. And so I've been an officer for three years. And I've only been on my current position as the training lieutenant for two months.
User_characteristics - Job_c-s	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Okay. It can be very rewarding. Absolutely... So there are times where it can be very rewarding, because our job is to help people ultimately.... You can't beat our schedule, and especially the people that I get to work with are fabulous. And so it does create a level of camaraderie, and I would say coming to work and working with [inaudible] will make it fun. Some of our runs that we go on, aren't as fun anymore.
User_characteristics - Job_c-s	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	... Having been part of that, I think it definitely gives you an advantage in the alarm center to as you're interrogating a caller, to kind of be picturing or have an idea of what you're going to send and why you're going to send it. And maybe some questions you may ask that maybe aren't in the code of calls, but yet because of your experience, it might be something that maybe of value. I think that's huge. So, yeah, I think it's a huge benefit.
User_characteristics - Job_c-s	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] It's the best job in the world.
User_characteristics - Job_c-s	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] Yes. If you have something going on, someone here knows how to deal with it. And the best way I always describe it to people is that a lot of people when they're heading to work they say, "I have to work today." I

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								would say, "I get to work today." And today it hasn't changed. It's awesome.
User_characteristics - Job_c-s	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] They call us when they don't know what to do no matter what it is. I mean, all the way from changing a battery in a smoke detector to major, widespread catastrophic disaster or a traumatic family event. And their capability is that they are trained and able to not only respond to that, but they can do something and make that situation better. So they have incredible capabilities and that network of that team with lots of experience. You have people from 30 plus years of experience all the way down to 1 year of experience. So there's a lot of information sharing that goes around.
User_characteristics - Job_c-s	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] And everybody thinks their community's unique or the best or whatever and we're no different. We all think that. But the community here is pretty fantastic.
User_characteristics - Job_c-s	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	I don't think so at this point. I think the thing that technology does today that we didn't have to worry about when I started this job 20 years ago, is that today the expectation is that information gets out immediately.
User_characteristics - Job_c-s	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	So the actual work itself, how does a person feel about it? Okay. Yes, it's very challenging work and rewarding, and sometimes it's very demanding at times. I mean, our crews work 24-hour shifts. So depending on how things go, it can become physically and mentally demanding on the person, individual folks. And it's exciting. I mean, people get into this business because of-- they want to serve and it's the kind of job that you come into work in the morning, you don't know what's going to come of it. You don't know what you're going to get and there's that bit of piece that people like about the job as well, the unknowns.
User_characteristics - Job_c-s	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	What is it like in a station? Well, having spent many years in the station-- I was 25 years on the line. So that was from a firefighter to a company officer to battalion chief, so I got to experience it on all levels. And it is very close-knit groups that work on the shifts. I will say we're very

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								fortunate here. I hear a lot of different stories in other departments, but knock on wood, we're fortunate here that we got groups that really get along and enjoy working with each other, and I think that's just part of the culture that we've created through the years of how we do business. But you've heard this, I'm sure. They're like a family. They come in together, they have breakfast together, they work out together, they eat dinner together, and they talk about each other's personal lives with each other. A lot of them are friends off duty, and they go camping, and vacationing, and-- so yeah. It's a pretty good atmosphere. Obviously, some station are busier than others. So you have that dynamic, but that doesn't really change the personal side of it. It's just they're busier, and they're a little more sleepy in the morning when they're getting off duty. So yeah.
User_characteristics - Job_c-s	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	I go to work smiling. It's the most rewarding job that I've ever had. Every day is different and every call that we go on I'm smiling ear to ear.
User_characteristics - Job_c-s	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Well, I have a finance and banking degree and I made the jump. As a kid, I always wanted to be a firefighter. And so it was either-- as I graduated and I worked in the field and number crunching and sitting in an office wasn't for me. This is what I wanted to do and I haven't looked back since.
User_characteristics - Job_c-s	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	So we are expected to be here at 8 o'clock in the morning but most guys come in earlier, around 7:00 so they can relieve the people that are here. You can imagine if you've been here 24 hours, you're dying to get out of here. Some of us. So we show up at 8:00 and then our day really doesn't start until 8:30.
User_characteristics - Job_c-s	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Yeah, so occasionally, we'll have school visits. And so those are fun. So yeah, dealing with the public on that aspect. It's really rewarding, you get to see children and their expressions.
User_characteristics - Job_c-s	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	So at shift change, it's the busiest time. So you have 15 people going off and 15 people coming on. Guys are noisy. It's your second family. I can't wait to get to work, I don't know. Something's always happening, it's

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								exciting. In
User_characteristics - Job_c-s	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	So traditionally we'd come in-- if you're a good employee you come in an hour early. If you're a bad one you come in 15 minutes early. And if you're a really bad one you come in 1 minute before your shift change. And you come in here. Sign in on the board.
User_characteristics - Job_c-s	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Challenging, fun, and interesting. [adjectives to describe your work]
User_characteristics - Job_c-s	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	I mean, when I started 30 some years ago, we had rubber boots instead of turnout pants. And the PPE has changed just like technology. We had four channel radios. Now we have 2000 channel radios. It's just the mindset of how we respond and how we attack each situation.
User_characteristics - Job_c-s	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	... We've trained for 20 years to have a microphone in a certain spot, with radios on a certain side, microphones in a certain spot. So they know that repetitive training that they do is they can go and get it. And they know where to reach and it's there. In a smaller cell phone, it's not as big. It's not there that they can reach.
User_characteristics - Job_c-s	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So my team, we're 24/7/365, and so when I'm on, there's no such thing as off. So even right now, I have my ear on the city. And so, it's not necessarily all BCs do that. Because if you take this table and cut it into eight pieces, I have one eighth of it, but my team is a little different in that most of the teams are in their geographical piece of pie, so there's a battalion chief, a coach, with his team. But I have a piece in almost every part.
User_characteristics - Job_c-s	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Right. So I'm listening at all times because if I have a unit in South [City] go out of service or do something on a call and something were to happen, I need to be able to call in resources from the rest of the city to go and help solve that.
User_characteristics - Job_c-s	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So there's an A, a B, and a C. And so for 24 hours, I'm the only. And then as you move on now, I will tell you as people have come in and out of teams because you don't just stay in one battalion your entire career. You might start in this battalion over here, and then move to a new

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								station over here.
User_characteristics - Job_c-s	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...Because if we have a notion of, "Hey, this is explosive, it's a gas call," we're going to use the sense set which detects gas and figures out what the hazard zone is so we can make sure nobody gets in, and then go and solve the problem...There is a lot of carbon monoxide here. "Okay. Well leave your mask on until that's zero." Because that makes sense, if it combines with your hemoglobin it could be bad news for you.
User_characteristics - Job_c-s	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Q: Right, right. Do you keep all this knowledge in your mind? SME: A little bit of both, some of it's in here. Some of it's-- we tend to make little cheat sheets. Laminated cheat sheets that we keep in the front of the fire truck.
User_characteristics - Job_c-s	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	I rode the back seat before and now I'll be driving. And I can ride up and be in charge also, of the engine. But I'll be driving all the time. But the backstep, we think about test level and then as you move up to the front seat you have to start thinking about the whole picture of how they-- the whole event. You know what I mean? Instead of just pulling hose, I'm calling for that tactic to happen and using the radio a lot more.
User_characteristics - Job_c-s	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	I think the first five years of a firefighter's career is the most critical five years. If they come out and they go to a good place and they work with good people, at the five-year mark, they're ready to start being that new leader. And I say five because the fire service is getting younger
User_characteristics - Job_c-s	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	I have always worked in the same territory, so I know every street in that territory. And I think there's still a lot of-- technology's great. If I put that in my phone, it's going to give me the route that they pick. But I know I might know that I can take this alleyway, I can do this, I can do that, and be there a minute faster.
User_characteristics - Job_c-s	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	I'm prepared. In our city, if we have fire through the roof of an apartment, it's automatic second alarm. When you said there was smoke coming from the eaves, that indicates to me that there's fire in the attic. And then once there's fire in the attic, we're going to need some help. We're going to need more hands. Three engines is going to get eaten up pretty

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								fast. And an apartment complex is high occupancy level, so that would be-- especially with the high winds, you're going to have extension. I'd have a driver, somebody go ahead and put up a water curtain or something to stop it from extending from one building to another.
User_characteristics - Job_c-s	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	So if in that case, it doesn't mean we're not going in. It just means we got to check the environment, so we would shoot water into the ceiling, and if water comes down, it's cool enough to push further in. If you pop water to the ceiling and it vaporizes because it's so hot up in the upper atmosphere, then you can't keep pushing forward. So what we would do at that point, is we would open up the nozzle, and cool it down until we start hearing water drop. And then we'd push forward and forward.
User_characteristics - Job_c-s	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	We're going to wait until we overcome the heat, and get that water to start dropping. But that's our barometer when we go into a fire is we'll shoot, any time we go in the front door we'll give it a quick shot to listen. And it's especially important in a commercial structure where you have all that plenum space. That air up there has nowhere to vent and so we cut a whole in the roof, so it's eight foot of huge area, that a lot of times the heat will be up there and it won't feel bad when you walk in, but you got a ton of heat above you. So we check our environment, that's what we do.
User_characteristics - Job_c-s	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	...When buildings are abandoned and they catch on fire-- if it's an abandoned building that's boarded up with no utilities going to it, those fires usually don't start by themselves. So that means someone's probably there.
User_characteristics - Job_c-s	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	I started off in high school as a high school cadet so I've had an opportunity in my career to do a bunch of stuff. I've responded to incidents nationally. Today is 9/11. I've spent two weeks in New York after 9/11.
User_characteristics - Job_c-s	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	I've spent 20 years putting a lot of effort into this stuff so I've come up with a lot of stuff to think about over that time.
User_characteristics	FF	U	Supervising	46-55	21-30	Male	FF-U-044	Yeah, so I'm in Engine 4 and so we sit at dinner. I sit here, [Name] sits

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- Job_c-s			Field Responder					here, and [Name] sits there, and we are all at rookie school together 26 years ago.
User_characteristics - Job_c-s	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...And being detectives, it's a spot we all have to attest for, and everybody gets picked because of that drive to do the right thing and get stuff done. But it gets very frustrating that the boss is always coming in and derailing your train of thought.
User_characteristics - Job_c-s	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	You're called anti-social. I've been called way worse. But all the [Job title], we all have desk or laptops. So we have that ability, but it never feels-- you need to be by a printer, or there's always-- if you go somewhere else to work there's always the price to pay, wherever it is. So I mean, I hate to admit that I do this - and my wife gets pissed at me - but I just sit at home in the kitchen table sometimes because I'm one of these people that's blessed with not needing sleep. So I just will sit and type because it's quiet. And the worst thing I got is a cat bothering me. So it's not that big a deal.
User_characteristics - Job_c-s	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	But the more fun you have, the more you got to type. I'll put it that way [laughter]. I'm just trying to think. So last week I interviewed two people for some drug stuff. And it was maybe two hours, two and a half hours interviews. It took me probably close to eight hours to type it all out... Six to eight hours because you type, type, type, and then just whatever happens, and proofreading. It took me almost a day and a half to get from point A to finished... A DUI will take me two hours to type.
User_characteristics - Job_c-s	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	It's the greatest show on earth... It's fantastic. I love teaching. I love being able to give back. My ego isn't of that that I've got to be better than everybody. I want the people I teach, and I want the people I teach at the academy, especially, to be better than me. I will give them everything I can so that they can hopefully learn from the things I've done good, the places that I've screwed up, and the times that I got in trouble. I lay it all out for them because I want them to know what it's like in the real world. I try to keep it real. And I love doing that. I love teaching.
User_characteristics	LE	R	Field	36-45	11-20	Male	LE-R-017	Oh, no. I talk. I'm not bashful. My mouth gets me in trouble more than

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- Job_c-s			Responder					anything. I love teasing firefighters. I mean, I call them American heroes and Band-Aid throwers [laughter]. I don't care. I love having fun with them. And there's a former [Job title] now - he's retired - he and I would just start going at it. And it was all out of fun. But if you didn't know that, and the way we were going at each other, you'd think we hated each other. But it's breaking balls. We're out here doing-- they're different jobs, but they're extremely dangerous, and they're extremely important to society. I've been through training, the narc stuff, where you have to wear the respirators and the air packs and go crawling through smoke-filled buildings and-- no. Shoot at me. I'll take that. I ain't going in no fire...
User_characteristics - Job_c-s	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: cell phone use] Yeah, emails. I have to keep up or else there's no way I can come in at 8 o'clock and just start from scratch.
User_characteristics - Job_c-s	LE	U	Manager	46-55	31-40	Male	LE-U-020	I'm 24/7 on call... Yeah. And that's why they said, "Well, when are you going to retire?" I said, "Well, I'm still young," He says, "But nobody wants my job [laughter]" I said, "There has to be at least two of me to do the stuff that I've done." But I've done it for a long time, so I can do it.
User_characteristics - Job_c-s	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: text-to-911 Safe2Tell program] And, I mean, the number of suicide attempts that we've actually stopped in the middle of happening, that if the program wasn't available-- I mean, we've had situations where we're either talking with the person or the friend and their last thing is goodbye. We send in law enforcement. They knock on the door and the parent says, "Oh, he's in his room." And they go to his room and he's hanging in his room... So without that type of intervention, that kid obviously has problems but there was-- we saved a life that day.
User_characteristics - Job_c-s	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...as far as our role in repair or diagnosing problems, typically, what happens is an officer will email-- we have email accounts set-up. It goes to all of us. Our team consists of seven people. It goes to all of us, and the officer will email us and say, "Hey, my camera fell or was knocked off in a fight and broke." Or, "My video isn't downloading," or whatever the problem is. And then we try to respond within a couple hours even on weekends and overnight if one of us sees the email. We'll respond, just tell them what they need to do until we can get the camera repaired. And



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								then typically, first thing in the morning, we replace or repair the camera. So that's kind of how, in a nutshell, how it works.
User_characteristics - Job_c-s	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	It's fun because we've got a small group, so we kind of all know each other. It's not like a huge agency where if I get a case, I don't have any idea who is writing it and what the circumstances are. So that helps to know everybody a little bit better and know what their strengths and weaknesses are to some extent. Especially with the newer people, when they're still learning and being able to guide them and stuff like that. And then, being able to work with the sergeants if there's issues or if there's disconnect somewhere like that because we've only got four patrol sergeants, I think, and four patrol teams. So it's pretty small.
User_characteristics - Job_c-s	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: ability to revert from desk to patrol] I think, in a lot of places where I talk to, yeah. I think, here in our community, it's out of necessity. I can't just say, "Okay. I'm now assigned to this tech unit and I'll never need to be called in to do anything else." ... I certainly see it as a strength and that flow of information. I feel quite fortunate. As I've told you, feel fortunate I'm able to do this. And at the same time, I think I've worked to get to that level. It wasn't just by luck. So just still try and balance some of those things.
User_characteristics - Job_c-s	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...Typical, there's probably nothing typical. It's going to change day to day. It's coming in and planning out your day and knowing what's coming up... And I think most people get into this line of work, that's part of what they like and expect.
User_characteristics - Job_c-s	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...We're fortunate that we've got the [military training site]. So they bring in helicopters, crews from all over the country, the world. I know we've had Israeli troops in here and they do the training. We benefit from that in our mountainous area with some of our search and rescue stuff. Back in the day, if you will, things were much looser and we could just call up the station and the commander would drive up there and say, "We've got a lost party in this area. Can you guys launch a bird and go look for them?" or "We need some support." ...

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User_characteristics - Job_c-s	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Probably a unique thing more on the west coast. I don't know how many east coast areas have wilderness areas. And obviously, we know a lot of counties in [state] don't have them. We're fortunate to have a couple of them within our county that we work within.
User_characteristics - Job_c-s	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I tell people I feel very fortunate in the area we work and the level and the qualities of the guys I worked with. The stuff I hear about the bad cops. One or two guys French guys, but for the most part, I'm very comfortable with all the guys we work with...
User_characteristics - Job_c-s	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	So I work swings shift, which is from approximately-- starts at 2:30. That's when our briefing starts. So I arrive around 2:00 to get ready, just get dressed, get all my equipment together, get my car ready, stuff like that. Then we have briefing, which just discusses whatever is occurring in the city or any specific areas that we're supposed to focus on during our patrol. And then after briefing, we just hit the streets. If there's stuff pending, then we take those calls. Otherwise, we're trying to be proactive and make stops or whatever we can find. I mean, that's basically-- there's no typical day necessarily, so it's kind of hard to standardize in that manner. And then we're done around 12:30-ish. So within that time frame, a million different things could happen, so.
User_characteristics - Job_c-s	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	Yeah. So I'm in light duty or on light duty right now. I had a hand injury... So I'm recovered from it. I'm just waiting for the last little bit of paperwork, so I get to go back to patrol next week... [laughter]. Too much paperwork and stuff. I mean, it's been beneficial and enjoyable, but I like being out on the streets.
User_characteristics - Job_c-s	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... So I think it's cool to just sit there because I'm here in light duty and I'm not able to get involved, but it's cool to hear other people communicate. And then the way that the commanders or sergeants or whoever's on-scene, how they delegate and kind of orchestrate this whole chaos into something that's manageable. So I mean, communication is huge. And if it's not there, then nothing functions properly.

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User_characteristics - Job_c-s	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	It's real as opposed to sitting in a classroom and talking about stuff. There's real danger. They're not blue guns, there's no time frames or whistles or anything to stop stuff, so you're either going to take care of the situation or you're not. There's no do-overs. And it makes it more exciting, it makes it more fun, it makes the job enjoyable. And they do a good job trying to prep you in the academy, but there's literally no way to replicate any of that stuff or just- they have the scenarios and stuff, but it's not anything even close to real.
User_characteristics - Job_c-s	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	Yeah that's what's interesting about it is yeah it's kind of different from day to day. There are a lot of tasks that you perform daily as well.
User_characteristics - Job_c-s	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: IT staff time at station] We're over here probably 25% of our time maybe 30% of our time spent between three staff but I would echo everything that [name] said I think that when we come into this building it's a family environment and we're also included in that fold and we're treated as team members and collaborators and so it's a great environment and staff are capable, experienced and always striving to do better.
User_characteristics - Job_c-s	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Coming from the streets, I enjoy the street so I enjoy working and road. I started off in patrol; I went to narcotics for three years. From there I went to bike patrol section for three years, and then I worked the canine for 13 years, and just recently I've been on [Job title] now for three years.
User_characteristics - Job_c-s	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	Compared to when I first started, night and day. I started in '95, we weren't even issued portables.
User_characteristics - Job_c-s	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Alright, so for the past 22 years I've been employed with the City Police Department here in [city] and [state]. My current job title is I'm a [Job title] which includes all of our canine, our SWAT, I've got dispatchers under me, all the communications under me, and all of our fleet for the entire police department, the fleet works under my command. So that's kind of what I do now.
User_characteristics - Job_c-s	LE	R	Supervising Field	36-45	21-30	Male	LE-R-053	... But it's a very demanding job it keeps going, and one thing I can say is that my 23 year career has passed very quickly. I mean it's really rolling

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			Responder					by. It's really, it, you look back and it's gone.
User_characteristics - Job_c-s	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Well, as a patrol officer it's really not too bad, but when you get into the administration portion of it, you start to realize that fighting the criminals is only is the easy portion of your job. When you get into administration, fighting the politics and the bureaucracy that goes along with the administrative work is hard. I mean it's, sometimes you've got to pick the battles you want to fight, and other times you've got to let things go that really bother you when, I mean it's--sometimes I mean you're just speaking on deaf ears and you try to do the right things for the right reasons but I mean all in all over the span of my career it's been a good career. I mean I don't... I don't really have nothing I regret. I mean not too many people have been able to say they'll be able to retire at 47 years old and collect their full salary, so I mean is that the answer that you're looking for kind of?
User_characteristics - Job_c-s	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Correct. And also the data, I believe that the data shows you trends and patterns. If you can collect that data and develop patterns, I mean look for years seven years out of my career I spent working narcotics. I worked in the early, late 90s, early 2000s, I was working narcotics, and I can remember when I know narcotic intelligence was just things that we collected and put on a little pin board, pictures and locations where we were looking and back then the big trend was they were tying shoes together and throw them over the telephone poles, the wires, you ever heard of that where they drape tennis shoes over?
User_characteristics - Job_c-s	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	.... Listen, this, I've been a police officer for 23 years, we haven't changed what's going on in this community in years, and we're going to spend \$2.5 million to build a water park, a splash park in this community because one of the representatives that the council lady from that district is pushing for this.
User_characteristics - Job_c-s	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Yes. I started off as a patrol officer, worked my way up the ranks through a couple of different divisions and was just recently promoted to major this last month so.

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User_characteristics - Job_c-s	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	And, yeah. Yeah, it's small enough that everybody knows everybody and friendships develop and you know I mean the chief knows every officer's name from the 2 new people who are still in training to the guy that's been here 30 years.
User_characteristics - Job_c-s	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	--that a uniform garners. I rode motorcycles here for 12 years and so that was always a conversation piece. And... I think the faculty and staff and maybe some of your senior, upper classmen, there's more of a small community feel to it. You start recogn
User_characteristics - Job_c-s	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Okay. That leads into the next question which was how, if at all, have things changed, in terms of communication since you became an officer.
User_characteristics - Job_c-s	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	You know, certainly we are little more with them. They are little more advanced. They deal with the body cameras, the in-car cameras, the mobile data computers in the cars, certainly cell phones for them, you know. If you look at a patrol car when I started 24 years ago compared to what a patrol car looks like nowadays, you would be somewhat frightened at what you see, and maybe a little intimidated by what you see, you know. They have got printers in the cars, they have got, like I said, it is a rolling office, quite honestly. So really they are dealing with everything that I deal with in my office, only, it is in their patrol car.
User_characteristics - Job_c-s	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	[town] is a probably good community to work in. They are typically very friendly with the law enforcement. It almost seems like the public thinks that, you know, maybe we are back in the 90s and stuff where you know, I don't have to lock my car; we live in a safe community. Generally, that only goes for a little while until their car is broken into or whatever but you know, no matter how much you try to educate them, they still think, you know, we are living in a small community, nothing happens here.
User_characteristics - Job_c-s	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Well, the lieutenant is a supervisory position that you work up to through the ranks. My job is - specifically I am in charge of patrol, any kind of supervision over the sergeants who handle patrol, and then I am assigned to the detective bureau as far investigative matters, and

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								anything that we handle. We work as a team in the detective bureau, so I am one of two lieutenants in this department. And then I am assigned out to the Chief at the same time, and I am in charge of hiring and any kind of possible grant work and stuff that we need to work on, I assist him on that.
User_characteristics - Job_c-s	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	...Very challenging because -and relates to I don't have much assistance because the younger guys, they don't understand what it takes of all the behind-the-scenes stuff. So they don't know that I gotta do, you know, all the inventories and the grant work and everything and ordering stuff to keep the department running; they just are - so, police work, you get in a car and drive around. So that is challenging.
User_characteristics - Job_c-s	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Correct. We bid for shift every 4 months. I have enough seniority I stand days which is what I prefer, and I either have Friday/Saturday or Sunday/Monday off, so a pretty good weekend. For a while, for about 4-1/2 years I had Monday/Tuesday weekends and Tuesday/Wednesday weekends, so I have moved up the ladder a little bit.
User_characteristics - Job_c-s	LE	S	Field Responder	26-35	6-10	Male	LE-S-063	Well, it can be wide; a wide range of exciting to boring to I guess kind of the whole spectrum of emotion between anger and sadness and joy and helping everybody out and I guess in my tenure as an officer, I have definitely had the whole gamut of experiences, so -
User_characteristics - Job_c-s	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	I think in our agency with the resources we and our technology, I believe we are doing very well. How, we are reaching -- and for us, not just the way we communicate internally but how we communicate externally to our citizens -- I think we do a really good job with the -- we have a crime mapping initiative that's an online initiative that's on our website that you can go in and see what's happening in your neighborhood or you can set a radius up around your address to see what has happened and you can see and it is updated. If I come to your house to a burglary report, it is updated as soon as it is approved in record. So, you know, we update hourly on that thing, so we try to let people know what's happened in their community because we believe that those people are a great force equalizer, you know, you can't be successful in this job, in law

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								enforcement unless your community trusts and supports you -- you can't. So, we have great trust within our community and great support. We really do. We are very fortunate to live and work what we do.
User_characteristics - Job_c-s	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yes we have. Every two and a half years is the contract we wrote and get the lightest and greatest updates every two and a half years at no cost to our taxpayers. So, it is a five-year contract with a five-year extension. Two five-year extensions that are in and they've increased our storage and everything so we are really -- we are pleased. I mean, it is Axon, the same people that made our -- the taser weapon system and we are happy what we got so far.
User_characteristics - Job_c-s	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	Yeah we have. We are very progressive that way. We try to be. In our agency, you know, you can get too close to the forest to see the trees. You really, you know, you think you got it so bad here right. I went FBI School last year, their [School] and there were 40 other sheriffs and chief and it had to be like-sized agencies and 6 international students in this class and really enjoyed it, but talking to those folks that are from agencies our size or -- you had to have 250,000 people in your community and you had to have at least 250 sworn officers. So, we've got 500 sworn and we've got almost half a million. So, it was all pretty close like-sized agencies and it was just incredible when you talk and you see what they deal with and how they have to fight with their community. And we don't, you know, we don't have that. It was how it really made you appreciate where you was at. It really did.
User_characteristics - Job_c-s	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	I just take my gun on my backpack gear and I've got the handcuffs off the emergency brake, you know, I mean, I don't know -- not much anymore. I mean, it was fun and don't get me wrong -- I enjoyed it.
User_characteristics - Job_c-s	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	S1: So, let me ask you one more question and then I'll see if you have any questions for me. If you had an adjective -- you could give me a list of that on adjective or list in adjectives just to describe the job or the -- S2: My job? It's satisfying.
User_characteristics	LE	R	Supervising	46-55	21-30	Male	LE-R-058	It really is. I love working at Sheriff's Office, I do and I enjoy my job. I

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- Job_c-s			Field Responder					don't mind getting out of bed, you know, last couple of years have been -- I've have had to do some soul searching because I thought about leaving in 18 this year when [Name] did. So, I was looking at other jobs. Me and my wife were talking and I'm, you know, I'm [inaudible], but you know, I ask for guidance and decisions, you know, always I have. It's just a foundation of faith I was raised in and so -- so, I remember I had this pad and me and my wife were setting that up in our kitchen and I had a legal pad like that and I had down the middle I had pros and cons and I had jobs, I had been talking to some people about, you know, going in to do, you know, what am I going to do in a couple of years when I am going to leave when does and what am I going to do and I can't sit at home and only fish and golf some -- ah, you know.
User_characteristics - Job_c-s	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	It is. And while I successful at it, made good money -- but you know, what did I want to do? So, I am talking to people and ask -- how do you set your goals? What do you look for having to determine success? What do you -- I mean, you know, and me and my wife and said -- what are you marking this out? What do you love to do? And I said -- well, I am doing what I love. I said I love working at Sheriff's Office. And she said -- well, then you need to run for Sheriff.
User_characteristics - Job_c-s	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	You know I mean I've only been I mean I guess since like it's hard to say right because let's face it LTE technology, radio over IP, voiceover IP all that stuff's been out there since I've been you know in this job which is 7 years ago or 8 years ago I guess now so it's always been out there. Is it being utilized more? Yeah it's becoming more affordable and more accessible so more people have access to it and so we're seeing it a little bit more and other people using it so there's that growth.
User_characteristics - Job_c-s	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	And I've seen the industry change around I want to help people who want me to help them but if you're the guy that's saying screw the police and you call because your neighbors are harassing you I don't want to have to respond to you but I have to.
User_characteristics - Job_c-s	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	In [Name] it's probably 95% support so it's very high. We get which is why I went to work for a small agency so for me law enforcement is a



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								passion not a career. Growing up around here you know I want to help, I want to make things better so in [Name] there's a very high which is why I went to work there.
User_characteristics - Job_c-s	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Like he said there's a lot of options here that's been here you know for 15 to 20 years so they're accustomed to doing what they do.
User_characteristics - Job_c-s	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	...I was a police officer there from 2008 until 2011. From 2011 to 2014 I was a detective there and I investigated theft and fraud and then I did robbery and then in 2014 I came back to [name] where I worked as a patrol officer from October of 2014 until January of 2017.
User_characteristics - Job_c-s	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	So that I think a lot of officers who come here get kind of dismayed by that because it's not new technology. I mean they've been doing it for 40 years but it has to do with licensing and kind of old attitudes, campus policing attitudes, we're not going to ride around running tags, we're not going to be running people but I think there's also just some technological issues that have to do with licensing because we exist in this world where we're under [name] what we find a lot is you know [name] is an amazing institution, it's a great place to work, we have access to anything we want but it's not municipal and it's not we are not you think about what municipalities put first and foremost?
User_characteristics - Job_c-s	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Because I was a student employee here a long time ago almost 15 years ago so I've known part of the department peripherally for a long time and so we had two Sergeants who were both really good Sergeants and our now doing other jobs that were running dispatch and I don't know how well equipped they were for it then they finally said okay we're going to hire somebody so they hired someone who had run a large 911 call center and she's done a much better job of dealing with the personalities of bringing the standards of training up of knowing what to send people to so I think it was you know we had some people that were kind of deficient.
User_characteristics - Job_c-s	LE	S	Other Public	36-45	6-10	Male	LE-S-027	Yeah. It's a really nice community. We have, I think, 40 or so-thousand people here. So I think we're considered a smaller, middle-sized city,

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			Safety Personnel					probably and definitely on this lower side of that middle size, but we're not very big
User_characteristics - Job_c-s	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	... So it's really different. I have a lot of hats, a lot and a lot of hats, so my position-- I do a lot of different things. So one day, I could have nothing to do with community resource officer and it could be just Salmon Days or whatever it is. So every day is a little different which is good too. It's kind of exciting, so.
User_characteristics - Job_c-s	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	... But I think if you look back at me the police officer 24 years ago and me the police officer now, if you put me in a car without a computer in it, I probably wouldn't know what to do now. So literally the first 10 years of my career I didn't have a computer in my car, but I'd be lost without it.
User_characteristics - Job_c-s	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Q: Right. Right. So you have 31 years and that's all with law enforcement? SME: Yup. Yup. All here with law enforcement.
User_characteristics - Job_c-s	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Q: Right. Right. And so I saw you have 33 years of experience for law enforcement. SME: Yes, ma'am. Yes, ma'am. All with [City].
User_characteristics - Job_c-s	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Yeah, I mean it was 1984 when I came on. And so I don't remember how many years, exactly what year we got the first computers in the cars. I know--
User_characteristics - Job_c-s	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	You can't. I'm obligated by my position. And nobody forced me into this position, right? I mean it's a job I pursued and that I accepted willingly. But when you accept the benefits of leadership, or command, or privilege, or whatever you want to call it, you have to accept the flip side of the coin as well. You have an obligation. And so I have that electronic tether all the time.
User_characteristics - Job_c-s	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	...The technological advances from when I started to now are phenomenal, and it seems like most of the accelerated growth in that has been over the last 5 to 8 years maybe, 10 years at the most. I'll probably stick around the department another 2 or 3 years,
User_characteristics	LE	U	Field	56-65	31-40	Female	LE-U-031	Well, I don't want to say that because I've been around long enough that,

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- Job_c-s			Responder					if I look at what he sends me-- now, one of the things that my squad was asked to do early on was to work on robberies.
User_characteristics - Job_c-s	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Just wanted to be clear on that. Shoot, I guess I could start with a few adjectives. I think it's exciting. It's always exciting. It's dynamic. It's, what's the word I'm looking for? It's urgent in nature. I don't know a better descriptor for that, but it's-- we work with a lot of critical systems and life and safety and property issues, so there's that level of urgency. I think that's a good descriptor. Innovative, challenging, fun, yeah. I guess that's what comes to my head.
User_characteristics - Job_c-s	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	So officers can go through their department phones and go through the emails they have. And then they have access at home, so we have cops that will check their emails, department emails, from home. And they remember, "Oh, that guy was wanted in a robbery." And then they come to work and-- I've had cops that actually made arrests on the way to work. Because they go, "Hey, that's they guys with the--" and they'll call in, "Hey, so and so is here. Come on, we'll go grab him right now." It happens all the time.
User_characteristics - Job_c-s	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah. I mean, I've been with the city with the police department in one form or fashion for 33 years. I've only been a police officer for 22 and change. I was a mechanic, auto service worker, mechanic, fleet manager. Then I became a police officer. Did that. I was an officer here in this community for about 10 years and promoted, worked different, then promoted again, and right back-- yeah.
User_characteristics - Job_c-s	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Or on the computer, or if I add their calls to my queue, then I'll be able to see it. But typically, most officers don't. They just focus on what's in their area.
User_characteristics - Job_c-s	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Sometimes, if am looking-- if it's a missing person's call or if a runaway, I'll typically use my phone, and I'll pull up the person's social media account to see if they've twitted something or posted something recently, trying to get an idea of what's going on with them.
User_characteristics	LE	U	Field	26-35	6-10	Male	LE-U-004	Well, I mean, I think most of them already have an understanding of

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- Job_c-s			Responder					what resources are there for them, whether it's just having a computer that has a GPS in it.
User_characteristics - Job_c-s	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	For communication? Yes. It's not bad. I'm a little more tech-savvy than some of my guys, and I know that they get frustrated dealing with it. But they're all capable of dealing with it. They just whine about it a lot. So they're capable of dealing with they just don't really want to.
User_characteristics - Job_c-s	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	We also, again, in [City], we have already gone down the MGM route. We understand about sandboxes, so even if we were doing something that cached data, we know we're smart enough to put it in the sandbox that we can deliver without that officer having the physical phone. Here's the sandbox..... And then, they're not going to ask the questions that I want to ask, so I'm just going to take it upon myself and block my number and I'm going to call. I mean, everything is simple, e-mails and we have to sometimes e-mail files to ourselves. We have policy around it, make sure it's approved, but at a jail- if I'm in [County], I don't have access there to my network. But I can get there from my phone through our virtual machines and I can do business that way.
User_characteristics - Job_c-s	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	...We had this camera and it was amazing. From a technology perspective, it was awesome. No matter how the camera was oriented, it always looked like you were standing straight up and down. It could see in a dark room. It could be almost completely black and you could see everything in there. That's awesome. But from an officer's perspective, that's scary. Because if I walk into a dark room and someone knocks me over on my head, I don't want you seeing everything in the room better than I see. I don't want the room to appear straight up and down when I'm upside down, because I'm going to make decisions based on what I'm experiencing.
User_characteristics - Job_c-s	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	...So we have to utilize all the technology that we have here in the department. Which is why being in police technology actually really helped me for this position. Because I'm able to find our digital videos, download them, go through, and redact them, that kind of thing. So I was already familiar, luckily, when I got to this squad.

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User_characteristics - Job_c-s	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	The tricky thing with that is it's kind of like if we get our work email on, we're basically granting our CTM access to all that is on a phone. And then also when I try to remind officers, because not all of them are aware, too, for open records requests, if you put work specific stuff on your phone and they ask for it and you haven't gotten rid of it, you have to provide it. So I always tell officers to be careful about texting things about work or taking pictures with your phone or that kind of stuff. Having things on your actual phone, you've got to be careful of. So that's a concern.
User_characteristics - Job_c-s	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	We did when I started. And then now we're told to not use 10 codes. Which, some people still do. Because it's like they taught you another language and then they tell you-- yeah so I think, probably the newer officers may not as much. Because I don't even think they're getting taught it anymore.
User_characteristics - Job_c-s	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	Well, I mean, I've been on the department for 20 years and definitely seen technology getting bigger, bigger, and bigger.
User_characteristics - Job_c-s	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	Question: Right. So I look at this demographic thing, you have been on this job for 16 years? SME: Yes
User_characteristics - Job_c-s	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	I have been in the K9 unit nine years.
User_characteristics - Job_c-s	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	A lot. And I started my law enforcement out west in Wyoming before coming out here. I've been here 17 years, and I did 7 years there.
User_characteristics - Job_c-s	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	Yeah. That's okay. Yeah. So I've been with the police department for the past 15 years. I was a [Job title] in the 3rd District for five years, I was a [Job title]. I was in the 1st District and then I was in the [Job title] for about two years. I was a [Job title] for about three-and-a-half or four years of the 3rd District in patrol. I was a [Job title] in the 6th District for about a year-and-a-half. I was a [Job title] in the Special Operations division for about a year-and-a-half, two years. I was a [Job title] of the 3rd District for about four months. I was the [Job title] of the Special Operations division for about a year-and-a-half, two years, and I've been

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								the [Job title] of the Homeland Security Bureau since April, so.
User_characteristics - Job_c-s	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	As a member of Special Operations, you can be called out-- well, Homeland Security Bureau, Special Operations has been pretty much my career for 13 years so far, for that [risk?] patrol.
User_characteristics - Job_c-s	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	Well, I've been on the department for 22.
User_characteristics - Job_c-s	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] I like to call transit radio my baby. I mean, we pay a lot of attention to it. We have service level agreements with our partner Transit Authority, who maintains a lot of the system. We maintain the above-ground, they maintain below-ground. And we have a lot of-- we built up that partnership over the past couple of years and we think it's strong now.
User_characteristics - Job_c-s	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] ...And so we do have pretty good analytics just on that. And, as he said, they have the mayor's office of data analytics as well. But my stats unit-- and also precinct COs, that's the commanding officer of his precinct, he also has access to all these types of stats--
User_characteristics - Job_c-s	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	Fun, interesting, dynamic, challenging, rewarding, super rewarding, crazy [laughter].
User_characteristics - Job_c-s	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	Yeah. It's not, man. It's so easy. God, I love the job [laughter]. This job's awesome, yeah.
User_characteristics - Job_c-s	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	This job's awesome. It's my dream job, and 10 years later, it's still my dream job, yeah.
User_characteristics - Job_c-s	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	That's what I like about the job. I have had other jobs in the past and I sat in an office once, I didn't like. I like being out and about. I like not having the same thing to do day by day. So that's the thing with being a police officer. You never know really what to expect the day that you go to work. It can be a slow day with really nothing going on, or it can be a busy day where it's just out of control. That's what I like about it.
User_characteristics - KES	FF	S	Other Public	36-45	11-20	Male	PS-S-001	--qualify and because we're truly public safety. So there's a lot of cross-training that happens. The EMS requirements are heavy, even at the

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			Safety Personnel					basic EMT level. So each year we have to do that.
User_characteristics - KES	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Nope. Not for me. But that doesn't mean-- so we get 911, so that's our EMS [inaudible]. But technology, at least in this world, whether it's iPad or our phones, it's helpful. But it's only helpful if I can slow things down. Even on some of the extrication stuff, we just don't have a lot of time to mess around with, "Okay, I'm going to dig through lots of material." No, I need to make some decisions quickly. So these apps really do a good job of getting me that information. Okay, yeah, we got a Tesla, the battery's on the floor, and the high energy's here, here, here. Let's avoid those areas and go to the other side. But in terms of the hazmat response, I have a little bit more time, generally speaking, to manage events unless I have some sort of rescue component or some sort of immediate need like with emergency decon procedures on somebody that's been exposed to something
User_characteristics - KES	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Whereas, well, is that real training? Is it valuable? Is it meaningful? Is it going to-- is it realistic? And I think part of it is, okay, we're just trying to check the mandate box and move on. And I'm sure you'll hear that from other agencies that you interview, not that that's bad or good. It's just I've noticed over the years, we are way more heavy of, "Okay, you got to go to this policy update thing, training or webinar." And I'm like, "Well, that's not the same." It's not the same. Talking about interior firefighting or talking about a tactical stop, it's not the same as actually getting out and doing it.
User_characteristics - KES	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	But part of it, it is funny. When I got into this in about the 2008 arena, I started trying to understand what LMR was. And when somebody said LMR in 2006, 2007, I didn't even know what that meant.
User_characteristics - KES	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	And when I started getting involved in our interoperable projects in the county and I started learning what it was, I started understanding, "Oh, okay. Well, that's our radio." So when I did that, I started going back and trying to understand how radio evolved. I didn't pay attention as I came up as a law enforcement officer. I just knew that I had something there.

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								<p>And I have been in an era for 21 years that I've always had a hand pack. I've always had a mobile radio in the car. And what I didn't understand was that in the '60s they only had a mobile radio. Prior to the '60s they had call boxes. So the hand pack was supposed to replace the mobile radio. So when they developed something that you can carry, when I started talking to people from those eras, "Oh yeah. We were getting this thing that we were going to carry and that was all we were going to carry. And they were going to stop putting them in the car because this was attached to us." Well, then they found that, well, the power of the mobile radio was more, so they got better distance, and there were areas that that didn't work. So as they continued to improve that through the '70s and the '80s, and the '80s kind of-- I don't want to say perfected it, but did a lot better than in the '90s. I would say land mobile radio really kind of perfected itself and became extremely reliable. There was very little fault, there were very little failure, things like that. As you got towards the 2000s, you started to see some of the failures of the systems because they weren't maintained properly or they started to not spend money on them. And then you had this window in the early 2000s where broadband was becoming big and people were saying, "Well, you know what? You don't need these super costly Motorola systems to buy something that you can communicate with." So you had people that were trying to use bridge-gap solutions, or that's when you have the KENWOOD's or the Yaesu's or the other companies that come out-- Vertex Standard, that come out with these radios that are a lot cheaper and they say, "Oh, they work great." Well, you drop one of them and then it stops working. Well, why did it stop working? I was reading some articles on this and, oh, well, the speaker on the radio, the case was hardened, but the speaker wasn't, so when it fell, the speaker broke. So, well, okay. I can throw that anywhere I want and it works.</p>
User_characteristics - KES	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	<p>[S2] The questioning comes from the EMD software. You're not supposed to vary from it only mildly but there is a lot of decision making processes that are happening outside of that related to the CAD because calls can change or escalate in seconds so you're listening to</p>



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								what is happening in the background so you might have somebody that's just making little noises but then you can hear something else. So you have to be able to think outside of the box and kind of capable of building a bigger picture of what's actually happening if we're willing to but yeah decision making and decision making in short time frames.
User_characteristics - KES	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] And they do. They have to trust the CAD. They're trained to trust the CAD but the CAD has to stay accurate and so when they run into those problems typically they will continue to trust the CAD and then just be corrected and then send it off but the CAD system you know what goes in is what's going to go out and so that's a top priority for me is making sure that on the mapping side or on the data entry side that what's going on is accurate or being taking out so that the information that they're getting all the time is up to date or as up to date as we can determine.
User_characteristics - KES	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] Yeah it creates confidence issues and slows down call so they have to be able to just go how they have time frames and that they need to be meeting for dispatch.
User_characteristics - KES	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[S2] ...They'll also do ride-alongs with the officers or fire personnel to get a good idea of one, their call types and what they're dealing with and then two, just getting a better idea of the area so I have certain ones who excel in more areas than others. You have the avid hikers or the avid hunters and they can pretty much tell you every rock, every crevice, every canyon you know they know all of them whereas others you know that's just not their thing so it's harder for them but you know that's part of the teamwork it's depending on the maps.
User_characteristics - KES	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	--actually, so they have the advanced skill set of the rope rescue and stuff. So whenever anyone gets hurt on [name] Mountain and they call for resources, they ask for our ropes and our rescue team to go assist them.
User_characteristics - KES	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	And if the staffing levels drop, we bring them back here to field the center. That's why it's important for them to maintain their physical fitness, their skill set, their activity levels, so they're familiar with their

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								field and with communications. That's why there's a bump in pay when we come here, because you're adding a skill set--
User_characteristics - KES	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	So, I was a wildland firefighter, smoke jumper and snowboard instructor out there. Coming here to a major metropolitan fire department overwhelmed me because I was just a small mountain guy coming here. Now coming up to the communication center, I have a much bigger perspective of the county, I know what happens across the whole county, instead of one little firetruck... don't mind doing several years here to get that perspective so that I can move up in the chain and go to lieutenant and captain, and then when I go back out in the field I'll have more experience and more confidence coming from here.
User_characteristics - KES	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	We get kind of numb to that and de-sensitized, so it's really important for me as a supervisor to understand where they're coming from. I understand what the field is going through so I really kind of want to keep check on my co-workers. And we have certain things in place with the critical incident stress management team that we can call, we have the health wellness, because again [County], we're very wealthy here.
User_characteristics - KES	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...Then the first thing we ask is, "Okay, tell me exactly what happened." That's the first protocol question. Then based upon that we're trained, because someone can say, "I stubbed my toe because I fell down. I have chest pains, I am a diabetic, and I have a history of cancer." So then you're like, "I can do four different," so what's the highest priority? So we've been trained to go "Okay if somebody stubbed their toe and fell down, why did they fall? Is it because they had a heart attack?" That's more important, or did they just stub their toe and fall down? Then it's just a simple fall, or are they having trouble breathing because of something else? Or is their arm broken because they got hit by a car, or something else? So exactly, there's a huge difference. So we need to kind of investigate that.
User_characteristics - KES	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	[RE: call taker computer system] ...We have the online medical part that we just click on, but the numbers associate. So the number one is abdominal pain, number two is an allergic reaction, and it goes by

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								alphabetically.
User_characteristics - KES	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	[RE: call taker computer system] So, trouble breathing, B for breathing is the 6th card. Cardiac, injured person from a fall, fall is the 17th card. So after doing this for a while, you have all that memorized. It gets to the point where when the person talks to you, you already know what the end result kind of can be. You still have to ask all the questions, but at least you feel more comfortable because if the person is yelling and screaming and going crazy, you can ask the question and kind of guide that caller back to reality. Say, "I'm here with you, I want to help you, we're in this together, and I understand that this has happened." ...
User_characteristics - KES	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...if it's a car accident, they can drive their car, they're not too hurt, but they don't know if they need to exchange information because all the states have different rules according to that. [State] is a no-fault state. [State] is not. So in Virginia, you have to have a police officer write a report, if you come into [State] the police officer is like, "No, I didn't witness it. I'm not writing a report. Go to your insurance company." Well, people travel back and forth all the time. There's always accidents. So people call in and say, "I need the police." "Why?" "Well, I got in an accident." "Okay, are you injured? Do you need to go to the hospital?" "No." "Is your car driveable?" "Yeah." "Okay, in [State] exchange your information and go about your day. The police will only respond if your vehicle needs a tow truck, or if the person won't give you the information."
User_characteristics - KES	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	No it's all a different division of people, and some of them had experience because they had been through the dispatching and that, and they've moved up in the chain, or moved up in wherever their current assignment is.
User_characteristics - KES	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Yeah, it was several weeks and it was a major hinderment, it was a really big problem. Sometimes we have certain cell towers that go out of service because of storms or things. Or construction crews hit things when they're doing upgrades and we have to use our backup systems, and we're not as familiar with those. But that's an internal training thing.

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								Certain shifts are better at the what if scenarios than others. So certain people's personal work ethic and what they want to know and don't want to know, and if they want to be more prepared or not, all those variables come into play so that we do have a very good back up radio system that if the people are comfortable with it and comfortable with the transition, it really helps when we have a failure of system and we can immediately switch to something else.
User_characteristics - KES	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	... So for someone who has a medical background, it kind of hinders you a little bit. But it also, if you accept it and just go with it, it streamlines everything and there's no variables, so you're actually doing the best thing for the person who has an emergency because you're asking all the appropriate questions, without any of this, all right we'll send you whoever I feel like.
User_characteristics - KES	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...it will translate to their language, so I see like a closed captioning exactly what they are saying, there's no communication breakdown, I can see what they're seeing so I could use my experience to plug in the holes of medical, traumatic, fire, whatever, and then I can tell them exactly what they need to know immediately and the communication is transparent, it's just there automatic, because of technology. Instead of having to delay and wait for all that.
User_characteristics - KES	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Generally, it's eight weeks in the classroom where they take an emergency telecommunicators course, it's called ETC. That kind of lays the foundation of how to be a call taker. And then there's EMD class.
User_characteristics - KES	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	No, we just do fire. So a trainee will take the ETC course, EMD, EFD, then they'll take a CAD class, which is taught by one of the uniform folks that work for us. And that's a week long, and then they'll go to a two-week simulations lab, lab simulations where we'll focus on call taking and dispatching in the training lab.
User_characteristics - KES	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	-yeah, CAD will recommend more than what you need because CAD recommends transport units and manpower, manpower units, and ALS resources. And so sometimes the dispatcher will get a little confused as

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								to, "Okay, what do I send here? I know the response plan calls for this, this, this, and this, but this is-- I'm really confused." Plus, the CAD also now recommends times, travel times for each unit. So the supervisor has to step in sometimes, say, "You don't need that, you don't need that. So we deselect that, deselect that." And then dispatch it.
User_characteristics - KES	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Yeah, but once it happens, you just have to rely on your common sense and experience.
User_characteristics - KES	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	Right, use my experience to make decisions, "Okay, you don't need that for this call." Send that unit to there. Send that unit to that call. But it usually happens during a thunderstorm or a big rain event, where we have a whole bunch of swift water calls and it just overwhelms our water resources. I go on condition red and that means I can send one boat to that call and one boat to that call because our water resources are limited to begin with. And I can't send two boats to that call, I can only send one. Just go and do your best. So that's called condition red.
User_characteristics - KES	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	You need to be able to listen and you need to be able to multitask. Multitask is probably the most important one. Attention to detail and the ability to remain calm and professional under stress.
User_characteristics - KES	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yeah so I am personally I'm trained on phones. I'm really strong on phones and I'm also trained on we have like two radio I'll say two we really have three but I'll say two radio positions on the police side so I'm released on one of those and then I'm training on our primary channel right now and then I'm also close to the end of my training on teletype phones I don't know how familiar you are okay so teletype is basically a nationwide network that allows different law enforcement agencies to communicate with each other securely and also enter things like warrants or stolen vehicles, stolen articles stuff like that into a system...
User_characteristics - KES	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So for example today I came in and I'm working the police administrative channel which is something that I'm qualified on one of the two radio positions and then after that I'm going to do four hours of training in teletype and then I'm going to do four hours of training on my police

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								dispatch radio so but again like not every day is like that. People that are in training usually their days are a little bit more structured. That's traditionally the structure that I'll have for my days but that's just because I'm in training and that's kind of where they expect me to go to meet the training requirements.
User_characteristics - KES	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	And I personally am moving quite quickly through the training phase and I don't think that it's going to be 18 months. I think it's going to be shorter so yeah it just depends you know but there are some people that have been here for 3 years and they're still not fully trained. And again that ties back to a variety of things. Training like are they able to meet the standards? Is it that they are struggling in an area? Is it that we don't have the staffing? Some people's training gets suspended you know and it's nice because on the one hand we train everybody in everything and you know that's great because I think it makes us very skilled especially even as call takers. I mean my call taking has changed and approved since I became a police dispatcher you know because I'm looking at things in a different way. Exactly. And then on the other hand you know answering questions about you know warrants or teletype or something like that dealing with the officers is very different now that I've been basically trained in teletype so you know it's nice to have that but then at the same time it takes a while to train everybody in everything and we are spending a lot of time and investing a lot in each individual which other agencies don't do. [state] they train in call taking and then---
User_characteristics - KES	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	... If they don't have a street address or they don't know ask for the closest intersection and then if they don't know the intersection or they don't even know that I'll ask for like a hundred block or something like that just like what street are you on and then I'll ask them for landmarks for a last resort if they really don't know where they are. I don't like using landmarks because there are some areas of the county that I'm really familiar with and some areas that I really know and if you describe something to me I'll know what you're talking about but a lot of that is very subjective and it's based off of my own experience.

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User_characteristics - KES	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yeah we do do geo-training and we do make an effort to become familiar with the county but it's 26 square miles you know so it's very and especially when you're not out there everyday. We're here right so it can be challenging to know you know and I definitely overtime become familiar with our hotspots where we get most of our calls.
User_characteristics - KES	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	But sometimes it can be challenging especially if someone uses a phrase or something that you're just not familiar with. You know I had somebody what was it someone used a phrase the other day or like last week where they referred to it as like [Street] or something like that and I said it wasn't me it was actually a different dispatcher somebody else said like [Street] and I had and no one had any idea what they were talking about and we called park police where [Street] was. They had no idea. We called state police they had no idea what it was. We called [City] they didn't know. Nobody knew what [Street] was.
User_characteristics - KES	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	And a lot of that comes back to like the investment in personnel. So I was very privileged to have an extremely good trainer and then also a lot of time dedicated to me. My shift happens to use have training as a priority you know so we focus on that and we try to make our people good dispatchers. So we try to make it as you know this stuff off the top of your head because---
User_characteristics - KES	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right so and again and the reason is that because I had really good training and the other stuff will come with time but those core competencies and that's why I was saying moving to a core competency model is I think where we should go but like being able to get I think of it like blocks yeah so I think of it as having like little blocks. Being a call taker gets really easy once you learn like kind of your own scripted information and if it makes sense to you and you're able to take control of the call. Once you're able to take control of the call and you have certain questions that you're able to ask about certain topics the nervousness and everything goes away because you're just going to the questions and you know what you're dealing with. You know I ask the same questions that I ask every single time about people.

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User_characteristics - KES	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	And so there's always this baseline level of tension that you never know what's going to happen and then the other part of it is too once you become more experienced in this job and you do start doing other things like police dispatch and stuff you know I'm starting to recognize the officer's voices and I know some of the officers you know now that I've worked here for a while because we do ride a long a lot, we work with them, we meet them in teletype and stuff like that and so I know them as people and if in addition to me being nervous for perhaps the person on the line because you do get invested in these people even though you don't know them you're still worried about them you care you know.
User_characteristics - KES	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Yes we should get the call back number as soon as we can. The our (INAUDIBLE 00:38:02) will display the number they're calling from if we get it on a 911 line. If we get it on a trunk if we get it through a transfer that's usually one of my first questions. Is what call back number are you from? Especially if you get a transfer I always try to verify that you know because I have had that before where I've made a mistake where I didn't get that information straightaway and then I wasn't able to call them back but at least I had the location.
User_characteristics - KES	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	...so you have to start with [abbreviation] and then its visitor center. Okay? So everytime you enter the information when someone says I'm at the visitor center at the cemetery we say okay [abbreviation]-visitor and then it pops up and you can select it. Okay but if I type in visitor it's not going to come up. You have to type in [abbreviation] and I think you even have to type-- I have to go back and check but I think it's like [abbreviation]-visitor center because that's just the way that it's in there. So there's a lot of locations like that right, and some places like-- So, and again because it's all based off of how you put it in the system. It's verbatim how you put it in the system so we have a lot of giant food stores right so some places are put in as giant-[location] right? giant-[location]. Some others are some other places are giant-[location], giant-[location] so it's very much so it's basically like searching an excel



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								spreadsheet right? It's very specific to what you're looking for and not only do you have to you basically have to learn how the common place is put in for that specific location if you want to use that.
User_characteristics - KES	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	And the 2216 is the actual phone that sits under the desk. Some of the items that we have in our back room are as well no longer being made. We have to kind of just find that different P4 processors and things like that so my job entails a lot of stuff. It's a lot of mitigating issues, trying to do a little bit of research to see what I can fix on my own
User_characteristics - KES	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	We have lots of non-emergency calls stuff that during the day other county departments instead of knowing where to transfer them they're like we'll just transfer you to the non-emergency number and then we are then tasked with trying to figure out where this person who this person really needs to talk to.
User_characteristics - KES	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So they had called me. At the time I was the lead EOC representative for ECC so I had written a proposal of why we should be integrated into the EOC as a bridge because I felt when the EOC started up one, they were missing all the information of what had already been completed so they were doubling back of stuff that we had already done or there was a miscommunication between what the EOC was doing and what the ECC needed to do so I had written a proposal after I sat in the EOC for one day assisting them and wrote a proposal that we should have a team that when the EOC is deployed one of us is sitting there so that we can not only bring everybody up to date on where we are but also be able to pass information back and forth and kind of be that bridge gap that liaison between the two.
User_characteristics - KES	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Things are very spread out so the old CAD I used to be able to just I knew all the commands, my hands could stay on the keyboard and I never had to lift my hands. I have a foot pedal that I can push to talk on the radio and my hands I would just type commands, I had it memorized how to type the line segments and it was great. We get a new system that is great on the technology side but it takes me 2 to 3 steps to what used to take me one.

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User_characteristics - KES	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	They really need to be that marriage in between to make the best situation for dispatch because we do we have a lot of what CAD we choose effects the police department and the fire department.
User_characteristics - KES	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	... He sees over all of us so he that's his vision as well but he has been so far removed from operations that he needs that operations perspective but he also knows and understands he needs that operations perspective and the people that are being hired as the older administrative staff retires or leaves they are hiring those who want to merge those two and want to keep up kind of their skills on both sides so that they make sure that they really are everybody is getting what they really need.
User_characteristics - KES	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	But it's a job not everybody can do. You have to be able to multitask and do several things at once. I mean you could have the phone's ringing, somebody's out in the-- there is somebody back there screaming for, "I need some paperwork." And then you got a probationary that comes in and says, "I got to get to work. I need to do my PPT." Sex offender walks in and says, "Well, I'm on my lunch break. I need to register." So you're [hustling?] around doing 10 things at once. But it is unique in the sense. And that could be any dispatcher. You have to be able to deal with whatever's thrown at you which sometimes is crazy.
User_characteristics - KES	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	...." Because I could tell by the tone of her voice that something was wrong. So I guess that's just one of the things that you learn to pick up. But we all joke, and we'll crack jokes like, "Oh, today's crazy," or, "I'm glad it's my Friday," because I'm lucky in the sense that I generally have weekends off. When I worked at my other department, I worked every weekend and holiday for 10 years. I think the only time I ever had a weekend off was maybe if I was on vacation. And a lot of other agencies, you might alternate weekends, or if you decide to work a specific shift, or overtime, you might work every weekend. It just depends.
User_characteristics - KES	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	You need to know the area. I'd have to look up the policy. It used to be you had to live within an hour of the department, and I'm not sure if

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								that's still a requirement because I heard there were some questions on that stipulation
User_characteristics - KES	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Yes. You do need to know the area, and it's good to even know some of the surrounding areas.
User_characteristics - KES	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	I guess I just-- for me it's just part of life. I know when the officers have to sit here they don't like it. They say, as long as just one line's ringing at a time and they only have to do one thing they're okay. But if four lines light up, and then a [PB-teer?] comes in, and somebody comes to the window, they just want to get up and run. And they would tell you that they'd rather deal with a barricaded gunman than sit here and deal with all this nonsense. So like I said, I think it takes a unique individual to do the job because it is-- and I mean, I'm not going to say that men don't do it, but there's far more women that do it than men. Because I don't know if we just have the ability to do 18 things at one time and the guys are like, "Aaah!" But we have one male dispatcher here, and he is a former cop, and he does pretty good. And all of our officers, at least at this department, all of the officers have to know how to run the desk in the event that if I was sick, or if I had an emergency and couldn't come in, or if I got pulled away for something else. Everybody knows how to sit here and basically run the desk. Sometimes stuff gets messed up but--
User_characteristics - KES	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well I think you have got to be patience. You have to be patience with people yeah with people and you've got to be patient with well like I said sometimes it's boring and so you've got to be kind of okay with being there and keeping yourself busy and doing other things. Sometimes that might be I don't know paperwork or whatever needs to be done and sometimes you know we do get the deputies will come in or the sheriff's there and we've got some banter and we got some chatting and that but I think you've also got to be a self-starter because again there's not always it's not like there's always something happening right and so then you got to figure out what you're going to do. You have to be a good communicator. That's the biggest thing really. You've got to be a really good communicator. You have to be good with people. We do have

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								people sometimes coming into our offices so you know you've got that one on one and you have to be able to deal with people. Sometimes they're not happy, sometimes it's just you know have a chat. We have a lot of older folk in our community and sometimes they just like to stop in have a good old chat and then go on their way and so got to be good with that. You have to be able to follow a protocol right because when people call we have to be able to get the right information to give that information to the deputies so they can go out and do their job and actually help those people so communication skills, communication skills, communication skills you've got to have those.
User_characteristics - KES	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well I think most of us do live in the county. I can't imagine anybody who doesn't but I don't know that it's required really so no I don't think it's required. Most of us know it because we're here because we live here because we know the area but I don't know that it's not like we take a test or anything about it but it's hard to dispatch a car if you don't know where you're sending it so I think that we do work hard. We've got maps here and different things that can help us too.
User_characteristics - KES	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	No not really no but sometimes the Sheriff might give you a task. You know if we've got we go do fundraisers or we go help out in different communities or sometimes it's organizing something like that maybe so you might need to make some phone calls and again that's where you need those communication skills right because you're talking with all different kinds of people so sometimes though the Sheriff might have to ask for you but that's about it.
User_characteristics - KES	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well sometimes but that's very, very rare here. Sometimes maybe but if we do if I'm on a call for example and I get another call you have to see what the nature of that call is. You do make a decision then about where you need to focus your energy first, you take care of that, you dispatch that then you go back to the other call so some of it is about prioritizing and understanding what needs to take priority in those kinds of situations and so it's about figuring out who needs help the most and sending people there.

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User_characteristics - KES	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Yeah, so last year we rolled it out entirely. We have a little more than-- almost 700 users on the platform up and trained. That means they've been through the training classes and gotten their credentials and all that kind of stuff to use the application. So yeah.
User_characteristics - KES	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] Well, there's a team that goes with it. So if you requested an operator-- [S2] You're actually going to get an operator?
User_characteristics - KES	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[S3] That's a good question. Well, I can tell you a little bit more about me. So I come from a technology background--
User_characteristics - KES	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Yes, that's a big part of the challenge. Learning the ins and out and the different programs, the different systems that we use, the radio, reporting programs, and the different schedules of each shift, that's the easy part. The challenge is when you get a call, a certain call, or we call them hot calls. And you have to handle that accordingly to make sure that that person that's on the other end that dialed in, get the help that they need, but also that officer that's responding or the firefighters that's responding have the knowledge and know just what they're walking into, so they can give that person the assistance that they need.
User_characteristics - KES	COMMS	R	Manager	36-45	6-10	Female	COMMS-R-010	Hmm. Some of them are lower class. Well most of them, lower class. We have mid-class, not too many upper class. But mid and lower. So the lower class is sometimes difficult to work with, because they're at a high demand. They want what they want, when they want it, and how they want it. And some people, you can't get them to understand I'm only the dispatcher. I take the message; I relay the message. Now when that officer or when that person that you need that help, that assistance from gets back to you, it's not my fault. So we take a lot of heat from the lower class.
User_characteristics	COMMS	R	Manager	36-45	6-10	Female	COMMS-	We do a common knowledge test on the [County]. And basic skills,

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- KES							R-010	math, reading, comprehension, just so you can, we can see if you can comprehend most of the information that you're going to be receiving. Living in the [County], you don't have to. [Inaudible] [County], you really don't have to, because we teach you. We will provide that training, so we can divide it up. We have the north end, and we have the south end, east and west bank. So it's not something that, like [city], where we have to learn the different districts. It's not that hard. So learning it isn't, it doesn't take as much time as t would a bigger COMM center.
User_characteristics - KES	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Open-minded, someone who look at both sides of the spectrum, not just one. Thinking about long-term goals, long-term effects, especially emergency situations that if I make a decision now, what is going to be the repercussions in an hour, in 12 hours, in 24, 48, or down the line? And it's one thing that we really have to, we, my department, really have to think about and really have to keep in the back of our minds is what's going to be the repercussions later on down the line.
User_characteristics - KES	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	.... When I was in the fire service and very active in the fire service probably 25 years ago I guess, the deputy chief at the time came from industry. And he'd always tell me, says you do not want to make you friends at 2:00 in the morning. You want to make it at 8:00 in the morning over a cup of coffee. And that's one thing I've always preached to my staff here, and make sure that I try to extend that olive branch to everyone ahead of time.
User_characteristics - KES	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... And I think that a lot of people just pick up a radio and start talking, but they understand the technology background, working parts on the back side of that. You have to make sure that everything's lined up, all your Is are crossed, all your Is are dotted and your Ts crossed as far as managing these days how different talk groups are brought either way. Just picking up a radio and keying up is not the, do I need really to talk? Or do I just key up and uh, uh, uh, or do I just keep chattering away because I don't know what's the correct, it's that type of thing that...
User_characteristics - KES	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	Dependent on text notification. Before when we had the old pagers, not even the two-way pagers, did that person receive that text, I mean I'm

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								sorry, receive that page? To where now you can see on your phone if somebody's received that message right away. My staff knows if they need me right away, to text me. Same thing with dispatch center, they need to get in touch with me right away, they know to text me because I look at my texts before I look at my email, for the simple fact that if it's emergent enough, I mean think how about how much spam email we get these days, how many please buy our product emails you get versus, it's not that I discount every email. But if it comes across my phone as a text from somebody, something must be wrong.
User_characteristics - KES	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	You can. Yes, you could definitely imply that the person, sometimes you have individuals that are exaggerating, or they'll tell the same story, but they'll add more to it. And then you clarify. They say oh no, that's not what happened, or they'll, oh well I didn't say that, even though they just said it, and they'll add even more. So you can definitely deduce whether someone's making a bigger situation than what's really going on. And then sometimes you can infer that if they're not in the right mind state, you can sometimes tell depending on what they're stating to you.
User_characteristics - KES	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	[RE: current state of technology] It's for sure sufficient. I thought we were top of the line, and then I went to an APCO conference back in [City]. And I learned that no, we're not even close. 'Cause they had programs that I wouldn't even have thought of, which that was cool...
User_characteristics - KES	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	911 has been out, which their solution is basically to transfer to our regular phone lines. Because essentially we're going to handle it the same way, whether it comes from 911 or whether they call the sheriff's office.
User_characteristics - KES	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Sometimes with the sheriff's office, we have to get them to understand the way it is out in the field and on the streets. It's not the same as in dispatch. So you may be on a traffic stop or responding to a call, and you can just do what you need to do, give out that information, give that person's information. But you have to take into consideration your dispatcher is 90% on the phone. If we're not on the phone, there's two of us, if we're not on the phone, we may be [inaudible] on other calls. So we

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								need you all to monitor your radios.
User_characteristics - KES	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	You definitely need to know the area.
User_characteristics - KES	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	No. Not to me it's not. After you've been doing it so long it's like second nature
User_characteristics - KES	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	I say with our older callers sometimes they're hard of hearing and it's hard to communicate with them. They can communicate with you and you know it's hard for them to kind of understand what you're saying sometimes and we also have some people who live here who have heavy accents that's kind of hard. And sometimes you just have irate callers who just don't want to communication they just, you know? Want to say what they want to say and that'd be it. So you just have to learn to deal with it. Make the best out of it.
User_characteristics - KES	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Cause some of our officers are not from here and they don't know the area as well as they should so they have trouble getting to where they need to go and I mean we're over the radio trying to guide them but if I could see and see my officers and I can tell them make a quick left, make a quick right, go straight, go you know?
User_characteristics - KES	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	You do need to know the area. And you need to know how to look at a map and determine, you know, where people are and a lot of times we get a lot of calls from people who will not know where they are. It's amazing how people don't know where they are [Laughing]. Like I get adults that don't even know their address. And so you do kind of have to know how to say, well, how are you from this place or do you remember passing this store or something like that. So yeah, it's important to at least halfway know your area.
User_characteristics - KES	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Well. Most people when they first come on, they do what we call ride-alongs with--and we're about to starting those back with going out with the officers and going into like the different areas so you can see where you're sending them. I don't really think it's 100% necessary because like I said most of the time even if you don't know the area like I'm from here



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								but I can go to [city] or [city] or somewhere else and dispatch. Like I would be able to say, well, this is where they say they are and kind of get a description of, well, what do you see around you or something like that and then let somebody know where they should go.
User_characteristics - KES	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	I think the--I think it's the in--an in house thing. I think it's like first responder type of thing. Like I think it's like either they think like we don't give them enough information or we didn't ask or something like that but it's like how could you not get enough information. Like I understand you're going but there's no way for us to sit there and tell you every little thing. All we can tell you is what we were told. And we have questions that we ask. We know the questions to ask.
User_characteristics - KES	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Well if it's a--I mean I don't ask that on every single call but if it's a call that's like a fight or a disturbance or something like that, I'll say, well, did they have any weapons or are any weapons involved or do they own any weapons, you know, something like that. I'll just say, well make sure all your weapons are away and let the officer know if you have weapons or are in possession of weapons. That's important.
User_characteristics - KES	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Do they run that person, the victim, the call taker or the caller, the suspect, do they go ahead and run them if they have that information in through our warrant system to see if we have warrants out for them, what type of criminal history they have? That kind of thing so that those responders are prepared for what they are going to deal with.
User_characteristics - KES	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	It just... just the ability to... look at history and look at the response capabilities. We have AVL which is the automatic vehicle location of all of our units now. And that's another resource that they can use but it's also one of those liabilities and responsibilities that they have to look at and go, ooo, that guy's closer but he's on a call, do I pull him from that call to go to another? So they have to make good decisions on that. But if he's on a call taking a report they can't just pull him from that call because he's sitting talking to a victim. But if it's a major event then they may have to pull that deputy from that call. But knowing that they have additional resources that they may not know are there such as

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								detectives or civil units that may be in an area that is very close to a high priority call.
User_characteristics - KES	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	They can look at that AVL map and say, you know what, I've got a detective that's right around the corner, let me dispatch him to this armed robbery in progress or shooting or disturbance with weapons or whatever it is. We know it would be a high priority call. They could pull that detective that may not be listening to the radio because he's en route to go pick up evidence or out and about doing his normal day to day routine of being a detective but he's not listening to the radio so they can pick the cellphone up and say, hey, so and so, you're close.
User_characteristics - KES	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	I mean we're 1984, '85? At our best right now. And they're using notepads and writing down information. They're handing it to someone else and they're keeping notes of that. And I don't mean just a stack, a small pad, I mean stacks of paper. And they're using their mind, their brain to figure out problems. They're not relying on the technology to solve the problems. They're using their human brain power to find the solutions to those problems and it's just a portable radio and a portable on the other end with a deputy or a fireman in a boat going, okay, I've got 6 people out of this house, where do I go next. And they look at the next piece of paper and say go here. And so that's kind of what I think that we're looking so often to say technology is going to help us in these big events when you know you'd better prepare for that big event to take that technology.
User_characteristics - KES	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Even the telephone. I was at [County] during [Event]. And we were on the western eyewall of the storm. And we lost our whole 911 system. No calls. But yet we still had people to rescue. So we had to go old school. You know? We don't have telephones. You start in an area and you start saying, okay, look in this area and start rescuing people. Start moving people. And whenever that shelter gets full, then move them to another place, move them to a safe place. Yeah, we saw it during [Event]. They moved them to the highest spot so they wouldn't drown and hopefully somebody would get them some water and some food until they could

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								evacuate them at the nearest bridge.
User_characteristics - KES	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	No. I think it's--I really think that it's human willpower and brain power that's going to make the difference. Can technology? Yes, it can. But we'd better be prepared to live without it because it--just as in the flood what we had was we had AT&T's entire wire center go down. So they had no service on cellphones for AT&T in this area for a week. So we'd better be prepared because it's not just the technology that we have here on the third floor because that technology has to interface with somewhere else. That technology has to interface with telephone lines or copper or wire or satellite and microwave, whatever it is. And a good strong can blow your microwave signal off. You don't have it. Take your satellite dish off of your building, you don't have satellite communications.
User_characteristics - KES	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	...If you listen, you can, oh well, you need more than just police. I think you need EMS, or you're trapped in an elevator. I know exactly where you are. I can kind of hear things around you. I've had situations where this campus has had over 200,000 people on it for football games.
User_characteristics - KES	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Oh yeah, I definitely feel you get to know, for example, say we worked six months all day, six month all nights. We kind of would miss out, I think. You get a month here, say you get rotating in [inaudible] football. You would get the kind of day shift calls with the football games versus the night shift. You get a mix. You learn different times, when different events on campus happen. I know when a professor, if he gets rid of the pianos in the music school, he'll get those at the, or send them back in the first part of May and then get them back in August, and I always deal with him. He's like I remember you. So I get to know how certain things work. When certain events are going to take place, we have a home and garden show, we have livestock shows. 4H Clubs come on; we have football camps over the summer, all kinds of camps, lots of kids. Deal with lots of kids. So it kind of helps.
User_characteristics - KES	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Not too much. Like I said, I listen. And if it's, I get their name, where they are. If it's not serious, I can hear it in their voice. I've never actually

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								received a bomb threat, but I'm waiting on the day. But I know, I can kind of hear it. And if so, I'll try to keep them on longer. Especially with a bomb threat, if it's a person calling it in, if they have one on the city, or it's not just [inaudible], they heard it, I will keep them on the line as long as possible. Those kind of situations. But other than that, no.
User_characteristics - KES	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	I kind of prefer that even though it's kind of, you're still kind of pushing off information, and they're pushing off what they're given. Sometimes city will not even give us information when you're dealing, 'cause they're dealing with so much. They may not give us all the information when transferring a call. It's not always possible to get that. So it kind of gets frustrating. But most of the time, you are going to get decent information. I have enough to work with. If not, I can kind of pull it. If they give me a name, and they're a student, I can kind of pull it. I can look at my database as in mainframe or TLO or something, the little mini-tricks and the tools of the trade that I can use. I can try to do something. I can do more than what is just handed to me sometimes.
User_characteristics - KES	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	So that was one thing that I learned here. When I moved here, they're [County] and not counties. It threw me off, a little bit different under [State] law.
User_characteristics - KES	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	So we have a CAD, computer-automated dispatch. It's kind of basic, F5, F6 and F8. F8 is a traffic stop. F5 is I want to say when they, the actual, like a random caller calls, and then like F6 is when the officer calls in something. So you have to memorize those. So I deal with that. I deal with the main phone. I deal with, 911 and that are on the same phone. It's not like other dispatch agencies where I've worked where 911 has its own phone, and it's hooked up to a map. We don't have that at all.
User_characteristics - KES	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	Computers failing. That is probably, I do know that every now and then, the few times that we have had the radios go down, we had to work off of portable, like the ones over there on his desk. I'll have to pull up the radio itself and key up like that. That's annoying, 'cause I need my hands free. So we do have a foot pedal you can use. I don't use that. It's kind of weird. So I use my hand, and I'm really fast just typing. But that's

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								probably the worst part. Like right now I do not have a computer to do anything expect for dispatch. And I can't even do that. I can just answer phones. That annoys me so much. 'Cause that's what I like to do is dispatch. I don't like to answer phones as much.
User_characteristics - KES	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	I think what makes a good one is having--knowing your technology, knowing what you need to do, definitely have a listening ear for officers that are calling in, different things, to be respectful of people calling in, to get all the help they need, to get all the pertinent information that you need to get an officer out there, and make sure that the officer is safe once they get out there, make sure the--if they're out with a subject that was maybe violent, make sure they don't have any weapons [inaudible], let the officers know, basically just to keep the officers safe.
User_characteristics - KES	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: You know this is not a magic trick, but it's a thought that goes along with the I don't know what -- I mean, I can't pin it down in one word, but thing -- thing we all know from being in this business is public safety is trying very hard to be able to do what the 14-year-olds have been doing for a long time; you know exactly what I am saying. And this is not age discrimination by any means but we know that we hire 20-year-olds and put them in this class, I mean it is not teaching; they've been doing this it for so long. We are just teaching them the, you know the procedures and so forth. You know, you take a text mail or -- or for that how I can say this. Your texting might be older, and you will say okay we are going to teach you how to text, and also send the videos with it and you may have to convert this over and then you are going to send it out. You will say like, oh my gosh, and the kids are going -- huh, big deal. You know, okay so it is Snapchat and Facebook combined right, is that all of this and I -- in one of the class I had a little girl that I was concerned about because I would go down and they had her in class and I was sitting back here and I even mentioned to [Name], I said, I don't think she is paying attention, you know, it bothers me because it doesn't appear to me that she is paying attention and then [Name] explained to me and [Name] confirmed it; she is bored. She's got this. She is fine. You know,

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								she is like, I mean move on. You know, move on to the next slide. She already knows it. And what heavens, she made straight 100s on her test. You ask her a question, she will answer it. In less than a year, she has already moved up to Dispatch and one of our better dispatchers. So, you know, I mean, there's something that I would say -- whatever word, whatever adjective they [crosstalk]
User_characteristics - KES	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: You have the basic knowledge, you know, if you are talking about the parts of town and if you say [County], they know it's this way, and so -- yeah there is a help here but --
User_characteristics - KES	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	S[unknown] A lot of times actually people that are not from here tend to learn that and try harder and learn the area more than somebody that has just grown up here, maybe that has grown up East and knows nothing about West or West that knows nothing about East.
User_characteristics - KES	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: I guess, the next biggest would be the bad calls. The ones nobody wants to hear. The ones you should never have to hear. Yeah. So those -- and then on the other side of dispatch, you know, when you get an officer shot and you are responsible for it, you know, that's -- that's high stress. Well, we teach them downstairs, you know, what to hear, what to listen for, (not what to hear but what to listen for), things like that. We don't see what the officers in the street are seeing. We just, we hear it and we maybe get a picture of it, you know, what we think it might be, but if we start getting video, I don't know how that will handle.
User_characteristics - KES	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: You know, we are able to do all of that, we are able to log into somebody's phone and track down and, you know.
User_characteristics - KES	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: Yeah. And so, that really does tie us for emergencies. My fear, and I don't know whether it can be fixed. I've got 62-year-old women and men both in their -- how are they going to handle a text call from a 14-year-old girl with TBT and just all the abbreviations and all that. Yeah, I think it is going to create a lot of in a bad way -- actually I think it is going to put a toll and take a toll and run off a lot of people because they can't.
User_characteristics	COMMS	R	Comms	46-55	31-40	Male	COMMS-	I'm 52 years old and I really don't want to keep doing what I was doing

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- KES			Personnel				R-020	when I was 20. So this position came open and I migrated to here because I was really the only one that knew the CAD, knew the communications center and all that stuff, so we hired a new so I help him. The fire department, the fire chiefs, once I came from there [indiscernible] we need policies on how you want this truck dispatched on calls, how many trucks do you want dispatched on this type of call, this type of call, we built all those policies, and then it's easy for me training my dispatchers. If you're within policy, I got your back 100%. You violate policy; you're on your own. APCO; you APCO a call correctly and we find out the APCO codes need to be updated, you're covered. You don't use them, or don't do them, you're on your own, I can't protect you.
User_characteristics - KES	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Amount of data going through that mobile that's on the ambulance. It's got two sides: we have the GPS side and we have the internet side. They get mad at me all the time because if the internet side goes down, I don't care, as long as I can see that truck. My MDT don't work well, go talk to IT, I don't care. Is your ambulance not working? Yeah, you gotta this call. They are like, no we got to have this, I am, look we've operated for years without an MDT you are fine.
User_characteristics - KES	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So they're in the process of trying to up and fix it. The great thing about new technology and me changing my phone system to a voice system which I'm still not keen about because I'm learning, so phones are my weakness. I don't know very well about them, I'm learning. I'm pretty good with radios,, but what I like is if we put everything on servers and pull up an internet protocol and I can leave this building and go somewhere and we can flip that switch and take that phone with us. Right now we have, my backup is seven cell phones.
User_characteristics - KES	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	I probably have a few new ones in here that are in training that we have knocked down cards with that have a meltdown that they have to go to, but on the whole, we do and its part of our CAD [indiscernible]. I'm trying to get our comps on our [0:55:01] accredited. The part of accreditation is that you have redundancies, you have those things, you practice for when your systems go down, and to be able to keep that accreditation,

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								we have to be able to prove every year that we've done those things.
User_characteristics - KES	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	So we have to -- I want to be on the front end to learn more about it and understand how we can make it help us and not do it because we have to and it'll hurt us and I don't know that that's...because everybody's got an agenda. AT&T right now has an agenda about selling up this new system. If the State buys into it, which they did, now they have an agenda to make that work, because it's a politician thing.
User_characteristics - KES	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...Sometimes, the ways we work around that are, I could see the cellphone number, so I'll call the provider, and we have backdoor numbers into their network operations centers to say, "I need billing information for this cellphone." I know they're calling from an apartment on [Street]. I know it's probably this apartment complex, but I have no way of finding them. I can get billing information. Sometimes it's just the name. And then I can call the apartment company. They'll give us the address but it's like the address is in Oklahoma.
User_characteristics - KES	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	I've actually seen it a few times and you don't really know what you're getting into. It actually binds it, so it's kind of like over time you learn like, "Hey, there is something behind this." And a lot of new cars are building these-- they're [A?] post are actually like pieces of folded metal and layers. And he actually has a couple over there and he can show you.
User_characteristics - KES	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	So I've got the Epocrates app and I've got my standard-- my SOPs on there. I think that's everything. I just got done with EMS class so I had-- I would quiz myself a lot on stuff like that. I think that's all I have for that on my phone, because I try to keep it limited and the reason it would be is sometimes too much information, kind of-- so I use these apps very often so I'm very efficient at using them and I'll-- we use them at the station sometimes.
User_characteristics - KES	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	Now if it was faster, absolutely. But I do believe there is something huge to say when someone has mastered their trade-craft, yeah, craft - I'm sorry - and being able to be efficient at it and a master at what they're trying to do. I think for me, it was being the guy to teach a forceful entry



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								class, so I force doors a lot and I have to teach it. So it's pretty neat to pass that on.
User_characteristics - KES	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	On the EMS side, we are typically doing training for up-and-coming providers. So those are people who are currently taking their EMT class, which is the Emergency Medical Technician class. So that's 165 hours of classroom time. And then we like to run them through some mock scenarios so that when they get into the field, they'll have experience integrating everything they learned in class with some of the system work that goes on, to be part of a larger fire rescue service.
User_characteristics - KES	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	...Everyone knows, all the officers know how to get telecommunication support if something breaks in the middle of the night. They're very good about replacing stuff. So I would say it's in a state of very good repair.
User_characteristics - KES	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	...I mean, after 10 years you can kind of see where calls are going, so I would not get in an elevator with someone who was even remotely questionable. But sometimes you don't know. I mean, they could just have a problem and don't like small spaces and you don't know until you get in there.
User_characteristics - KES	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	...So if I were in charge, I would direct my crew to begin performing CPR, move the patient on to the ground, go through our standard CPR protocol while I radioed back to ECC to say this is a working code. That terminology will allow them to dispatch two paramedic units and likely an EMS supervisor will jump on. So those units will be in route. We'll be waiting for them to arrive. Usually in this area, if this happened, we'd be lucky to have a medic on scene within four minutes during the day. So we would continue doing CPR. We'd probably be able to shock once or twice. If it was a shockable rhythm, we could put in an oral airway, get them started on high-flow oxygen by a bag valve mask. And probably have to rotate who's doing compressions once to make sure no one gets tired. That's probably what we would do for the first five minutes.
User_characteristics - KES	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	Oh, it's [crosstalk]. So, assuming the family is not-- if this death was not expected, then I would be transporting the patient to the hospital. When

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								the death is expected or the patient is very old, families are okay with us terminating in the field, but if it's like someone's husband and they got two small kids, we're not going to leave the body. So we will transport, continue to perform our interventions, try to rendezvous with an ALS unit, again, coordinated by radio, as to which streets we're passing and all that. And then, as you said, 20 minutes to the hospital so we would then transfer care to the team there.
User_characteristics - KES	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	We need to know the channels, yep, and if you don't really operate in those channels too much, you pretty much don't know them, but we do have charts, and being able to tell us which ones they're on. A lot of the firefighters and EMTs tend to listen to police channels, because we do operate on the same calls, but I say, we very rarely can talk to them by radio.
User_characteristics - KES	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	...I'm not much of a out of the box kind of guy. Normally, I'm, "Okay, what do you have?" You give me the tools and I'll figure out how to operate them.
User_characteristics - KES	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So my first and primary function is that of a firefighter that has been cross-trained. So fire suppression, putting out fires, responding to 911 emergencies. And then I took it upon myself to further my knowledge and my education to be able to provide advanced life support or ALS treatments to individuals in the same community in which I serve. And that includes pharmaceuticals, medications, drugs and electrical therapy for cardiac patients in order to provide appropriate care and treatment pre-hospital. And then get to them to the most appropriate treatment center.
User_characteristics - KES	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Knowing your area, knowing what's going on in the area. And not just my immediate response area but it could be the whole county because any one of us - excuse me - could get moved or relocated to a different station based on service needs for that day.
User_characteristics - KES	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...So I think communication's pretty easy in the sense of we're very fortunate in the county that we work in. Even neighboring counties that

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								we have, and I'll use the word interoperability, we have a good means of communicating both through a lot of training or unofficially that we know one another. We know who's working. We have a lot of background knowledge of different stations and what to plan for, and although our department's very large, it would not be difficult for me to call [County], which would be just shy of an hour drive, so it's a large county. An hour drive and talk to a fire station to an individual that I really don't know. May be able to pick him out of a photo album, but to be able to communicate with him or address an issue or concern, and get immediate feedback from them just by picking up a phone.
User_characteristics - KES	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	[RE: police] ...I think we've gotten better with some time, but I also don't know every officer that's in my area. I don't know their first names. I don't have their cell phone numbers. I don't know their radio identifiers. We don't have that relationship to communicate that personally, I guess.
User_characteristics - KES	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So I would just say, making sure that everybody knows-- so you know your job well and you know the area that you respond in well...
User_characteristics - KES	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	[RE: AVL] I would say I don't know enough about it to truly make-- I mean, every day I learn something new about it. It's definitely like any form of technology, the more you use it, the more you understand it, the more you can utilize it. As it is right now, it's a computer screen with a map on it that can do hundreds of different things. It takes the user to have to apply themselves to be able to use it.
User_characteristics - KES	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	Paper, hard copies. So we always have redundancy in everything that we do. Technology getting in the way of if I utilize my phone and one of the applications, FireApp, to use that to get directions to a call, if the address isn't an updated address, or the mapping software, Google, or apps, or whatever browser you're using doesn't know it, it defaults to a generalized location. So I'll be honest when I say that, embarrassed as I may be, that I didn't realize it and that the app was smarter than me and took me way out of the way... Rerouted me to another location, and that I need to be smarter than the software to know that was in a complete different station's area, and that there was no reason for me to be there.

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								So it failed me. It made me look bad, and I've learned from that...
User_characteristics - KES	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So me personally, my time, my experience. If it's a message that I don't know, I repeat it back to them. And that's just educational knowing of communications and repeating messages back. Confirming what they mean to make sure that I understand. And I think that's done very tactfully saying if I don't understand something and it's you want me to go to the second floor, that may indicate to that individual, "Yes, I need you to go to the second floor and do a particular task. I may need you to." If you're repeating back to them and they hear it, like, "Oh, yeah, I didn't give as much information."
User_characteristics - KES	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	I would say, and I know there are some rules and legality as to what you can say on the radio so that consumers or civilians don't hear it, but urgent messages, even if it's-- and I'll use the example. If there is a issue at a college or a school, they have the means of delivering a text message to everybody. I wish we had means in the county as a whole to deliver that via radio and to our phones, but even isolated to just those that are ... involved in that incident.
User_characteristics - KES	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	There's a checklist. Although, for the most part, most people pretty much know. They just kind of look at the unit and make sure they have everything they need. There's a checklist that we can use if we need to go through and make sure everything's there.
User_characteristics - KES	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	[RE: familiarity with local hospitals] Yeah. Well, especially down here in the downtown area. Now, I work over east of the river on the east side. But, I guess, the most limited ones we have access to would be probably trauma and STEMI centers for heart attacks and stuff. Those PGs, one we go to all the time or we're here at the Hospital Center. Those are the two closest ones. Strokes-- just about every hospital in the city has a stroke center. So PG is not, however. So usually, if I have a stroke patient, I'll usually send him to [inaudible] Providence Hospital. For me where I'm at, Providence, and PG, and maybe Hospital Center are the probably the three that I go to most often.

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User_characteristics - KES	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...some of us aren't that adept at using text messenger either [laughter]. So for me personally, I could probably do my report, at least the narrative portion of my report, probably in half the time with a hard-wired keyboard.
User_characteristics - KES	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: Whiteboard scheduling app] I like it fine. I usually go by memory... But that is not always right. So it just basically says where people are and what they're doing and what their phone numbers are. What MO's they're at. And then there are some day-to-day things to pass along...
User_characteristics - KES	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: Active 911 app] So yeah, somehow it's linked to dispatch. I don't know how it works. So they send the call. They dispatch out the call. The crew acknowledges the call. They start on the call. And this tends to have a little bit of a lag behind it, and then you'll see drop in it. It just drops in on your screen, and it goes away. It doesn't disappear until you specifically erase it...
User_characteristics - KES	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	I've worked in systems with radios mostly, and then I've worked in systems with pagers and radios. And I've worked in systems with that little phone that would chirp-chirp, where they would call you specifically, so nobody else would hear what you're doing, usually combined with a pager. And then, I started with pagers in [City], and radios, and a phone that was hardwired to the ambulance. And actually, before that, in Chicago, they would have a radio-- it was like a radio phone. So it was like a-- it would only call certain hospitals, and it would do it by radio. So you'd kind of have to hold and talk and then let go and listen...
User_characteristics - KES	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...So I think seeing-- there's a privacy thing now where, do I want to be on camera on every single call that I'm on? Probably not. Do I want to be on camera on any of the calls I'm on? Probably not. But do I run every call like somebody is filming me? Yes, I do, because they're everywhere...
User_characteristics - KES	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...so they keep trying to do these things, and I think they're trying to do it with safety in mind, but they're not really keeping what really your day-to-day job is in mind. So the safety hinders you from doing your job. So right now, let's say we have 15 ambulances. We might have a little more

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								or a little less. We might have closer to 20. So we have one ambulance that has this newer technology, and everybody hates it. And so it's set up differently. The chair you sit in is different. The place where equipment is is different. The idea is to be safe, and I appreciate that. But moving equipment around messes with your mind memory. So you're like, "Wait, where is the--"
User_characteristics - KES	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: new ambulance setup] Especially when you're trying to work on a sick patient, or trying to direct your partner who might be new or hasn't worked on the ambulance very much. You're trying to tell them where something is, and it's not in there. So that's stupid...
User_characteristics - KES	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: new ambulance setup] So I mean, I've spent my whole career literally standing up in the back of a-- well, moving around during the call in the back, and it's not like I'm running around, or there's drama, or whatever. It's just like, I got to grab this, then I got to grab this, then I got to grab this. And there's railings on the top. So you're kind of holding on the railing, grabbing this thing. You're looking at the traffic, and you know where you are. So you're like, "Is it going to be bumpy," or "There's going to be a stop." And your partner is also trying to tell you like, "I got to stop fast," or "There's train tracks coming," or "There's a bunch of traffic ahead," or whatever. So all those things are happening. And you're not trying to be like cavalier and be like, "Oh, I can swing from the bars," or anything. I need to be up...
User_characteristics - KES	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	[RE: new ambulance setup] ...It's not a challenge to be up as much as possible during the call, but when you're running 120,000 calls as a system a year, you need to kind of-- spending an extra 10 minutes on every call makes it that you're going to need more ambulances, and that costs you millions of dollars a year. And the more ambulances you have, the less calls you're on. That makes your paramedics not as good as the ones that are on more calls. And so it's not like-- they're trying to solve a problem, but I don't think they're doing it in the right way. And some company came, a couple years ago here, they were all excited about this thing that they had with, "Let me show you how we can do this," and it

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								was the beginning of this. I saw it coming, and I was all like, "Oh, no. Here we go."
User_characteristics - KES	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Like a lot of things in this county, it's a cooperative effort. There is a mountain rescue group. But they're sort of an arm of us unofficially. I mean, we paid for their building and a lot of our members are cross-trained. We work with the [Organization] out of the [Name] Airport. They have the high elevation training center.
User_characteristics - KES	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Yeah, it's pretty interesting. But we have search and rescue people, paramedics, who are cross-trained to do what they do and are checked off to be in the helicopter and do all that kind of stuff. We cross-train with the ski patrol. We have paramedics on the ski mountain during the winter. A lot of river activity in this county. [Name] River runs right through the county in one of the [inaudible] parts of the county, of course. So if somebody dumps their raft and is drowning or something, we have to go an hour drive up to the river and figure out how to fix that situation. So lots of long response. Lot of expenditure of resources for one patient, for [smaller?] patients, for those kinds of things...
User_characteristics - KES	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	There are. I mean, I can pull out my cellphone-- well, why don't I do that? So [because I'm old?], I got a big one because I can see it better [laughter]. Each of our ambulances have a dedicated cellphone. And they're all connected to iCloud so that, say, we have a phone list, a common phone list, for a lot of [inaudible] in [City] that we transport to. We can push out updates of phone numbers and addresses and [dura codes?], and things like that on iCloud and it'll update all our phones. So we do a lot of stuff through the iPhones just because they have a good technology and many people are familiar with it already because they have one. That's a big deal, familiarity and usability because people aren't going to use stuff they're not comfortable with or if it's hard to learn or something like that.
User_characteristics - KES	EMS	R	Other Public Safety	56-65	31-40	Male	EMS-R-008	So, in big systems, you have your own dispatch and you have grid control over-- the dispatcher can collect the billing information and all that kind of stuff as they send out the call. Here, nobody is big enough to

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			Personnel					own their own dispatch. So we [are counting on?] dispatch for everything from the dog catcher, to the town buses, to the fire, EMS, police, all of the police agencies, the division of wildlife, the animal control. I mean, it's everything. And so they do a great job at that, but you don't get the level of detail that you would if you had your own dispatch. I mean, they're not trained medical people. They have a card they read off, like if you need to start CPR, okay, do this, do this, do this, do this. Medical priority dispatch, it's called. Most systems use it. You don't have to be medical to read directions to somebody.
User_characteristics - KES	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...and I started out here as EMT, 30 some years ago. Then I was a paramedic, then I was a supervisor, then then I was a [Job title], and now I'm the [Job title]...
User_characteristics - KES	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...doctors and paramedics and other people who take care of people used to-- people who had done it a long time had a finely developed sense of when somebody was sick. They could look at him and go, "There's something wrong there." They don't have that anymore. It's like firefighters, there's a whole generation of firefighters who is out there now who have never fought a big fire because there aren't any, other than wildfires. A lot of agencies don't have big structural fires, especially if you're not in a city with all the buildings. I mean, I can't even tell you when the last big fire we had was here. I mean, structure fire. It's dumpster fire or it's hazmat spill or brush fire...
User_characteristics - KES	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Our critical thinking skills. Everything's protocol-driven. It's like, "Oh, what do I do? [inaudible]. I do this and if that doesn't work, I do this," instead of having that sort of on your brain from seeing patient after patient after patient after patient, and knowing that, "Hey, I've heard that before. And I remember that patient. I had one just like this and he had this wrong with him." You don't develop that sort of sense of how to take care of people. It's like you call any customer service line, let's say your refrigerator is broken, what do you get? You get someone who's reading a script. They don't know anything about refrigerators. They're not a



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								refrigerator repairman. They may not even have ever seen a refrigerator. They are reading in the script. It's like, "Okay. What was that keyword again? A refrigerator? Okay, let's type that in." It's just like, "Isn't there anybody I can talk to there who actually knows what a refrigerator is [laughter]?" Because nobody [fixes?] anything anymore.
User_characteristics - KES	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I'm in the [Organization] database because over the years we've done a lot of high security visits, presidents, vice presidents, things like that, special events. So my name is all over the [Organization] database. Well, it got hacked a few years ago. I started getting phone calls, crank phone calls [inaudible]... So I don't trust anybody [laughter].
User_characteristics - KES	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	Yeah, I keep my call [log?] by day, for every year. I look at it for last ski season, and I can try and figure out how it's going to work this ski season. Because, we're affected a lot by the economy. Are you going to take a \$10,000 vacation in [City] this year? I don't know. How's the economy? What kind of job do you have? Do you have a job? Things like that. So if I guess wrong and understaff, and the economy is booming, and everybody wants to go to [City], skiing, I'm in trouble [laughter]. And I'm in just as much trouble if I guess wrong, and the economy tanks, and nobody shows up.
User_characteristics - KES	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Oh. So as a firefighter-- I've been a fireman for 15 years. Well, that's not true. I've been licensed to be a firefighter. I was a paramedic right out of school and I did paramedic for a while before I got on full-time as a-- fire department. So I'm pushing 12 years as a full-time firefighter. Well, I was, the first couple of years, trying to find a job. So I'm the senior firefighter, senior paramedic. So because we're on a busier engine, I'm also a field instructor, so I tend to have new paramedics on the rig with me. Either they're new in general or new to the department, one or the other. So we do a lot of talking, just discussing. When it comes to our equipment, like when to use our equipment, what's it really for, what's the reality behind it, like a thermal imaging camera, you got to know its limitations as well. So we discuss a lot of that reality...
User_characteristics	EMS	S	Field	26-35	11-20	Male	EMS-	...And then just a lot of conversation with everybody, really, and, first of

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- KES			Responder				S-005	all, how I can help the officer. And then how can I help the newer member fit in with that role and understand that my job is to kind of know what the officer is thinking so that we can make decisions really quick? Even on an EMS call, if the environment gets hostile, just being aware when to stand up and step away, or when to ask your officer for help. When do we need more help? Things of that nature. Do a lot of-- that's probably my biggest role in the backseat is just bringing reality back to situations because we tend to always win in our trainings. We always come out successful and it's just not the real world, so.
User_characteristics - KES	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...For me, in my perspective, like I said, I'm really based on reality, and been a paramedic for a while. I don't care. All I want to know is, what equipment do I have to wear? Do I need a black coat or EMS coat, or do I need my fire coat? That's really the only thing that matters to me. Now, I need to know if the scene is safe. That would be nice. If there's a hostile party, are we going to-- is it so bad that we're going to wait for police to get there first, even though the call is for a baby not breathing? We have that luxury here. Not everybody has that. Now, some people want to know more. They want to know if it's a adult or a child. Breathing, trauma, they want to know. For me, it doesn't matter because, so often, the information that dispatch is receiving from people is very much exaggerated. "Oh my God. There's blood everywhere." "Well, compared to what you're used to, yes, there is blood everywhere. But it's right here and it's right here. It's not that bad." So that stuff really does never-- I don't have a lot of value in that...
User_characteristics - KES	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Well, I got my associates degree in firefighting. I graduated in 2001. I was in paramedic school in 2002 when 9/11 happened. So I think back to that time, I had a cell phone, but it was just a Nokia.
User_characteristics - KES	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	But from the EMS side, we do so many things where we talk and we experience, based on what we see. Whether your face is drooping or if I'm talking to you and you're not quite making sense. You are making sense, but I'm picking up on something that isn't quite right. So how do we portray that to the hospital sooner? EKG monitors. Our monitors

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								don't have WiFi or Bluetooth capability. They purchased them right before I got hired here, so I think they bought them in 2006 or 2007. And if you think back then, WiFi was still kind of limited. We can't send our 12-leads. We can't send our heart monitor pictures to the hospital. If I thought it was important, which I never do, I could lay out their EKG and take a picture of it and send it. But again, we don't have that capability with the department...
User_characteristics - KES	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: missing information from dispatch] I don't put a lot of validity into it just because the dispatchers are asking questions to a hysterical individual and they aren't thinking clearly or straight. So they don't really know right, wrong, or, indifferent. So we show up a lot of times and it's completely different from what was told to the dispatcher. So I think some people will get tunneled in on what the dispatch information is versus what the patient actually presents as. So I don't put a lot of stock in that information just because I think it pigeonholes you into going down one path without critical thinking. And information is only as good as what you get, so it's not the dispatcher's fault, it's not our fault. It's somewhere in the communication breakdown along the way of somebody's calling 911 for reasons, so they're probably stressed anyways.
User_characteristics - KES	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Honestly, I like to call notes idea, because I think I'm a traditionalist or purist in the fact of I don't think we need to be talking on the radio a whole bunch just because, especially in a system that's busy. So send us to where we're going and how you want us to get there, and then just put it in the notes, and we can read the notes as we draw down the road. Because there's obviously somebody driving the apparatus and that's their primary responsibility, and then whoever is sitting in the passenger seat, who's usually the paramedic in our system, can read the notes and you're making an informed decision as we're going to the call.
User_characteristics - KES	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	The tone that just alerts us that we're going to a call, but when we're en route, they'll usually tell us the severity... But usually when they tell us what the call is, we have an idea how we're going to respond. So we'll go

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								ahead and turn our lights and sirens on, or just go without lights and sirens. And it's like he was saying, there's somebody that's talking with the patient and then there's somebody else dispatching, so they may be long winded and not getting the information that they need right away. So it may take a little bit longer and it's no fault of theirs or ours. So it's just what it is.
User_characteristics - KES	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: departments without CAD] You better learn where you're going. Lots of studying... Lots of studying of street districts and the street rotations and just get out in the neighborhood and figure out what's going on where.
User_characteristics - KES	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I think the fire agencies do a much better job with mutual aid and communication with other agencies than the police agencies do, in my experience.
User_characteristics - KES	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I'm on our wildland team, so I think the communication is pretty good with the state and federal resources for a lot of wildfire incidents. I think the county is doing a good job overall of county and state resources for the fire districts. So I think you just have to have strong leadership to assert those channels early and the communications plan early. But all the technology is there to use. Again, it's just whether or not the leadership chooses to use it the way it's intended to, because the county actually has a communications plan for inter-agency operations for the wildfire side of things. So it's all drawn out. Every season, all the channels get cloned on the radios, and it's just a matter of people utilize it the way it's intended to be used.
User_characteristics - KES	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Our wildland team is a specialty team. It's a volunteer specialty team, so they come out. The wildland team has an email text list that says, "Hey, we're getting an order for this. Who's available?" And so, X amount of people respond, and then the coordinator will say based on hours of deployment, this person, this person, this person is going to go. Because you have to be available for 16 days. So there's a lot of parameters to work within to fill the titles on a fire truck and the availability of the workforce.

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User_characteristics - KES	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	So I am one of the supervisors of the [City] Paramedic Division. So one of the guys that makes the ambulance system go from behind the scenes. Currently, I run the dispatch center... I've been up here for three years.
User_characteristics - KES	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...I spent the first 25 years of my career in the field, first as a paramedic on an ambulance until about 2006/2007, and then I promoted to lieutenant. I was a field lieutenant. And in the [City] Paramedics, the field lieutenant is the field supervisor. So you're in a truck, you're out in the field, you're going from call to call, checking in with people, seeing how they're doing. Anything that sounds like it's going to be big, more than one ambulance, you're trying to get over there. And if it needs two or three ambulances, then you take control of it, free up the medics to do the medic stuff, and you take over the command and control stuff...
User_characteristics - KES	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	[RE: LMR talk group usage] ICALL is very low. I would say it probably verges on zero at this point. A lot of the people, of the new hires, probably don't know it exists. It's so rare. The back channels and the car-to-car channels, that is something that you're going to mostly see officers using on a big event where they want to have a conversation that isn't-- and it's not even that they're trying to keep it secret. It's just that the primary event channels is something that just gets clogged. There's so much stuff that everybody needs to hear that if you have something that's only important to a couple of people, it's good to get it off of that channel, if you can. And so that's when you primarily see those being used, is by officers at large events to have a sidebar discussion about something that's important enough to go on over the radio but not so important as to chew up valuable main channel time.
User_characteristics - KES	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] Yeah. I mean, everything is labeled on the cabinets. So I look at a cabinet. If it says nasal cannula, then I know I have to have nasal cannulas in there. If I have one sealed bag plus one, then I know I'm good. If I have no sealed bag, then I need to grab a sealed bag. And I go into the supply area to do that.
User_characteristics	EMS	U	Field	26-35	Not	Not	EMS-	[S4] I am a EMT with the city and county of [City] through the local

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- KES			Responder		specified	specified	U-004	hospital authority, [City] Health. My role is somewhat like a paramedic, but I am not as highly qualified to be able to use the tools that are on the ambulance. So I do not take care of the cardiac calls or the shortness of breath calls, but the basic life support calls are the ones that I, I guess, specialize in.
User_characteristics - KES	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] It really doesn't differ that much because we all work on the same ambulance, and we're all subject to the same communications codes, and the police have what's called a 10-code system that we use as well. The expectation is that all employees on the ambulance have an equivalent level of training for the operations. The medicine differs, of course. There's various degrees of certifications, and expertise, and training in that. But operationally, the EMTs as well as the paramedics need to understand all the radios, the routes, and that type of thing, so we are all on the same page.
User_characteristics - KES	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] I think my trainee is going to have a much different response than I will. Someone new to EMS versus someone that's been an EMS for over a decade. So for me, the transition from academy to the street was generally seamless because the service here in [City] is so similar to the one that I worked for in New Orleans. There were a lot of things that I just already knew, that someone that's never worked in EMS before-- that I take for granted because I've done it for so long versus someone that hasn't ever worked in EMS, it's all new to them. So what they learned in academy is going to be very new to them, and then there's all this other new stuff actually working on the street. I think most of academy, as far as what I remember, was paperwork, and a lot of talking, and honestly a lot of not really paying attention or retaining, and then it was like, "Okay, this is the formality that I have to get through before I actually learn operations on the street."
User_characteristics - KES	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[RE: transition from the academy] [S2] So the medicine, for me, is the same. I mean, I'm going to intubate somebody the same way in [City] that I did in New Orleans. I'm still going to start and IV the same way, and my decision process for whether I'm going to do those things are

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								exactly the same. So the only thing coming to a new service that I had to learn were the operations. They talk on the radio a little bit differently, but that's not anything I'm going to learn in academy. That's just doing it out on the street. The rules for their post assignments, a little bit different. That's just something I learn on the street...
User_characteristics - KES	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	...In academy, we went through an MCI training, but MCI training is kind of standard across the country, at least it's trying to be, so that you can go anywhere and have agencies coming in from other states, and everyone's kind of on the same page... Trying to standardize that so when there's a big event. But at the same time, for me, I've done that so often, that was just refresher, but for my trainee, that might be his very first experience, so he's going to pay a lot more attention and might be more overwhelming.
User_characteristics - KES	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	Some agencies have machines that do CPR for you. There's a couple of different machines. One of them's a giant piston that pushes down on your chest. Another one is a strap that you wrap around, and it just squeezes you, and they do work. There's some evidence that they do work. It's at least consistent in the quality of CPR that it gives you. It's also very expensive, and they're rather clunky for extricating down stairways and that type of thing. So some of the technology-- but I work for a system that used them to really great effect in that system. I don't know if they would work as well here. Some of those technologies would. We, in the case of an abatement, are fortunate or unfortunate enough, depending how you look at it, to get a fairly large number of innovations per paramedic, so we are more trained to be able to do that skill. A rural system that gets one or two of those cardiac arrests a year would potentially benefit from a screen. We have enough practice to be current in that skill because we do it multiple times a year. Some of it does it once every three years. It would probably like a little extra help. Also, those rural agencies, as is the case with the CPR machine, the less people you have available, the more equipment you need to take up the slack. [City], we have so many ambulances, so many fire stations

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								[laughter], so many cops. There's generally all these extra bodies to help you lift this, pull that, push on that. So for better or for worse, it works for our system to not have some of that equipment. Certain things we get is body armor. As the world has gotten more dangerous, we now have rifle vests. We have ballistic helmets. We have gas masks now, and that's a new technology, and we have, they're called, Skeds. It's basically just a plastic sheet that you can put people on in rapid extrication from a tactical scenario, and we had some training in that a couple years ago. We have all this new equipment, all these new protocols [laughter] and how to use it. And some of it's really cool and really good. Some of it's a little bit complex. It is what it is. It's part of the job, I guess.
User_characteristics - KES	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Yeah, you have to be able to communicate well, obviously. There used to be two people to do my one job that I'm doing now. So other adjectives that I would use is you have to be able to speak to people directly, good communicator, be able to listen, a good listener. So those are the other two things I would-- other two adjectives I would use.
User_characteristics - KES	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	The job of a paramedic out there, on the [City] Fire Department there are two different-- multi-levels. You can have it be a paramedic in a hospital, a private ambulance, but for the [city] Fire Department you have to be very well prepared. Not only mentally, but physically. Be able to answer calls, physically be able to lift minimum of 25 pounds or more. And you have to take your responses in stride. What I mean by that is you can for everyday responses, are you going to be-- and we work very hard every day. We get about, I think, 1,000 calls a day or more. And so you have to be able to respond to medical, trauma, sometimes just talking to people in the system and their everyday issues. So not only do you have to be ready to answer the call, for an emergency call, but also be able to handle people and citizens in their everyday problems.
User_characteristics - KES	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	I could tell you that paramedics are better at the radios because they constantly have to use it on every run. We used to be able to communicate with the hospital through our mobiles, and we have to give reports over a clinical radio to the hospitals. So we were in tuned to



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								using the radio then than a regular fireman because back then, not all of the firemen had their own radio. Only the officers did.
User_characteristics - KES	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: standing medical orders app] Yeah, as a matter of fact, one of our paramedics is the one that generated it. He communicated with the hospitals. He put our standing medical orders, our policies and procedures are on there. And so it's much easier to look them up if you have a question regarding any type of run that you might get.
User_characteristics - KES	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: medical technology] Well yeah, the life pack monitors? Yes, we do. The AEDs, they're bulky. They're heavy. You have to know how to use them. Every monitor is different. Sometimes that does get in the way where our paramedics are there for 24 hours and they go home for 3 hours. Obviously, we don't have it, the medicine in their head all the time so they go home and it takes them a while to remember, "Oh yeah, this is how you do it on this monitor." So technology is constantly getting upgraded so by the time you come back, it may be something new and the information on how to use that piece of technology may not have gotten to you.
User_characteristics - KES	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: paramedics] They need to be able to-- first of all, they need to know their SMOs, their policies and procedures, what they can and cannot do, what their scope is. And then, they need to know their equipment. It can't be the first time-- they need to know their equipment and where it's at. The first time you get on a run, and there's some type of emergency incident, it shouldn't be the first time that you're pulling out a piece of equipment that you're not familiar with, that you don't know where it's at. Somebody moved it, somebody on the last shift liked it in this area versus where it's normally kept [laughter]. So they need to know their equipment, where it's at, and that it's there.
User_characteristics - KES	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: paramedics] They need to know the streets. They need to know the cross streets, the hundreds. We're in a grid system, so they need to know where they're going. They need to have an idea of-- depending on what kind of emergency they're responding to, they need to know what their closest hospital is, what the trauma center is. And as a matter of

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								fact, nowadays I think it's even a little bit more difficult for them because they need to know their cardiac centers, their stroke centers, their pediatric centers, their OB centers, their specialized OB centers. So there's a whole host of new things that they have to know. So that can be challenging for them. And then they have to know the people that they're delivering the patient to. Some nurses and doctors are nice and kind to them. Others don't give them the light of day, which is unfortunate. So they're not partners in that way. But I guess they're out there to do their jobs. And for the most part they do.
User_characteristics - KES	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	But sometimes if you're a paramedic and you know your district, and you worked that area for a long time, sometimes you personally know about a certain person in a certain building... [that] calls all the time.
User_characteristics - KES	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	From my experience, the work of a paramedic is very important and it's not often publicized because they're just doing their job, and I was in the military. In the military we used to take care of our medics. Sometimes that doesn't translate over to the fire side. Whether it's here, whether it's in New York, whether it's in Boston, whether it's in Los Angeles, a lot of the paramedics don't get the acceptance that they should get. Like I said in the military, first thing they do is take care of their medics because their medics are going to be taking care of them. So I think it's just important that we recognize our paramedics.
User_characteristics - KES	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	The one thing that seems to have been lacking on our ambulance for years is a built-in GPS. So we don't have the ability to open CAD computer and sort of GPS ourselves if we're confused of where we're going. They did buy everybody like the old, individual ones that kind of set up on the dashboard with the small screen. But I'd say if there's one thing lacking from our CAD that I've seen other systems have integrated is, everybody goes around now with their iPhone or whatever they have and UGPS and it tells you where to turn or where to go. But for [City], we still don't have that component in our ambulances. You're still relying on street-smarts and if you have your own second device to find your way around.

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User_characteristics - KES	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	We do a lot of education with other companies, with the fire companies, with the BLS, with the basic life support. With me, when I'm coming in, once I do my checkout with the truck, [truck] and [engine], I always want to make sure who my EMT is because if we catch a run with an ALS company us, [company], and the truck, I want to know who my EMT is because if I need his hands-- not all firemen are EMTs. They're just firemen. So if we're on the scene I want to look up, I want to see who my EMT is because I'm going to grab him and he's going to help me. So in the mornings, I'll talk with that EMT and say, "Hey, do you need anything? Supplies? Are you okay with treatments? What do you want to learn-- is there anything you want to learn on something that could help us in the field, could help the community out if there's a critical call? I may need you, you may need me on certain situations." So I always want to make sure that they're ready, too.
User_characteristics - KES	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: comms with PD] We don't. We don't communicate with [local PD] in our frequency. And our frequency is only just EMS. I am able to communicate on the fire side frequency. That's not a problem. Let me backtrack. We can communicate with PD on the frequency, only a few people know how to do that, and I know how to do that because I learned it. I wanted to learn it. But there is no really set memo, or order, or documentation where they tell us, "If you need to communicate with police, do it." There isn't. I just know how to work my radio really well that if I need to get a hold of the police I could switch to the frequency and do it that way. A lot of people don't know how to do it and a lot of paramedics don't know how to do it. I'm teaching my partner how to do it. He's liking it...
User_characteristics - KES	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: comms with PD] ...Every day on my radio I listen to-- I'm defaulted to EMS and then I have a channel for the fire side and then I have a channel for my zone, my zone for the PD. So I'm able to listen to EMS, fire, and PD in my zone. I will listen to that. A lot of people don't do that but I do because I like to know what's going on in the neighborhoods.
User_characteristics	EMS	U	Field	36-45	6-10	Male	EMS-	[RE: listening to PD frequency] A lot of people don't like to do that. It's

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- KES			Responder				U-012	too much information to them. It doesn't bother me. I like it. I like to keep a heads-up. When a call comes in under 911, it always comes into the PD side. So if we're at the hospital, I'm finished documentation and I hear the PD zone say, "Hey, we have an incident on [intersection]," a guy fall down or something, it comes into PD side. And then by the time it transfers up to the fire side, to EMS side, it takes about two to three minutes. I didn't time it but time, I just know it takes about two to three minutes to get to us because then they'll be calling us, "Okay [company], go to the person who fell." And I mean, okay, about two, three minutes. Now they're calling for us. So there's a delay there.
User_characteristics - KES	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: problem using dedicated hospital frequency] Not if you're trained and you do it a lot. If it's something new to a paramedic in charge who's becoming a new officer, it's going to be a headache for them for a little while. They have to learn it. They have to learn it, it is. I remember when I first started, I was like, "Oh my God." Shuffling, "What channel is this? What channel is this?" It's a little headache but you got to work it, you got to learn it.
User_characteristics - KES	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: handheld radio] ...Under the subway station, there's no communication except for one channel and it's [local transportation authority] metro channel. But I'm not 100% sure if the alarm office has a channel to listen to us. But when I do get a call for the subway, I do let them know, "Main [dispatch], I will be switching to new metro [local transportation authority]." So at least they know that I'm-
User_characteristics - KES	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: radio training] Huge. Even now, I think that I wish I could be trained a little bit more. I think I've got a good grasp on my radio. But I think I could buffer it up a little bit more if we have a class on all my channels or just practice a little bit more.
User_characteristics - KES	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: experience] Going on a little bit over nine years now. So of course, we get a lot of people that have been on the job for many, many years, even. And they'll tell us stories and I listen to it and I take it in. And to tell the truth, I think we've come a long way, [local FD]. My dad who's been on the job, he's retired now, he was on the job for 29 plus years and it's

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								come a long way. Growing, learning, technology, equipment, I think it's grown, so.
User_characteristics - KES	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: too many radio channels] It doesn't bother me. Someone like me, I'm going to learn the channel because if I can't communicate one way, I'm going to communicate another way. So if I can't communicate with EMS channel and I can't communicate to the fire channel, I know how to get to the police channel. The life guard channel, we have a life guard channel. If I can't communicate through the alarm office and the alarm office can't communicate to the life guard who someone is drowning in [lake], I know how to go into the life guard channel. A lot of people don't know how to do that. But I've trained myself or I've asked around people how to do that. How do you get to the life guard channel?
User_characteristics - KES	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: radios] I mean, at first when they gave this to me I'm like, "Oh, I don't think that's user-friendly." But I play with it, like everything else. It's a learning thing. You have to learn, you have to learn this radio.
User_characteristics - KES	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	...So, say if I'm calling 911, call taker comes on, "What is your emergency?" They're typing this in already. Me, as a paramedic, through the [local PD] number, I'm looking that information up. So I'll send that code number to the alarm office and that call taker information that they printed will come back to me on my MDT and it tells you everything that person on that 911 has stated. Not everybody knows how to do that.
User_characteristics - KES	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	I'm pretty quick with my typing. I'm good. And after I double check everything, I think I could knock a good run report out with my computer in-- I could do it in three minutes. And I could do it in-- if it's a really bad trauma, cardiac arrest, I could do it in 30 minutes, if that. If I want to make sure all my Ts are crossed, Is are dotted, I didn't miss anything, I make sure that all my EKGs attached to the report, within 30 minutes. But then, I mean, I've been doing this for a while. So you've still got those first-- they're going to need a whole hour to get to know the system, which is fine.
User_characteristics	EMS	U	Other	46-55	21-30	Female	EMS-	I definitely think that-- their use of it on the job is helpful, I would say, to

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- KES			Public Safety Personnel				U-009	the older guys on the job. They might need help logging on their computer in the station, but you know what they are? They're socially inept. They don't go into the fire house and socialize like kids from years ago. You know why? Because they don't have to. They go in, they check out their rig, and then they stare at their phone for 24 hours. They don't interact, they don't do anything, yeah.
User_characteristics - KES	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	I don't think that-- so the requirements have not changed for the fire department, but what they really should do is say, "If you want to apply for the fire department you have to prove that you have been an active paramedic for a minimum of five years." I've got paramedics who came in through this academy that have only been a paramedic for two years. Two years. And in that two-year time frame, they got a job on a private ambulance which-- we all get our start on a private ambulance. I'm very grateful for the private ambulance company I used to work for. And it used to be called [Name] out in [City]. In [City], in [City]. But these kids now-- so they work for two years on an ambulance where they're just doing transporting patients all day long. You're not learning anything. You have no critical thinking skills. You're working with somebody who's of the same age and mind-set as you. You both have had your heads in your phones all day. It's a sad state [laughter] of affairs really, so.
User_characteristics - KES	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	I don't know. I think that your communication style is just part of you. Some people are very good at it and some are not at all. And if you are not good at communicating, you are not going to be good at communicating on the radio either. And you know people when you hear them on the radio trying to call a run or something happened and they're trying to convey it over the radio. You know that they-- those are the people-- if I know them I can tell their voice-- you know that they have terrible communication skills. They can't even convey on the radio what it is that they need. And then sometimes, yes, I believe that there are sometimes a little bit lost in translation. We have the dispatch center, the [dispatch center name]. They take the runs, they dispatch our runs. We sometimes will have to ask, we would like more information.

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								Sometimes they'll say, "Well, what do you need that for?" And then you try not to get smart and say, "Because I'm the one out in front of this house where there's a shooting victim and you're tucked away safe up at the Office of Emergency Management.
User_characteristics - KES	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	Emergency medicine [laughter]. Advanced life-saving skills.
User_characteristics - KES	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	More or less a problem solver. Somebody calls us when they don't know what to do both on the fire and EMS side. It may be an actual you know emergency/medical problem but more often than not it's something else. I mean somebody needs help because their [application] not working and they need you out there to discuss it with you. You're the one that can get something done. You're the one that has answers even if you don't have an answer you are the one with answers so you better make it seem like you know the answers.
User_characteristics - KES	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	A lot of the time you'll have to call but still you'll run into places out here where cell phones if you don't have any service either. For example, the place we just went had no cell phone service so you know being able to know where you're going it was an unmarked dirt road off of another dirt road and if you didn't grow up here you know been here for 30 years or you didn't have GPS you wouldn't have found that so cell phones are important but you run out of reception. I mean as soon as we got down the dirt road reception went off.
User_characteristics - KES	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	... If you show an interest in them they'll show an interest in you and just don't act mean to them. I mean a lot of people in this business will say you're a volunteer, get out of here but coming from a volunteer background they're necessary. I mean very necessary so you got to have them.
User_characteristics - KES	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	I am full time here in this county and I do I also gone here as a firefighter but I haven't been active in that in a little bit and this is my career choice. I love it. I've only been doing it three years but I wish I had started sooner.

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User_characteristics - KES	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	Because it's so rural even though I've been here full time for about a year but it's such a large county that people have been here a lot longer than I have and still don't know the whole county. We have old map books in our truck which aren't the best to be honest and we don't have a GPS system in our truck so I rely on my cell phone if I have reception at least to get me in the general area of where the call is.
User_characteristics - KES	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	I think once you've got it you got it unless that technology changes you know these are pretty old in comparison to other radios but if we were to upgrade then you know the bones I guess push the button to communicate and turn the knob to turn channels very basic but I think that any time a new technology is introduced whether it's a radio, computer what have you then there should definitely be some training provided to make sure that everybody is proficient not just that they can turn it on and they can talk on it but to be proficient at it.
User_characteristics - KES	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So there's an A, a B, and a C. And so for 24 hours, I'm the only. And then as you move on now, I will tell you as people have come in and out of teams because you don't just stay in one battalion your entire career. You might start in this battalion over here, and then move to a new station over here.
User_characteristics - KES	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	...Because if we have a notion of, "Hey, this is explosive, it's a gas call," we're going to use the sense set which detects gas and figures out what the hazard zone is so we can make sure nobody gets in, and then go and solve the problem...There is a lot of carbon monoxide here. "Okay. Well leave your mask on until that's zero." Because that makes sense, if it combines with your hemoglobin it could be bad news for you.
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Q: Right, right. Do you keep all this knowledge in your mind? SME: A little bit of both, some of it's in here. Some of it's-- we tend to make little cheat sheets. Laminated cheat sheets that we keep in the front of the fire truck.
User_characteristics - KES	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	I rode the back seat before and now I'll be driving. And I can ride up and be in charge also, of the engine. But I'll be driving all the time. But the



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								backstep, we think about test level and then as you move up to the front seat you have to start thinking about the whole picture of how they-- the whole event. You know what I mean? Instead of just pulling hose, I'm calling for that tactic to happen and using the radio a lot more.
User_characteristics - KES	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	I think the first five years of a firefighter's career is the most critical five years. If they come out and they go to a good place and they work with good people, at the five-year mark, they're ready to start being that new leader. And I say five because the fire service is getting younger
User_characteristics - KES	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	I have always worked in the same territory, so I know every street in that territory. And I think there's still a lot of-- technology's great. If I put that in my phone, it's going to give me the route that they pick. But I know I might know that I can take this alleyway, I can do this, I can do that, and be there a minute faster.
User_characteristics - KES	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	I'm prepared. In our city, if we have fire through the roof of an apartment, it's automatic second alarm. When you said there was smoke coming from the eaves, that indicates to me that there's fire in the attic. And then once there's fire in the attic, we're going to need some help. We're going to need more hands. Three engines is going to get eaten up pretty fast. And an apartment complex is high occupancy level, so that would be-- especially with the high winds, you're going to have extension. I'd have a driver, somebody go ahead and put up a water curtain or something to stop it from extending from one building to another.
User_characteristics - KES	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	So if in that case, it doesn't mean we're not going in. It just means we got to check the environment, so we would shoot water into the ceiling, and if water comes down, it's cool enough to push further in. If you pop water to the ceiling and it vaporizes because it's so hot up in the upper atmosphere, then you can't keep pushing forward. So what we would do at that point, is we would open up the nozzle, and cool it down until we start hearing water drop. And then we'd push forward and forward.
User_characteristics - KES	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	We're going to wait until we overcome the heat, and get that water to start dropping. But that's our barometer when we go into a fire is we'll

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								shoot, any time we go in the front door we'll give it a quick shot to listen. And it's especially important in a commercial structure where you have all that plenum space. That air up there has nowhere to vent and so we cut a whole in the roof, so it's eight foot of huge area, that a lot of times the heat will be up there and it won't feel bad when you walk in, but you got a ton of heat above you. So we check our environment, that's what we do.
User_characteristics - KES	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	...When buildings are abandoned and they catch on fire-- if it's an abandoned building that's boarded up with no utilities going to it, those fires usually don't start by themselves. So that means someone's probably there.
User_characteristics - KES	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	Well, it's very dynamic. I never know exactly what I'm getting into when I come into work or when I go on any call. All of them have the potential for being much different than anything I've been on before. I've done lots of stuff in my career, not just working as a municipal fire fighter. I've also done disaster response and stuff like that. So even in my role just as a station officer, we often come upon situations that are very unusual and require a fair amount of thought to figure out how to best approach them. So that's the thing that I kind of enjoy about my job. Not only do I get to help people but it's often very challenging to try to figure out how to mitigate whatever the problem is with minimal risk to ourselves and to help the folks that we're there to help. So it's a very interesting career. I've been doing it for a long time. I started off in high school as a high school cadet so I've had an opportunity in my career to do a bunch of stuff. I've responded to incidents nationally. Today is 9/11. I've spent two weeks in [State] after 9/11.
User_characteristics - KES	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	I was in Oklahoma City after the Oklahoma City bombing. We've had hurricanes hitting the country. I've responded to multiple hurricanes in the country over the last few decades, although I don't-- no longer in the disaster response mode. I got out of that business a little while ago but I spent 20 years responding to disasters all over the country too.
User_characteristics	FF	S	Field	Not	31-40	Male	FF-S-040	...There's also needs just to stay familiar with our area. [City] is a very

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- KES			Responder	specified				dynamic area. It's growing very rapidly. The area is being developed, moved intensely right now in [County]. [City] a few years ago, 10 years ago, 15 years ago, the population of [City] was probably a few hundred or maybe a thousand people.
User_characteristics - KES	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	--taller, very urbanized areas. And that's certainly presenting us with some challenges. Didn't really get into sort of my whole background, but one of the things I've done is I'm sort of one of the communications guys for the county, and when--
User_characteristics - KES	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	So one of the things I do, too, is I do communication consulting and I help people implement radio systems and stuff like this. And I often talk to customers when they're sort of trying to figure out how to manage their radios and their communication stuff.
User_characteristics - KES	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	Nope. This is hand-typed into these different stations. So I don't rely 100% on this. It's not my accountability. It is a somewhat method because I don't have a lot of people go home. I don't have a lot of people get injured.
User_characteristics - KES	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	...So me having being a volunteer and having to take the classes that I took while I was in college just to ride the fire trucks, I understand the demand and the pressure.
User_characteristics - KES	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Yeah. Our drivers memorize the area. And even as a [inaudible] fireman, you're expected to memorize the area because you're going to have to fill in as a driver. And I don't want to see us lose that because we rely on the tablets
User_characteristics - KES	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	I have a lot of ideas. Definitely have a lot of ideas about the way things should be and so--
User_characteristics - KES	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...it's very exciting to be able to think about what you have to do and really use your mind in a slightly different capacity than you do on other units. Not to say that an engine or truck isn't intellectual as well. But we have to do a little bit different type of problem-solving which I find fascinating.

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User_characteristics - KES	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: driving the heavy rescue vehicle] I'm working on my qualification for that now...It's more classes. It's more in-house training. We have a training standard for all of our qualifications that's actually above the minimum for the county. So even once you've taken the class, you have to go through a rigorous in-house training process on the AMKUS Rescue Systems that we have for our hydraulics tools, on various different types of rescues, and the role that you'll have to perform as the technician or the squad driver.
User_characteristics - KES	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...So there are crews that-- tomorrow's Sunday. I know that the people I'm riding with tomorrow, if we have to cut a car, we might not have to say a word to each other... I can look at my technician or my officer right in the eyes, and I know what I need to do... But then there are other times where you need to say, "Okay, you need to pick up the spreader, and you need to do this. Put it right here, and do it like that. I'm going to be doing this." And so it depends on the person and the chemistry, but sometimes you don't have to say a word. You could be speaking a language that I don't understand, and we can still get the job done.
User_characteristics - KES	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So someone who's naturally a very good communicator, they won't have as many issues as someone who isn't. Similarly, the more experienced people are usually better, but not always. We have some people who've been here for 30 years who say, "I can't even touch the radio. I'm so bad at it." And then we have other people who have been here for a year, and they totally get it. So experience isn't everything, but for the most part, I'd say on average, the more experienced people are better with it...
User_characteristics - KES	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...And then also training. We do an in-house communications training where we explain what the radios are, how they work, and the language that we use, and the points that we're trying to get across. There's also a county technology class that we take on the radios. And that's usually pretty good about at least the basics of how it functions, but not necessarily what to say. So that's also dependent on who taught you that, when it was taught to you, how frequently you use it...
User_characteristics	FF	S	Field	18-25	5 or less	Male	FF-S-039	...So all of those things come into it, but you can tell somebody's

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- KES			Responder					experience level usually by the way they act on the radio... But not always. I mean, there are always exceptions. And we see them everyday. But for the most part, you can tell if someone's new or not, based on that.
User_characteristics - KES	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...With police, I know that they have certain different-- I think they still use codes like--10 codes, yeah, in the police departments around here, which I don't know anything about those, really. I think 10-4 means okay, but [laughter] that's about all I know. So, I don't get into any of that. It would be easier if they used plain language, but I don't know what their plan is. I know that the FEMA Plan is to use plain language, so I trust that. It works for us pretty well to have the unified communications systems, but we also don't do that much with police...
User_characteristics - KES	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	[RE: Active 911] It's an app. Yeah. So I use that every day. When I'm at my day job, I like to be able to say, "Oh hey. This incident popped up on my phone." And then I'll look at it. I'll say, "Okay. [Street] and [Street]. Okay. I know exactly how to get there." And I think in my head, it's a left on [Street]. Let's see. Straight. Right on [Street]. Right on [Street]. I think about the running route in my head just as training.
User_characteristics - KES	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	So we were responding to a fire this morning, and the driver didn't know the exact location how to get there, and we have maps and everything up front, and the MDCs have pretty good map, but our officer on the squad didn't know how to use the computer's map system. So he was looking through the map book.
User_characteristics - KES	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...that's a benefit that we have here because right now if we were in a fire, our chief of this department can run that with us. And if he's command, he knows that he doesn't need to tell us what to do. But the [County] Battalion Chief might not know us and might not know that he can trust us. We've never proven otherwise but maybe if a different rescue squad has, or a different engine company has. And then because he might not-- he might have experienced that lack of trust, he might just rely on that.
User_characteristics	FF	S	Field	18-25	5 or less	Male	FF-S-039	[RE: info via MDC] You have to click on the incident information...tablet

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- KES			Responder					or tab on it. But it's pretty user-friendly. So...as long as you know that that feature exists, you can find it pretty easily... you can get additional information that maybe the dispatcher missed.
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: communication with other jurisdictions] So it really depends. Our first choice throughout the whole region, and again, pretty big region, is using the radio systems. The reason we like the radio systems, excuse me, is because we built those and the reliability is incredibly high. And they'll work when a lot of these other systems don't. Day to day, there's the cellular device where I can just call them. Or even the wired, the landline stuff. We have a pretty robust satellite network in this area.
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...the expectation in the fire service is that you have to learn your first-in distract. And then you have to learn major arterials and everything throughout the whole city. So the map's kind of a convenience thing. But sometimes it doesn't always work. So, for example, our apparatus or part in the stations, they can't see the GPS. So--
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	I think we're at like the 90% compliance rate with those times. And we've done a lot and lot of advanced study on those times and why those times are so critical. I know that NIST, different divisions, but have done studies on the fire-growth, fire-burn time, and whatnot, as far as, yeah, that four-minute response number is still pretty important as far as the burning. We've done, in conjunction with our universities here-- we have probably one of the premier medic programs in the nation, and they have found that, ironically, almost identical to some of the NIST stuff on the fire growth, that on the medical side, you have about the same four-minute window for a lot of your cardiac events. So if the heart stops beating, you have about that same four-minute window to start getting oxygenated blood back to the brain before they become very, very sick.
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So our dispatch center is in a minority in the United States that we're a uniform dispatch center. So you have to be a firefighter with the department for at least, I think it's like five years before you can apply to that program. And it's a competitive program to get into... So that helps communications out in a big way because they've been here, they've

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								done this, they know this.
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: psychological effects of NG 911] I think it'll only help. I think that'll only help... maybe it's because they're uniform dispatchers and they've seen some of this stuff. But I think the big problem that they have right now is not being able to see or not be able to know and gauge what the level of response is or anything like that.
User_characteristics - KES	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	...so if I wanted to talk to the [City] Police Department dispatch center, separate, just down the street, I would have to talk to my [City] communications specialist. And then they would have to contact [City] police and we relay that information in three-way communication versus just getting on the radio, turning the knob and contacting the dispatch center myself.
User_characteristics - KES	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Right, because I've known that. Okay? The average new hire that we get has no knowledge of that.
User_characteristics - KES	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	And then you just have to make, again, that situational awareness call. "Well, we've showed up. There's no gun fire. There's no fire. There's no car accident, but we're investigating." And a lot of that has to do with trying to coordinate with law enforcement. They may be at the scene, and they may not be at the scene, and we just don't- we're not sure of that because the dispatch center can't give an estimated time of arrival.
User_characteristics - KES	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	Active listening means that I'm going to focus directly on what you are asking me or telling me. And I'm not going to deviate to listen to what's going on in that radio right now. I want to know what the information is directly from you. And in many times, almost daily, you're constantly bombarded, especially as a first responder, from an email to a phone call to a radio dispatch to an overhead page. All of that information has to be processed. And some people can do it. Others struggle with it. And that's where that information chain breaks down. So small increments of miscommunication lead up to a catastrophic failure.
User_characteristics - KES	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Yeah, I mean, it requires some special skills in the fact that we need to train for it to some level. But it's not a skill that's so special that it

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								requires above and beyond training. Everybody is trained to the level to do it.
User_characteristics - KES	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Yeah. I would say almost like any significant response that's not routine for you, everybody, to some degree, is overwhelmed whether they admit it, or whether they don't, or how they-- some people are much better at handling that than other people are. But, certainly, even if you didn't have any technology and you just showed up to a house that's on fire and you've got house that's burning, you might have some people inside. You've got five other apparatus coming that want to know how to be assigned. You've got neighbors screaming at you. You've got the news media, whatever. So there's certainly a lot of outside things on any significant call that can be coming at you. And it's part of our job to try to learn how to train to become effective in that environment, so that we can filter out what's not necessary and concentrate on what's important to do our job.... But yeah, there's lots of stuff moving very quickly and coming at people. And it seems to just be, I think, experience, training, and just some just personal ability, I think, are the things that allow some people to filter that and make the right decision and some people to become just completely overwhelmed by it, so.
User_characteristics - KES	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	Yeah, again, it really kind of-- sometimes it's just years of experience, sometimes it's just your ability. You come in as a brand new person and you don't know how to filter that information and you get overwhelmed very quickly. So certainly, one or two years in, you may have an issue, but I don't-- that's one of the elements, but it's really also very much tied to an individual's capacity on their own. So to turn that example upside down, you certainly have people that are here for 30 years who are still not able, maybe, to process what's coming at them as well as maybe as somebody who's brand new, but just has an innate ability to kind of look at a scene and filter that. Maybe that's because of their background experience or maybe that's just the individual on their own. I mean, I'd say, overall, yeah, there's probably a trend with the ability to process and not get overwhelmed comes with more time and more training being in



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								those situations where you are overwhelmed, you get better, but I don't think it's directly tied to that, or we don't see that it is, it doesn't seem. Some people are really good at it and some people aren't.
User_characteristics - KES	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Yeah. I started off as a firefighter. I was a volunteer for four years. And then I was a firefighter here with [City] for about six years. And then I promoted to engineer. And I was a driver for three years. And then I promoted to lieutenant about three and a half years ago. And so I've been an officer for three years. And I've only been on my current position as the training lieutenant for two months.
User_characteristics - KES	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	We need to know what to prepare for. Do we have to put-- are we going to a medical call, obviously? Or are we going to a fire call? Is it a car accident? Is it a confirmed fire or is it a--? Maybe somebody sees smoke. They're not sure. So all that information kind of plays into our strategies. So what are we responding to, first of all? Where is it? I need to know where it is. So when I pull out of the fire station, do I need to turn right or left? I mean, I need to make that decision immediately. And usually, by hearing the address, I should know which direction. And most engineers can get within a block or two radius of most addresses. But we are going to have to figure out where it is. And then, if it's a commercial building, I want to see the pre-fire. I want to see, specifically, the building layout and if there's anything I need to know about that.
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Absolutely. I mean, for the most part, that there's a big-- and you probably know, probably hearing stories and everything. I mean, between cops and fire-- and not that they're not [inaudible] jobs, but it's never the same thing usually twice. I mean, every day is different. To this day, I've seen a lot of stuff and still see stuff that amazes me. And so to have that level of, "I've been there, I've been on that apparatus, I understand how our system works," when you're going down, you're trying to get to location, and it's fire related versus EMS versus an unsafe scene. Having been part of that, I think it definitely gives you an advantage in the alarm center to as you're interrogating a caller, to kind of be picturing or have an idea of what you're going to send and why you're going to send it.

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								And maybe some questions you may ask that maybe aren't in the code of calls, but yet because of your experience, it might be something that maybe of value. I think that's huge. So, yeah, I think it's a huge benefit.
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	...I would say the other thing besides technology is - like I said earlier - is just radio discipline. It's just learning how to communicate better. And being able to sometimes-- I mean, something as simple as-- my dad [inaudible] with 30 years, and one of the things he always taught me is like think about what you're going to say before you key the mic. So when you key the mic, you say it. A lot of times, people will key the mic as they're trying to figure out what they're going to say. Well, that's just taking up airtime. Right? And then you stumble and/or don't get it out right. So a lot of it is just learning, and discipline, and repetitive training.
User_characteristics - KES	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] Incendiary reports, yeah, quality assurance of what people put down on electronic documents, things of that nature. And then I still have the ability to scoot back into the line and do my old general abilities, which is what these guys currently do. So I'm kind of playing a new role, but the majority of that is what I first stated, and that is more back up.
User_characteristics - KES	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] Even outside of calls, though, too, I mean, coming in as younger guys we essentially have a bunch of big brothers and big sisters that we can go, "Hey, I've got this project at home I don't know how to do," or, "Hey" whatever it is and you got six other people there that can shed some light over it, give you some form of education or knowledge that they've had and bestow it on you.
User_characteristics - KES	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	The idea is that this is a very competitive job to get into. These guys get hired, they're one in 1000 or so. And what we do is we try to hire the best and brightest of a very competitive field that comes through. And we try to hire them not just on the skills that they have but also on their capabilities or potential skills, and it's a wide range. This organization, in particular, we're not certain looking for a certain mold of what our individuals. We're looking for puzzle pieces because the puzzle-- different pieces make a pretty strong team. But one thing I always tell people is that one way to never have to go on a call is you think is what

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								we call a BS call is I try not to judge other people's capabilities against mine, because he is one out of 1,000 extremely capable people that are called upon to do anything. They call us when they don't know what to do no matter what it is. I mean, all the way from changing a battery in a smoke detector to major, widespread catastrophic disaster or a traumatic family event. And their capability is that they are trained and able to not only respond to that, but they can do something and make that situation better. So they have incredible capabilities and that network of that team with lots of experience. You have people from 30 plus years of experience all the way down to 1 year of experience. So there's a lot of information sharing that goes around.
User_characteristics - KES	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S5] I think part of what goes into it too is that, as we've talked about already, our individual stations of the department as a whole, as cliched as it is to say is a big family. Right? So part of that requirement, I'm sure is finding individuals that are going to fit this family for the next, potentially, 25 years, right? You're hiring a roommate as well as a firefighter EMT, so.
User_characteristics - KES	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] ... Us as the under 500 coming in there's an immense amount of endless years of knowledge that, as far as the firefighting and the EMS side of things go, that we're gathering from the more senior fire fighters. And our give is we're taking all that from them is when they go, "I don't know how to turn this thing on." And they hand it to me and then I, and I don't just do it I show him. Just like they showed me, "Hey, this is how you do this appropriately." So I think we're bridging that gap and working very cohesively and managing the new technology. It's good to have those more senior minds to pass on what they've learned and then us coming in as these things are coming out. "Hey there's this new phone," and we're all excited about it, spending money on Apple Watches and whatnot. And then some of the other guys were like, "How does that work? Why's that?" And we show them, and next thing you know, so and so's got an Apple watch and it makes his day easier.
User_characteristics	FF	S	Supervising	36-45	21-30	Female	FF-S-037	Depends on the individual [laughter]. And, I mean, they sometimes have--

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- KES			Field Responder					at least from what I hear, they sometimes have technical difficulties. Like maybe it's not connecting to the Internet, and so they have to wait and do it later, that kind of stuff. Or maybe if their MDC goes down, they have some difficulties doing stuff, so I know that happens quite frequently. So--
User_characteristics - KES	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	Right. Very awesome. And he's really good at what he does too, so that makes it even better [laughter].
User_characteristics - KES	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...in the airline industry, they have something that they call a squawk sheet... So where you would actually put just there's-- maybe it's squeaking, or it looks like a bearing's going out, or a bushing or something. To be able to notate it, but then have that annotation carry through from today to next week to next month. And then that way, at least you knew that there was an area of concern that you could keep an eye on. There isn't anything that-- when you make that notation in the database, once you start it over on the next day, it kicks it out because it doesn't retain that data set. So it's one of the things that we've looked at, but we haven't found anything that exists. And we're focused on what we do, and we don't have the time to build something that's that complex.
User_characteristics - KES	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Then it even goes deeper than that, in terms of certifications. So based on what my certifications are, may be different than [Name] certifications. So when do those expire? How many CE hours do you have to [inaudible] that certification? And then you have injuries. You can throw injuries on top of that. So here's this individual. Here's all the injuries to date. Here's what happened. Here's the surgeries. There's so many different aspects of it that's not tracked. A lot of it's paper-tracked, like [Name] said, but it's never really data input. And you can actually look back at a history...
User_characteristics - KES	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	And so when they first did the system, we had a lot of interference because of cellular, because we're moving closer to cellular bandwidth. We had a lot of bleed-over from a cell tower. And they brought out a

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								company that did monitoring around the entire city for about a year and try to find all the cellular bleed-over. And it was actually a digital system that was between two points. And I don't know the exact information. [Name] may be able to tell you. But it basically sounded like it was sending a Morse code between two points. And depending on the weather and other things like that that affect radio signals, we would get the beeping of the Morse code, the dee-dee-dee-dee-dee through our system. Or it would either just be this low-tone static through our system that was just bleeding over because the bandwidth has become so used. Or not the bandwidth, but the radio waves had become so used that it's just saturated. But it's gotten really cool, because when we were in the other radios, we couldn't talk to anybody. Now we have the ability that every one of our radios has FERN on it. Everyone of our radios has-- that's the Fire Radio Network.
User_characteristics - KES	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: radio mic placement training] Absolutely. I mean, we do it all the time. But still, you can get in a unique situation, just like we do in TRT and SET. And you get in that one space, and you can't actually be spread out like that. So now you're communicating like this, where maybe [this?] your choice. And they've tried this. [Name] said they actually have headsets built into the masks. And there's a cost affiliated with them. And I'm not sure how those work. We haven't had them. I think we tried them and messed around with him, but didn't really come out.
User_characteristics - KES	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So for training, we've done the go into the loud building, have to hold the mic in different positions. And they rate you on how well they can hear you, or how well they can't hear you. And so you actually start to learn how your voice projects through the voice amp, or whether it's better to hold it to your throat, or to your head, or whatever.
User_characteristics - KES	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	But yeah, even volume. So if I have my radio up too loud and my officer's next to me, we get feedback. So you got to be careful of that. And it may not even be my officer, it may be the next firefighter next to me. So then if your radio is down too low, then [crosstalk].
User_characteristics	FF	S	Not	Not	Not	Male	FF-S-022	Yeah, it's a [Name]. But then, part of the other thing with the radio is how

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- KES			specified	specified	specified			we wear it and what we do with it. Because I wear it in a radio strap; [Name] puts his either in his pocket or in his front vest. And so the noise-canceling microphone is on the back side of the radio, because it was manufactured to be held like this, hand held. And so you talk into here and it's got the microphone right here in the corner. This is the speaker. And then these two little notches in the back are the noise canceling. But when you put it into a radio strap that-- which a lot of firemen do, or you do something other than just stand there like the picture is [laughter]. And the features that were made with it, they don't work.
User_characteristics - KES	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Yeah. Everybody has a smart phone, for the most part. And then, that's what's funny is when we show up, a lot of guys use their cell phones for particular things. On the hazmat, we use our smartphones to access the Internet. There's a lot of apps that we're building.
User_characteristics - KES	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Exposure Tracker. We use Exposure Tracker because the CAD and-- the CAD sends us to calls, but the scheduling is what schedules you. And so there's no real direct tie-in between your name and the call that you ran. And so we use a web-based program, which has an app called Exposure Tracker. And it's just on your own. It's your own responsibility. And we track, so we're supposed to go in there and put calls that we run on. So something that you may be exposed to, a hazardous material, you may be exposed to a fire, something like that. So you can actually track your exposures, personally, and then have that information if you develop cancer, or have a problem, or have hearing loss. So there's vision loss, hearing loss, cancer, all these things that you would then want to show your doctor, or human resources, or whoever that these are all the things that you've been exposed to over your career.
User_characteristics - KES	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	Well, I think the thing is, is firemen and policemen and all people that work in these industries, they're really good at just adapting and overcoming. And I think that's what we've always done for years and years. So there's even from the command structure, there's even from communication things. Like I told you about the call that we had that the city showed up with an iPad app that showed all the water. At the end of

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								the day, we always get everything done. So we always cut the car. We get the water shut off. We get the officer that's been shot to the hospital. Things can always be done faster and better...
User_characteristics - KES	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: cause of communication issues] I think lack of training, maybe. Adrenaline... I mean, I can honestly tell you it doesn't happen here. We may get off of track a little bit, in terms of an individual or two, but for the most part, we get toned. Our chief gets on scene, he takes command over instantly, based on if it's a fire. Not every time. It's his discretionary, based on what he's hearing en route. He may say, "Yeah. My officer's got it under control. I'll let him have it." But it's still in-- you still have somebody in command, right? He basically is there to support you, but not like I just come in on [Name] seat and take it over, unless he tells me or I ask him to. So I think that part, here, is really dialed in...
User_characteristics - KES	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	But it can start from our communications, too. You call an emergency, based on our dispatcher interprets that. They got flip cards. [name redacted] was a dispatcher. He knows more about it than I do. But based on how you relate the information to our dispatch, that basically determines who's going and what we're going on. So they may say, "Yeah, it's a small little fire on the corner." So they send one apparatus. Well, the whole building's on fire, right? ...
User_characteristics - KES	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We've lost a lot of the older dispatchers that were really good at the run cards. I've done it for a while. So you start losing some of that once you get the-- when I started, we had two monitors [laughter]... I think ours has eight. So there's the EMD card, then there's the map page, and then there's 911. Now that we're moving into the new Annie Alley system and the level three 911, it's really cool because we used to just get an address. But that was really neat because everybody had a landline. Now everybody has a cell phone.
User_characteristics - KES	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...When I first started and we were just on the streets, you would just get an address, very generic information. Now we actually get pretty specific information. So age, gender, hopefully a good idea of what kind of ailment they have or how big the fire is. The dispatchers now have a very

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								regiment set of questions to ask, which it was just more of kind of conversationalist and trying to get what you could out of them. But when you start to ask those questions, you can then determine whether the apparatus needs to go emergent or non-emergent. And that puts a lot less strain on the system. It puts a lot less strain on the citizens because you're not going lights and siren and tearing through a city when it's just a car fire...
User_characteristics - KES	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	SME S3: ...We had a car fire a week ago. Well, we went fast, but we didn't go lights and sirens, because it's not next to a building. It's in the middle of the street. It's a hazard for that person, and a hazard for that car, but it's not a hazard... SME S2: for the surroundings and everything else. And so there's not really a reason to put all the people in danger from point A to point B, because it was a non-issue. The car's already on fire... SME S3: It's already ruined. It's not a big deal. So you show up and you do that...
User_characteristics - KES	FF	S	Manager	46-55	21-30	Male	FF-S-023	...the data we're getting, like in-first data, is not very complete. It's very open to error, it's all subjective by the officer. We actually collect a lot of data that we don't touch. For instance, when they say things on the radio that stuff should be able to come to us somehow because they're right there at the moment, and they're saying something. So they're probably saying the right thing. Then they come back and do their report, they remember it the way they remember it, human nature.
User_characteristics - KES	FF	S	Manager	46-55	21-30	Male	FF-S-023	[RE: in-first data] It's not a big deal. It is what it is. So we know, for instance, they say that they went emergent, then they got slowed down, they kind of sped up, and they got slowed down. It's not really an emergent run because they didn't go as fast as they could the entire time. So we'd have to calculate that a different way but they may classify it one way. We have all that data. It's there, it's somewhere. So if I can reach that it would be awesome.
User_characteristics - KES	FF	S	Manager	46-55	21-30	Male	FF-S-023	...And then there's the training side of that. So we are on one system here. All of our repeaters work this one system. If I move away from this system and these repeaters here, I can go to a different bank. I can go to



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								a different system, but I have to physically change my radio to go to that different system to pick up those repeaters. So our firefighters don't often remember that or know which system they're in, so as they're going on a mutual aid, especially our hazmat team goes out a lot and they'll go way east. As they get out there, all of a sudden they can't talk. Well, that's because there's not enough power to get to our system. If they would change their system, they could still talk and it would be fine. So a lot of training with that and a lot of our firefighters are firefighters and problem solvers and they do this stuff. They don't necessarily want to know, "That I've got to do all this changing on my radio and programming and stuff," so would be kind of cool if it would automatically switch, but.
User_characteristics - KES	FF	S	Manager	46-55	21-30	Male	FF-S-023	...I will tell you that I always thought computer programmers were kind of nerds and stuff and I can say that because I have done that in my previous life before I got hired. Radio guys? Much more nerdy. Oh my gosh... They are so technical, and there are so many little pieces to this, it's amazing... And I can't understand about half the things they say. Of course, they all talk in acronyms as well so... What is a BG and BFM? I don't know-- and so, anyway. But they're very smart people and very technical. They're almost all engineers anymore, so.
User_characteristics - KES	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	So normally I'll go out. There's two reasons I go to the street. One is to work with the battalion chiefs. So I'll either have group meetings. So we'll sit down. We'll do a little training. We'll have conversation about what's gone on at headquarters for the day or any issues that they have in their battalions that we can work through, the four of us. Sometimes I'll have one-on-one meetings. So like this morning I went out and had one-on-one meetings with the battalion one chiefs. I caught them at shift change, so I caught one before the other one came in, had a meeting. Then he changed and left. I sat down with the other one. And then yesterday I went out because all three chiefs were on calls, so that I went in service as the fourth chief. And then it's also my responsibility as that fourth chief to maneuver our resources around.

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User_characteristics - KES	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: MDC] So I can pull up my mapping, I can see my rigs, I could pull up a list of calls. And then I'm fortunate I spent 10 years in Arson, so I get to learn the city really well. I know where my fire stations are, I know where my coverage holes are, so I can, based off of who's available, I know where I need to move them and I can make the move-ups, usually fairly accurately on my own. I am looking forward to having the move-up module look because I think it will look at it a little different and we have some chiefs who just don't think that way. And that's going to really help them to go, "Dispatch, I just want you to do--" whatever the module is saying, do it..
User_characteristics - KES	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...a lot of times our chiefs only look at the internal resources and I'm lucky, after I left Arson, I went to training. I built a lot of relationships with the neighbors. I know what resources they have so I know how to use those chess pieces too. Some of the chiefs have that awareness and some are just-- all of them are very well aware of what's going on in our city, it's just what else can you do? The move up module is going to be huge for us, so.
User_characteristics - KES	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...So now having it where we can move to somebody else's tactical or fire ground channels, just makes it so much easier. Now we can communicate. I had no way to communicate other than red north east with the departments up north. And now I have multiple state channels that I can go to the top right on. So it just makes my life easier as an incident commander.
User_characteristics - KES	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	Thinking outside of the box, not yet. I mean, it would be nice if at some point-- I don't know what else we'd use. I don't know. That's a great question. I don't know because I've done this for 27 years and we've always talked on a radio...
User_characteristics - KES	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: MDT] And a lot of the times, [Name], who's our driver, he knows where he's going. So we don't necessarily follow where it's telling us to go.
User_characteristics	FF	S	Field	26-35	11-20	Male	FF-S-018	...sometimes there's been information that's been lost in translation from

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- KES			Responder					people on the scene to the officer, to their dispatch, to our dispatch, to us, confusion about if somebody's inside or not which really changes what we do tactically. So we're doing something, thinking there's potential rescue when there's not. So you're really putting guys in quite a bit more risk...
User_characteristics - KES	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	We are all-hazards... So we have to maintain certifications for hazmat, swift water rescue, ice water rescue, EMTs, wildland. I mean, we do it all. If there's a certification out there that's required for a position, we have to do it.
User_characteristics - KES	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Back in the day, when I started, it was more of the community. You are a part of your community. It was a way to give then your community, and so it was that volunteer community fire department. Nowadays, because of all the challenges that we've discussed there, and that change in the society, the only volunteers we're getting are the young college-age level kids that want a fire job, and so they're using this as a gateway to get experience and get in. And then as soon as they have the opportunity, they're gone. So our average is about three to five years
User_characteristics - KES	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Yeah. So, obviously, I have a lot of [Job title] work because I am the [Job title]. I'm the [Job title]. I'm also our [Job title]. So I do all of that. I help with the county radio system because they do all the radio programming for the county. Just kind of being [Job title], all the mail that comes in, the emails-- I mean, just [a lot of?] communication stuff that as the liaison for the department, just keeping things going. I'm also still the [Job title]. So I have inspections that I'm doing.
User_characteristics - KES	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Our dispatch is kind of unique, where we still have [City] firefighters work in our communications and our dispatch. We don't have call takers and dispatchers. Our union has fought very hard to keep firefighters and we have a group of people that-- we still rotate some people through there because not everybody wants to go to work in dispatch. But usually some of the older firefighters, or people who might have been injured, or people who just don't want to work in a firehouse anymore, they'll go up and they'll work up there and they'll stay there for however long. And so

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								they can become quite proficient...
User_characteristics - KES	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...sometimes CAD will come in and say, "Engine one, respond to this call." Well, it's not taking into account that this road is closed, and so engine 11 may actually be closer because right now there's a protest going on, and so this road is closed. And so it just automatically assigned engine one... So, us having firefighters up there who actually understand firefighting... They understand, "Hey, you know what? I got this road closed." And usually, they're not quite as-- I don't want to say fearful of making a decision as maybe a civilian who's hired to be a dispatcher. "CAD told me to do this so that's what I'm going to do." I have firefighters who are like, "No, this is the best reason why I would do this." Or, "Hey, Chief. Do you want me to start you a second company on that? It looks like you're running a little low on truck companies. I'll start you another one." So having those firefighters up there is kind of a-- every time we come to collective bargaining every three years in the city we always fight to keep our dispatchers up there.
User_characteristics - KES	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: firefighter dispatchers] ..."Are we really getting any value out of this? Are there technologies that we could use to bridge that gap a little bit?" I suspect that it's only a matter of time before we-- I mean, that's just the trend across the country. Very few departments have-- it's just not the norm. And it's something we have fought for. We give up things so that we can keep it because we see the value in it. With that said, there's been some recent activity that's kind of been like-- where we've had a lot of dispatchers that have done exactly what I just described as being a benefit, they have done the opposite. "Hey, I can't do that. CAD says I can-- CAD only says this." So at the upper levels, we're kind of like, "Hey, your only value is from being-- as a firefighter, is saying that you can take a look at a situation and make a human judgment to say, 'Yeah, I get that the computer is saying this. Makes complete sense, but I understand the total picture and I'm going to say this.'" So we're running into some of those issues.
User_characteristics	FF	U	Field	46-55	11-20	Male	FF-U-020	...everything we do is so visual. So when we show up, we process the

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- KES			Responder					information visually. That's a seven-story building and there's smoke coming out of the fifth floor on the bravo side. So being able to just know what type of building it is or seeing what it is-- a lot of times, we know because we've worked in those areas...
User_characteristics - KES	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: vehicle schematics] It's more just personal education, so there's apps out there. There's companies that have built these apps and they've gone to the manufacturers and they've gotten the schematics, and they've built these apps where you can just pull up the car--
User_characteristics - KES	FF	U	Manager	46-55	11-20	Male	FF-U-021	You don't know. And also there's a lot of things where you have to immobilize the 12-volt batteries because that's what mobilizes the high voltage. So there's a lot of things that's paramount that you have to cut the low voltage to a hybrid because if you don't, it's still charged with a high voltage. So just things that you need to recognize and this is more through training now that everything is not as it appears. You can't look at a car and just say, "Oh, that's this type of car." Well, they make that type of car in a hybrid as well. So there's a lot more things to think about.
User_characteristics - KES	FF	U	Manager	46-55	11-20	Male	FF-U-021	...You need to stay in shape, so you don't have a heart attack. You need to train people on the importance of recognizing the aspects of cancer and what we're facing. At the same time, you have to drill to make sure you can operate functionally as an engine person or a truck person. You need to know a little about a lot. But it's something that we need to take a step back and, at least, maybe twice a year put people through classes.
User_characteristics - KES	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: microphone] So we would actually test because I thought it was important because if you're going to run into a situation, that, to me, is the most important thing that you can train your people on, is how to ask for help and what works best. And it's getting that muscle memory. So I remember when we were training, it's more effective if I hold it here versus here, or holding my breath for a second, calming down before I speak. Really make a concerted effort to speak slower, really enunciate my words. So just that practice...

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User_characteristics - KES	FF	U	Manager	46-55	11-20	Male	FF-U-021	Yes. [inaudible] rescue, repelling off of a high rise building to a window washers that are stuck on the 30th floor. There's communications involved in that, so there's a lot of stuff that you need to be very good at. Rope rescue, high lines, just rigging the system. If you're thinking about weights and thinking about redundancy and how are we going to-- it's easier to get them down there, how are we going to get them back up here. So there's a lot of training when it comes to that because those are things that aren't very frequent and those are the things that are going to get you hurt. So they're very infrequent types of calls so you need to train on then frequently, so then when you do get that incident you're ready.
User_characteristics - KES	FF	U	Manager	46-55	11-20	Male	FF-U-021	...The better picture that the first rig on scene can paint, I think is paramount to the success of the overall operation because you have a better idea of what you're getting into. And that's incumbent upon the officers as well to know their districts because the address comes in, if you drive around, you know your districts and you know your totally hazards, and you know what to look for at certain things. You've been in those businesses when you're expecting, you then know what you're going to face at 3:00 in the morning when you're getting a call there.
User_characteristics - KES	FF	U	Manager	46-55	11-20	Male	FF-U-021	...So we have to learn probably 3 or 400 streets, sequentially, in the city. But as far as the district, I mean, you can put the streets there but you can't put the businesses there. There's certain just target houses where you just don't know. So until you go in there and you just need to pay attention...
User_characteristics - KES	FF	U	Manager	46-55	11-20	Male	FF-U-021	...And that's just a good officer showing the new person, "Hey, you got in here, did you catch how we're going to get out of here?" So let's say the front door is blocked, what's our second means of egress? Were there bars on the windows? Is there propane stored here? A lot of things. What can hurt us here? And hopefully that sticks so that way when you're there or maybe you're there with someone else that has never been there, you can, "Hey, by the way, the second floor that's not very stable, we were in there." We have hoarders, so a lot of things that can

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								really hurt you, so that's just important that you pay attention to all the small little things because the small things can add up to make a big difference.
User_characteristics - KES	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: EMS] They transport, and we don't transport to the hospital. Every agency is trained up to EMT basic... And then the paramedic system-- they're all paramedics, very highly trained. They're CAS certified. Yeah, and we work pretty well together.
User_characteristics - KES	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	No. So that's going to be the chief and the rescue squad. And that is a report of smoke in the building at that address. And everything here is tied in. They use the old telegraph street boxes.
User_characteristics - KES	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Which is nice. So it's interesting, how it comes in, too. If it's white letters, that is usually a major call, like we call it a box. If it comes in in red letters, they call it a unit dispatch, so it's going to be like one or two units going to something--
User_characteristics - KES	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	Yeah, very densely populated. It's a pretty busy area. And it's [Name] District. It's mostly a Hispanic population. And then, we have [Street]. It's kind of the big attraction in the area. It's where all the bars and eateries are and things like that.
User_characteristics - KES	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	I don't personally. I haven't heard of any of the other drivers or EMTs on the engines that do that. I've heard of the medical ones but I'm not a paramedic so I don't use those. I've heard of apps where they calculate friction loss in the hose, but everything we do is kind of already pre-laid out so you kind of know a starting point of what your pressure's going to be for any given situation and then it's usually just a matter of adding or subtracting 5, 20 pounds per floor or something like that. So our stuff is-- we keep it pretty simple.
User_characteristics - KES	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	If you select it, it'll stay on. So it's like if you don't like what's on there, you want to add or subtract a layer, you can do that in the morning, it'll stay that way.
User_characteristics - KES	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	That was-- I worked for the National Parks Service at [City]. Yeah, and then I worked for the Department of the Air Force as a civilian firefighter,

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								and then I was a active duty firefighter before that, so--
User_characteristics - KES	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	The only way it's a hindrance is if the person you're next to, usually it's your officer that's going to be talking on the radio, if they talk on the radio and you're right next to them, you're going to get feedback. So, some officers will address that in the morning by saying either, "Keep your volume down or keep your radio off until you need it." They'll say, "Set your channel that we're going to and just leave your radio off. Unless you're in trouble or something, you can just turn the volume on and you'll already be on the right channel."
User_characteristics - KES	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	I think that kind of covers the most stuff. For medical aides, most of the time I wouldn't say that-- unless it's a case of CPR or something like that where it changes the initial dispatch. Most of that information is-- I think we could get by with knowing, just a medical aide at this address.
User_characteristics - KES	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	I would say, for the most part, it's the accidental transmits and then it's people getting too excited and not trans--or not communicating effectively over the radio and not knowing how to speak into a microphone and have that come out clearly on the other side. A lot of people get up too close and you hear over-modulation [laughter].
User_characteristics - KES	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Oh, training. Okay. So one aspect that I love about Station [Name] is, you never lose out on your skills here, because you have each type of apparatus. So we're allowed to trade shifts with other people. So one day you could be on the engine, one day you could be on the truck, one day you could be on the squad. So you're always keeping up with your skills. So if you're at a, say a single engine it takes-- that's why they have battalion drills, so you're involving other apparatuses. So you don't forget your-- but here, you're always around these type of rigs.
User_characteristics - KES	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Everyone out of the training tower is EMT qualified.
User_characteristics - KES	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	So basic life support. And then our paramedics are cross-trained. They're both paramedic and firefighter.
User_characteristics	FF	U	Field	46-55	11-20	Male	FF-U-011	Yeah, as you're breathing, and that-- you can control your breathing, and



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- KES			Responder					so you don't get too excited. The more excited you are, the more you're going to spend through your [air?].
User_characteristics - KES	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Yeah, and so that-- it's up to the driver to know if it's a Friday evening, if there's an event going on, if you've lived in the area, which routes get congested. So if we're going to a fire, you avoid the freeway on a certain time.
User_characteristics - KES	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	...I've been back at this station since January. I've driven and rode in every single vehicle out there, including driving the chief and being the chief's operator. And that's the normal job of a firefighter here in [City], is you could literally be in almost every seat in the city. So you have to be prepared to use all the different equipment, and do all the different jobs that the different rigs do.
User_characteristics - KES	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	If you get that blank stare, you go, "Repeat back to me what I just told you." And we're an evolving department. We're younger. I mean, we are hiring a lot of people right now, and so that trust factor has to be gained before I can just let somebody go on their merry way.
User_characteristics - KES	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Exactly, and it's just really-- and I'll say the word frustrating. Nobody that's in the fire service will dispute the fact that fires are burning hotter, and with more energy, and more explosive in the year 2017 than they were when I first started. I mean, these chairs didn't exist 30 years ago. This material didn't exist. And you put a bunch of this type of material into people's homes-- go into your home and compare it to what it looked like. What you have - your television, your couch, your chairs, your furnishings - are producing [a sum?] exponential number higher of energy than they were 20 years ago. Yet the fire service is still--- not still. We are so far behind the power curve of trying to keep up with what's burning to the point that the number of firefighters that are dying are still, even though fires are way down-- the number of fires are way down. The firefighters are still dying at about the same level. And so you go, "Well, how is that happening?" Well, because fires are more volatile. There's less experience in the fire service because we're not getting the fires. So you put those two together, you cross those up, and you go,

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								"Yeah, you're not going to fires, so you don't have the experience. And so when you don't have the experience, you're not picking up on certain things. And now you're entering into a more volatile situation."
User_characteristics - KES	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Yeah. Early notification and all the things that go along with it, they're great, but the downside of that is-- I say if you're a baseball player, and you haven't faced major league pitching very much, and you think you're a good hitter. You step up to the plate. It's a 90-mile-an-hour fastball. It's not going to look very pretty. You can practice all you want, but the real deal is much different.
User_characteristics - KES	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Yeah. So I think if you're looking at the number one factor to wrap all of this up is, it's great that the number of incidents are down, but the experience is a huge gap that needs to be filled. And the fire service needs a way to figure out how to fill that gap because we're losing firefighters. They're dying. And you know what's even-- and it's not that it's interesting. An interesting fact is that most of the firefighters that are getting killed in the line of duty are the first-in companies. So it's not like, well, the bigger the fire is and we're bringing all these other people in and they're the ones getting hurt. It's the first engine or the first truck that's getting there that people are getting in trouble. So you say, "Well why is that?" I think it's because they're making decisions on situations that they haven't been in before, so they're inexperienced. Number two, that the opening and closing of doors - just opening a door, closing a door, opening a window - is changing the conditions within that building--
User_characteristics - KES	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	Well, just if you look at that number, you have to put that together with, between 2007 and 2011, 2012 - probably that six- or seven-year period of time when there was a huge downturn in the economy - in [State], in particular, nobody was hiring anybody because shutting down fire houses-- yeah. A lot of fire houses that were shut down during that period of time - not in [City], but across the [City] - have not opened up again because of the economic downturn that happened. Fire departments didn't hire, and so they ran short firefighters and they used overtime to fill the gap. And then all of a sudden, we're hiring a third of

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								our department in the last five years. And so we are probably the norm of what's happening in [State] and probably across this country. So you take those 400 people that have been hired in the last five years, I would venture to say that more than half of them have not been first in at a working fire. So they don't have that experience, right? So the first time they burst in at that working fire, they might do some things that-- and you can try and train them all you can, but--
User_characteristics - KES	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Yes. There's definitely a daily routine in the suppression side, running on an engine, being responsible for your car on that engine. And understanding your communications, understanding how it works, and testing it. And making sure that it's functional. And then you have a whole training component that we barely get to train on because there's so many other aspects of their job that are as mission-critical as communications. So there is a routine that we need to follow, and we do in terms of changing the batteries and making sure that the physical equipment's working.
User_characteristics - KES	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	You have to wait. And I don't think they've experienced that because we haven't had any major events. But on the other hand, if we do have a major event and the system becomes real busy, we can fall back to our conventional backup system and be still the one on one conversations, but we're not competing with anybody else other than the fire resources.
User_characteristics - KES	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	... They don't like to really be told to take care of their equipment for some reason. It's a challenge for them to understand it needs to be treated just like their breathing SCBA or their breathing masks, or their life support system when they're in a fire. That is their tool to be able to call for help. So they need to understand they have to take care of that. And that's a challenge sometimes. They feel that if I break it, I can always go and get another piece. So it's understanding the validity of the equipment. Other than that, on major fires, they enjoy having us there to support them.
User_characteristics - KES	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	...I've been fortunate enough to have contacts from the Bay area and just work my way out throughout the state just because of what I do as a

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								[comulator?]. That's what I bring back to here. When I go out to the big fires, that's what I bring back is trying to educate my leadership on what it takes to really pay attention and have contingency plans in your back pocket to be able to say, "Hey, this technology isn't working. Let's shift to this technology. This one is loading up, let's shift half of it over here to this technology," And do that load-bearing across the technologies that we do have that is functional, and do an assessment what's working, what's not working? And be able to leverage that. FirstNet's going to help with that, but it'll be some time to get people to understand how to do that.
User_characteristics - KES	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	... As of 10 years ago, they couldn't spell ICS. Now through grant funding and kind of through Department of Homeland Security, it's becoming the norm of communications, clear text, and the structure of how we run incidents. It's using ICS. So it's becoming easier, but there's still that gap of having them come over to one of our inter-op talks to share information without going through the dispatch centers. I'm sure it's better in other parts of the country than it is other places, but--
User_characteristics - KES	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	It's not really access. It's awareness. It's understanding. Because we all have the same access to it, but some agencies don't understand it, and they rely on other agencies to help them through that process. And it's kind of like that leading them to where you want them to be. And that's part of my fire scope kind of arena is we meet quarterly to try to guide these agencies. We all have representation of part of the state of local government, county, city, urban area. It's broken out into 12 different areas that we represent. And we try to make sure that everybody's programmed up by May of that year with all the changes for the frequencies, the communication stuff. And most of them are line firefighters from captain to battalion chiefs that sit on this working group. So we get the word out state wide to help us with that coordination and that awareness.
User_characteristics - KES	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	It is because of the technology that we're using. Just like the trunk radio system. We come from a conventional VHF system that was line of

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								sight. We had to see the repeater. Same technology that we're using in the trunking side, but it's a digital technology. It doesn't sound the same. And so the coverage is different. We have better coverage in buildings, but we don't have coverage in basements. And when we're talking through equipment that we can't see, we have to have that understanding.
User_characteristics - KES	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	It depends on who you talk to. It goes back to that training application. If you have a good training program and, people understand what you're training them on, and they don't get information overload, it's better. But we have 48 zones in radio that we've developed so we can guide them to a specific zone for a specific incident type. But 9 times out of 10, the most common user doesn't understand everything that's in his radio. We've set them up for success behind the scenes. Don't worry about zones 10 through 50. Those will be for special case. You just focus on the first 10 zones and that's where you're going to float depending on what you're doing day to day business geographically. And in the county, you can be in one zone. You'll be in another zone in another part of the county. You get the emergency button. You know where it goes. It comes back to here in any one of those zones. Those type of need to know assessments are common. But beyond that, we try to guide them to where we want them when it's stressful. When it's not out of the norm.
User_characteristics - KES	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	They've made tremendous strides. I think one of the great recent inventions is the ability to do noise canceling, with there because we have a lot of saw noise at a fire, so that can help. A lot of it is user error. [City] is a big city, we don't have to be as proficient with the radio as a suburban department that relies heavily on mutual aid. Where they have to interface with the radio a lot, switch zones, and talk routes because of other agencies. And then they can become more familiar and more proficient with the radio. Here we are very basic. Everything a firefighter does is on the 8 Meg, for the most part, and he just turns it on and go to A7. Okay. He goes to A7. That's all he knows about it.

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User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	the big thing that we don't really focus on, and I've been in this line of work for 28 years, when you're out in the field and you're putting the gear on, the tones go off, and you go, you're in what I would consider a-- you're in a soldier mode. You don't want to get rid of that soldier mentality because that's what helps us do the job. We don't want to have in our front set of thoughts, dangers of the job, in particular, to cancer causing ailments and all that kind of stuff or particulates because it would be immobilizing. If we focused on things that can happen once we leave this fire house, then we really kind of run into issues of slowing us down in getting our job done...
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	when you're new, your level of excitement and anxiety is-- it skyrockets. When the tones go off for a fire, your heart rate is 180, and your blood pressure goes up a little bit. Your anxiety level goes up a little bit. And your excitement level's there. But at the same time, when you start having a lot of experience and you start having a lot of time on the job and you start to age and you're starting to go through these transitions, someone who has two years on the job, excitement level is different than someone who has 20 years on the job. Their excitement level meaning that they still enjoy going to fires are the same. But you have an excitement level with a heart rate of 80 and you have an excitement level with a heart rate of 80-- or 180, and then you have an excitement level of 80. So how someone with a lot of experience modulates their excitement level is just speak through experience. "Okay. Yeah, let's go to this fire. Let's have a quick push-out." They still remain at a normal heart rate level versus the new guys who were getting dressed fast, they have quick push-out, but their heart rate is so fast. You know what I mean? So the desire to go to fires sometimes are the same. It's just where you're at metabolically and heart rate. Those are different.
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...you make a decision based on what are your-- I'm trying to put it in words. What are your risks versus your benefits? So you minimize and reduce your risks if there's truly no benefit, but if there are people trapped in the building, especially when we get on the radio that there's

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								children in the building, everything just goes up and everything's added up and your risks are laid on the line. I mean, that's kind of what we're here for. So yeah, I mean, that plays a big part of it, big part of it.
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...I was a paramedic for years...
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...something that they're also looking at is, which they should have done years ago, are more of a GPS-type direction of travel, which is huge. City's big. And if you are moving around from one area to another, say, I was a relieving officer, so I would go this firehouse and to that firehouse and then that district. So there was a lot of areas where I wasn't real familiar with, so even going from point A to point B, I couldn't tell you. So it would be nice to have that immediate, boom, hit a button. It shows you the travel route, just like the GPS that we use to go anywhere else, should pop up immediately and give you the quickest route and the more-- so those kinds of things are coming, hopefully.
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...now it's getting better with them letting us know that these are dangerous buildings. So that's kind of changed where if it comes in through dispatch that there's a fire in this building and an address, now our main office has addresses that are built into the computer saying that these are dangerous buildings, or abandoned buildings, and those kind of things - Those are good to know - or what may some of the contents in the building be. That's good to know. I think for me, as far as my experiences go, is it's good to know that. But at the same time, what's imperative for us to know are, is it unoccupied or an occupied? Are there occupants in the building? That changes our game plan. It changes our risks versus benefit, which I've talked about before...
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: usefulness of computer] If our attention is directed to it, sometimes it's just one of those things you've got to develop habits. And you've got to break some of the old habits. So you've got to develop new ways of doing things. Now for me honestly, I never focus on the computer when I was going to work because I'd look to see what the address was. But then there was times where I was more focused on listening to the

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								radio. I was more focused on making sure everybody was ready to go and then looking for the smoke. So I'm concentrated on outside. I'm looking for the smoke. I'm looking for the streets. I'm watching traffic. And then I'm looking for hydrants...
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...So there's a lot of things that come into play when you're setting up tactically to approach these situations that you've got to be concerned about rather than what's the computer telling you? So that's just a form of habit that needs to be developed. I rarely focus my attention on the computer. I was more on the environment and radio.
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...So through time, we've learned that when you have somebody outside telling you to get out of the building, just get out. Get out and ask questions later versus being in there getting on the radio, "What's going on? We got it." There's been a number of situations where, I myself included, are guilty of that, slowed getting out because we thought we had it knocked. And we thought we had it under control. "We got this. We got this." I mean, that kind of thought. And then you finally back out slowly and then you turn around and look and you notice that the roof's getting ready to come in or the building's getting ready to-- and it didn't seem like that inside. So those things are situations where communication-- and not even that it's poor communication; it's just there's a period of time where there's an unknown, so.
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: overwhelmed by technology] I would say, yeah, it can be with different hazmat or hazmat meters. Sometimes those are a little overwhelming. Sometimes those are short-term memory kind of a things, where you got to keep touching it and using it. So I would say multi-gas meters can be a little overwhelming for guys who may not understand even what that even means or what it's telling you. That can be an area of where it can be overwhelming. Sometimes even our radios, and I think the more features you add to something which is considered a tool, the more complicated it can get...
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...And firemen, sometimes you look at firemen as being a blue collar. They're just dragging around a club, and that's what they do. It's



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								different, but we have a lot of people who are very well educated in this line of work. But when you look at something that is very complicated or if you hit the wrong button by accident and it completely changes the whole thing and you don't know how to go back and fix it, those are where issues begin. And even with some of the radios, you may grab the radio and pick it up and your thumb may hit a button by mistake. And it completely puts you in a different channel or a different zone and you don't know how to go back to it. Those are some situations where technology can be a problem.
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	I think it's time. I mean, it's time to progress to those more sophisticated areas of communication. And one thing that we have seen happen in the fire service with interior tech is the thermal imaging cameras in which, if you wanted to go back to that one question, that technology is something that could be hindering to someone who doesn't understand it and doesn't understand what they're looking at, what color forms they're looking at, what does that mean. And that's improved. The ability to get a better picture's improved with the technology on the cameras...
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	I don't have a lot of experience running those big situations, you know what I mean, like the Taste of [city] or the marathons, so that would probably have to come from someone that's in a supervisory position that probably has more experience on the major communication issues, but not really at my level...
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...I did a lot of dive jobs when I was in the squad. So we would go and we would take care of boats in distress, or drowning potentials, and stuff like that. And a lot of that does take place during the boat shows, and the air shows in the summer, and stuff like that. So where we would run into issues with that is crowd and being able to get to where we're going but being able to figure out where the actual location is because there's people all over the place, and if you're down here and you're just a visiting-- or a citizen, you don't really know the city for sure, and you may see somebody go into the water and not really know how to say where you're at.

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User_characteristics - KES	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	[RE: call information] We get it on the print-outs and the mobile data terminal. Like I said, they have to be on something that you can digest quickly. It may be too much information to put on any one thing, or it may not be able to process it as quickly as you'd like. But some of it would be nice to have on the screen. You could scroll down. We do have it on some of those where-- how many floors, because I go to high rises all the time. I don't know how many floors are on there. I mean, so I've got hundreds of buildings in my [inaudible] district of high rises. I don't know each one how many-- what the floor is. Be nice to have that either on the printout or on the screen so you could access it.
User_characteristics - KES	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	if I'm going to a fire scene, there's a whole different thing where if they show me camera feed, there's nothing showing on that fire. As opposed to every window's full of fire, and there's jumpers hanging all over, it's going to change my tactics immediately, especially on the way there. I mean, I'm thinking already on the way there of-- one of the things that would be nice, even if they didn't even show the live feed, just a picture of the building just to jog my memory so I can adjust my tactic, orders. There's a huge difference between a one-story ranch or a 100 by 200 courtyard building. That changes our tactics immediately. In some places, you don't remember that building. So it'd be nice to even have an idea of what I'm coming into.
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	We have to be proficient or at least possess enough knowledge to mitigate any situation because people call the fire department first. They don't call the police or the public works or Jimmy John's or whatever it might be. They call us to solve their problems. Obviously, it's a whole array of problems. You have to be proficient in pretty much every area. Those aspects again are from structural firefighting to wildland firefighting, high-rise fires, fires in boats. It doesn't stop and then flip the coin...
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...a great majority of our runs are EMS related. And now some of us are paramedics, some of us are EMTs. Now we have to know about life-saving skills, what to do with a [neuro?] addict, get people to breathe,

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								CPR, identify a medical component that's giving someone a big problem or an issue, and address it, and fix it for them. It's at the snap of the finger. How much time to go and get your medical book and say, "Ah, this might be happening to you." See the flow chart and how to treat it. And then, again, it can go off into another hauler of hazardous materials, water rescue. I mean, it's endless. Trench rescues. These guys are doing outside your confined space rescue, which is a discipline of rescue. So it's all-encompassing to have knowledge in every little aspect, to make you very proficient but very efficient on it and get the job done. That's the whole main goal, is to get the job done. And that's why they call us. You are the jack of all trades.
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Cell phones, I think they're-- yeah, again, very useful. We all have one. We all carry one. If you look at the cell phone usage, job-related for use at an incident - at an incident where you have time obviously - where you're not googling or looking up things. It's a great mechanism if you had learn to-- "Oh, I forgot how to tie this knot." Go on YouTube. Various fire departments and well-known fire instructors also put out information in series or in format so you can use it as a drill, or call it up and doing searches on single family dwellings. So then we can use the technology as a form or basis of your training for the day...
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Everything there's a fine line in every detail. Do we have time or do we not have time? Or when we process data, you don't have the time. When things that are happening real quick and real fast, it's hard to go through the technology to find things. I'm thinking of the other side of that spectrum is that when you have time. Because when you have time, you can look up every resource that you want using technology at hand and what we have available as a fire department. Yeah, flood yourself, get the upper hand. Knowing your enemy, knowing what you're getting yourself into through technology means, but again it's practical then not practical. And I think that's your dividing line. We have time to use technology, or we have no time to use it.
User_characteristics	FF	U	Field	46-55	21-30	Male	FF-U-028	[RE: technology most useful during downtime] Going after an incident

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- KES			Responder					too and use your phone, even use it as a learning tool after an incident. Look up, " Yeah, I could have done this," or "Wow, I've learned something about this," as well. And again, it's a great refresher of things. We have to again have so many skill sets in our possession, and technology allows us to go back through-- I don't know if they mention our SharePoint system here that the city uses. Go back on some drills or again, "I forgot how to do this discipline or this maneuver." You can always use it to benefit yourself and the others in the fire department. You can use the technology available at hand.
User_characteristics - KES	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	So I have to ask my son how to do things or open up this or can you send this via email, but you take a picture of it, then you've got to put it in God only knows. He knows how to do all this stuff. And the purpose is good, but I just did not have that growing up... Well, it's like that. I give you a toolbox and it goes, "Hey, can you go fix my car?" or something, or "Go and build this for me." You never had the exposure to it. Once you did, you could do anything. I can do this stuff, but I just never did, and I think it was the learning gaps...
User_characteristics - KES	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	We have to do everything. I mean, we do confined space, trench rescue. We do rope rescue. We do scuba diving. We do hazmat. I cover a third of the city with fires. And we have a-- and sometimes we are called upon like tasks that people have problems with, they call us. We'd get called to emergency rooms, and help out in emergency rooms sometimes.
User_characteristics - KES	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	No. No, I have to tell them and I more or less do it to say, "Okay. Open up here, we don't have to open up here," and then you can look at a building, you can look through smoke and see a body. But I know there's technology out there, certain cameras, but if-- every officer has a TIC camera, so I don't know-- they'd have to have a huge TV screen to see everybody's camera. So I don't think that's the answer. I mean, there's a lot of technology out there already and it's, I mean, improved tremendously, but I don't know. I think the alarm office people, better training. If I respond to a hazmat run, and some people, they start on page one to figure out what's going on. Well, if the incident's already on

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								page seven, I disregard the first six because-- well, I've been around for a long time so I kind of figure out what's important and what's not important. Yeah. I don't know. I mean, we work with the collapsed rig. We work with the confined space rig. So all my guys have to go through all their classes. Right now I'm teaching confined space class here. Regular firemen are taking the class, and they're around 40 hours right now. So they're down there for five days. So I didn't come in for this. I was down teaching [laughter].
User_characteristics - KES	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	I mean, to a regular company in a regular little district, that wouldn't help them because they know their district backward and forward. But to a chief or to a company that-- or an area like a suburban area that does mutual aid, I think a map-- and a lot of them probably have it. It's just a city is-- the computers in a city, I don't think are as up-to-date as some of the newer ones because it would cost so much to change the-- but that would be tremendous.
User_characteristics - KES	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Right. So you have the physical aspect. I mean, as the years go on and you become more familiar with building construction and the normal pitfalls that we may find in a day-to-day fire, just normal safety issues that we should really be cognizant of like holes or missing walls or half staircases. I mean, there's so many things we encounter that when you start to see them often, you start to anticipate that they're there even though they're not, and that's what keeps you safe. You just assume that everything's bad, and then when it's not everything's fine.
User_characteristics - KES	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Now I'm going to get into an area where I'm not too wise on. But If I want to create a document forever, I'll just have it scanned and put into our Clear Site where it'll sit forever and be accessible. I mean, that's the way I understand [laughter] it anyway. You can probably speak on that more, better than I can.
User_characteristics - KES	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	Yeah. I mean, and I'm not computer savvy by any means, I've been trying to get better over the years. But if I had a display that was very legible and easy to read on board, and obviously the way the apparatuses are - and they can be different from different firehouse to different firehouse -

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								because budgets don't allow us to buy the same thing throughout the city. The more people that could see it, the better. Any information I always had, I would always try to just verbally tell everybody because I didn't feel like I should be the only one that knows this.
User_characteristics - KES	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	...So I may be able to, at some place in the building that I knew it existed, I may be able to get all my information before entering the building. For instance, how many people are in this building right now? The building would know. And the building could tell me, "There's four occupants that are currently in the bedrooms on the third floor. I mean, that would be-- I mean, talk about affecting our job tremendously. That would be unbelievable
User_characteristics - KES	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	.... When we, being a deputy we go to the school for active shooter training. So the 3 arson investigators we go, too. And... we have to switch to a direct channel in the school because we cannot talk out. And I have that same problem in that fire in there. I've got to switch to--we've programmed the radios so it's just a click, you know? It's just a turn of the button. But we're still dealing with, you know, if you're--if they don't remember to do it, you know, going in, they're deaf.
User_characteristics - KES	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	Equipment failure or operator error could be a big deal. You know somebody's--whether they're new or not they may or may not necessarily know how to use a certain piece of equipment. They may not use it every day that they come to work.
User_characteristics - KES	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: For ISO we have to check hydrants in our first response area to know where they are. In certain areas of the county we are required to test pressures and flush them, some utility districts won't let us touch them but we still have to identify where they are and so we do that once a year and what else we do, we call it pre-incident planning. We visit all the commercial structures in our first response area and we plan for a fire to happen; we get contact information, we know where the utility shutoffs, are we know where all the exit's are - if we have to go inside, we know how to get out. We do that kind of pre-incident planning thing; we do that once a year as well, plus all other things that he said --.

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User_characteristics - KES	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	S4: Yes. So you know periodically we are to drive to our first response area and be familiar with the roads, any construction, any lane changes, new roads, new subdivisions, we are supposed to stay familiar with our area. Some areas are pretty big, so you know lot of times we will require some help from the I Am Responding; you can click on the map button and it brings up the map for us and it helps us guide us in there GPS wise.
User_characteristics - KES	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: We want to sort of know where we are going, like study the map and then work it.
User_characteristics - KES	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	S2: Yeah, but some people in this department gets confused you know like they have never been on them roads so we got to pull it up. We obviously pull it up to make sure we get there first but -
User_characteristics - KES	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	S1: Yeah. So do you need to know the area? The roads and the stuff, like that? S2: Yes.
User_characteristics - KES	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	And there is about 20 of us that are always on the call because either they are working or we call them (I hate to talk bad about anybody) - we call them Hollywood fire fighters, they want the word out that they want to look cool but they don't know how to do it. They don't want to --
User_characteristics - KES	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	S2: Right. Unless we get our Captain on the scene or one of the lieutenants and then they are on command until, if he comes, sometimes he doesn't -- he will call and say, I'm at the station. If you need something, let me know. And then we are like okay, we got this handled, like if it is a wreck and if it is not real bad. He'll say -- alright, I am standing by the station, let me know. But most of the time we got one or two lieutenants on the scene that are -- you know they have been doing it a while so they know how to take care of it. We got a couple of real active firemen and their lieutenants and they know pretty much what the chief knows.
User_characteristics - KES	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	But is it is a burning building, a lot of times everybody just does their -- everybody knows what they have to do
User_characteristics	FF	R	Field	46-55	5 or less	Male	FF-R-055	And one of our guys that is in our department, he is a dispatcher too, so

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- KES			Responder					he got called to do that because he was good at it. So they were like, we want you to come up here and help us with this. And he is like -- are you sure? And they are like -- yeah. He comes up here and he is like -- I had not had a bath in three days -- are you sure? [laughs]
User_characteristics - KES	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	So anyways you go through all these cards these are the phones in the racks so I can dial a number a secret number and then listen to the prompts and change these without looking at a computer screen by pushing buttons...
User_characteristics - KES	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	The problem is when the mayor does a great job and gets some money and the technician orders it all and then leaves so and I could go install it but I'm not allowed to do that anymore.
User_characteristics - KES	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	One appeal and a positive impact from being able to send resources out is the experience that people get and then bring it back to our community being where our communities have situated in the wild land of an interface... you don't really get a full grasp with it until you go on the big type one incidents and then they see everything there and it's like oh I finally got I understand it so that's what's been good for also retaining new members too. Being able to send them out I mean we all want to use our skills. We want to be able to be up there and helping so having that ability to send those resources out keeps their motivation up and then also keeps them kind of locked in for the fire department.
User_characteristics - KES	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	And see how everything works so that when we have a fire here we can protect our own community and in both of the 2007 and 2013 fires we took people like that were nationally carded and just stuck them on the incident command team in that position for our own community because we knew the community, we knew where all the houses were, what the risks were and it was very helpful.
User_characteristics - KES	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	You've just got to have the personnel that knows how to do it all and is available when you need them.
User_characteristics	FF	R	Supervising	36-45	11-20	Male	FF-R-047	I mean like these newer people I'm not going to put them into a structure



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- KES			Field Responder					until they have had the right training so you know I guess that's where I just use my judgment on call of whether or not you know if they don't have their gear right now that's fine because they're not going to go in there anyways so but I mean if you looked at the newer gear that we got and some of it is already at the ten year max I don't see a thing wrong with it you know but it's the fireman wearing it that could come back on me then they could come back on the town board then they come back on the town and sue me and sue all of us because of their PPE was bad or something you know and it may not have been bad because if they got burnt and they assumed that it was out of date we probably wouldn't have a fire to work.
User_characteristics - KES	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Well most of the multi well I mean we may have a few multi-day when here you know but the last one I can think of was just out here east of town. It got in the trees I mean you know a tree is going to burn forever unless you bring in a dozer and knock it down and be able to foam it or something and it just got into a place where we couldn't get our trucks and our hoses weren't long enough to get in there.
User_characteristics - KES	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Right you know you're sitting here either waiting for people to come you know or I'm thinking about okay what am I going to do, how bad is it you know what all am I going to need? All those scenarios run through my brain.
User_characteristics - KES	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	There's a lot of them. Which it's good that we have them. It's good that we have them because that way you know we can't say we've got to have this done and it keeps us in check. It keeps us up to date knowledge wise, training wise because I mean if we don't know what we're doing on the scene we just will not show up but it comes to a point that what's realistic. What's realistic for us. You know we're not going to be put in situations like a big city would you know we don't have anything high rise here you know we're dealing with elevators and multiple, multiple stories you know.
User_characteristics - KES	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	No. You can say the word MDT to someone out here and they would have no idea what you're talking about.

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User_characteristics - KES	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	...You know the paid entities out here they know how hard the volunteer works. As far as our EMS goes we have our EMR which are volunteer responders that help with medical issues. Those I'm not involved with that at this time but those personnel have really do make an impact you know. You get on scene of a cardiac arrest one thing that will save a life in that case is good CPR and we have some good, good chest pushers around here.
User_characteristics - KES	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	None that I can well no not really. There's all kinds of apps you can get. You can get extrication apps and things like that. If I'm on a scene of an extrication I don't really have time to pull up an app to tell me how to cut a car because I've been doing this long enough I know how to cut up a car.
User_characteristics - KES	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	...We'll just say a structure fire for example we need to be alerted which can be we use a tone out, we need to know who needs to go, we need to know what it's for, we need to know the involvement so that's units that need to be dispatched, what type of a call is it if it's a structure fire we need to know the involvement, is it fully engulfed as descriptive as possible, paint us a picture, paint us a picture, are there people entrapped things of that nature and it's gotten a lot better out here.
User_characteristics - KES	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	And it is like when I come home from my main job I sometimes it's not that I don't want to go out and do the work fight the fire you know work an extrication something job related it's the BS in politics that go with it. It scares me being out here as a first responder because we are so underfunded and limited in our resources from gear to technology.
User_characteristics - KES	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] And that is a way to look at it because you have two different generations so we look at it two different ways but once you say that that is pretty much true. I don't think I've ever read a map but I know I can pull addresses from phones.
User_characteristics - KES	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Or on the computer, or if I add their calls to my queue, then I'll be able to see it. But typically, most officers don't. They just focus on what's in their area.

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User_characteristics - KES	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Sometimes, if am looking-- if it's a missing person's call or if a runaway, I'll typically use my phone, and I'll pull up the person's social media account to see if they've twitted something or posted something recently, trying to get an idea of what's going on with them.
User_characteristics - KES	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	Well, I mean, I think most of them already have an understanding of what resources are there for them, whether it's just having a computer that has a GPS in it.
User_characteristics - KES	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	For communication? Yes. It's not bad. I'm a little more tech-savvy than some of my guys, and I know that they get frustrated dealing with it. But they're all capable of dealing with it. They just whine about it a lot. So they're capable of dealing with they just don't really want to.
User_characteristics - KES	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	We also, again, in [City], we have already gone down the MGM route. We understand about sandboxes, so even if we were doing something that cached data, we know we're smart enough to put it in the sandbox that we can deliver without that officer having the physical phone. Here's the sandbox..... And then, they're not going to ask the questions that I want to ask, so I'm just going to take it upon myself and block my number and I'm going to call. I mean, everything is simple, e-mails and we have to sometimes e-mail files to ourselves. We have policy around it, make sure it's approved, but at a jail-- if I'm in [County], I don't have access there to my network. But I can get there from my phone through our virtual machines and I can do business that way.
User_characteristics - KES	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	...We had this camera and it was amazing. From a technology perspective, it was awesome. No matter how the camera was oriented, it always looked like you were standing straight up and down. It could see in a dark room. It could be almost completely black and you could see everything in there. That's awesome. But from an officer's perspective, that's scary. Because if I walk into a dark room and someone knocks me over on my head, I don't want you seeing everything in the room better than I see. I don't want the room to appear straight up and down when I'm upside down, because I'm going to make decisions based on what I'm experiencing.

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User_characteristics - KES	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	...So we have to utilize all the technology that we have here in the department. Which is why being in police technology actually really helped me for this position. Because I'm able to find our digital videos, download them, go through, and redact them, that kind of thing. So I was already familiar, luckily, when I got to this squad.
User_characteristics - KES	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	The tricky thing with that is it's kind of like if we get our work email on, we're basically granting our CTM access to all that is on a phone. And then also when I try to remind officers, because not all of them are aware, too, for open records requests, if you put work specific stuff on your phone and they ask for it and you haven't gotten rid of it, you have to provide it. So I always tell officers to be careful about texting things about work or taking pictures with your phone or that kind of stuff. Having things on your actual phone, you've got to be careful of. So that's a concern.
User_characteristics - KES	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	We did when I started. And then now we're told to not use 10 codes. Which, some people still do. Because it's like they taught you another language and then they tell you-- yeah so I think, probably the newer officers may not as much. Because I don't even think they're getting taught it anymore.
User_characteristics - KES	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	...Be like, "Oh--" Because you also can't take things personal on this job. They don't hate me personally. As a 26-year-old kid from Chicago area. They don't hate me. They hate the uniform, and what it represents, and stuff like that. So I mean, you can't take things personal. During inauguration, we had those riots here. They were yelling at us, say all sorts of things, throwing bricks, whatever. And you still have to act the same.
User_characteristics - KES	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	Yeah. And I mean, it's a little ridiculous, but you also can't make it too complicated too. Because police officers are still very straightforward. They don't need anything too fancy. It just has to work right, and it has to work all the time.
User_characteristics	LE	S	Field	36-45	11-20	Male	LE-S-038	I think I pretty much have everything I would need. Outside of work, I'm

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- KES			Responder					not a big, I guess, technology type person. I have a laptop. I have a desktop and a phone. At work, I have those things too, so that's-- yeah. There's nothing.
User_characteristics - KES	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	Yeah. That's okay. Yeah. So I've been with the police department for the past 15 years. I was a [Job title] in the 3rd District for five years, I was a [Job title]. I was in the 1st District and then I was in the [Job title] for about two years. I was a [Job title] for about three-and-a-half or four years of the 3rd District in patrol. I was a [Job title] in the 6th District for about a year-and-a-half. I was a [Job title] in the Special Operations division for about a year-and-a-half, two years. I was a [Job title] of the 3rd District for about four months. I was the [Job title] of the Special Operations division for about a year-and-a-half, two years, and I've been the [Job title] of the Homeland Security Bureau since April, so.
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	...And so we'll send everything that might apply in some way, shape, or form just to Homeland Security Bureau. Anything coming in for the public that might apply is sent to us and we determine whether-- a lot of them, just because I've been with Special Operations so long I can answer myself and not [crack in?]. Can we carry a flare gun in our boat? Yes, you can, as long as you keep it on your boat. Once you take it off your boat, it's a weapon, blah, blah, blah. Simple things like that, there's a lot that, due to experience, I can answer myself. But then there's some that we need to dole out like other law enforcement agencies will send surveys
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	What comes up, goes back down the same way. So if we received it from the Special Operations Division Commander, it goes back to the Special Operations Division Commander. Because one reason is you want everybody to learn what we found by the time it got to us. Because if they're not looking for that, or there may be specific knowledge that we have that they didn't have at the time, or it may be something that it's-- people don't catch it. Like a word that is a real word but it doesn't belong where-- you know how auto correct doesn't catch everything. Like cans instead of can't, you'll miss it. So we want to make sure that people are

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								just very careful about it. Because there is nothing that should come out of this office that should need any correction whatsoever at this level. So we're just picky, picky, picky. Or institutional knowledge, an example is we get reports of everybody who has a cruiser that they get to take home, that could be called back in. We can [merit it?] to bomb squad, our SWAT team. Every month, we get their reports. Well, I remember that some new people came in and got permission to take their cars home but I didn't see it on the monthly report, and I remember because those went through our approvals.
User_characteristics - KES	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Yes. Because most videos, some of the programs out there and the DVRs and the camera systems, surveillance systems, some people are really good at working with them, and taking the pictures, and taking the video, and making it just from the point you need [laughter] and the point you don't need. And they do a really good job. They put it on the right files. But a lot of people don't know their system very well and the files, they're never right. Some of us can't even see them when we get copies of them here because they don't-- it's just how they put them, because computers can be tricky sometimes. So it's just the person too. The store or whatever, like Safeway - we have two Safeways here in the city - they have so many different people that use their surveillance systems, and they rarely do it right half the time [laughter]. So you always have to go back one more time. So for them trying to get it to us in the active call, it's not going to happen. I don't see them ever being able to physically do that in time. But could they send a picture? Maybe.
User_characteristics - KES	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Some people say too, "How do we do it?" Like we're heading to a high-risk violent call or something and we have our MDC with all this information popping up, we're trying to read it, and we're dealing with stop lights, and we're dealing with pedestrians, and we're trying to get there. I mean, we're running cold. How do we do all that? And people think we're crazy, and we're not safe. You learn to be safe. You learn to do it properly, and you multitask. We learn to multitask. I mean, we have to. But we don't want to add anymore crazy technology necessarily to

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								that scenario. But what we already have, if you can take and just deliver the right pieces to us at that time, I think is the key...
User_characteristics - KES	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Because my job involves a lot of supervision. I have to be up-- I have to be-- I have to understand investigative strategies, and I have to approve those reports. So I have to review them and ensure that things are done correctly. I also work as a detective when necessary. And historically, I've actually been our cell phone and Internet crimes detective, so I've dealt with a lot of technology in that realm.
User_characteristics - KES	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Yeah, I think it could. Yeah. And like I said, the officers now are much more technologically savvy than back when I was a young officer. The technology, I mean, really wasn't there. And especially the younger folks, they're very good with texting, calling. They are good researchers. They know how to use a lot of the criminal justice databases.
User_characteristics - KES	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Yeah. Because the one thing that I've learned-- I've done protests and things for a very, very long number of years. And so I was in the SWAT unit for about five years, so I did a lot of tactical stuff there. You never have enough airtime, so being able to chip away at some of that stuff-- I don't need to ask officer [Name] where he is. That frees the air up for more important tasks.
User_characteristics - KES	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Yeah. Everybody starts off in patrol. And then if you want to go into one of the follow-up units, one of the detective units, if there's an opening after-- the requirement sometimes fluctuate a little bit. But usually, after somewhere between three and five years in patrol, then you're eligible to apply for specialty units. And so there are all the various detective units, but there are also such as traffic, harbor, mounted patrol. I mean there are just such a variety of units, but everybody starts off in patrol. You can also decide to take the promotional examinations if you want to. So the next rank up from officer is sergeant. It's a competitive examination. And when you're a sergeant, most often, more often than not, you'll start out as a patrol sergeant. But again, there are sergeants and all of the follow-up and all the specialty units, and so you can apply to go to different units outside of patrol. And the next rank up would be a

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								lieutenant and then a captain. And beyond captain, there are the assistant chief and deputy chief ranks, but those are appointed. The captain is the last rank you can attain on your own merits by taking the examinations.
User_characteristics - KES	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Obviously, there are people with all ranges of experience in the department, so there are some people that I've known for as long as I've been on the department. Most often in patrol, you have the younger officers, and so the bulk of the officers in the precinct came on well after I did, but when I was their watch commander, I tried to get to know as many of them as I possibly could.
User_characteristics - KES	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Yeah, in broad terms, I think it consists of keeping a clear vision of what you're trying to accomplish and then trying to filter out information that is not useful in obtaining that objective, right? But then you always run the risk of ignoring something that actually will help you, and so I think you have to develop the skill of assessing and analyzing what information truly is useful and what is just white noise, and I think if you could develop a way to teach that to people, you'd be a millionaire [laughter]. But because there is just so much information being pumped out, I mean if-- I can easily conceive of a scenario where you're trying to get information, reading the information on the screen on the in-car computer. You're listening to information coming over the radio, and you have a citizen or two or three telling you things all at the same time, and it is. It's sensory and informational overload, but you just have to, as best you can, not get overwhelmed and snowed under by that and just, again, keep a clear vision of what you're trying to accomplish and which pieces of all this information, which pieces that are coming your way are going to be of use to you and which are not? And I don't know. It's neither an art nor a science. It's just the reality of the situation that police officers find themselves in very chaotic situations, and you have to be able to bring some level of order to that chaos.
User_characteristics - KES	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	.... I mean, so I am in no position to offer any kind of worthy comment on why people can't talk to one another [laughter]. But personality comes



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								into play, interpersonal relationships, obviously, in high-stress situations, then people's reaction to stress would-- all the physiological reactions and emotional reactions, neurological reactions to stress, sometimes communication just breaks down. I mean you and I might have a very clear and--
User_characteristics - KES	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	Well, I always make kind of a joking comment, but you can tell the rookies from the veterans because the veterans carry their bare minimum. They carry their gun and the bullets that they're required to carry and maybe a set of handcuffs. And the younger officers have every toy [laughter] that they possibly can carry attached to these tactical vests. And they might be a very relatively slim and very fit individual, but they're walking around. I don't know. They look almost obese because they have so much equipment attached to them.
User_characteristics - KES	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Long, hard, tiring. It sounds like I'm old, doesn't it [laughter]? It's just not easy. It's hard work, and you have to have an aptitude for it and hone your skills, and--
User_characteristics - KES	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Yeah, yeah. Of course. Yeah, yeah, yeah. Yeah. I don't need the map or anything like that. [inaudible] others do but I don't need it, yeah. Yeah. Yeah. Actually, that's a good point. The map, I have used it a few times. It's kind of nice to know you can see on the map where the call is, where you are, and as a sergeant, I can see the-- I think all units can. I can see the other units, I can see where they're at.
User_characteristics - KES	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Well, I don't want to say that because I've been around long enough that, if I look at what he sends me-- now, one of the things that my squad was asked to do early on was to work on robberies. So that information was very important to me. It came to me in a different way. Our crime analysis unit would send me a bulletin with dots on it, just specific to those street robberies, with some suspect information, and times of day, and vehicles used, and those kinds of things. That's more important to me than, there was 13 robberies in the precinct.
User_characteristics	LE	U	Field	56-65	31-40	Female	LE-U-031	Right. So for instance, the other day when I was preparing for roll call,

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- KES			Responder					the officers on first watch made a burglary arrest of a suspect. I know that he is going to be in jail for a very short time. He's going to be back out, and I wanted to look at his picture. So I went into this system, took his name, ran his name, found him, found his picture, printed his picture, got up and walked over to the printer that was a mile away--
User_characteristics - KES	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	The talking over each other so the radio will bonk. So if I key the mic the same time another officer keys the mic, somebody gets bonked out but you don't always know it. You have to be seasoned, or - what's the word I want - have some experience to understand what's happening, because you'll hear it bonk and you're not sure if your transmission got out, or maybe, let's say you're in a fight and too many people try to talk at the same time, maybe they're at the same scene or-- if we're going to a really hot call, one of the things the officers will-- the first couple of cars need to get on the radio and say, we're going, but the rest, I don't them to take air up to say they're going. Just go. Because by the time they get on the air, maybe they're already there trying to transmit something, and you're saying, "Yeah. I'll be there from [[Name] and [Name]?]." And those three seconds could have been, "I need help."
User_characteristics - KES	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Okay. If I was to describe my work to a complete stranger-- I attempt to be a bridge between public safety operations and information technology, and I try to speak both those languages. And then as we all know, technology shows up. It surfaces more and more throughout public safety and throughout our jobs. It's more accepted. It's more used at places like the 911 center. And because of that there is a gap I think oftentimes between the vernacular and what means what-- what some of the operations mean as opposed to IT. And, again, I speak both those languages. So I think that's a plus side of my hire, but specifically I was hired in to usher next gen 911 technologies into the city and regionally for the county. And what that means, again, speaking to a stranger is giving equitable accessibility to all of our citizens who might use 911 to be able to do other things in voice calls. We're going to start with text messaging and eventually move into multi-media and things of that

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								nature. But overall the whole system, 911 came about in, what, the late '60s or so? Not much has changed except for the advent of wireless calling. And now a lot of things are changing rapidly. And so that's what I attempt to do from day to day. The other side, I guess, of what I do is operational because I've worked on the street before as a firefighter and a medic and a police officer, so I know that world and I think that's important as well. And so even though I'm IT I do try to maybe to some people's be-grudgeness step in on the operational side of things to provide some of that insight.
User_characteristics - KES	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Yeah. Yeah. We put out a lot of fires metaphorically, and then the first responders that do it literally. We have a lot of that. And it comes from that high demand, I think. When things do change rapidly and dynamically, they look to people like [Name] and I for that immediate responsiveness and being able to provide the answers or be able to look in the right place for the right answers.
User_characteristics - KES	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] --of our duty is keeping the lights on whether we like it or not. And I think as time goes on we plan better and we get better at mitigating those fires and those emergencies that we face internally while our first responders can go deal with other emergencies out in their service area.
User_characteristics - KES	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] ...There's a whole lot of data being ingested, analyzed, spit back out in various different reports and things, but the technology from an operational point of view is sometimes kludgy still. It's got the old kind of Windows 98, 2000, XP feel still. In the world of public industry providing all of this stuff to everybody, the expectation's way high for the public when they interface with people like us at public safety and we don't necessarily reciprocate that with the technology we use. I say 10 years ago, like [Name] and I were wizards; we could make anything happen because it was still sort of new and developing. I feel like things have gotten a bit stagnant in the technology realm.
User_characteristics - KES	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] And I was just going to bring that very thing up. That's the other thing, is everything is going so fast, and you have different levels of understanding and knowledge of the technology, but you're trying to

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								have everybody do something uniformly, and not everybody's going to be able to achieve that, and that's why you end up having things that aren't used. But yeah, it's just the disparate knowledge. Technology's moving too fast. How can you possibly keep everybody at the same knowledge level, on the same platform,
User_characteristics - KES	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] That's a really good point. You've got all these options, and the decision makers may not be on the same page with those options, depending on their level of knowledge or comfortableness in that area.
User_characteristics - KES	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] That made me think of something too. I might be interfacing for example with somebody in the dispatch center, and they could have just had a horrible experience with whatever they were just dealing with, and I asked them something simple and they snapped back at me. I've just been in that job long enough and worked also as a dispatcher to know I don't snap back at them, I just give them their space and then we'll talk about it later on, and usually everything's okay after that. So it's the stressors is what you said that cued me into that.
User_characteristics - KES	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] ...Some individuals like to do call taking more often and we'll do our best to accommodate those individuals to what they feel they're better in, strong, but they are cross-trained. So if we need to hold individuals on overtime, a dispatcher may dispatch the first eight hours but then they may help out for four hours in call taking. So everybody's cross-trained. But a typical day, they come in, they take a look at the board, see what their assignment is, sit down and get to work. We have very generous breaks.
User_characteristics - KES	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4] ...I think in a lot of ways-- a couple of things. One is creativity, collaboration, but more importantly I think really understanding. Being able to compare current state with sort of what is possible, and understanding-- because a lot of engineers and technicians, they get so caught up in the weeds of certain aspects. And really understanding, kind of going through that and challenging them on a lot more fronts that says, "Well, what's more reliable?"

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User_characteristics - KES	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S4]... So you make changes along the way, and you make it better. I mean, that's what we do. If you're not assessing, identifying the issues and gaps, you're not making the changes, you'll stay stagnant and you'll never solve the problems.
User_characteristics - KES	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	So my primary focus is narcotics and drug investigation. So that includes running a confidential informants, buying controlled substances, looking at groups of people who are-- there's a group of people, six people, selling meth. You look to see if there's connections and then if you can build a case out of that. Then whatever else they need me to do. Last week I was teaching a class to eight-year-olds about drugs. I'm also a [Job title]. So I go round the state and actually all over the West teaching about the drug impairment and drunk driving, teach all over the State about marijuana and the impacts, teach at the academy and so on... at [College] in the hood.
User_characteristics - KES	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: ski town narcotics office caseload] It does and it doesn't. Our base of the people that I deal with are somewhat steady because it's always the same people. I mean, I work dope, but I'm the worst narc ever because I've been doing this for 10 years, and everybody knows me. You see, I'm not exactly one that blends into a crowd. So they all know me. So I've got to find creative ways to get into them. The other people on my team, they're not as well known. They haven't been in The Valley as long, so...
User_characteristics - KES	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: authentication] ...Actually, this one does... Maybe it's an S because the C, they discontinued. But I've got a biometrics on this. I don't know if we have a departmental policy that you have to. I don't know. I do just because... I'm minor anal about this. So yeah. I've got a four digit pass code. I don't have the one where you need to type the Declaration of Independence to get into it because that's just annoying. But then I got biometric and then the pass. And then for our county email, it's all through Gmail. I'm not a fan of because I don't like the fact that Google keeps everything. I'm sure Apple does too. And I'd be naive to say they didn't. But then through that, then we have two step verification. So I can

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								access my Google drive, I guess, every 30 days. And it's always at the most inopportune damn time... I've got to go into the Authenticator app and get my six digit number or whatever it is, and then go back and type it in.
User_characteristics - KES	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	So there's that. But yeah. English, Spanish, and German are the three most spoken in [State]. I know people that, if I need to, I can call, and they can handle all of those. We have deputies that speak Spanish. We have deputies who speak German, deputies who speak Portuguese because we get a lot of the ski resorts. They bring up people, and I think they're J-1 visas. So they bring a lot of South America. And then you'll get Portuguese up here, and they commit crimes and-- I'm sorry not Portuguese but Brazilians who speak Portuguese. And then so we've got somebody that speaks Portuguese that can speak to them. And their eyes about fall out of their head when they run into somebody because-- but if you run into somebody that speaks Mandarin, you're not going to know it's Mandarin. You're just going to know, "I don't know what the hell you're saying." We have phone call language lines that we can call up, and they'll provide translators for us.
User_characteristics - KES	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: common apps] I don't know. I think everybody kind of tweaks it for what they do. And those are ones that I've found that work for me. And if you told me, "No, you should try this one," I'm going to look at it because I don't know everything. And there's always something out there that could help me.
User_characteristics - KES	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: using Word for reports] It's not trying to be everything else. So I'm a horrible speller. It catches the majority of my spelling errors and all that kind of stuff.
User_characteristics - KES	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...I'm a different level than the patrol guys. It's not that I'm better than them by any means. I have to answer same questions, how to do stuff. If I end up pulling a patrol chief, I'm lost. But as far as the detail in the type of reports. When you're typing a homicide report, and it's your initial report, you're typing 30-plus pages, where on patrol, I don't think I had anything more than 3. Maybe an ugly domestic is 4 pages. But you're

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								craving in so much more detail. And you can't just put in. The old days, they're doing a DUI [inaudible] arrested same, they're gone. You got to spell it out. My DUI report as compared to somebody else's is twice as long. But it's because I've got the extra training, experience so I'm able to learn how to articulate it, so.
User_characteristics - KES	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: report writing] I know better what's needed in court, rather than me at year 18 as opposed to me at year 2. We're totally different people. We know how to handle stuff better...
User_characteristics - KES	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...And being detectives, it's a spot we all have to attest for, and everybody gets picked because of that drive to do the right thing and get stuff done. But it gets very frustrating that the boss is always coming in and derailing your train of thought.
User_characteristics - KES	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	The pain in the ass is the thing is clunky. It's got an old BlackBerry-style keyboard... I got big fingers, I got bad eyes, so little screen, and it's not user-friendly from the physical aspect of trying to look. And you're in a car. It's 2 o'clock in the morning. It's a well-known fact. People don't like cops, especially at 2:00 in the morning when you've pulled them over, and they've probably had a few pops in them. So you've got video in the car. You've got your radio. You've got your computer system, whatever the hell you want to call it. Hopefully, you've remembered to just turn your XM, or whatever the hell you got, Pandora down. You turn that down. But you got to do all of this. You got all that going on in the car. You've got to keep track on your suspect, who's in his car, who knows he's going to county and may or may not want to fight you, and he may have something hidden under his seat. And you're trying to type an e-ticket...
User_characteristics - KES	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...the data that's available, information gathering. And I think it's a skill the newer guys have lost, or they don't have is go out and talk to somebody. That's like, "Oh, no, no, no. I can't do that." "Yeah. Go talk to them." And a lot of guys want to solve stuff from behind the keyboard. And you have to go out and talk to people. So there's good and bad. But just the technology, you have computers in the car. You've got the video

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								systems in your car. You've got tasers. There's all kinds of stuff. And I think most of it it's for the better.
User_characteristics - KES	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	But people don't like to talk and-- I say kids. Like I said, I've been in this 18 years now. People just getting new on the job don't have that ability to talk to people. They don't have the ability to sit down and be [inaudible] and sit down and wrap with people. Some do but others in the majority, they think there's going to be an app that's going to save their life, where they can send an emoji or a meme that's going to get them through a situation. There's not. Sometimes you just got to figure out how to talk to people...
User_characteristics - KES	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Well, I am. I mean, I got a car. I got a 4Runner, but I hate it. I had [inaudible] Ford I liked too much better. But patrol cars, there's just so much crap in there that it's tough for me to fit. And there were the different styles of cages. And if I went back to patrol, I'd-- I'm at a point where I could spec out my car within in the sense of, "Don't put this here. Put it on the other side. Or put this piece of equipment somewhere else." So I got that little bit of stroke. But I'm very blessed by that.
User_characteristics - KES	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...I get that now if I get a car, "Where are you going through radio? Where do you want this?" Because I know what works for me. Been doing that long enough that I know I like the radio way over there, not right underneath...
User_characteristics - KES	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...So I can remember when I started to where it is now. And I'm jealous of the people that will be here in 20 years because I might still be here. I probably won't be. But the cool stuff, they're going to have. Being a cop is being a cop. You can drop me in New York City. I could handle a domestic. But the technologies, and what still works, and what doesn't work, and what's been replaced. I think that's fascinating.
User_characteristics - KES	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: daily routine] Yeah. So expert in a lot of things, in charge of a lot of things so.
User_characteristics - KES	LE	U	Manager	46-55	31-40	Male	LE-U-020	I'm 24/7 on call... Yeah. And that's why they said, "Well, when are you going to retire?" I said, "Well, I'm still young," He says, "But nobody wants



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								my job [laughter]" I said, "There has to be at least two of me to do the stuff that I've done." But I've done it for a long time, so I can do it.
User_characteristics - KES	LE	U	Manager	46-55	31-40	Male	LE-U-020	I've been a director since '08, so nine years... [Before then] I was a regional manager, so I was in charge of one of the centers. So I did that for about nine years as well and then I was a dispatcher before that... Yeah, so I started from ground up and went all the way to the top. So I still understand what it is, the frustration, and what the end-user needs and when it doesn't work, what it causes them to do.
User_characteristics - KES	LE	U	Manager	46-55	31-40	Male	LE-U-020	Yeah, and every day is going to be different, and that's what I liked about the job. When I initially came on, I liked it when it went bad. I was a shit magnet, so [laughter]-- but that's okay. I liked those type of things, but you have to have the temperament and the abilities on that. So it is a younger, I would say, workforce. But a couple years back, when the economy went to crap, we had a lot of middle-aged, 30s, where people were applying because their line of work was not available anymore. So we got a lot of good people out of that...
User_characteristics - KES	LE	U	Manager	46-55	31-40	Male	LE-U-020	Florida does have it, and actually, it was one of the initiatives that when I was-- I had went to Florida with my family to Disneyland type thing. And I saw it on that they have Star FHP, so we did some research on that and then got in talking with them and says "Yeah, this is what we do." So then we brought it into [State] and set up the program and got it going.
User_characteristics - KES	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	we've put the little fires out, and we find them as they pop up throughout the day. Sometimes we'll get requests from people for information that they have access to, maybe they don't know how to get to it. So we'll also do ad hoc, get on the phone with somebody and walk them through a process and do some last-minute training on something. So that we try to do everything we can to make sure everybody can be self-reliant with the use of what we have. So they're not always-- because if we took care of every electronic need or every need for a video or something, we wouldn't get nothing done at all.
User_characteristics	LE	S	IT	Not	Not	Male	LE-S-015	[RE: heavy MDC use] They do. We'll help troubleshoot things, but as far

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- KES			Specialist	specified	specified			as the actual working on the laptops, the MDCs, that is handled by IT. So we send them over to what we call the radio shops and those computer technicians-- I mean, we're not computer technicians, so they actually will fix things when things are broken or sometimes, it's just like the guys mentioned earlier, user error. So a lot of times we can diagnose, "Okay, this one's just user error. Let's get this handled."
User_characteristics - KES	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	overall, I'm just about the newest-- by a month, I'm almost the newest guy to the unit last year. And I still work the road a lot because I'm workaholic. And I think overall, the computers were pretty reliable
User_characteristics - KES	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	the three of us have all been in the department for a long time, and have seen even before we had an electronic support section, just the department tries to stand-- I think we were one of the first agencies in the nation to get computers in the cars. And that was back in the late 70s, I think.
User_characteristics - KES	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: responding to incidents] SME S4: Yeah, I sell my soul several times a month to a DUI overtime shift, and it just kind of needs worked out, that I've worked the last five Fridays. So yeah, so I'm out there at least a couple of times a month SME S3: And I'm not nearly so greedy, I don't [laughter] currently go out and work the road, although we are allowed to go out and work the road, and actually encouraged to go out and work the road. Yeah, but I am 2 years removed from working the road after 35 years of being on the road, so. SME S2: And in my position managing the section, I'm never on the road, and it's been, what, probably eight, nine years since I've been on the street.
User_characteristics - KES	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	I was the first one to start writing reports in the car on our computers as the guinea pig, and I started teaching at the academy when everybody started doing it, teaching how to do that, and I have ever since taught out there as to how to do that, and the difference in officers from when we first started doing that as far as how adapted to technology they are and now, it's just night and day. It's completely different. So everybody is much more computer savvy now.

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User_characteristics - KES	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	I'm pretty familiar with the technology that's out there for law enforcement. I've been in this assignment for seven years, and I think we're pretty much up to speed on everything that we want to be up to speed on. I mean, there's some technology that's evolving out there...
User_characteristics - KES	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...back when I started, I could listen to the radio and on a Friday night, where we have 25 guys working, I could tell you exactly where everybody was in the city. As we've become more and more dependent on computers, I can't do that anymore. Which I'm doubting that anybody here can do that anymore, which kind of makes it hard for me to understand why we don't use more the technology, instead of using the radios...
User_characteristics - KES	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	We'll call through the radio to ask for the tow to respond, and our dispatch center will then call our contract tow company and send somebody out. Sometimes if they're really busy, and I can tell dispatch is busy, I will use my phone and call the tow company direct and say, "Hey, I need a tow out here." But that's pretty much it.
User_characteristics - KES	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: dictating reports] ...So we went to Dragon Dictation, doesn't work. I mean, for us. We have a few people around who beat up and train their dragon enough that it works-ish, but the quality of reports weren't there, and then the reports got shorter. So then, most people just stopped using Dragon altogether. They went back to just hand-typing their reports...
User_characteristics - KES	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	So I started my career in dispatch. I did dispatch for 10 years in a couple different places. And then I moved to patrol. I did patrol for 3 and a half-ish years, and then I've been a [Job title] for a little over 2 years.
User_characteristics - KES	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	So I've worked for three different dispatch agencies. Two of them have been county-wide combined, so law, fire, and EMS. One of them was just a [Job title], so it was fire, EMS, and law, but it was only for one city. So you're taking phone calls. That can be anything from nonemergency calls, people looking for information, directions, that sort of thing to full-blown 911, "My child's not breathing," and that sort of thing. 24/7, 365

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								you're working the radios so you're dispatching fire and EMS to calls. You're sending police to calls. You're getting other resources. If it's victims' advocates, coordinating with the jail, coordinating with the hospital, that sort of thing as needed. Running NCIC...
User_characteristics - KES	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: comms with FF and EMS] We don't have to do that a lot in my capacity as a [Job title]. When I was on patrol, we did it more, and fortunately, again, being a small town, we've got a pretty good relationship with the fire department, with the EMS. And my wife's father is actually-- he used to be the [Job title] of the fire department, so we would give each other a hard time a lot. But it helps having been in dispatch, I kind of know which radio channels they use, and that helps that I can kind of talk to them a little bit more directly than a lot of the patrol guys.
User_characteristics - KES	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: information from dispatch] A lot of that depends on having a good dispatcher that knows what they're doing is if they have the time to look up locals, if we've contacted that individual before, if we've been to that address before, how come we've been there? We've been there for a barking dog call. Hey, there's a dog there. You might want to watch out. Stuff like that. I know, in most CAD systems, if there's constant problems, you can usually put a flag on an address or a name that'll come up and say, "Hey, this has gang affiliations, or there's known drug-use or this, that, or the other." So that's always good information to have...
User_characteristics - KES	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I started off as everyone else, the traditional out there in uniform, responding to calls. Did that for about three or four years, and then I transitioned into the training section of the office, who was in charge of all of our new hire training. From there, I realized being in charge of the training that we had some tools, particularly the computer system, that nobody knew how to use. So I figured out how to use the computer system, which then went back to rewriting the training manuals for more efficient work flow and using the database and other tools. And these computers were pretty new. And at that time, it was a DOS-based

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								system. I remember when we got our first PC, which everyone thought was kind of funny. So seeing the evolution and staying involved in that, which transitioned into more technical stuff and true computer work...
User_characteristics - KES	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I remember when we first got digital cameras, and those got tossed to me, and I had to figure out that protocol. I mean, for a while, people in the state would call me-- I don't know if we were one of the first people to buy them. That was from an interesting process and even being able to show kids, take a picture, as they did tours, and then print out their picture for them. So seeing a lot of those technologies come through that people starting off today just-- I don't say they take for granted, but they've just always been there, so they never knew life without them.
User_characteristics - KES	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: electronic evidence discovery process] And that's always an interesting one. When I first brought that up, the person in records was literally printing it out, rescanning it, and attaching them as a PDF. A said, "No, no, no, I meant just print it to PDF and attach-- it's all electronic. You don't have to physically use paper for anything." Then there's a whole discussion on, do you still keep paper files? ... Do you just keep electronic files? I think it's mixed within the county. At the sheriff's office, we still keep paper files. So everything is replicated into a case file that's stored somewhere. The salt mines. I don't know. Oklahoma, Illinois. I don't know where they are. So, yeah, we have all of the physical copies of everything.
User_characteristics - KES	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: ability to revert from desk to patrol] I think, in a lot of places where I talk to, yeah. I think, here in our community, it's out of necessity. I can't just say, "Okay. I'm now assigned to this tech unit and I'll never need to be called in to do anything else." ... I certainly see it as a strength and that flow of information. I feel quite fortunate. As I've told you, feel fortunate I'm able to do this. And at the same time, I think I've worked to get to that level. It wasn't just by luck. So just still try and balance some of those things.
User_characteristics - KES	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I guess that's where I see the differentiation on who's a first responder, someone responding to a scene or in the field versus all the other

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								people who are certainly part of the public safety system and may be on the front lines but don't get that full sense of engagement. To really have those impacts you've-- I've never heard about dispatchers getting tunnel vision or auditory exclusion or all the other things that we're regularly trained on and discussed to recognize in ourselves and in others because it creates a safety situation that can affect others. I think there is a line there and I think it's continuing to be defined... By FirstNet saying we've got to draw a line somewhere, and where is that line, and what could you objectively and scientifically measure and say, "Here's why there's a line." When I thought about it last night, I think that engagement of all five senses and the potential impact it can have to you, in the sense of immediacy and threat and security to you is what kind of creates that.
User_characteristics - KES	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: smart phones] ...Of course, it costs a little more. The cost of the device. The cost of the service. That has to get absorbed into the budget. Then I start hearing from people who are upset going "Well, they give me a gun and all this other stuff. We have to do all this training and now I get this handheld computer and I'm just expected to know how all the parts work." Some of it was in jest, some of it was legitimate from people who weren't that tech savvy.
User_characteristics - KES	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...Typical, there's probably nothing typical. It's going to change day to day. It's coming in and planning out your day and knowing what's coming up... And I think most people get into this line of work, that's part of what they like and expect.
User_characteristics - KES	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Now, the cars we picked up this year, so now the cars themselves are having more technologies with the backup cameras with some of the other display. You can set up the dashboard on your car to display whatever you want... And going through all the menus looking at those. The other day when I picked up a car, I knew I wanted to display my clock and my miles per gallon and where's my temperature thing going to go, and then the display for the audio and the climate stuff, and how can I configure that myself when I back up. Do I want the little lines to

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								turn when I turn the wheel?
User_characteristics - KES	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	if I know my car but my car is down and I jump in somebody else's car, well what's different about it that I'm not going to know about?
User_characteristics - KES	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	And everyone knows that in a lot of wilderness areas, you're not going to have radio communications because you can't put a radio tower in there. And generally, wilderness areas are high and mountainous, which means there's valleys and radio signals don't get into valleys. So you know what valleys you're not going to have system coverage, you'll have direct coverage. But that just involves the pre-planning and training guys on the radio on the concept of a radio system and a repeated talk group versus a line of sight and direct talk group. And when do you change and what are the limitations. So their expectations aren't unrealistic versus what your technology can do. So you don't hear after actions the whole time that the radio system just stinks [laughter]. Well, it doesn't stink. Let's work to resolve it so the next time you know what to expect.
User_characteristics - KES	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	We all know who likes to ramble on the radio. As we said, if you have to say break when giving notes about a call, you probably should have typed it to your computer by yourself. That's just a little much for the dispatcher to be hearing and typing and doing everything...
User_characteristics - KES	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: radio signal repeaters] ...We review our busy reports quarterly to see if we need to do an update at a site or if you need to do a training to work with people on how to use their system better, to not use those resources. And just more things to be aware of.
User_characteristics - KES	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	something that doesn't get in the way of them doing their basic job. Technology's great but I don't think we've come up with instinct in technology. Technology doesn't turn on the valve and point the fire hose and run it 100 feet down the line. It can do some of those but not the whole process. So the technology part's great but don't forget the basic underlyings of what the job is, and what that intuition is, and that smell of smoke far away. Sure, an ion sensor can detect there's particulates in the air but I can turn and see where that smell is coming from, and say,

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								"Look, the fire's that direction!" And it doesn't matter where I go, I bring all that with me.
User_characteristics - KES	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I mean, if you sit there and listen to radio on probably anywhere, and you hear the calls that gets dispatched out, you would probably sit there and go, "Okay." If you wrote down every call type, and realized, "Well, what is it the police officer's been given all these calls has to know?" Pretty much everything. And I understand when the citizens call in and they don't know where else to go. Maybe we don't have enough 211 services, 611 services, but I listen to some of these calls going, "How are we supposed to know that?" But we're going to answer the phone and they're going to expect something, and we don't want to look like fools.
User_characteristics - KES	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	I talk about when I used to deal with runaways, and people were telling me to counsel them and their kid. And I'm going, "I don't have kids. How is this my job? It was never a part of my training to bring all these things in." And so I don't mean it in a negative way when people talk to me about it. I said we need to understand what is being expected, and just because the law enforcement guys are there, and they're getting all these calls, it's a lot. And if you screw up any of them, then you're not doing your job and it's going to come back and impact you. Not that people don't screw up their jobs intentionally or in ways they should have known better. There just seems to be so much more coming in, and then the backlash within the country these days...
User_characteristics - KES	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I tell you the one thing I've noticed because I wasn't doing patrol shifts for a long time, and that's part of getting old, is having to wear glasses [laughter]. Now, focusing differences, you're out and you're watching everything that's out there, and now I'm trying to come back to focus in on the computer again and my eyes having to adjust. I guess it annoyed me that I was getting old, that I had to do that. And as I've talked to everyone else that I was hired with, I'm not alone. I mean, we're all having to recognize that. It's just a new challenge because sort of back in the day-- what a terrible term to use. I didn't wear glasses at all and my eyes were just fine. So I could read plates and then when I was



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								writing stuff so I-- but I think the computer is what's really showing that and the requirement of those eyes to change their focus levels...
User_characteristics - KES	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...If you don't have Bluetooth in your car, going back to technologies, the sheriff doesn't want us driving and talking on a cellphone. Public perception, it looks bad. Okay. Cars can pair up with only so many devices. So if it's a pool car, someone's got to go through and clear out that list and unpair everything so the next guy that uses it could pair his phone to the car... And some people are going to get in but who's going to do it for me? If you come in and say, "I don't know how to do it." What are you going to say? You told me I can't hold it up to my ear. I don't know how to pair it to my car. I got a cheap old car and I don't do that in my own life. That's legitimate. As supervisors, you can roll your eyes and complain the guy's a fool, but that's a legitimate concern.
User_characteristics - KES	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: typical calls] ...So some of it you kind of know what's going to happen based on the seasons.
User_characteristics - KES	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	So I do want to talk about the new FirstNet national initiative. However states decide to employ it should be irrelevant because it should all go through. When I talked earlier about the privacy and sort of counter-intuitive, sometimes people who are in law enforcement expect more privacy than the general public does. And mainly because we see the-- I don't want to say abuses. We just sort of know what's out there, and so we try and guard our privacy a little more. But I would expect, as part of this network, I would be giving up some privacy...
User_characteristics - KES	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So I started off as a police officer. And then I've had specialized training. So I have about 800 hours of crime scene investigation in terms of blood stain pattern analysis, shooting reconstruction, accident scenes, just death investigations. So that, essentially, I show up on a scene and I try to gather as much of the evidence that I can in order to solve a crime. So physical evidence or through interviews as well. So we're considered a detective here, but we're full-time crime scene investigations.
User_characteristics	LE	S	Other	26-35	6-10	Male	LE-S-021	...I've actually been deemed an expert twice in the use of FARO that

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- KES			Public Safety Personnel					we've been able to in crime scene reconstruction. We've gotten FARO into court and actually used it as a diagram, actually walking through a scene on the stand. We've done that twice. In both of my cases, one was a shooting where somebody just fired a round at someone else. And then the other one was actually a child death. So it was more of documenting where things were in the scene. So it helped us to understand the layout out of the unit. Both of those cases are the first ones in [state] that we know of to be able to actually get it into court.
User_characteristics - KES	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So I would say, as far as the technology goes, it's very difficult to get the judges and everyone else to understand the technology. And understand it's not this CSI-effect thing where you're just doing voodoo and we didn't just magically create this. It's actually based off of technology and diagrams and measurements.
User_characteristics - KES	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...[information sharing software] is actually, basically, a storage of data. So it's a new version of [information sharing database] and it's a better one. It has analytics so that our analysts here at the department can pull up stats and keep track of things and try to figure out trends. So they tried a program here for a little while of trying to track those trends and then tried to think ahead and think-- it was called [program]. Okay, so they tried it for a while, it didn't work out. In theory, it's a great idea. But at the same time, we're not psychic and analytics can only take you so far. You have to use some cop skill and intuition...
User_characteristics - KES	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	So I'm part of a CIR team, so it's a Critical Incident Response team. So anywhere in [county], if a shooting happens or an officer-involved incident of any sort, we can respond. So we get called out for that. So we won't just work in our agency, we work in other agencies. So now when we go over there, we kind of have to buddy up with another agency member and say, "Okay, you listen to your radio, I'll listen to mine, and I'll tell you what I hear and you tell me what you hear." That's the only way that we can communicate...
User_characteristics - KES	LE	S	Other Public	26-35	6-10	Male	LE-S-021	...So I went to a drone piloting class just this last-- or two weeks ago, or something like that.

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			Safety Personnel					
User_characteristics - KES	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	... I know we have a lot of old salty dogs around here that they don't even know how to turn on a computer. And they're like, "If it takes more than three steps, I'm not going to do it." So it's simplified. With everything across the board, if you don't make it simple, they're not going to do it. They're just going to move on to the-- or stay where they are, in the past.
User_characteristics - KES	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: using earpiece] So I just recently just started doing this again because I can't stand listening to it just blaring out through the mic here. But when I was on patrol, I would say I could probably make one last three weeks and then I have to buy a new one. It's usually, generally, not the earplug itself, it's generally the tube. But I mean, there's a variety of selections, like I said, of these. This one I cut down because there's all sorts of different flaps and stuff that they come with...
User_characteristics - KES	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: e-ticketers] Yeah, we do have those. They're typically used by our motor units, our traffic officers, so those are pretty convenient. I am technically trained on them, but I'm kind of lazy in regards to technology, so I'd rather just fill out paper tickets than enter it into a little [crosstalk] computer--
User_characteristics - KES	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... When you go through the academy, there's just certain things you can't replicate until you're actually on the streets and working. So you have to really focus on a million things at once. And if you're not good at communicating and you're not listening to what other people are doing, then you're going to be lost...
User_characteristics - KES	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: various traffic fines] ...I'm sure those traffic guys probably know those by heart, but I don't ever want to take the time to learn that stuff. So it's nice to just be able to reference something and have it at your-- available to you, but not something that you have to dedicate a lot of time to memorize...
User_characteristics - KES	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: communication issues] I mean, the technology aspect is hard. I don't know how you would solve it. I've heard other people discuss, we

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								need better radios and stuff like that. I don't know any different, so I use what I have and that's about all I can-- and you hear the older guys, "Oh, back in the day we didn't have anything." And a few months ago, the line got cut to Xcel, so we didn't have any Internet connection to our vehicles, and so it was like reverting back to 1950. And so you kind of get a perspective. It was like, all right, well, you do have a lot to work with, and these tools are very valuable, so complaining about them isn't making anything better. It's just utilizing what you have and making the most of it...
User_characteristics - KES	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... that's something they harp on pretty emphatically is know your geography. Don't rely on your computer because if something like that were to happen, you have to be able to get to where you're going without the assistance of technology.
User_characteristics - KES	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: MDT lost internet connection] So getting dispatched somewhere, it was basically-- I had a pen-- one of the other officers kind of rigged this system up with rubber bands across-- I think it was on his steering wheel actually, with a notepad so he could just jot stuff down in front of him. I just had mine in my lap, so when they dispatch me to something, I had to take a second and pull over or whatever, write down the address, and kind of a basic description, names, whatever. So it took me a little bit longer, but it wasn't that inconvenient. On a Code 3 run or something like that, it'd be kind of-- because you're higher stress, you're driving faster, you have lights and sirens on, so that makes it more intense. I don't have the time to pull over and write that down, so you just have to function at a higher level, I guess, than you're normally used to.
User_characteristics - KES	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: learning geography] So that starts prior to-- I mean, it should start if you're anticipating working in a general area, then you should do it on your own. But in the academy, [city] had geography assignments, and we would get overtime pay for them, so there's two hours a week, which is pretty significant, just to go drive around or do whatever they want you to do, find locations. Within the academy it's hard because it's combined regional academy, so you have different departments like [city], [city],

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								[city], [county], who don't all patrol in the same area. So I don't need to know the stuff that [city] knows. And I actually got in trouble for that, for not knowing [city]'s geography, which is ridiculous to me... But yeah, if you're not taking the time to learn it on your own, it's not going to happen.
User_characteristics - KES	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	... I think, within the car itself, I really don't have-- and I don't have a lot to base my comparisons on, so I'm probably not the best to ask about that. But I don't have any issues with the stuff that we use. It doesn't bother me. I know a lot of people do have issues with them, and I've listened to them. But being fairly new and still trying to learn the intricacies of the job, that's the least of my concerns. "I need better technology, or else I can't do my job properly." And I'm like, "No. Just... do your job."
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	I think our biggest thing is because we hire outside [City], like, hypothetically, [inaudible] recruit from, [come to train officer for the recruit?], I'll get that recruit from [City]. Has never been to [City], never been on the bus, never been on a cable car, seen the box when his mom was making Rice-A-Roni one day, and that's it. And all of a sudden now, he's a cop in [City].
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	And so when that guy on the streets gonna-- because all the bad guys know the new cops [laughter]. You can spot them away, and they'll punk them in a second.
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Cause junior, who's 15, that weighs 350 pounds, I'm not going to put my hands on him, because it's going to be a long night for me. But I will go talk to the elder, because the elder runs the house, and talk to the elder, "Can you please tell junior to put the car down, please?" All right. "And the couch, so we can talk to him right now." And usually the elder. But that's something that I've been in long enough that as a trained officer and sarge, you try to put that onto other officers. And [City] PD, they may have that. They may do something totally different.
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	But there's a certain point where I gotta go hands on and most of the time when I go hands on, somebody's going to get hurt, and it's usually

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								the cop that gets hurt.
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah, there's only one [Street], there's only one [Street]. Four. You can count the numbers.
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	...[Location], we get all these mall shootings, it's a matter of time something's going to happen, it's going to happen really bad, and they're going to have an active shooter, and they're going to say, "Where aid for a supervisor?" That's my worst fear, it's my worst disaster happening because I'm not going to be able to manage that scene because I'm not going to be able to communicate to the officers that are in there. There's no way I can do that, and you always have these scenarios as a cop. I get all these scenarios that go through your head and you start thinking, "Okay. This is going to be a disaster." And you hear the other cities that have the same stuff. You get all of these 30, 40, 50 cops running into a mall. At least they can communicate, but just to manage something like that
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	that's a huge side effect when-- we don't have a NEMS. You're suppose to have a National Emergency Management System. So I took all the courses. There are only certain officers that have taken all this stuff. But since I designed the command van, I've been to Texas, I've been everywhere they do it right. So if they do everything under NEMS, then you have your logistics, you have operations, you also have a radio person too.
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah. He had to be up at it-- me and him talk all the time. "The reason the radio's this way is because this this this this this." Yeah.
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	So that police car that was out there, you saw that has the app in it right now. And it will pop up on my screen right away before it even goes to dispatch, the dispatch it has on our screen. So I get it about 15 seconds before dispatch. And then the 911 call comes in maybe a minute, a minute and a half later. Well you could figure how far can you get away in a minute and a half. So I can get it. All of the sudden I hear a pop, pop, pop, pop, and then I see that car speeding right by me. It doesn't take a

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								rocket scientist to say, "You know what, that might be the bad guy car," or, "I need to get to that location." And you'll actually get a location, [Address]. If I had come here right away and that person's bleeding, I can probably save that-- by the time the ambulance gets there and somebody actually called 911, he could have bled out. If I'm right there, I'm already doing the compressions, boom. All right. He's alive because of shots fired because officers will get there quicker
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	As a trained officer, I tell cops I want-- I suggest that they wear them. When you go to protests and it's so loud, you can't hear what's going on. When you do building searches, the bad guy's going to know who you are before you know who he is. Because you hear the radio going off in the background. Even if you turn it down. Now you turn it down so much that you can't hear the other cops going. I tell them it's like a watch. So I've had a earpiece in for the last 20 something years. I used to work all the night clubs. So I couldn't hear. I had [Name] go in there for fights or something like that, I can't hear what's going on. And I worked baseball games. It's so loud down there. So I'm doing this, you're trying to hear. Concerts. So now I feel naked without it now. Now when I don't have it in, all these cops, "Turn your radio down, [Name]," because I have it up blasting. And it's just a mold, and the cops normally pay for it themselves. Every mold's unique.
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	They want to be really cool and put it out here, but then what happens, we try to tell them that this wiring gets frail after a while. And [if you?] lean against it. But it's a training thing, so, sometimes I let it get frail. Like, "Hey, that oven is hot, don't grab that cookie."
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	--what you do. So I said, "Here's a call. Here's a CAD. It's an A priority. One of these six people in that corner have a gun. And they're wearing black clothing. Wait a minute. All six are wearing black clothing? so what do I do? Do I get out and point my gun at everybody, because now its going to be on YouTube. Or I do nothing. Right. They couldn't answer it. One was said, "Well, you can't do nothing." I said, "That's correct. I can't do nothing." But if I do something, I'm going to get in trouble. Be called

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								racists. You know who's racist? The person who called 911.
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	So in the police cars, we have the CHP radio if-- and that's not a requirement that they listen to the CHP channel. I do, and I'm able to multitask because I've been doing this a long time. That new cop was trying to listen to the radio in his ear and just trying to get the day-by-day, and listen to the radio, so. They call it radio ear. You have to try to develop that radio ear.
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Through the time. I've been doing it for a while. A lot of cops don't listen to the other channel in the car. [inaudible] listen to the CHP, I'm just kind of geeky when it comes to this stuff. And I had to teach myself how to do that.
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	No. "Oh, no we believe in timeout. No. We'll give him a timeout. [We'll give him a long nap.?] We do this together." We have a huge generation gap. I got these. We got the new cops from [City]. And worked at Starbucks all their life, and never-- I got an [ebop?] instructor here. I got people who never had their license until a week before the police department, the academy because they never had to because there's Uber
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Yeah. And cops develop that. There's a certain breed of cop, and that's why they're cops. The little hair that sticks up on the back of your neck?
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Within the precinct, there are sectors and depending on seniority, you have a good sector and not-so-good sector. But depending on scheduling, you could bounce between the good, the bad, the ugly.
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Well, the Motorola people have a hard time. They haven't been able to quantify it. We've done lots of radio-- I've actually participated in lots of field-testing in the open air. In-building things are coming soon, but with the new building codes and requirements for the BDA systems and whatnot, there was a two-year waiver that our fire marshal granted to all the big buildings. So they weren't required to jump right on the wagon and started improving their in-building communications. So certain areas, you can get away with it. There's no calls for service. The [Name]



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								Mall at [Street], horrible comms.
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah, we do active shooter training, where our guys-- the first responders to UPS saved a lot of lives. Those first three officers got together, made a plan, moved to the shooter. The shooter saw them coming and he killed himself. He wasn't done. He had a list in his pocket of people to kill, but he was only going to play as long as he could play. Those three cops did what we taught them, moved right to him. He killed him.
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	People are dug in. I don't know how a handful of civilians can make the case that if they were to allow me to have their channels, it would interfere with the highway patrol officers doing their job, given the fact that the civilians at best work at a little lab playing with transistors, or they manage the people who play with the radios, or they manage the people who make sure that the transmitters and everything work, but they don't know shit about what's going on out in the field.
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Well, it's like everyone knows there's Android and OS systems and even some of the smartest guys I know who have an iPhone personal who are Apple kids have yet to master the Android. They find the whole thing a pain in the ass. I was going to buy my next phone as an Android just to see and I think that--
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	So our bosses historically and their bosses before them, the bosses before them would never invest in training and identifying people who had a penchant for radio. Because radio people are different than any other people in the world. Ham radio operators are the most unique ducks that fly. But they're out there. All you got to do is ask. You might find out that maybe Android wasn't the way to go. And this guy is a radio guy. This guy had eight years in the military, and he was their comms guy. But let's not use any of that.
User_characteristics - KES	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	And the more back to the-- what do I want to know when I'm going up the stairs? I want to know everything up to who cooked the dinner so who's in trouble. How many times I've been there, has CPS been there,

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								has APS been there? All these things. A good dispatcher will see some of these things if they run the address separate. But if I'm running up the stairs and someone dialed 911 and put the phone down, and it's check on their well being, and then they won't answer the door, and then I have to force the door, which creates anxiety for the autistic person or whatever, if I know right off the bat that I'm dealing with someone with a diminished sense of communication skills [laughter] or a different set of skills, I'm going to approach it differently.
User_characteristics - KES	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Yes and no, depending on who you ask. A lot of the newer officers, it's very vital information. But you get a lot of veteran officers who have 20, 25 years in, it's all mundane. It's like, "Oh, here we go again with information I don't care about."
User_characteristics - KES	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Yeah, you should. You should know your district. Because if I'm calling for help, and you don't know where I'm at, and the radio's not really working like they do in our department, then you can't really go on your phone to Google Maps to find this small alley you've never heard of. It's hard to find people if you don't know the area. And I'm an FTO, field training officer, so I stress district orientation to the recruits. Because there are times when you can't get on your phone, so you should know where you're at.
User_characteristics - KES	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	And also, I listen to the radio too. So if it's vital information, I can pick up both. I've been doing it so long, I can both.
User_characteristics - KES	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	We've played a game, and you can tell a lot about someone's shoes. A lot of criminals don't wear nice shoes; they just don't. And then, some guys go, "Hey, man. You see--" I go, "No, he's wearing \$300 shoes. He's not going to commit any crimes with those \$300 Nikes [crosstalk]."
User_characteristics - KES	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Now, some guy wearing some old crappy shoe, you're like-- I've been doing this for a while. So you can read people, but shoes are a big giveaway.
User_characteristics - KES	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	I'd say I was a referee, for lack of a better description. I call in the strikes, the balls, the fouls, the outs, the ups, the downs. Kind of being the

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								sounding board for a lot of issues and then responding when other people can't figure out what they should do in a situation. Or people have decided what they want to do, and they decided the wrong answer. That's what I would respond. So I would put it in that kind of description.
User_characteristics - KES	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Yes. Communication, response. And that consistency is not mean that you come in and you're at this 20% range all the time. You're consistent in how you respond to different situations, how you respond to a different call for service, how you respond to different behaviors you may be getting from people or responses you're getting from somebody, somebody may be completely passive, somebody completely agitated or whatever. How you respond to that to bring it into a range where it's a manageable range. So how to get that person down, how to get the super calm person more engaged, so finding that medium but being consistent on how you do that. So you can't give it a box because it changes all the time, so I think that's what it is.
User_characteristics - KES	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	The other events, depending on the size of the events, we coordinate with the city because they do a lot of street closures. So we'll have different sections in the district that may be blocked off for traffic, or pedestrians, or bikes, and that's to facilitate whatever event is going on there. It's either a private party or it could be an open to the public event.
User_characteristics - KES	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	And then depending on what the calls for service, I mean, because it could go-- we just had the shooting with the [County] or the UPS. So it goes from a [convey?] to that type of scenario. And it can at any time just kind of change. So I think that people are aware of that. The officers are aware of that. They kind of plan for that that if you're doing your normal routine, then you're going to ramp it up, and you're going to go to a different gear for a while, and you'd be addressing whatever situation arises, but for the most part, it's a good station. It's a new station
User_characteristics - KES	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	... A lot of time, we'll use a-- for me, so I'll use the PowerPoints all the time to where I'll just superimpose a map in the background and then be able to plot out where the posts assignments are for our side and be able to make it a user-friendly digestible kind of idea of what the layouts

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								going to be. Because the event people will send you maps, and one's an architect, and one draws with blocks, and one has a big crayon that he likes to find.
User_characteristics - KES	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: phone and computer use] You're distracted no matter what. You're not paying attention to your surroundings. I mean, back when I started, we didn't have computers [laughter]. Or we got these fantastical green screens that all you could do it type in a plate. But now, with all the different functions, it makes actually seeing what's going on in the neighborhood harder. And somebody's looking at this box to tell them what's going on as opposed to actually looking at the surroundings and figuring out what's going on.
User_characteristics - KES	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Part of the thing too, everyone's focused on this box of information as opposed to figuring out, talking to people, whatnot, and actually getting the full story. And I know I've been there too. You get a stolen car and it's like you're trying to call it in and figure out where you're at at the moment.
User_characteristics - KES	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I think, partially my generation, but definitely, the generation that's coming after me, we're more apt to text than make phone calls. And so I think we're not as good of communicators because of that. We're used to being able to plan out what we're saying before we send it and stuff like that. So that phone calls, sometimes you-- when I first came to the department, we had to start making notifications. I'm like, "Oh my God, I hate talking on the phone this much." It was just, it was something to even get used to, to be on the phone regularly.
User_characteristics - KES	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	In the smaller departments, it's also easier to manage the amount of folks you have whereas a police department this size, we have people that have trouble remembering simple ways to code out jobs. There's only 20 of them and they still can't figure it out so--.
User_characteristics - KES	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: 10 codes] I mean, there's 100 and I would say 20 of them are useful.
User_characteristics	LE	U	Field	Not	Not	Not	LE-U-024	I just think I would want the computers to be designed better in terms of

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- KES			Responder	specified	specified	specified		the programs on them. After seeing different ways-- from state to how suburban department's PCADs function, ours is very poor. And I tend to think of technology now is, can I hand this to somebody who is from an older generation and they can just figure it out? And I would say our PCAD don't work like that. Even just for the ease ability of use. And I've kind of found a few shortcuts, but this is just me playing around, nobody told me...
User_characteristics - KES	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	... So, for example, if I'm driving, I may get a hit on a suspended plate. Well, I can't do anything on that car if it's parked. I can pull it over if it's moving, but I can't do anything on it. So then I have to sit there and acknowledge that, yes, this was a positive read or a misread, and it's a little cumbersome to actively be on the plate reader all day... But, at the same time, it's nice. I think now we're starting to learn how to use it a little bit more.
User_characteristics - KES	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: calls] Oh, they can queue up. We even have a-- it's called a RAP, Radio Assignments Pending. So the entire district will be in a RAP on occasion because there will be so many calls for service... Supervisors can see all of the calls waiting. There is a way to look on the computer. Regular patrolmen cannot see this the way that sergeants see this. However, there is a way to look on the computer to see it. Not all of them know how. It's not easy. It's almost like an Easter egg on the iPhone, sort of like you might sort of kind of know how to do it.
User_characteristics - KES	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: bike officers] We have them in districts. I used to be on the bikes. And that would have been very useful, to have the cell phone to be able to run plates.
User_characteristics - KES	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	I think the most important thing to remember when you get into this is, you've got to do it for you. You can't be worried about the outcome or what becomes of your efforts. You just got to remember what's important is your integrity. That's why I named it number one. You're always doing the right thing for the right reason regardless of what the outcome's going to be, what people are going to think, and even maybe regardless of what you want to do.

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User_characteristics - KES	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	In our mind, we're developing a map of, "Man, on the north end, I got this going on. I got this going on over here." And when I'm in that area, things just start clicking for you. They just start popping out at you when you're aware of what's going on. And then, the other thing I would do is, I would read the arrest reports every single day. I read every single arrest report. Click on every single arrest report, take a look at their mugshot photos. What'd they get arrested for? If it's somebody of interest or if it was a violent crime, "Man, where'd he get locked up? Why? What did he list as his address? Where did he get arrested? Oh, he got arrested outside his house," or, "Oh, he got arrested over here. Oh, and his girlfriend was on the scene. So that must mean this was girlfriend's house." So I know, okay, these are two good addresses for him. And this would happen on a daily basis. And I'm kind of freak. I remember everything [laughter]. That's just kind of one my qualities, and I would remember everything. And when we would go out there, I almost knew almost everybody I was driving past without even really talking to them, because I was taking advantage of the work that the other officers were doing. And to arrest somebody takes a lot of time. It's an hour to do paperwork and all that. By me reviewing all those case reports, it's literally 24 to 50 hours of time that officers spend with people that I was just reviewing.
User_characteristics - KES	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	A few people, a few people. Majority of the guys think it's garbage. Majority of the guys feel threatened by it, I would say. They feel like, "Oh, what's a computer going to do? We lock people up. We're the real deal." And they don't understand that it's a tool, that it's not meant to replace you. It's a tool. But we are getting conversion. People are starting to pop into their heads as they roam little more and say, "Did you see this in the camera?" And the reason for that is because-- that's kind of why commander brought me in, because he knows I'm proactive. I have a good attitude. I want to do this. So he figured, "Hey, this kid will run with this and try make something out of it." And I have. And we've been able to get top-10 targets taken down fast. There's top-10 targets that drive violence, principal drivers of violence, in the district. And we've been finding them and locking them up. And we've been doing it with

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								technology, plate reader. Kind of figuring out, well, what area the car is being seen in, and putting ourselves in that right area.
User_characteristics - KES	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	I think it's everything. It's challenging, exciting. It's scary at times. I guess you never know what to expect. You got to be able to adapt to the minute's notice, not even a minute, a moment's notice, from what your reaction is to what somebody else's reaction is.
User_characteristics - KES	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Me? No. I've always been the type to go from-- I prefer the north side of the district, not the Hispanic side. I don't speak Spanish. I think for me-- a lot of officers say, "Oh, it doesn't matter. You don't need to speak Spanish." But I think for me, I feel more comfortable speaking English to people instead of always calling for a translator. I don't know if it's an officer safety point of view but when I start talking Spanish and I don't know what they're saying-- so I prefer to work the north side. And for the past year, year and a half or two, I've basically worked in one little spot.
User_characteristics - KES	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	That's me. I mean, like I said, I'm pretty-- I don't want to say I'm a tech person, but I'm pretty good with a computer. Whereas there's other officers in the district that-- okay, I brought my phone. You have to log on this phone. I do log on it every day. If I'm a school officer, I'll take a spare phone. But they'll give us these HunchLab, if you know what HunchLab is?
User_characteristics - KES	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Yes and no. It depends what you're looking for. I'll give you a prime example. I was off yesterday, okay. Coming today, I really don't know what happened yesterday. And some days, do you want to look for it? Yeah. Other days, I'm just getting my coffee. It's been a long morning. I'm just going to hit the street. So there is that gap where I think a lot of officers really-- I don't know if I want to say really care or really don't want to be bothered looking on the computer all day. They'd rather just hit the street and focus on what's in front of them.
User_characteristics - KES	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Because it seems what's in front of you is more important than what you could get from a computer. The here-and-now versus what happened in the past maybe. I don't know, I mean, it's a hard one. Like I said, every

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								day, I give you a set of keys and I say, "Go do what you want to do?" So for me, me finding it, no, it's not a problem for me. But like I said, I'm pretty good with the computer aspect. Every once in a while, I'll fill in the commander stuff or the comps desk stuff. So I know how to pull Caboodle, and upload the gun reports, pull any major incident that's happened in the town districts or the area. So I don't really have-- for me myself, I don't have a problem reaching that information if I want to dig into it. But the issue is you're a beat car. Why are you in the station looking up all this stuff when you should be out there patrolling.
User_characteristics - KES	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Yeah, I think so. Because even with your personal phone, and I'm not going to lie, every police officer uses their personal phones. But a lot of the times it's where you going to park and access this information. I would say that the station is more controlled and you're safe there, whereas being out on the streets-- you see, everybody sees the squad car. Okay. You can't see everybody looking at you. I think that's a big thing in every police officers mind is, "Who's looking at me?" Well, they're not, they're just, "Oh, this guy's on his phone all day." That's the prime example. You're here looking at them and they're all on their phone or they don't do nothing. Is that good for community relations, always looking down? But that's the thing. For me, no, I don't have a problem accessing that information. Okay. But I could see other officers, yeah that's a big issue.
User_characteristics - KES	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	Okay. So like I said, if I want to access a shooting, to see what was a shooting about, I could go on there, pull it up, and figure it all out. Is it going to take me a few minutes? Yes. But me as an officer, I know where to look for this. Other people, no. And there's only a few apps on here, the ShotSpotter, I assume you've been hearing about that.
User_characteristics - KES	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I think too one of the other apps I know there's an app like GIS so I know some of our officers use it for mapping. I have it but I have not figured out how to use it but I have seen like the fire department and a couple of our deputies like if they're looking for an address and they're confused on like which house is it they'll go to their app and it ties into the GIS



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								mapping through the county and I've seen it be pretty handy I just haven't figured out how to use it yet.
User_characteristics - KES	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	I couldn't even fathom having somebody dispatching something that they don't even know where it's at, because at least our dispatchers are from here, most of them reside in the [County] or residents of the [County]. So if they know where--they know where it's at personally, it's easier for them to picture and help us. Because they know ahead of time, well look, if he's going in this direction, then you may want to--may want to set up something over here. They don't know from [Lake] to [City] so that is the only time that you really have problems.
User_characteristics - KES	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	And then because, and then they didn't understand what we were talking about because of our accent, because of our verbiage. For instance, we may dispatch somebody down to the bood [phonetic]. Someone from out of town doesn't know what the bood is. Basically what the bood is is a rockpar [phonetic]. Rockpar is French for rockpar. Well that's where we're telling you to go, go to the rockpar, it's called the bood or the plant, the plant is the point, the point of something. So it's for them that was like what? So even though you could talk plain talk, you still had to--and it hindered it, it's in the verbiage.
User_characteristics - KES	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	... Where is crime going to occur? Where is this burglary going to happen? Now sometimes murders and domestic things you can't really prevent that. But you know narcotics is the root of all violent crimes across America, so if I know where the drug dealers are working, I know what they are doing, if I can set up cameras and catch this footage live, I think that we can cut off some of the crime in America.
User_characteristics - KES	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	...I worked in the early, late 90s, early 2000s, I was working narcotics, and I can remember when I know narcotic intelligence was just things that we collected and put on a little pin board, pictures and locations where we were looking and back then the big trend was they were tying shoes together and throw them over the telephone poles, the wires, you ever heard of that where they drape tennis shoes over? And that's where the drug dealers are selling drugs. That's how you would know where this is

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								a location where they're selling drugs. They would tie their tennis shoes together and throw them over the power lines...So things like that I believe really needs to evolve to where we're collecting this data. Because for one thing criminals, true criminals are people that are, do things like on a regular basis. They go eat at the same restaurant every day, they get up at the same time, they're people of predictable habits.
User_characteristics - KES	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Yeah, it's a lot of the pre-packaged stuff, but I also found that the software salesman, I refer to him as the snake oil salesman of the 21st century, but I think it's useful. I learned how to program, I don't know, keypunch, and before that, it was on a tape, a punch tape, so I was writing Fortran, so yeah, it has gotten more user-friendly for sure, to me, anyway.
User_characteristics - KES	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	I think it's easy to get the information at least at my level I'm learning about it that the part with information on a--specifically on a game day for us is how do we disseminate and who does it get disseminated to when you're looking at certain things. And so you know I think a lot of times it may end up being a phone call to a supervisor of a section and saying, hey look, we've got this coming up, go get your guys squared away because--you don't always want to put out an all-call over the radio because if an officer is standing next to 25 fans and they hear this is going on, then it creates that panic and you can't get in place to do the things you need to do to make it safe so. And that can be a, I won't say a struggle, but you know it's always something he's got to think about and work around.
User_characteristics - KES	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	Okay. That leads into the next question which was how, if at all, have things changed, in terms of communication since you became an officer.
User_characteristics - KES	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	And there are certain times that I could just hear my name over it and know that somebody needed me somewhere, right then and there. That was either an emergency, or it was a more dangerous situation, and they needed somebody, and they just could call, you could tell, because you've been around them so much, wow, he's worked up, ask someone

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								to go back him up, or clearly, something doesn't feel right to this officer, let me head over there and see if they need help, just from hearing their voice and having built that communication with them, that we could get a lot of the nonverbal aspect of that.
User_characteristics - KES	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	...This isn't even a place on a map somewhere, but you're calling us to it. That's the biggest struggle, we have communication here. Every officer takes a buildings test and a roads test, and a parking lot test. They have to take this big test, but almost every building on campus, someone actually--we have the buildings and rides officers know where they are, we have all the streets, rides, even though they're not well-labeled, we know what these certain parking lots are called. The person calling doesn't have to take [inaudible] . I don't know if they caught it, [inaudible]. So locations, I think, is our biggest--the thing that causes the most headache, it's not everybody in that process had to take a bunch of tests on it.
User_characteristics - KES	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	.... I've worked in I guess more traditional police departments in my life too before I came here, and this is obviously a more diverse group just because of we have people from all over the world that come to school here. So you have to be open-minded and understand that not everybody's raised the same way and not everybody has the same belief and culture.
User_characteristics - KES	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	Our local fusion center and we have some people in our department. They will monitor searching for keywords around this area to see if anything hits on social media, and it will alert them. Just searching keywords for threats that might be against the community. We'll learn about a suspect, maybe group that they hang out with, friends, tendencies, likes, interests, where they've been, things like that. Also possibly we know one suspect, there may be others that are unidentified yet in the report. They may be friends with them on these social media sites, and they may communicate, so things like that.
User_characteristics - KES	LE	R	Supervising Field	46-55	21-30	Male	LE-R-059	You know, the technology is there, like I said. You know, I know for a fact right now if I got on the state 800 system up in [city] that I could talk all

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			Responder					the way down to Guam.
User_characteristics - KES	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	... So they don't know that I gotta do, you know, all the inventories and the grant work and everything and ordering stuff to keep the department running; they just are - so, police work, you get in a car and drive around. So that is challenging. I mean, overall, it's rewarding; the detective bureau part is the rewarding part because you get to follow through on cases and stuff like that.
User_characteristics - KES	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	No, we are so small here. I mean, outside of it I have GPS, I use it all the time, googling elsewhere but around here I pretty much know every address block, everything. I mean, it's just a small city so once there is that, I know I got him. [Unintelligible] okay, we are going there and so and so lives there. [Unintelligible]
User_characteristics - KES	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	There is always the concerns of somebody you are calling getting your number but a lot of times I just call from a blocked number or if it is somebody I really don't want to know, I will wait until I get to the station and then I will call from [unintelligible] [city].
User_characteristics - KES	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Basically, I mean, that is, you know, if there are any weapons involved, they wanna know. Sometimes somebody calls and says, so and so has got a gun, that is obviously going to change your - we approach things cautiously anyways, but you it really stuffs it up, you know; somebody's neighbor calls and says, hey, he is out in the yard with a sniper rifle, well, you know, we are not gonna pull up in front of the house. So.
User_characteristics - KES	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Not really, I mean; if you are here for a while, you kind of learn what to say and what not to waste time with. But once we get a new guy and they just talk too much, you know. They will key up the mic and hold the thing so they are on the air but they don't know what the hell to say or [unintelligible] to think and yeah, ahhh, you know, it's not like [unintelligible] nobody else can talk because you are on the, you know, so we are pretty good about working that stuff out.
User_characteristics - KES	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	I have used Google maps before to find the location fast; I wasn't 100% sure where it was.

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User_characteristics - KES	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	It's a budget issue, it is a political issue, it all comes down to [cities] coming to an agreement to put it into place; no one knows what's going on at this point.
User_characteristics - KES	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	You are chasing them young, [laughs] and -- it is imperative that you are getting in and out of those chargers, you know, 17 to 28 times a day and you are, you know, going from 0 to 90 -- you better have, you know, the ability to handle it.
User_characteristics - KES	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Like I was kind of already doing that because of the GIS aspect before and that's kind of why I got offered to be the disaster service coordinator because through my GIS work I was already working with these other entities and kind of doing work for them or information through them. It was mostly GIS related data obviously but yeah so just took the next step and did even more. Did more of the narrative stuff which has been kind of interesting because I'm not really a narrative person.
User_characteristics - KES	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	... I just recently learned about different technology, there's different software out there or technology excuse me that helps you develop plans you know where you just put it's like a template and you just got to type stuff in there and out it goes (00:38:06) and spits out an EOP so I don't know if that's something that I'd ever use because it's really expensive but I guess maybe like the one person that I was talking to that's promoting it was The State of Arizona had purchased it and the county was using it.
User_characteristics - KES	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	I leave them on speaker phone particularly when we have a barricaded subject or a guy that has made threats. The last thing I want to do is walk to an unknown with a person like that and so that's an easy thing for me to do. I just set the phone on my MDT I close it, I put my phone on speaker, I star 67 them so they don't have my number, I let them know I'm on my way and then when I get close I'm like where's he at? I say he it could be she it has been she. Where are they at? Do they have any weapons? Has anything changed in the last couple of minutes? Have they made any statements? Any threats? Anything like that because all that's playing into my response and when we disconnect from that

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								person once dispatch gets the initial information so if they're dispatching us to a domestic so we're in route.
User_characteristics - KES	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] ... If you're really tight with your data on your phone sorry you better get to reading that map book and understanding your streets which we do for the most part. I mean that's one of things that we really clench on very hard with our newer officers is getting the geography down because [City] looks small but some of those streets they get really, really in depth.
User_characteristics - KES	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	[S3] And sometimes we're actually able to because we're out there on the street if we see something clash and it's at an address that we know might be off by a house or two we'll be able to identify and say hey, it might actually be this house and these two people because we go out there every night.
User_characteristics - KES	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] And it's also nice because we can pull up and we can actually recall it like what the forwarding party's is telling our dispatcher. We can say you know we're going to be in route to that call and instead of them getting and saying where we need to go through all that stuff you know at that point we show up and ask them if they have warrants and then we can go from there instead of wasting all that radio time.
User_characteristics - KES	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	[S2]... Well I laughed at that because for the last 2 ½ years that's all I've been know as you know and that's what I know myself as. When I'm in my car they don't say our names they say our badge number so I can be on a cell phone talking to my wife, talking to him doing whatever not really even listening a whole lot to the radio but I here my number and this side closes out and this side opens. I'm listening here instead of here so it's just you know and a lot of people haven't got that. Me and him are both field training officers and we harped on that a lot with our rookies because they need to get---
User_characteristics - KES	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] I was used to the radio because I was an [Job title] for five years prior to being a police officer.
User_characteristics	LE	R	Field	26-35	6-10	Female	LE-R-046	No ma'am. We really got to know this area here and that is a hard part of

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- KES			Responder					our job really because it's not that big but it is a lot of different communities and it is a big space to cover but you just got to know it because here you know people are sometimes talking it's too west or north. We don't really have addresses.
User_characteristics - KES	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	Oh I don't think so not very much no. I would say that I think dispatch has gotten better since I started. They've gotten better at just communicating what we need and I think some of that is learning, some of that is just you know people getting better at their jobs but no I don't think things have changed all that much not since I've been here.
User_characteristics - KES	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	We use the radio all the time that's what we're using to communicate and so when that doesn't work then we got to find something else that works and maybe that's a cell phone but then if that cell phone doesn't work then we're out of luck then we got to drive someplace else until we get a signal or the radio works so that can be complicated there so I would say that's our biggest problem.
User_characteristics - KES	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	You are the special unit you know when we got here we had two radar units and one laser. A lot of folks weren't certified to run it, didn't have the training, they didn't have basic training to do DUI detection, they didn't have basic training to do speed detection, they've never been in training for investigations for anything like that, a crime scene process and the previous administration basically gave them 20 hours of training which is the bare minimum by state standards. I prefer I like to aim for eighty. This year most of our guys have gotten well over a hundred just because they had so much room to make up and you know you can't expect people to be professional if you don't treat them like professionals you know.
User_characteristics - KES	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	What I have found is people like the thought of change but the reality of change is much different and I think when you put something you implement something until the way it is the way it was people are going to complain about it then one day all of a sudden you recognize and what I found in [City] was they're like oh man I don't want this system blah, blah, blah but see for us as law enforcement our job is problem

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								solving. That's what we do and it's a resource because now I have all this extra data and information.
User_characteristics - KES	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	They do somewhat but the CAD system gives a lot of cues and they'll give cross streets and you can dispatch off that. We have people come from other counties that have never been here and they're experienced dispatchers know how to run the system and they'll have an issue.
User_characteristics - KES	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	It's a mixed bag. It depends largely on probably the officer's comfort level with technology. We have a wide range of police officers with both experience and age. We have some young officer's right out of the academy. I think largely just given their generation they are more adept at technology and so they'll climb on the MDT in the car they'll run all their own registration queries, they'll run their own wants and warrants queries and will rely very little on dispatch with the exception of sending them on call and even then a call can be pushed through the MDT and there doesn't have to be any radio traffic. Some of the older officers tend to be much more comfortable running all of their queries through the radio and less comfortable on the MDT.
User_characteristics - KES	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	I teach a portion of the citizen's academy focusing on law enforcement technology where I give them a glimpse of where law enforcement started in the United States a little over 250, 260 years ago and how further long this time a period of almost 200 years where the only advancements made were really in the form of repeating firearms and how swiftly from the 40's up until now.
User_characteristics - KES	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	In this day and age. When I see what they're developing here on campus teleportation is closer than it's ever been. Yeah there's some really cool stuff that's happening on campus and again it's probably just due to my generation and probably my lack of imagination that I can't come up with a better answer for you.
User_characteristics - KES	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] Sure. I think to touch on the chaos thing it's methodical addressing all the different things. You got to base the priority whatever the priority is at the time if you know one minute you could be handling something



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								but something else comes up you got to drop what you're doing and go handle you know if a high profile incident comes up a homicide and then you listen in that area basically we have to stop the burglary stuff and go to the homicide area.
User_characteristics - KES	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] I think the difference between our crime analyst she's looking at the names and numbers just in the system whereas we're out in the street, we're familiar with people who are doing these crimes and we can actually put you know their MO of the crime with hey we think it's possibly this person can we look into this person and we'll provide her with the names that we're aware of because we're out on the street and the guys that work in our unit both [name] and I don't know if I'm allowed to say these names. It's alright. Detective 004 here and an unknown another detective in our office are very good with knowing our frequent offenders so we have detectives that can rattle off their names, date of births because they're so familiar with them.
User_characteristics - KES	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S2] In our unit no. It just depends on where the problem is. Now there are certain officers within our unit that are better in certain parts of town okay they're very familiar like the other detective I was speaking about there's a neighborhood and a section that he's familiar with the gang activity over there and he's very familiar with that as compared to like this side of town where he doesn't hardly know anybody that's out here and the same goes for other people in the unit. They're better on this side and stuff like that.
User_characteristics - KES	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] We'll look on the videos like we've seen them livestreaming on say Instagram and look in the background and see something that we know and we blast that over the text hey this stolen car is in this area and we've caught them that way because of their social media or like the other day one of them posted had some guns one of them is a convicted felon we were able to geotype the picture, we know where the house was the house was in our jurisdiction so we did a search and arrest warrant for him and the gun at the house.
User_characteristics	LE	S	Field	Not	Not	Male	LE-S-050	[S2] I mean it's I agree but I think we've also become so good at it that

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- KES			Responder	specified	specified			it's if a civilian got in the vehicle with us they would be amazed at all the things we have going on. I mean yes, I wouldn't recommend it it's probably dangerous but steering with your knee and typing it's amazing how much we can do in our vehicle.
User_characteristics - KES	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S4] That's what the tag readers and us just going okay we know this certain perp that we're looking for we know he's in this car so we will attack him, his area and look for that car. We just have to narrow it down because there's just too much.
User_characteristics - KES	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	There's coverage issues for the portables. I feel like we're able to get what we need from dispatch and I feel like we have a pretty good working relationship. Some are stronger than others and we're getting more people that have come from for a long time a lot of the people that dispatched here only dispatched here and I certainly don't hold that against somebody. That's this is where you got a job and this is where you learned but the learning curve and the expectations are a little different.
User_characteristics - KES	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	People coming from [county] and [name] because we hire a fair number of officers with prior experience so for some people it's no coming here was no transition for me I worked this precinct before so I know the system well. I know what their call signs are and that sort of stuff and but codes and signals here isn't too bad. [name] is a learning curve for some people. We're actually going to and I'm sure this is stuff you're talking about there's a conversation on a plain talk happening here because we have to communicate with multiple jurisdictions.
User_characteristics - KES	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Stress, lack of training ability and then some people can just be difficult. Sometimes we've got officers that give attitude over any of us. It's like why are you getting an attitude? Sometimes we get dispatchers that get an attitude on officers. People are having a bad day but it can really impact our ability to communicate but I think when the situation gets stressful or it's a high you have officers messing up, you can have dispatchers messing up and I think when if people just don't have the intellectual capacity to do the job or are not properly trained you run into

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								problems. They don't know what to ask, they don't know how to ask it, they don't know how to relay that information.
User_characteristics - KES	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	Because I was a student employee here a long time ago almost 15 years ago so I've known part of the department peripherally for a long time and so we had two Sergeants who were both really good Sergeants and our now doing other jobs that were running dispatch and I don't know how well equipped they were for it then they finally said okay we're going to hire somebody so they hired someone who had run a large 911 call center and she's done a much better job of dealing with the personalities of bringing the standards of training up of knowing what to send people to so I think it was you know we had some people that were kind of deficient.
User_characteristics - KES	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	But we also didn't have clear guidance and clear direction of how we were going to run our dispatch and then we got someone who came in with all the skills and she's really helped bring that and they've identified they now have shift supervisors which they didn't have. They identified good long time people and put them in those positions and so I think training, incentivizing because it used to be not a dead end but you got into that job there was nowhere to go now there's people making you know the equivalent of a Sergeant's position in dispatch but better hiring process, better management, better training all the things you would think would make something better.
User_characteristics - KES	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	I think we do okay. I think we have a lot of people that are kept pretty competent and I think the people like we don't have a ton of people the people that you think might struggle manage to get by.
User_characteristics - KES	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	This shows you the most recent call so I can just scroll through and see all the calls and then I can tab over here to our case management. This is the face sheet, this is the narrative it hasn't been written yet the officer weren't working on it so it's a pretty it's actually a decent system. I like it but you have to know how to use this to work here it's just that simple and everybody does.

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User_characteristics - Pride	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	And I think at the local level, we have such a problem, right, with budgets, right, because we don't have a pot of gold. We have a very structured financial [inaudible]. I can't replace this every five years. This thing's got to last 15-plus years. Right? Otherwise, I'd break the bank. And so when that new technology comes on board, typically, we are really kind of the last piece in line to actually adopt it. Whereas, it was really proud of our department to really see kind of some forward momentum and forward progress. But a lot of this was driven in part, is we just built this brand new Levi's Stadium next door for Super Bowl 50.
User_characteristics - Pride	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	And so in prepping for Super Bowl 50 and the 90,000 people or 100,000 people that were there, they wanted everything intact, and so, again, it has sometimes some benefits for us. For us, it's great. Right? The coolest thing is, all of a sudden, let's say we get into some event that requires all that, and then it's like, "Okay, let's slow down. Let's grab a couple of open channels and manage the event."
User_characteristics - Pride	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	It's always fun sharing kind of what my department does because when people-- they see it in a fire front, and they'll go, "What just happened?" They go, "Well, the cops got out. They changed their uniform into turnouts. They ran over. They did their thing and then they went back, and they jumped in the car and went back to work." And I go, "That's how it's supposed to work." And I've been to a lot of different meetings throughout the county and throughout the state, for what it's worth, over the years, and everybody always asks the same question, they go, "How do you do that?" And I go, "Let me tell you this history."
User_characteristics - Pride	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	...I had a disagreement with a patrol officer when I had patrol who was arguing about the laptops and how they don't work right. And I said, "Well, what's the problem?" And he goes, "This, this, and this," and I said, "Well, one, it's not supposed to do that." "Well, yeah it is. It always has." "No, it's never done that. I can promise you that." So then I brought somebody else in to confirm it's never done that. "Two, you're doing this wrong." "Well, I don't even know where to get the answer." "Well, yes, you do," so took him through it. And he says, "Well, I just wish we didn't have

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								these things." So he went to briefing. And he's been here a while, and I not as long as he, but I've promoted further.
User_characteristics - Pride	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	So this was my fire radio. So, yeah. So we're completely integrated. Only a handful of agencies do what we do. Kalamazoo, Michigan is one, but we're probably the largest, if not the second largest agency that does this. So, yeah. So all of our patrol officers are firefighters. All of our firefighters are patrol officers. We have firefighters working patrol overtime today. We have officers who get off duty and go work in the firehouse at night. So, yeah. So, completely integrated public safety. So when you hear us public safety, we are public safety.
User_characteristics - Pride	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	Well, we're lucky, and I think that-- my boss is that way as well. Very open, very honest, and he's empowering for people. And I'm a good example of that. I mean, who would-- I didn't interview for the job. I didn't apply for it. I didn't know that I wanted it when they sought me out to come and be the director. I thought that was crazy. I figured I would retire as a supervisor. But they saw something that my predecessors did, that he thought that I could do this, and so the chief goes along. That's the kind of an organization that it is. I don't know if everybody's that way in our county, but I know that the town of [name] is, definitely. So, yeah. It's a good place to work.
User_characteristics - Pride	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	And she was traveling westbound on the interstate. And we had vehicle description, we had a couple state troopers behind the car, and we just kept with her, and the call-taker just kept talking, and talking, and talking. Finally, down by [name] she texted that she had taken the gun and thrown it out the window. And so we got the troopers to pull them over then, and everything ended peacefully. But two hours away and it's about 115 miles I guess. So that was a very good success story. And we promoted that through [name] and [name] both. And it made [Name]'s national website for a while. So it was a pretty cool deal, and it made a lot more sense to a lot of us to say, "Oh, this is something that could be handy. It's needed."
User_characteristics	COMMS	R	Manager	56-65	11-20	Male	COMMS-	It's going to be-- like I said, we've been working on it for months, so I

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- Pride							R-002	think it's close now. The town of [name] has been very proactive with the technologies. We have fiber everywhere, and we have cloud servers, so we have everything we need. They've taken care of that. So I don't think it's going to be that big of a project. We're hiring an outside company to do the initial set, and so, she'll provide us with that, "Okay here's is your base."
User_characteristics - Pride	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	...And each day, you have slow days and busy days at different times of the year. There's different calls according to the time of the year. And so with all those variables, I think this job is very interesting.
User_characteristics - Pride	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	... It's not regular. Especially with this transition of the police taking over all the positions, we have very few numbers up here, so the few that we have up here are stuck here, until they get more staffing on the police side. It's coveted once you come up here and you know there's a lot of overtime. You can make a lot of money, and you have a lot of time off, but if you want to run calls and be out in the experience, running calls in the fire department, then coming up here is a detachment from that.
User_characteristics - Pride	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	So we have a lot of stressors but every once in a while you just get that feel good call where the person legitimately says, "Help me," and then they pause and whatever you say they listen to you, "Okay. What next?" And you go through your protocols appropriately, the protocols work because you know them, you're asking them and the person is receiving them. And you actually make a difference on the phone before the first responders arrive, because you can control the bleeding, you can help out with the seizure, the person's having a diabetic emergency, and we have protocols. Or the person's having a pregnancy problem and you're able to actually able to help them, or they're in a serious car accident and you're able to keep them safe until someone comes because they're listening to you.
User_characteristics - Pride	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	So you feel kind of good about that. [about helping people]
User_characteristics	COMMS	S	Comms	46-55	21-30	Male	COMMS-	Generally. Out of the fire department, out of I think it is 1,200 employees,

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- Pride			Personnel				S-004	I think, there's only a handful of us that are qualified to work here. So we all work with each other quite a bit, whether it be on overtime, work substitutions, so I could work tomorrow and I know all those guys and gals, and they all know me.
User_characteristics - Pride	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	--that are qualified to work here of a workforce of 1,200 or more.
User_characteristics - Pride	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	And we just don't have it. We just don't have it. Fortunately, no one-- we haven't killed anyone. At least in my 27 years, no one has--
User_characteristics - Pride	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	So we have a lot of things coming into this area where they want to do test runs and trials with us and see what we're doing. One thing that we are doing already is we have established and I was part of this as the first year after the first year I moved off into continuing up my chain but we established in 2013 The [name].
User_characteristics - Pride	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Yeah we haven't found it too much else in other places. They may work with each other or one entity may be like the governing body and everybody else gets that technology because this is the bigger guy and it gives the technology it decides the technology for everyone else but this is the first time that we've been able to find which two different jurisdictions joining versus there are states that are completely joined together but that was a state who said you're going to do this.
User_characteristics - Pride	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	It's kind of like an integration of the tiers so it's kind of a fun time to be on the technology side of this scenario because within the next five or ten years it's going to be completely different in this area.
User_characteristics - Pride	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	... Not everyone that works in law enforcement is bad, because I consider myself to go above and beyond for anybody who walks through the door.
User_characteristics - Pride	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	Q: Anything else about your job you think we should know? SME: I don't think so. It's pretty cool.
User_characteristics - Pride	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	...I'm a fire department buff, 30-year volunteer fireman, lifetime member. And I think that one of the little-known facts is that Benjamin Franklin

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								was a volunteer fireman in Philadelphia. And some of the history behind that is just, if somebody wants something to read, it's real interesting.
User_characteristics - Pride	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	So protected. We don't know it's raining outside unless we hear the water dripping in the gutter [inaudible]. So it's kind of comical sometimes. A lot of people, they can't get over it that we work in a building that has no windows. But at the same time it's kind of a safeguard more than anything, so it's pretty neat. It's pretty unique, if you will.
User_characteristics - Pride	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... I mentioned the 16,000 911 calls. But as a whole, we answer two dispatches 24-by-7, 365, answer on average about 82,000 calls coming in the dispatch center. Now you take the 82,000 and subtract the 16, that's all admin lines coming in for the simple fact they were so small that everybody knows that if they dial 562-2200, somebody is going to pick it up and not have to go through [inaudible]. So it's kind of comical, and a lot of those 911 calls also are maybe in a neighboring jurisdiction to where we transfer those calls to a neighboring [County].
User_characteristics - Pride	COMMS	R	Manager	36-45	11-20	Male	COMMS-R-011	... But going back to the technology, I think we've always stayed at that cutting edge, right ahead of the curve. Not far in front of it, but just ahead enough, far ahead of the curve to make sure that we weren't left in the dust.
User_characteristics - Pride	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Busy. Unpredictable [Laughing]. You don't know what you're going to pick up and what's going to happen at that moment in time. But to me I enjoy it. It's very satisfying to know you can help somebody.
User_characteristics - Pride	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Enjoyable at times. Good feeling. Serious. Absolutely serious at times. And... hmm. It can be tedious also.
User_characteristics - Pride	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	Just know that I love it. It's very rewarding and it takes a special type of person to do it, what we do.
User_characteristics - Pride	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	[Chuckling]... hmm. It's entertaining. Sometimes it's fun. Sometimes it's stressful. Sometimes it's difficult. It is... it's a lot of stuff [whispering] [chuckling].



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User_characteristics - Pride	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	... And...I don't think that it's a job, I think it's a career and I think it's a specialized career. There are many, many police officers that walk into this room, firemen that sit here and go, God, I never thought it was like this. I mean I thought you were just a secretary. Just answering the phone. And I couldn't sit here all day and do that. Well it's a specialized job.
User_characteristics - Pride	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	We--I guess the way that we view from law enforcement is that our dispatchers are the lifelines. They are the informational resources of these deputies and police officers and firefighters out there. If they need something on that scene, they look to the dispatcher to find that resource for them.
User_characteristics - Pride	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	... But then also I can go to a [County] president, I can go to the sheriff and say look, these how many calls we had coming in, in this certain amount of timeframe, and this is how dispatch has handed it, and they did a very good job. We're going to [inaudible] QC a lot of them. But at the same time, I think we did a good job for as many calls coming in, or this is where we need to brush up on.
User_characteristics - Pride	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	It can be very thrilling. We have some calls that, you know, they're very--we need to get an officer out there as soon as we can. It is fun, we do have fun, we are like a family here, so we do have fun, but when serious things happen, we get on the ball and we get them out there.
User_characteristics - Pride	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	It's a very nice community. I am--it's very [inaudible]. There's a lot of different things that go on around campus. I mean, it's a very nice campus, I enjoy working here.
User_characteristics - Pride	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S2]: I think the original question was what would we tell and this is what I -- on the first day when we hire people, was this excellent job of getting [inaudible] we get the right people. We don't have a lot of turnover because of this type of work.
User_characteristics - Pride	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S1]: Wow. So, if you were to use adjectives describe this work, what kind of adjectives? This all communications based -- [S2]: Very important thing.

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User_characteristics - Pride	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S4]: Rewarding. [asked for adjectives to describe job]
User_characteristics - Pride	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S3]: But we have a lot of women in there that are married to dispatchers and married to police officers and vice versa, you know, like, they get it; it's personal too. This is not just a job, I mean, they care about the people and then it becomes personal and I think you gotta have some of that in there too, you know. You don't just come here and make the widget and go home.
User_characteristics - Pride	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I think - and this goes in the technology side - I think our system does a pretty good job of utilizing the worldclass dispatching center with dispatchers and EMD and the EFD. Is that what it's called? The priority fire dispatch.
User_characteristics - Pride	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	[RE: portable radios] SME S3: I think it's top of the line... It's the best that is out there. SME S2: I've worked for some other systems that were garbage, so this is amazing from what I'm used to.
User_characteristics - Pride	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I think the fire agencies do a much better job with mutual aid and communication with other agencies than the police agencies do, in my experience.
User_characteristics - Pride	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...we have a very robust communication system. We're lucky that way. [State]'s got the best radio system in the state... it's very well maintained. It's super reliable. We have a ton of talk paths. We get denial tones on the 800 megahertz trunk system. System-wide, we get denial tones at a rate of one a month, maybe?
User_characteristics - Pride	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...On an 800 megahertz trunk system where you run into trouble, it's not with the amount of talk groups you can have. It's the amount of talk paths that you have, the actual frequencies, and the actual [backhaul?] capability from place to place. And [City]'s is very good and very robust so we don't typically get problems there. So our radio system, if we are in [City], is excellent. It's very reliable. It has very few dead spots. When we do get a dead spot-- for example, we had, oh, down at [Street] and

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								[Street] Streets downtown - this was probably 12 or 15 years ago - Verizon put up a cell site and we just lost the whole intersection to interference from the cell phones. And you couldn't talk within about a half-block radius of that. But it got reported. Our [City]'s radio engineers went and talked to Verizon's engineers. And it took them about six months to get everything sorted out so that both people could use the site. But it got fixed. We had a temporary hole. So a lot of our holes are like that. Either you're really deep inside some building where no system's every going to reach or it's something like that where you're getting interference or something. It's a very robust system in terms of its technical capabilities...
User_characteristics - Pride	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	Those are major, yeah. So you're talking like Katrina level kind of stuff. Because even with the floods which wiped out several small towns and took out big chunks of [City] and a few small pieces of [City], at its worst, we never took anything in from out-of-state. It was handled with-- or even outside the front range. Just [City] unit is going north to help, [City] unit is going north to help. The National Guard jumped in, but that was-- even as big an event that was, we were basically able to handle it with regional resources as opposed to interstate resources...
User_characteristics - Pride	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	From my experience, the work of a paramedic is very important and it's not often publicized because they're just doing their job, and I was in the military. In the military we used to take care of our medics. Sometimes that doesn't translate over to the fire side. Whether it's here, whether it's in New York, whether it's in Boston, whether it's in Los Angeles, a lot of the paramedics don't get the acceptance that they should get. Like I said in the military, first thing they do is take care of their medics because their medics are going to be taking care of them. So I think it's just important that we recognize our paramedics.
User_characteristics - Pride	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: recognition of paramedics] Yeah. And even though they may not be going in-- oh, the other thing, yeah. We have the same courage, we have the same umph. We have the same that a firefighter has, that a police officer has. And sometimes, like I said, we're not recognized at that level

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								and it's difficult to accept.
User_characteristics - Pride	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	[RE: recognition of paramedics] Why do I think that is? It's just the culture, the culture that we developed here and it's difficult to change. Like I said, when I was in the military, a record meant something. As a firefighter, you only have this. In the military, if you have a record that means you went above and beyond, and that's what I tell people. You have a record, you've gone above and beyond. Be proud of that record... So that's just from my perspective, from my experience. So yeah like I said, sometimes we don't get the credit that we deserve [laughter]... But it's changing slowly. It's a huge cultural change and we have some good leaders out there that are trying to make that change.
User_characteristics - Pride	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	...I think as far as technology goes, we're at where we need to be right now. So yeah, not much else I can think of until they get more advanced with medicine itself. I think we do everything [that an] emergency room can do right now.
User_characteristics - Pride	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	[RE: too many radio channels] It doesn't bother me. Someone like me, I'm going to learn the channel because if I can't communicate one way, I'm going to communicate another way. So if I can't communicate with EMS channel and I can't communicate to the fire channel, I know how to get to the police channel. The life guard channel, we have a life guard channel. If I can't communicate through the alarm office and the alarm office can't communicate to the life guard who someone is drowning in [lake], I know how to go into the life guard channel. A lot of people don't know how to do that. But I've trained myself or I've asked around people how to do that. How do you get to the life guard channel?
User_characteristics - Pride	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	...So, say if I'm calling 911, call taker comes on, "What is your emergency?" They're typing this in already. Me, as a paramedic, through the [local PD] number, I'm looking that information up. So I'll send that code number to the alarm office and that call taker information that they printed will come back to me on my MDT and it tells you everything that person on that 911 has stated. Not everybody knows how to do that.

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User_characteristics - Pride	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	So we take EMS super important, because it's 80% of your call. And you need to be very efficient at your job, so we take a lot of pride. And I have an app on my phone that has my protocol.
User_characteristics - Pride	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	Okay, our radios, our chief's really cool about that. He buys the best radio stuff. So we were having an issue with our microphones. They weren't as clear, so he actually got us better mics for our radios, and they were way clearer. And we also, for a while, we actually went to this Scott mask that had that clip-in mic that you could-- hands-free. We didn't like them because the Bluetooth was messed up, so we went away from them. But as far as that, our radio stuff is just top notch. That's what's really cool about it is, is that's super important.
User_characteristics - Pride	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	So we have the nicest lights. We have the nicest tools. We take a lot of pride in cleaning our stuff and making sure we keep it nice. What else would be technology related? Our apparatuses?
User_characteristics - Pride	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	So you've seen our giant truck out there. That's my pride and joy. That was one thing too. If something happens with that, it's always immediately fixed. And I love it because it's got a computer screen in it and I can literally diagnose the truck, what's going on from that computer screen. So it's super important like it tells you everything. I can control all my lights from there, everything. So it minimizes my movements in the truck, which saves time overall in a call. I don't have to hop out, start a generator on top of the truck, get back down. I can just hit on my truck, and I know, I see it come on, and I can go help my team.
User_characteristics - Pride	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	I'm trying to think of what else we've had. So our fire department's really big about technology advances. Our chief is really cool about that. He sees something he likes that's new and he goes like, "Let's try it. Let's do it." And that's awesome because I feel like some fire departments are a little old school, and like, "No, we're going to do the same way every time
User_characteristics - Pride	EMS	U	Other Public Safety	46-55	21-30	Female	EMS-U-009	... They started March 1st, they graduated in the middle of May. And I get compliments on them all the time. About how outgoing and friendly they are. And they're young, they're much younger than this class.

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			Personnel					
User_characteristics - Pride	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	I would say yes. I mean for one, this job or the career is always-- when everyone's a little kid, they always wanted to be a cop or a fireman, whatever. So, but yeah, like that, everyone wants to say they've met a [City] fireman, a [City] EMS, whatever.
User_characteristics - Pride	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	The mic in the fire service has become kind of a big issue. We're pretty early adapters at [City]. We tried a Bluetooth system. And the problem with a Bluetooth system is it has to pair every time you turn it on. And it doesn't always pair. And then you're trying to smash the button to make it pair. And so we got rid of it [laughter]. We also tried to do a Bluetooth system in the cab of the truck. So as the engineer, my position, we tried to buy one so the engineer could jump out and still have his headset on. And he could listen to the radio and then be able to operate the truck, not be exposed to the noise of the truck and all of that. And same thing. So you'd have to pair it, and then the battery died. We ended up with a [Name] that's MIL-SPEC that works really, really well for the military. Because they get in in the morning, the HUMvee, or whatever it is, put in a new battery, pair it up, and they can go about their day. But it wasn't built for the fire service. So it's not built for the truck that gets backed in, gets turned off. Then, you get a call, start the truck up, it still needs to be paired or connected.
User_characteristics - Pride	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	It all works out. Well, like I said, we get the job done. It's just doesn't work as [smoothly?] as it should sometimes. And it could be maybe that's our disadvantage. I mean, we tried to do a training with a palm nailer a couple of weeks ago. The guy's like, "We never do that this way." Well, it's in the book. That's how you can do it. So not right or wrong, just different opinion.
User_characteristics - Pride	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	In [County], I think that's something that we've been proud of for a long time, is that we work well together here. We don't have a lot of the rivalries that exist in other places in the country. For whatever reason, we've always worked well together. We are on the same radio system. We can flip over on our channel and talk to them any time we want. So I

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								feel like, in [County], that we do okay there. It's always a surprise when we go elsewhere, at least, when I sit there and go, "These people don't--" they just have these rivalries, and since we're kind of homegrown here we don't necessarily see that...
User_characteristics - Pride	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...But so far, it's pretty descent. I mean, there are challenges, of course, talking with the Forest Service, totally different radio system. We have totally different [units?]. And honestly, our radio system is far superior than the Forest Service's, so it's like when you go back a couple of decades in quality. It's sometimes hard to talk to them and hear them. So that's a challenge, talking to these [inaudible] in the states...
User_characteristics - Pride	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	The comment around the county, and this is solely attributed to [Name] being here in our organization, is that [City] fire uses the radio the best because our training is top-notch, and it's all [Name]. It has nothing to do me. But I think, in general, as we go up and down the valley, yeah, there's issues here and there. People get various training from various people, and you can definitely tell who's been trained and who hasn't. So I think we're fortunately selfish here that we have a resource that manages that for us.
User_characteristics - Pride	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...So here at this firehouse, you're talking about some really highly motivated people. Obviously, in every fire department across the country, you will find it's all based on call volume. So different departments, where all firefighters go through relatively the same type of training, firefighters that work in downtown busy areas just are significantly busier. They go to more calls... And they have a lot to do...
User_characteristics - Pride	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...so being able to come in without my emotional argument and bring in a logical argument and say, "Here's how this \$1.8 million could benefit you," is what these data analytics people could do, right? They're the ones that could come in and say, "I'm going to take your emotional argument, and I will show you how you can collect data, whether it's through response times, through call volume increases, through number of citizens that you're serving every time, how many touch points do you have. We can come in and actually utilize that data to justify a fire truck

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								or additional staffing." Chief [Name] is a master at that...
User_characteristics - Pride	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	[RE: Fire Chief] ...He is phenomenal. Best chief we've ever had. Bar none. Hands down. He's amazing because, number one, he's a techie guy, so he loves anything technology. So he's always like, "What's the latest and greatest? How can we use stuff?" But he also understands that there's people out there that are-- that's their job to do that, and so he utilizes them really well.
User_characteristics - Pride	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...So Chief [Name] has really bridged that gap well by putting key people in positions that have a strong desire to see the department succeed and put the organization above their personal needs of wanting to go back to the firehouse. So I think that's one of the key reasons why we've advanced as far as we have.
User_characteristics - Pride	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Yeah. And I think especially when you're looking at a lot of city projects, everybody's competing for funding. So even with a very well-laid-out, high-priority project, the timing on it may be--the city could have other really-- in two years from now, this project could get pushed right through. But right now, there's three other projects that are super important. So it could just be killed. So, by Chief [Name] being where he is, he understands what's going on in the city and going, "That's a great idea. We need to push it. We're not pushing it right now." ... Because the timing is bad... And so he understands that. And he's a master at that.
User_characteristics - Pride	FF	U	Manager	46-55	11-20	Male	FF-U-021	Recruitment, there's never a problem with recruitment. It's more really just trying to mirror the city and the citizens that we served. So obviously, just like most other major metropolitan departments, we have difficulty recruiting people of color and women. As far as being staffed, we just added another full-time recruiter last year, so we have two full-time recruiters. We are very fortunate in that aspect. And we got a chief who's very supportive of all the things that we're trying to accomplished. So we kind of looked at the past of what has worked and mostly what has not, and we've kind of blown it up and we've shifted the paradigm...
User_characteristics	FF	U	Manager	46-55	11-20	Male	FF-U-021	We're here for people. We're making a difference.



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- Pride								
User_characteristics - Pride	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	So in [City], we try to process all of our incoming 911 calls within 60 seconds. It's NFPA Standard 1221, which regulates those. And I think we are at, I want to say like 94% compliance, or something like that. And then NFPA 1710 regulates the actual response. And so with 1710, and I'd have to look those numbers up, we try to be at all emergencies within four minutes. So from the moment you start dialing 911 to when somebody pulls up in front of your house or your car, we try to keep that less than five minutes. And we are--
User_characteristics - Pride	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	I think we're at like the 90% compliance rate with those times. And we've done a lot and lot of advanced study on those times and why those times are so critical. I know that NIST, different divisions, but have done studies on the fire-growth, fire-burn time, and whatnot, as far as, yeah, that four-minute response number is still pretty important as far as the burning. We've done, in conjunction with our universities here-- we have probably one of the premier medic programs in the nation, and they have found that, ironically, almost identical to some of the NIST stuff on the fire growth, that on the medical side, you have about the same four-minute window for a lot of your cardiac events. So if the heart stops beating, you have about that same four-minute window to start getting oxygenated blood back to the brain before they become very, very sick.
User_characteristics - Pride	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	If I had to describe the job, I would say it's a family-oriented department that we work for, a real tight-knit group. Pretty much, we're going to go help anybody that needs help, whether it's medical, fire, anything like that. If they need something, just call the fire department, we'll come on help them. I'd say that we're at their disposal for them.
User_characteristics - Pride	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	Well it's not so much the city versus the suburbs in a sense, it's more [City] specific, but definitely more discipline on incidents. We're a much more SOG driven department. Everything is spelled out, so I found--
User_characteristics - Pride	FF	U	Other Public	26-35	11-20	Male	FF-U-045	...So yes, I think we do a good job of separating whatever that big event is from the operations of the rest of the city. Just because two million

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			Safety Personnel					people are coming in for the inauguration or for 4th of July, doesn't mean that people's houses still aren't going to catch on fire, or people aren't going to get sick. Yeah, right. So that's all like-- you can't just use your regular operations and still handle two million in the mall because they're going to be doing what they do everyday.
User_characteristics - Pride	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	Yeah. I think probably the west coast has it figured out the best, just based on the wild land issues and stuff, where they have these massive, massive incidents. But we do a pretty good job.
User_characteristics - Pride	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Definitely. I would still pursue college. Our job is so-- it's like winning the lottery. For [City], there's usually-- they hire every other year only for like 150 to 200 positions, if that. And we get it close to 14,000 people applying.
User_characteristics - Pride	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	I think for us, it's cutting edge. It's been on the market for two to three years. Again, trying to let the industry test it and not let it be such bleeding edge technology. Let the bugs get worked out of it and then come back and do an assessment, and identify how we're going to implement it.
User_characteristics - Pride	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	It's the best job in the world.
User_characteristics - Pride	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] Second home away from home. It's challenging, exciting, and fun, kind of all at the same time. And if you have a bad day with someone there's six other people there to kind of go to. I mean, anything kind of goes, but it's-- everybody knows it's all business but you try to lighten the load by having a good time at the same time. You have the comforts at home in the workplace. You have a fully-loaded kitchen, you have a place to relax and do your thing, and then you have a place to study that's private/personal if you're working on your project and your career advancement. You can go to pretty much anybody else for help and using group effort to kind of do the same thing.
User_characteristics	FF	S	Not	Not	Not	Not	FF-S-035	[S6] Yes. If you have something going on, someone here knows how to

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- Pride			specified	specified	specified	specified		deal with it. And the best way I always describe it to people is that a lot of people when they're heading to work they say, "I have to work today." I would say, "I get to work today." And today it hasn't changed. It's awesome.
User_characteristics - Pride	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] And everybody thinks their community's unique or the best or whatever and we're no different. We all think that. But the community here is pretty fantastic.
User_characteristics - Pride	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S5] Sometimes embarrassing in the sense where people gush. "Thank you so much." Going up, "Thank you for what you do." And it is our job. We're going to it because this is something we were good at, as far as going into a burning building. People are like, "Oh gosh." But we go into what you like. And so sometimes people are a little bit-- like I said, it can get a little embarrassing. You don't know what to say. You just say, "You're welcome." But nice in a sense. It's great going out with the little kiddos that are so excited, so.
User_characteristics - Pride	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] All things considered, working as a firefighter in this department as far as technology goes, I feel like we're pretty up-to speed in relation to some of our peers throughout the state. I've heard different firefighters for different organizations, actually throughout the country, and you talk shop.
User_characteristics - Pride	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	I would say it's all very important. Sometimes we're supporting the role of the other divisions in the organization, and we're also the community aspect of the fire department. We're the ones that are always out there interacting with the public.
User_characteristics - Pride	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	So the actual work itself, how does a person feel about it? Okay. Yes, it's very challenging work and rewarding, and sometimes it's very demanding at times. I mean, our crews work 24-hour shifts. So depending on how things go, it can become physically and mentally demanding on the person, individual folks. And it's exciting. I mean, people get into this business because of-- they want to serve and it's the kind of job that you come into work in the morning, you don't know

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								what's going to come of it. You don't know what you're going to get and there's that bit of piece that people like about the job as well, the unknowns.
User_characteristics - Pride	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	So yeah the [City] well is a contractor I don't know basically [Name] provides the ambulance and we provide first responders so we'll go and assist the scene and we actually we work really closely with [Name] with our EMS support and we do all of our joint training together for EMS and basically respond with our auto aide and mutual aid agreement and [Organization]'s we kind of definitely proud of how well the both organizations work with the EMS side of things.
User_characteristics - Pride	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Oh yeah the soda bottle ones, soda bottles or whatever and I think that kind of goes back to what's unique about our departments is that we have these events that are the face big city departments you know with those type of people so we interact with so many different agencies and so it's great. I mean that's what's part of the reason I love working in our department.
User_characteristics - Pride	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	D. All of the above. I truly believe that in my job I'm always going to be a student. The day that I feel like I've learned everything is the day I need to get off the truck and go find something else to do. I learn something be it good or bad every time I go to work, every time I'm on shift. Fun and exciting yeah I mean there's an element of the adrenaline there but I found myself as a person of service ever since I was young and I've had other jobs where was rather stale. You work coming in work going out it's not really you don't see the effects. It's a good job to really see the effects of what you do.
User_characteristics - Pride	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Public safety is a brotherhood volunteer or paid. Ya'll experience such tragic and wonderful things you have to know each other and it helps to know each other especially when you're working. It's a good feeling of comradery and also you know it's good to know that people know you and have your back.
User_characteristics	FF	R	Field	36-45	21-30	Male	FF-R-049	Oh golly. It's not a job it's a career that you choose and it's a lifestyle that

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- Pride			Responder					comes with that career. It's a calling and you have to be passionate about it and again like I said the day you don't have that need for education, don't feel that passion, don't feel called to do it and there's days you don't want to come to work but that's different from that's different from not being willing to give a 100% to those arenas you know those are the days you have to be real with yourself and say is this what I want to keep doing? I've had those days whether it be after a bad call or after not getting a raise or stuff but I've done a lot of things in my life like I said I think I've always been a person to serve. I served in the military so it's just the best job in the world.
User_characteristics - Pride	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	The people making the calls out on the road, get along without a problem. Yeah, you know there's always--there could be a hiccup here or there. Anytime you put personalities involved. But for the most part we have no issue. And when we do we work those out. We have some excellent dispatchers. We have some that just like anybody else, you can have a personality issue here and there. But from where we were... let's say 15 years ago, today is night and day. This building has a little bit to do with that. But they train. The person who had [Name]'s job before [Name] got it came from a whole bigger organization, brought a whole bunch of different ways of doing things and was better in terms of who he hired.
User_characteristics - Pride	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	The best job in the world.
User_characteristics - Pride	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	Go to work, you never know what you're going to do while you're at work. It depends on what the caller on the other side of the end of the line, what kind of problem or issue they have, depends on what you're going to do, you know, for that time. So it's not like I work in an office and I sit down and I do the same thing day in and day out. It's basically the same... work but it's always going to be in different locations and just different things like that.
User_characteristics - Pride	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	I told you in the beginning it's the best job in the world. I love it. There's nothing like it--

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User_characteristics - Pride	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] It's probably the best job in the world, where can you go get paid to go out and meet people and we do our pre-plan project, running our calls and being able to meet people and being outside and not stuck in my cubicle or bound to a certain facility for eight hours and go home you know.
User_characteristics - Pride	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] So it is nice we go out to eat sometimes, sometimes we cook in you know; it's kind of a unique job. I love it.
User_characteristics - Pride	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S2] I mean...every call we have been on the past month or two have been, you know, properly executed you know what I am saying.
User_characteristics - Pride	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...So I've got a lot of respect for those guys, and gals, and what they do. But they're not above teasing. I mean, firefighters, I tease them all the time about working out for calendars and going saving kittens. Their trucks, like the [Job title] you've just in here, their truck looks like a boar's head truck. So every time I see a boar's head truck, I snap a picture and send it to the fire marshal because it's that type of we're all on the same page. I think that's like a brother. You can say some stuff to your brother, but if somebody across the street says something, well we're going to throw. And to me, that's the kind of relationship. But I'm not afraid, and I should be...
User_characteristics - Pride	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: daily routine] Yeah. So expert in a lot of things, in charge of a lot of things so.
User_characteristics - Pride	LE	U	Manager	46-55	31-40	Male	LE-U-020	I'm 24/7 on call... Yeah. And that's why they said, "Well, when are you going to retire?" I said, "Well, I'm still young," He says, "But nobody wants my job [laughter]" I said, "There has to be at least two of me to do the stuff that I've done." But I've done it for a long time, so I can do it.
User_characteristics - Pride	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	the three of us have all been in the department for a long time, and have seen even before we had an electronic support section, just the department tries to stand-- I think we were one of the first agencies in the nation to get computers in the cars. And that was back in the late 70s, I think.
User_characteristics	LE	S	IT	Not	Not	Male	LE-S-015	...this department has always been kind of on the forefront in our

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- Pride			Specialist	specified	specified			wireless mesh system and surveillance camera system, everything is really state-of-the-art.
User_characteristics - Pride	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	Yeah. I mean, I communicate with my counterparts around the country and see them at different conferences, and I think we're much more advanced than a lot of agencies. A lot of agencies move a lot slower than we do, and some of that has started to detriment. I mean, I think kind of like these guys said, we've introduced so much so fast that I think sometimes that gives officers on the street kind of overwhelming feeling using it. They just hit me with this, and now they hit me with this, and so. I mean there's some stuff that I'm actually kind of putting the breaks on. Okay, let's make sure that this stuff is working before we now take a leap on the other things anywhere...
User_characteristics - Pride	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I remember when we first got digital cameras, and those got tossed to me, and I had to figure out that protocol. I mean, for a while, people in the state would call me-- I don't know if we were one of the first people to buy them. That was from an interesting process and even being able to show kids, take a picture, as they did tours, and then print out their picture for them. So seeing a lot of those technologies come through that people starting off today just-- I don't say they take for granted, but they've just always been there, so they never knew life without them.
User_characteristics - Pride	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	We don't have body-worn cameras yet... most of the agencies in a county do. So I usually talk with them about it, just kind of the pitfalls that they've gone through. And then read their policies and there's bigger discussions on the privacy issues. When to record, not record. So we sort of stood back and watched that from the edge. The current under sheriff and I used to joke about, "The day my word's not good enough in court and they will demand to see a video, it's time to get out of this line of work."
User_characteristics - Pride	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: ability to revert from desk to patrol] I think, in a lot of places where I talk to, yeah. I think, here in our community, it's out of necessity. I can't just say, "Okay. I'm now assigned to this tech unit and I'll never need to be called in to do anything else." ... I certainly see it as a strength and

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								that flow of information. I feel quite fortunate. As I've told you, feel fortunate I'm able to do this. And at the same time, I think I've worked to get to that level. It wasn't just by luck. So just still try and balance some of those things.
User_characteristics - Pride	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I mean, if you sit there and listen to radio on probably anywhere, and you hear the calls that gets dispatched out, you would probably sit there and go, "Okay." If you wrote down every call type, and realized, "Well, what is it the police officer's been given all these calls has to know?" Pretty much everything. And I understand when the citizens call in and they don't know where else to go. Maybe we don't have enough 211 services, 611 services, but I listen to some of these calls going, "How are we supposed to know that?" But we're going to answer the phone and they're going to expect something, and we don't want to look like fools.
User_characteristics - Pride	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I tell people I feel very fortunate in the area we work and the level and the qualities of the guys I worked with. The stuff I hear about the bad cops. One or two guys French guys, but for the most part, I'm very comfortable with all the guys we work with...
User_characteristics - Pride	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...it's probably never taken well if you come in and say, "Well, we are the federal government, and we've done this research and decided this." ...
User_characteristics - Pride	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...I've actually been deemed an expert twice in the use of FARO that we've been able to in crime scene reconstruction. We've gotten FARO into court and actually used it as a diagram, actually walking through a scene on the stand. We've done that twice. In both of my cases, one was a shooting where somebody just fired a round at someone else. And then the other one was actually a child death. So it was more of documenting where things were in the scene. So it helped us to understand the layout out of the unit. Both of those cases are the first ones in [state] that we know of to be able to actually get it into court.
User_characteristics - Pride	LE	S	Other Public Safety	26-35	6-10	Male	LE-S-021	... So anyone that has a [information sharing software] login, they can now view our photos from our crime scenes, from our booking photos, anything else, surveillance videos from bank robberies, anything like



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			Personnel					that. We don't have to now try to find an encrypted way of sending it, they can just log in and view it. We're the only agency that stores it like that so nobody else has that capability. But if you go to the desktop versions, you will now also be able to read any agency's reports from any of their systems. So while you don't get the media, you still get the reports, so it's all great sharing.
User_characteristics - Pride	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...On the southern end of our county we have kind of high desert and on the very northern end north of [town] it's a mountainous national forest recreation area. I think we have a fairly large Hispanic population in the community. I've heard upwards of 30% which is different than probably the rest of the state but all in all I think from a law enforcement standpoint I think we have a lot of support in our community for law enforcement and first responders. I think we have a very good relationships with our citizen reign. I think people I think we've established ourselves as a competent law enforcement agency that provides very good service to our citizens.
User_characteristics - Pride	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...I think generally we have a good culture of you know we have I think most if not all of our employees you know work very hard day in and day out. Some of them have really tough jobs and it's all in all I think it's a very positive environment. I think people can come to work and feel free to express new ideas and embrace changes and so that part is definitely one of our strong suits.
User_characteristics - Pride	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: IT staff time at station] We're over here probably 25% of our time maybe 30% of our time spent between three staff but I would echo everything that [name] said I think that when we come into this building it's a family environment and we're also included in that fold and we're treated as team members and collaborators and so it's a great environment and staff are capable, experienced and always striving to do better.
User_characteristics - Pride	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	I was going to say after listening to [Name] talk about all the systems earlier it made me think like you know our computers and our technology work 99.99% of the time and that's a testament to [Name]

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								and his team because there's from my perspective and probably most of our employees here when they turn on their computer they expect it to work and like I said it normally the vast majority of the time does and our systems work and it's probably something I mean I'm sure our employees have no idea what you guys do to make things keep working and so that's a testament to [Name] and his team.
User_characteristics - Pride	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...So the officers are entering information the supervisor is looking at that information and approving it, that information is going to the RMS administrator, she's viewing that information and approving that, that information is going back to the officer for final approval and getting pushed up to the feds. So there's constant electronic communication back and forth as far as checks and balances and making sure the information is accurate and it all flows very well and I'm always impressed at how much information is back and forth and not just via email but via these systems that the officers are using to maintain data.
User_characteristics - Pride	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	Yeah. [City], Canada. I met with the director. He came here, saw us, and he was very impressed but he said when they really started to move or be successful with video is when they took it away from the police department and had a centralized location. And they had one agency that dealt with it and they had their own funding, they had their own network. Network topology. And it was funded. And you have less eggs. All the police department has to do is say, "We need this video."
User_characteristics - Pride	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	...Yes. FirstNet, yes. I've talked with a couple of guys. One guy used to be-- he's a big commander here and he's taught me a lot, but I know he's involved with that now. I think it's a great thing.
User_characteristics - Pride	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	We're all law enforcement. The bureau that I work for is the Homeland Security Bureau. And that encompasses our Special Operations Division, which is our special events unit, which is very unique to the country. They are the motorcycles that escort the president and the vice-president. They're the ones that's been in all of the demonstrations, parade, marches, escorts of foreign dignitaries, and all that kind of stuff. And they're the motorcycles you saw at the front of the Inaugural

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								Parade, the special events..... And a lot of our needs in this city are unique. We're more comparative to New York in that capacity than Atlanta because we have-- New York has the United Nations. Every time they have a United Nations meeting, all those guys want to come down here for their political meetings. So, we have a unique environment and a unique city here. Plus, we're not a state, we're a city. So if we were a state, we'd be the state police.
User_characteristics - Pride	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	It's doesn't. It's doesn't. We have very good relationships with the law enforcement agencies. I think there's something like 29 other law enforcement agencies in the city. We are the primary law enforcement agency. When you dial 911, we pick up and nobody else. Also, if there's any type of homicide, we handle it, no matter what.
User_characteristics - Pride	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	[S3] I have a stats unit that I work with almost every day, and it can be broken down by the number of calls, by their codes. So what we can see is there's a lot of, say, emotionally disturbed persons in a certain area, or there are a lot of overdoses. And so we do have pretty good analytics just on that. And, as he said, they have the mayor's office of data analytics as well. But my stats unit-- and also precinct COs, that's the commanding officer of his precinct, he also has access to all these types of stats--
User_characteristics - Pride	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	Fun, interesting, dynamic, challenging, rewarding, super rewarding, crazy [laughter].
User_characteristics - Pride	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	I still go after the chase and then tackle them, and the first thing I ask them, "How old are you?" "Eighteen." Yes! Yes! Yes [laughter]!
User_characteristics - Pride	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Then they get out-- then I get all, "I'm 47 years old, I got your butt [laughter]!" It makes you feel a lot better when you do all that stuff.
User_characteristics - Pride	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Yeah, it's a large impact as far as just the interactions you have with the station, but you still get the overlap. The officers that work the station enjoy what they do. It's not a complaining station, so regardless of what the workload is, it is what it is. People have that kind of an attitude towards it. The changes that you see anywhere, officers respond to it,

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								but again, they take it in, they process it, and they go forward. You dance with the one that brung you is kind of the scenario if you look at it. I mean, is that what we're doing now? Okay, then that's what we're doing now. So if we have a new policy when I came here. We have a new policy, so they're flexible and not rigid.
User_characteristics - Pride	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	--new dynamic. Yup. Maybe it's the same, even the same two people, but the problem-- and it may appear to be, on the surface level, the same problem or the same call, but it's never the same. And that's why we love our job. Because it's different. It's ch
User_characteristics - Pride	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Yeah, some people. But I definitely try to keep those relationships going throughout the day. But it's a great environment, very positive. I love it here. I mean, I get to sit down and talk to the chief often. I talk to my commander, [Name], out there. I talk to him.
User_characteristics - Pride	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	Oh this could be fun [laughter]. So I'm sorry. Philosophically, again, I'm thinking this through. Adjective describing the work at face value, not working relationships or--
User_characteristics - Pride	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[s3] Just wanted to be clear on that. Shoot, I guess I could start with a few adjectives. I think it's exciting. It's always exciting. It's dynamic. It's, what's the word I'm looking for? It's urgent in nature. I don't know a better descriptor for that, but it's-- we work with a lot of critical systems and life and safety and property issues, so there's that level of urgency. I think that's a good descriptor. Innovative, challenging, fun, yeah. I guess that's what comes to my head.
User_characteristics - Pride	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] And I will use one that he used is challenging. That was my number one right now. I'm basing it right now on how I feel. It's challenging. It can be frustrating, but on the other hand, it's fulfilling work, it's worthwhile work, and it's important work.
User_characteristics - Pride	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Oh it's awesome. It's like I've only been 6 months into it but yeah it's difficult but I think I have the best person and I'm just going to pat myself on the back and gloat a little bit but I think I have the best personality for that and I think it goes back to what I was saying about

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								being able to let things go and things slide because yeah I mean people are going to say things that you didn't inform this person or you didn't do this properly or you know you're doing this too much or that too little or you know this, that and the other thing and it's just like okay you know I may have three different people telling me to do something but and it's all three different things.
User_characteristics - Pride	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	Well I'm doing it poorly so I probably won't give you the right answers and I know there's no right answers but anyways you know I'm talking mostly amongst the first responders here,
User_characteristics - Pride	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Exciting. [adjectives to describe job]
User_characteristics - Pride	LE	R	Field Responder	26-35	6-10	Female	LE-R-046	No ma'am. I think that's about it. We have a job here. We try to do it as well as we can and we hope the people here in our communities are happy with the job we're doing but I think they are in general in general I think they are.
User_characteristics - Pride	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	That has been incredibly successful. Where people want to have an appreciation or an understanding of what does the police department what are our capabilities? What do we go through? They come in not knowing what to expect or having a very pre-conceived notion that we are a campus security department as opposed to a state certified and actually we're a national accredited law enforcement agency having attained our CALEA accreditation. So again they come in with this pre-conceived notion that we're campus security and they leave with an appreciation for the fact that we are in fact a very, very capable police agency with more capabilities than a lot of surrounding agencies. Our canine for example is used statewide.
User_characteristics - Pride	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	We train the most explosive detection canines of any other agency in the state so that speaks to the knowledge and the capabilities of our officers as trainers that we are looked to as that first in class agency when it comes to explosive detection canines. We have a number of

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								firearms trainers that are just top notch and as part of the citizen's academy they go to the ranch, they experience what it's like to go through firearms training. We have a simulator that they experience, a no shoot situation in a very safe controlled environment.
User_characteristics - Pride	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	In this day and age. When I see what they're developing here on campus teleportation is closer than it's ever been. Yeah there's some really cool stuff that's happening on campus and again it's probably just due to my generation and probably my lack of imagination that I can't come up with a better answer for you.
User_characteristics - Pride	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	Chaos, fun. [words to describe job]
User_characteristics - Pride	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	There's a sense of fulfillment, there's a sense of it's interesting which sometimes police work isn't, engaging community engagement I really enjoy, I suppose important. I think the core of being police is answering calls and being there for the public but behind the scenes making sure that people are trained and we're meeting our standards and people can keep their power of arrest. I think there's a level of importance to that. I would say those.
User_characteristics - Pride	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	[name] is an amazing institution, it's a great place to work, we have access to anything we want but it's not municipal and it's not we are not you think about what municipalities put first and foremost? Public safety so the police department gets the raises, the fire department gets the raises, the fire department and the police get what they need whereas here we're part of campus services that's who we answer to in the structure. The name alone implies services.
User_characteristics - Pride	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	...Like I told you, last week I was at the first net meeting and there was some stakeholders from [State] that was there, and they was like, man, that's pretty amazing because here in [state] we don't have that capabilities yet. But just right here, in this radio right here, if I wanted to contact somebody in a different [County], we have the capabilities. In our radios we have every [County], 64 [Counties] in the [State] is in this

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								radio and I can click to it and find it and be able to call them
User_characteristics - Pride	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	...Very, very easy. So that was a very big improvement for us. In fact, here in [County], here in [County] where we're at, me and my brother wrote the grant to buy all of the fire department's radios throughout the entire [County] of [Name], and we were able to get that through the American Fire Act Grant and we bought radios for every fire department and every fire vehicle in the entire [County]. It was over a million dollars' worth of radios on that system, on that LWIN system.
User_characteristics - Pride	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	[Laughing]. Okay. And if you were thinking about describing that and using adjectives, what kind of things would you say about it?
User_characteristics - Pride	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	...I rode motorcycles here for 12 years and so that was always a conversation piece... I've never worked as another police officer in another department. I started my career here and I plan on finishing my career here but it... it's enjoyable.
User_characteristics - Pride	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	... Really, I think it boils more down to training everybody. I've--we have a lot of dispatchers who are very good,
User_characteristics - Pride	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	I think you have to have some self-drive. You need to take pride in your work. 'Cause a lot of times there's somebody, patrol officers on a regular shift that you see, the police officers that normally take your calls, they have typically a large rate structure.
User_characteristics - Pride	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	I would say, I don't think we use anything that's cutting-edge. I think we use a lot of technology that's been around for a while. We may utilize it better than some people who have used it, just 'cause we use it all the time. But I don't think that there's anything that we use that is state of the art that nobody else has heard of.
User_characteristics - Pride	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Yeah, I have never really considered it. It certainly, I would go rewarding, it's certainly something that I would do, would describe, again; you know sometimes, it encompasses a lot of different things. It's very rewarding at times but again, you know I use the word 'tedious' at times because it is so, I wanna - I guess I don't really know how to encompass everything in just a couple of words. It really runs the gamut from, all the

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								way from rewarding to days that, you know, are dreadful, quite honestly.
User_characteristics - Pride	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	You know, for us being successful in accomplishing our mission and that being, being able to help somebody in need, you know, having proper resolutions to criminal cases where people were victims of, getting that satisfaction for those people, if you will. Satisfying is a good word to utilize to describe the position; it can be very, very satisfying, but then again, the flip side of that is sometimes it can be struggling, and like I say, sometimes very mundane, dealing with some of the personnel issues - it can be very, very difficult because it's like a family and you know as well as I do when you have to discipline somebody in your family, it's never an easy thing.
User_characteristics - Pride	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	You know, [short laugh], I would say quite honestly for us, we are probably a little more towards the cutting edge of things because our jurisdiction is pretty good about their budgeting and forethought of what we need in the future.
User_characteristics - Pride	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	So one of our biggest obstacles as far as challenging is making sure that guys are trained properly because you lose the experience and training as the younger guys are teaching the newer guys - I don't have 20-year veterans like I used to, so my experience is gone, so that is very challenging. Very challenging because -and relates to I don't have much assistance because the younger guys, they don't understand what it takes of all the behind-the-scenes stuff. So they don't know that I gotta do, you know, all the inventories and the grant work and everything and ordering stuff to keep the department running; they just are - so, police work, you get in a car and drive around. So that is challenging. I mean, overall, it's rewarding; the detective bureau part is the rewarding part because you get to follow through on cases and stuff like that. But I don't believe it is as rewarding as it used to be because such a negative impact from the cops [unintelligible] now; I see the guys, they get burnt out quick, they get jaded and you know, whether it is political or if it is from the public, they feel like they are getting it from both ends.
User_characteristics	LE	R	Supervising	46-55	21-30	Male	LE-R-058	It has. It has, it's -- we've never had a rash of, you know, mistreating



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- Pride			Field Responder					people or of officer --
User_characteristics - Pride	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	No, we are pretty cutting edge here. We really are pretty progressive and proactive.
Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	For us, it's got to be the improved user interfaces. And I say that of... We can complicate everything to a point, but it doesn't make any sense to put more bells and whistles. I just want functionality. And I keep saying that over and over to our manufacturers, and I think they get it, but they're covering such a broad band of--
Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	...let's talk SCBAs. So SCBAs, we are the secondary thought. The mining industry really is the bucks, and so we kind of get underneath that. When you're not servicing a clientele with real big pockets, you kind of have to make things generic. So I think they do a fairly good job of making things simple, but I see it all the time. They had a countdown timer feature in one of our [cabs?]. For example, so [an IC?] was supposed to use the [cab?], you're supposed to click on this touchscreen, which is really cool, and then you could manage in cockpit or in the battalion chief's vehicle, division one, or division two, and division three. And I'm like, "That doesn't work that way." Some people sit in the cab but they don't have time to really track it that way. They track it more of an approximation in their head, with their watch. And so I'm sure a lot of programming went into features like that, but it's almost like we don't need that.
Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	I need a radio that works 100% of the time with no downtime. I need batteries that last a long time. I need equipment that if I dropped it from where I was sitting, accidentally [laughter], that it won't explode on the ground into 1 million pieces. The interfaces we use-- that radio was the patrol version or the tactical version. They make a fire version with really big knobs, and it's yellow, and... so people are addressing some of those things, which [are?] really great...

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Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	...the in-mask communications, making sure that there's some sort of standard...
Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	Just having some sort of-- okay, this is the standard for radio systems from now on to connect with an in-mask communication system. That would be important long term. Because, currently, there's really no standard, which blows my mind because there's money to be made [laughter]. If you could invent the whiz-bang gizmo, you probably could do okay. Again, it's a smaller market, of which I've tried a lot of different systems over the last couple years, and some are great, some are marginal, some are terrible, some just want anyone to sell you something every five years. And so I think those standards become important because if you don't have them, you're not going to meet them with some sort of demand. But, again, if I had a wish list, I'd want in-mask communications. I'd want radio sets that I could hear clearly. The cab of a fire engine is loud.
Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	If you can imagine wearing your earbuds all day long for 365 days a year, they wouldn't make it. Your Apple product that everybody loves? They'd probably last three or four months, and then you'd have to go get a new set. Well, the problem is [laughter] that when we want a new set, we're like, "Okay, we need a new set. Okay, well, this isn't working." "Well, you're stuck with it for another few months." "Hey, we got to call the manufacturer and get somebody over here to service this. Three weeks left." So that downtime, I'm really suffering because there isn't plug-and-play components that are affordable, and cheap, and easy for the user to just say, "Yeah, I need this replacement and this." But, yeah, communications has got to be on top of my list. I wish I had audio files from fires before and after good communications in mask
Wish_List	FF	S	Other Public Safety	36-45	11-20	Male	PS-S-001	...And so, on patrol, you don't have that circular feedback because everybody's speaker is in your ear so you don't hear it. I mean, the potential exists, but it's just not there. So our needs, really, on a fire base

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			Personnel					is we need better communications. And not so much system wise, but just somebody needs to be able to go, "Okay, here's the standard and we're going to use this standard. It needs to meet this standard.
Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	[RE: drones] ...there's a lot of concerns with that type of program, and I completely understand that. But for that fire, that gave it an overhead perspective. It was a large building fire, huge, of which, the operation section shief could look down, and he's like, "Good, we've got everything in place." But for us to get a helicopter up and do the same shot, it's not only thousands of dollars more per hour, we just don't have those resources. I mean, they're busy. They're doing other things. My buddy's a helicopter pilot for CHP, and they get to fly just a few hours a day because of the cost these days. It's just expensive. So, yeah, drone technology is pretty amazing.
Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	[RE: drones] The other good use for it is kind of the law enforcement side. It's a tactical tool, right? Let's say we have a bad guy pinned down with weapons and other things, having the ability to put eyes up in the sky and really look down [at an event?] is huge. My gut tells me because of where we live and some of the high-end brands around us-- I mean, you have technologies that they want to deliver your toothpaste via drone to your door. So I imagine that we will see progression into that, where maybe 10, 20 years from now, we'll see-- from the PSAP, we would see a drone launch when we have a fire or we have some sort of tactical event involving weapons or bad guys, and we would see a point-to-point coverage of where somebody [inbound of the event?] could look over at their CAD and they could see live... like, "Wow. Okay. That's what the building looks like. Oh. That's what the fire looks like in real-time." You plant something like that in the middle and go. I mean, technology, it exists right now to do that. It's just there's a whole bunch of other political--
Wish_List	FF	S	Other Public Safety	36-45	11-20	Male	PS-S-001	And again, we haven't figured out how to stay away from the fire to actually fight the fire or a hazmat event from afar. I mean, there has to be some interaction with tool-on-task, and unfortunately, people are

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			Personnel					susceptible to some of those bad things. But, minimizing it over the years with good training and some technology-- and another thing for technology, I wish we had more money for monitoring equipment for a lot more people. For example, I have disseminators for this team at this station. I don't have them for everybody. I used to. Okay? They were grant-funded. The grants dried up. Post-9/11, we had a lot of money. 10 years later, not a lot of money, okay? I wish we had a four gas meter: oxygen, CO, whatever else, LEL [laughter], all the good stuff. I wish we had one of those for every engine company. We don't. Money. Right? I wish I had a natural gas meter, \$795 unit, for every [first-in?] engine company. I don't, okay? Some departments do. We don't. Being able to go, "Oh, yeah, there's no natural gas in the building. There's no CO in the building," okay, and ruling out a sick building based on symptoms is really critical, I think. And that's one of the things that, it costs money. Those meters are expensive, right?
Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	PS-S-001	. So technology, when it gets cheaper, it's actually better. But for gas meters, I wish the price point was down a little bit more, or I wish there was more grant money available, which there isn't, unfortunately. But, yeah, more metering, more stuff like that. There's down sides because you have to maintain those equipment's caches, but probably worth it.
Wish_List	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	That's very much changing. I think the problem that you're going to have is that the new technology has to be as easy as what they can buy off the shelf.
Wish_List	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	...So you go to Arizona and you run a driver's license, you get back the thumb print and you get back a photo of the person. [State], there is no connection to the photo database which is held by [State]-Photo in the Department of Justice versus Department of Motor Vehicles. They make us do it separately. So you would have to log into a completely different system. They treat it completely different. You have to have a case number in order to get in and get the photo. I mean, in my mind, I should be able to take my phone, do a QR scan of a driver's license and see the driver's license return right there... And there are states that do that. Not

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								in [State].
Wish_List	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	Well, I think facial recognition is huge. I think the body cameras are huge. I think getting those down to a smaller form factor to-- I mean, how interesting would it be that you have one little camera here and one little camera here? ...And how interesting would it be that if my body camera did facial recognition as I was walking up to you, and then dispatch got a notification showing that [Name] been contacted by police, based on facial recognition of body cameras, four times in the last six months. Here are the incident numbers. Here are the agencies. Here are the associated cases. And you were always a victim versus being a suspect, or you were always a suspect...
Wish_List	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	[RE: body cameras] ...Or even taking it a step beyond that when you go into the technology. What if it started reading your body heat? Body language? Starts looking at facial recognition and saying, "Okay... and the last four times she was contacted, she was a much calmer person, but she does have a drug history. Maybe she's high on something now. She's clenching her fists." So when we were talking about that, everybody thought that was a great technology. But what does it require? It requires something on the back end. There's still going to be human interaction. The artificial intelligence is growing, but it's not there yet. In the meantime, you're going to have to have somebody in a center that's looking at that and evaluating the criteria that's coming back because the officer doesn't have time to do that. And that's one of the things that a lot of technologists come up with. They come up with great ideas. It's like, "Okay. Well, yeah. But the officer doesn't have time to be pulling something out of his pocket... or looking at this or doing that." ... And that's why even the CEO of Axon says, he goes, "Our goal would be getting to an officer being hands-free."
Wish_List	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	[RE: changing radio form factor] I think we would in a heartbeat. I mean, if there was something that was smaller or easier to work with. I mean, I know they've got Bluetooth microphones and things like that now. Well, I've heard it's gotten better. But the first generation Bluetooth stuff was

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								terrible.
Wish_List	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	[RE: radios] No cords.
Wish_List	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	[RE: radios] Battery life, battery life, battery life.
Wish_List	LE	S	Not specified	Not specified	Not specified	Male	PS-S-002	So now the demand is we need to know, and even officers, we need to know what happened there before, who we contacted, what happened when we were there, and dispatchers have access to our records management systems. So when guys complain about that, I say, "Well, do you not want that information?" "Well, yeah, but it's just-- I just hate it when they say it's going to make me more efficient, because it doesn't." And I said, "Well, it does make you more efficient." I said, "Maybe not this specific task--"
Wish_List	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	Well just having come out of the radio discussion for radios I would want the responders to not only be able to have a radio in their hand but for all of them to be able to operate on frequencies that they can communicate with each other on. We just we see it time and time again that the left hand they can literally almost be standing next to each other and they don't know what the other is doing if it's not fire and law. Sorry. And so that would be I think my top priority is that funding...
Wish_List	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	...You know the first 911 event that caused that movement needs to be supported in a higher level. I think the responders should be able to communicate and I think there should be grant funding for that not just now I know it was out there in the beginning but it kind of just went away. With our state they now the [State] Public Safety Communications Commission now oversees the radios as part of the umbrella of not only 911 but also the radios and my goal this year is to make sure that funding those system is made a top priority because the repeater sites cost money, the radios cost money, the consoles or the base stations or whatever they all cost money and that's where some of the argument comes from...

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Wish_List	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[RE: location of callers] Yeah that's a big one and I know that that is definitely in the works out in the world. That's a big push and really what next gen is about or one of the things that it's about. You know I guess the rest is just really just ease of use for on the end user. You know some of these systems come through and I've even seen it in other 911 centers where the technology is really supported and it's a great system but when the person on the end tries to use it it's useless and so just having that focus of what are you trying to accomplish? It's great if you can get it going here but if you can't use it it's not worth it. And we run into that with our CAD system it's somewhat outdated...
Wish_List	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	[RE: outdated CAD system] ...It's not the worst out there but it's not the best out there and you know so as we look to the next generation CAD system you know we have a lot of things in mind on what we want to see and the location the easy location and not only the easy location but like this one system that we're looking at actually will allow us to when somebody calls in from their cell phone doesn't know where they are they're in the back country we can send them a text that says push this that says it's okay for me to look at your phone or find your phone basically so it's a find your phone and then you can zoom in on that phone's location and even track them if they're moving so and that's the kinds of things that you know we need in today's society of mobile phones.
Wish_List	COMMS	R	Manager	46-55	11-20	Female	COMMS-R-008	Not that I can think of. I think with FirstNet coming I would like to see the whole radio thing probably go out of the window and the cell phones to be able to be the radios and I know that that's coming someday and those radios should be able to be protected on ban 14 FirstNet system and they should be able to be affordable so that it's in everybody's hand and I think that that would be huge strides towards interoperability all together. I don't know if it will ever happen but we'll see. Kind of hard to get the LMR out of the picture.
Wish_List	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	The virtual reality stuff is kind of intriguing to me. ... I mean, they do it on NCIS, where they have one big screen, and that's got everything they

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								need, and they just throw it around like that. I suppose that's probably possible now...But it seems it would be nice for us to be able to have a big curve TV instead of six monitors, and still be able to manage the four different computers and the information that our dispatchers need to do their jobs. Seems like maybe virtual reality would be the way to make me do that.
Wish_List	COMMS	R	Manager	56-65	11-20	Male	COMMS-R-002	I don't know. I would like to see some way to quiet things down in the center.
Wish_List	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Minority Report. I died when I saw how he was able to have this virtual screen that he grabbed out of the air and threw-- whatever he was doing, I thought, wouldn't that be awesome if I could have that virtual screen as a dispatcher and I see a map of the county and I can zoom into the emergency, and I can just zoom in on it and see what their problem is, look out for the closest units and just touch them and throw them at the house and just go, you, you, you, you, go. And just have it happen. And then, the system will tell them everything and then-- I mean, I thought, "Yes. It happened on TV so it's got to happen now." ... because I don't have to type in all these commands, that whole fat finger syndrome, or that working 18-hour shifts and there's a major storm and the 18 hours turns into 48 and you're tired, so the human factor decreases and the computer-aided part, like garbage in/garbage out, perfection in/perfection out, that will raise it. The whole AI scare amongst all the techno geeks out there, "The AI is going to take over everyone," well, I don't believe so...
Wish_List	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	[RE: Minority Report-style dispatch interface] ...But we can take advantage of technology and in that case, it would be great to have that type of system where you put in so much technology into it that it does exactly what you want. So I can just stand there with no monitor and wiring and plug and screen, all this stuff that I got to-- control+Alt+Delete and to type in my-- all that stuff is just there and I can see the emergency, I can see the closest units, I know what they can do, I can just throw them at it and it just goes. That would be cool.



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Wish_List	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	Then also for one of those tactical channels, like for a river rescue, that would be awesome. Send a drone up in the air, search it out ahead of time, so then that drone can pinpoint according to our GPS, coordinates right to the person. We can have video, audio, tell the people, "We're here, we're overhead, help is on the way." Immediately, we can tell the people to pinpoint instead of us searching miles of stuff. Then if we have visual on them, we can see them, we can what the clothing they're wearing, male and female, what their injuries are. We can ask them questions and we can-- all of what stuff can already be ahead of, before someone even goes face to face. So AI in that regard is awesome, to be able to do something like that...
Wish_List	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	[RE: text to 911] ...Now with texting, we can't get the background noise, we can't tell if the person is having trouble breathing, we can't tell if the scene is secure or if there's any-- we had a call actually just this morning. The lady said, "I need my breakfast delivered." I said, "Ma'am, this is the fire department, you called the wrong number." She's like, "No, I am just confirming my order." I was like, "Ma'am are you in danger?" "Yeah, yeah, absolutely." So she didn't want to say, "Help, my boyfriend's beating the snot out of me and now he's trying to rape my teenage daughter," that was going on this morning. So I said, "Okay. Can you speak right now about something or do you need to go into another room?" She was like, "Hold on. I'm going to go get my credit card for this purchase." Then I immediately conferenced the police in, we've typed in the address, we send in unknown rescue and a police priority, then she said, "My boyfriend is beating me up and now he's in the room with my teenage daughter trying to rape her and he's on drugs." So if she texted "Help," she couldn't text all that... And so, we would go into a very dangerous situation... So the text to 911 is a great advancement. I just hope that there are certain buffers or barriers or something that--
Wish_List	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	[RE: sending photos and videos via NG 911] I don't know because I don't know enough about it. I would like something to where if you take the worst possible scenario, someone who doesn't speak English, who's

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								having a panic attack about a major emergency and can't relay that. If we had that, I could see them, if there was some sort of magical technology that I could talk, it translates to their language, they could talk, it will translate to their language, so I see like a closed captioning exactly what they are saying, there's no communication breakdown, I can see what they're seeing so I could use my experience to plug in the holes of medical, traumatic, fire, whatever, and then I can tell them exactly what they need to know immediately and the communication is transparent, it's just there automatic, because of technology. Instead of having to delay and wait for all that.
Wish_List	COMMS	S	Comms Personnel	36-45	11-20	Male	COMMS-S-003	[RE: language line] So that would be really nice if there was even-- I don't know if that's even a possibility to have. I know the military has those devices they can speak into and that, I don't know if they could do that instantaneously along with video or anything else.
Wish_List	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	I would say, first thing would be a more user-friendly phone system. That'd be number one. What else? A faster CAD system.
Wish_List	COMMS	S	Comms Personnel	46-55	21-30	Male	COMMS-S-004	More staffing...I think you guys did a study on fire department staffing levels... Yeah. Just, it takes a lot of manpower to get things done quickly and efficiently... And we just don't have it. We just don't have it. Fortunately, no one-- we haven't killed anyone. At least in my 27 years, no one has--
Wish_List	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	So that is great and that's something that's been expressed to the county but one of the frustrations I feel like that we have here is we do feel like they don't the county does not prioritize public safety as much as you know maybe we should and so when we've expressed that we need a geodiverse separate building for public safety specifically for the PSAP they're like you know interested. They don't want to pay for it because it is expensive to set up and they just don't really see the value because they don't think the way that we have to think.
Wish_List	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right. So we say we need two [separate public safety buildings] that makes sense to them but then we say we need something geodiverse

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								and they're like why? Because they don't think that way so that can be frustrating sometimes.
Wish_List	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	I would really like anything related to geo stuff is very helpful. Location is again the most important thing that we always need to find out. You need to know that. We need to know where you are and we need to be able-- not only do we need to know where you are but we need to be able to guide the responders to that location. So when we ask our locations and my 911 calls-- again I have a little personal script and it's just my own preference but I answer the calls the same way every time. I say, "[County] 911 where is your emergency?" And then sometimes they listen to me and sometimes they don't. If they don't listen to me I'll redirect them to that question, "okay where are you?" You know and then if they do listen to me and they give me an address and you know you say, "[County] 911 where is your emergency?" And you say, "[Address]" and I'll say, "okay [Address]?" I verified it with them they say "yes." "Okay is that a house, business or an apartment?" And if they say it's an apartment. I say, "okay what apartment number are you in?" And then apartment number 810 because sometimes people don't think about that so I need to know what apartment we're going to.
Wish_List	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	...so location information is very important. I would love to be able to see you know this is a pretty big wish but one day I would love to be able to see you know accurate you know x, y, z coordinates. I'm talking like z coordinates would be cool especially in this environment where we have a lot [of cars].
Wish_List	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	[RE: accurate xyz coordinates] Exactly, exactly so if we get this is a problem you know we have if we get a 911 hang up from a cell phone or you know or even a yeah a cell phone if we get a hang up from a cell phone and it comes back to you know we don't know where you are but you're calling and you're just screaming and then I have to go trace your phone and I trace your phone and they're going to give me even if they can give me an address it's an apartment complex? I don't know where you are. We can't have the officers go check every apartment. We just

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								can't do it right? So knowing kind of an approximate would be really cool. That would be awesome. Anything where we can better direct people to where you are...
Wish_List	COMMS	U	Comms Personnel	18-25	5 or less	Male	COMMS-U-006	Right and also it would be extremely helpful to have that I don't know if crowd source is the best way to put it in but some type of system where we can easily search for a business even if that business has only been there for like a day or two or if it was an old business right and someone says I'm at the old Mister [Name] right and I'm like I don't know what that is right but if they say oh it existed there in you know 1960 I guarantee if you Google Mister [Name] and it was like a big place then they're going to be oh did you mean [Address] which is now blah, blah, blah? It's going to pop up you know so we don't have that ability so that can be quite frustrating.
Wish_List	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	The next big thing is in building and Z coordinates in building which is very important for us. There are some phone companies that are building their phone to do that on its own. I believe the Google phone comes out where it works off the wifi in the building so it can tell you where it is in the building.
Wish_List	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	Yeah it would be really nice if we had 12 there on a shift with a few overflows so that if someone calls out sick or someone wants vacation we still continually have 12 people on the floor.
Wish_List	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	[RE: photos and videos sent to call centers] So our hope is that they will come in as data packages and they'll be able to just take that data package a link... put it into the call where it's just a link and they don't have to view anything. They can attach it to the link whoever wants to view it can view it but it at least protects the dispatcher from having to see it...
Wish_List	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	[RE: beeper-size, belt-worn responder tracking device ] So this would be really helpful in trying to locate firefighters that are injured in buildings. They gave a statistic that I don't remember the exact statistic but the majority of firefighters who end up passing away in a fire, rescue was

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								about ten feet away from them. So having these additional devices would help out. So we're working with our fire marshals, we're working with our building inspectors, with some of the tower infrastructure that we have built in this area or just outside in [City] to see what capabilities we have in a kind of tight metropolis area and how we would be able to expand that to really give us good in building pictures and location identification for police and fire.
Wish_List	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	...They want you to have apps, they want you to be able to bring in apps, they want you to be able to bring in photos and videos and texting and this and that. The more stuff we add the more computer screens the more keyboards the more mice it just keeps adding and it's the more burden where I want to just sit there and not remove my hands...
Wish_List	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	...I think when I was at the PSCR conference I said one of the questions was what would be your ultimate dream and I said Howard Stark where he had you know glove like things on his hands and all he had to do was click and pop and it covered every single thing he wanted to do and he didn't have to take his hands from this computer to that computer to this mice, make sure you're grabbing the right one because if everybody decides they like theirs in a certain order. So then you got to make sure you find them to put them in your order...
Wish_List	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	...so it just makes it kind of difficult when the technology that you buy does not take into account both the technology and the operations side where they merge in almost seamlessly. You're just as good on the technology side as it is for training and getting your operations folks on board with it because if you don't have their buy in on the technology you're going to add more stress, you're going to add more people quitting, you're going to add you know and it's a ripple effect. So you really have to take into account how all this new technology is coming out is being integrated for your operations folks. It's great stuff. There's great stuff out there but if it doesn't integrate on what they have already and you want them to add more computer screens-- we have few computer compared to some jurisdictions. Some jurisdictions look at 8

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								screens. I couldn't imagine looking at that many screens.
Wish_List	COMMS	U	Manager	26-35	6-10	Female	COMMS-U-007	[RE: number of dispatch computer screens] It's a lot and so having something that integrates all of those and you can work seamlessly through all of them I think is really where we're lacking in this world. The technology is there, the technology is great, it's going places but there's a divide where the operations folks know operations and the technology folks know technology. There's not many people that know both of them and that's where my interest in this world comes into because I want to take both of those aspects and worlds into it to make the best for both sides. So I think that's where we're kind of lacking in our technology right now is integrating those two sides together and making sure that if you're buying something for your folks you're not hindering them or adding extra steps for them to do because that just (01:22:09) adds to the frustration.
Wish_List	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	...The more information we have, the better. If we got a missing person, and somebody called and said, "[Name] just took off." But we had contact with him last week, and if we put all of his information in there then we have his physical, his last known address. If we have the most recent information, it just helps build our database, in case we have contact again. If [Name] just robbed the bank, then we know that we had contact with him last week. And at that time he had blonde hair and it was shoulder length
Wish_List	COMMS	R	Comms Personnel	46-55	21-30	Female	COMMS-R-005	I think if they, I guess-- I almost want to say money because I think if we had unlimited amounts of money where we could get all the state-of-the-art technology, had really great facilities where-- a safe environment especially here where we deal with the public. So we had a safe environment. We had an ergonomically-correct workstation where you can stand. You can sit. You can move around. I mean, I know some centers have-- you can walk on the treadmill or whatever. And all the great technology where I mean, everything was at your fingertips. That would be awesome.
Wish_List	COMMS	R	Comms	46-55	21-30	Female	COMMS-	Let's see. We would have [laughter] computers that work. We'd have

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			Personnel				R-005	really nice phones, headsets. I mean, the-- what do I want to say? The possibilities would be endless. Because like I said. If you had state-of-the-art everything, and you've great phones and headphones, there's more clarity, and when people are calling and you have good, solid phone lines where people aren't cutting out. And I know cell phones-- sometimes that's uncontrollable, but you're putting your information in there.
Wish_List	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-009	Well let me think. I think radios that went every place we needed them to go. That's I think the big thing but that's really that's I think really it for our work. Radios that go everywhere that we need to go.
Wish_List	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[RE: drone improvement] ...Battery improvement would be a significant one.
Wish_List	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Good question. My mind, in terms of flipping that future, technology is around the Internet of Things right now... Particularly sensors and things like that. How we're going to start implementing that. How we're going to start-- how we're going to use our proprietary radio systems for some of these things or we're going to try and use LTE and FirstNet and all of these kinds of things. So there are just so many options now, how we're going to narrow it down as to what the best options are.
Wish_List	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Yeah. Well, it's interesting. I think there's a lot of really good things going on right now in the technology world. Stronger standards would be great, particularly on the topic I just brought up on Internet of Things, around connectivity and manufacturing standards and those kinds of things because they're all over the place right now. A lot of what we're getting, vendors are trying to sell. We either get the ones that are really established and they have really good engineering or the polar opposite where we tested this out on a \$35 piece of hardware and now we're boxing it up and it'll work, but that's really not public safety grade.
Wish_List	COMMS	S	Other	36-45	11-20	Male	COMMS-	Right. Exactly. So for us it's a big question to ask but networking

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			Public Safety Personnel				S-001	activities is kind of where my mind is going... Just making sure that everything is connected and then how to monitor it all once we do get it connected so that it can be seamlessly monitored. We're building a new EOC so that's where my mind is also going. So a lot of video and audio technology is what we're looking on with things. There's a lot of fiber-based stuff out there now so we can push a ton of video. Which is really nice but not everything is connected to fiber. So now we're... crossing media technologies to push stuff around and that causes some issues...
Wish_List	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	...In the mobile space, in the bring-your-own device is really going to be a critical thing. People don't want to have to carry a work phone, a private phone, a NCIC capable secure device, you know what I mean? You just start adding them on and on and on... You're running out of pocket space. It's a waste of hardware... So, it starts adding on. So if we can reduce that number and... logins as well. That's the big one...
Wish_List	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	...And then you know for us in the county, one thing that we could do better on is our governance and risk management compliance while adopting new technology. I know most of the organizations in the county kind of have a little technology committee or whatever but I don't think those committees share information. And I would like to have standardized-- a standards committee for technology across the board. So that, for example, we're trying to make this work right now with the FirstNet equipment manufacturers. It's like, "Yes, I am law and emergency management and my counterpart is fire." But 90% requirements overlap, you know?
Wish_List	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Yeah. So we're trying to wrangle a lot of things in our county, right now. They're all positive things. We're working together in getting things going. On the radio side, it would be awesome if we had future radios that were LT capable as well as private or private network capable. So that they could seamlessly roam.
Wish_List	COMMS	S	Other Public Safety	36-45	11-20	Male	COMMS-S-001	We need to have a much larger pipe for our back hall for the microwave system in our county. That needs to be significantly upgraded. Lots of new technologies out there for that. Futuristic things, maybe I'm not so



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			Personnel					good on.
Wish_List	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Yeah. To me, it's bringing all your technologies and putting it into a form factor that's available. A single device, simple form factor. That's what everybody really needs. Can I do my regular job and can I do my incident stuff? Can I do it from the same platform without having to bring a ton of different stuff? Which makes it really difficult to do.
Wish_List	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	Yeah, you've got to follow chain-of-command. Some things have to be formal, some things can be informal, but you just need to inherently know that. And so I think culture really is our biggest inhibitor to having better communications. One of the things that on the incident side right, out there, cost of technology is a significant inhibitor to-- not everybody can have a radio. Right? Even though they really need it for their job. To spend \$7,000, 8,000 on a portable radio is just, it's wrong.
Wish_List	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	It's wrong, [laughter] just to be honest. To spend \$70 million dollars on the infrastructure is just mind-boggling to think about it. But there are other technologies emerging. Software applications that you put on your phone, integrate with those. What's inhibiting from that happening is, we really wanted to have a completely independent radio communications infrastructure from the internet. We don't want to open that Pandora's box from a security perspective. And so in order to facilitate that you stuff you actually have to have networks converge. That would make it more cost advantageous...
Wish_List	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	So exactly, right? So people end up carrying two phones everywhere they go. And not everybody's issued laptops or computers either. They might have a shared one or whatever. So if they could do all of their jobs from one device that would just make everything easier, more seamless.
Wish_List	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	But one thing I will say is you can't do everything on a phone. I'm not going to write a report, right, on a phone. So you'll have to have different form factors. You'll have to have something that has a lot of screen real estate and that kind of stuff for certain job functions. That's not going to go away. But if I can provide an ecosystem of applications that makes a

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								lot of the jobs simpler, that's really where I want this to go.
Wish_List	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[RE: mobile app wish list] I have a list of 50... I don't know if I have them all on the top of my head. But yeah I'm kind of a visionary from that perspective.
Wish_List	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[RE: mobile apps] I think the more we can do the better. I mean, we have a lot of processes that are all paper-based. If I have to fill out an overtime card, they're still printing them out on pieces of paper. It just doesn't make any sense, right? I should be able to put in my pay. I should be able to submit my time off request. I should be able-- and all those kinds of things should be accessible from a connected device. Call-offs, call-outs, my on-duty status, my off-duty status; all those kinds of things really should be as simple as pushing a button. And today it's all done phone calls, face-to-face, all those kinds of things. So yeah, I've got a whole list of things that we are going to try and tackle.
Wish_List	COMMS	S	Other Public Safety Personnel	36-45	11-20	Male	COMMS-S-001	[RE: comms with emergency management office] And so it's those kinds of communication challenges that I wanted to tackle. And if I could put a layer in between, have a communications group or unit where I'm coming in to help you communicate, and they're thinking to themselves, "What do I need to communicate about?", now it's an education opportunity. I can start educating you. These are the things that they're going to use now and these are things that they're going to want to tell you and those kinds of things. Those have been the real positive, strategic moves that we've been doing over the last couple of years.
Wish_List	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	It's for sure sufficient. I thought we were top of the line, and then I went to an APCO conference back in Denver. And I learned that no, we're not even close. 'Cause they had programs that I wouldn't even have thought of, which that was cool. That was definitely a new experience for me. One thing that really stuck with me is that they had for their deputies, Motorola had just unveiled, and I'd never even thought that they even were that close to doing it in technology, I can't imagine that most people even know that they're that capable of doing it. But they have the

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								handheld mic radio. What they unveiled last year was, and it had already been on the road for about a year or so, they did an official, yeah, an official release. It was a body camera mic. You can take pictures with it and add it to cases right from there. Like you just take it off, and you don't [inaudible] your computer. You just add all your, do audio recordings. I'm like I never even thought you could put all of that on one thing. And actually I ran and got [Name]... I was like look at this, look at this, and he's like we're not getting this. I'm like but we should.
Wish_List	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	I never thought that they were able to put a body camera, which obviously a body camera and a camera could go together. But like a body camera/voice recorder, almost a tablet like, 'cause you could add photos and basically talk into the mic. And it would change it into words, and you just talk out your primary narrative, and your whole job is done from your hand.
Wish_List	COMMS	R	Field Responder	18-25	5 or less	Female	COMMS-R-012	...right now we operate on three different computers per, which all the monitors are connected, so that's not a problem. But we operate on like three different computers. Seeing all that, to be able to do one, I guess one large or possibly 'cause tablets have the same processor practically as the tower computer now, like maybe one day we could switch over to that. Or like with the body cam/mic situation, maybe we can set our phones up, have a phone that basically does the same thing. And we take the call, and we answer, we ask the questions, and it's automatically on the computer. It's automatic, ready to go.
Wish_List	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	In general, yes. I'd like to see a little bit better of a computer sitting underneath the desk but I mean that's something we're looking into right now because every day that we add something or we add cameras to our security system it takes up more of the computer and they're getting to the point that they're a little... Faster processor is the problem there.
Wish_List	COMMS	R	Comms Personnel	36-45	11-20	Female	COMMS-R-013	Currently? What I want I just applied for [Laughing] is a--it's a KVM software and in took forever to find one that was affordable to the public sector. I had one guy come in and tell me it was \$150,000 to get KMB. There's just no way... KVM is keyboard video monitor switches. I was

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								always told that the switches entailed connected it but you actually had to turn a switch to whichever one you want to get on. But I was able to find a company that has them that it automatically--you configure your monitors when you're installing the software but it automatically can tell by the movement of your mouse which screen it's on and what system you're operating at that point. So you're not sitting here with--because people come in and they want you to run this or our radio runs off a separate computer than our network computer. Our hardware, police cameras, run off a separate computer. Then the other 2 computers, 911 is its own computer. So we have some stations that has 4 keyboards and 4 mouses on them. And it is a hindrance to switch mouse and keyboard to figure out which one you need to be on. So we're looking at that right now because that in itself will help us do our job more efficiently and easier than switching stuff... That is the biggest one right now in our communication center. All of my people, you know, want it, they asked me when are we getting it.
Wish_List	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	I would want to have the ability to see where my callers are. That would be perfect. That would just be so perfect. And I wish I could have the technology to see like a straight path to guide my officers to my callers... There are times when we've had calls where people were in domestic situations and they couldn't really tell us everything so that would help a lot.
Wish_List	COMMS	R	Comms Personnel	26-35	6-10	Female	COMMS-R-014	[RE: guiding officers to callers] 'Cause some of our officers are not from here and they don't know the area as well as they should so they have trouble getting to where they need to go and I mean we're over the radio trying to guide them but if I could see and see my officers and I can tell them make a quick left, make a quick right, go straight, go you know?
Wish_List	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	... The only thing I could think of that I would want that I don't have right now is I would like to be able to see, you know, like kind of like see what's going on kind of with the person. I know that's really out there but [Laughing] I would like to see. At least when they get there I want to see 'cause we never even get the answer half the time, like if it's something

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								that's going on like an emergency, EMS has to transport somebody that's it for us. Like we don't know the end result so that would be one thing. I would like to know the end result.
Wish_List	COMMS	R	Comms Personnel	26-35	5 or less	Female	COMMS-R-015	Hmm. I don't know. Like if the radios would work [Laughing]... [better coverage] would be great.
Wish_List	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	I really want what they had on Star Trek. I want to be able to beam somebody from one location to another... I think that the media, and I'm not just talking about news, I'm talking about the whole gamut of media has given such a false impression of public safety that during a 24 or... 60 minute television show with commercials they have been able to have the crime happen, it'd be investigated and solved, why can't you do that today in 911? Why not? Or it only took them a minute to get there. I mean whenever the operator hung up with them on NCIS, huh, they were there. Well how did they get from one state to the other and you can't get here in 15 minutes? ...
Wish_List	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	[RE: the media] ...I think they've given a really, really bad impression and I think that started with the television show back in the early 90's called 911. Late 80's, early 90's called 911. They never showed the real outcome of most of our calls and they're not good. The outcome of most calls is not, oh, the paramedic jumped off of the bridge with a diving board, with a backboard, they stabilized this person and... that usually doesn't happen. That's the 1 in a million calls. That's the 1 in--and that's why they had to search so hard for that. They took 5 or 6 years before anyone ever died on the show 911 and it created some unrealistic expectations of what we do. So yeah, if I could do anything I want to be able to beam that police officer from this location to that location and get them there [Laughing].
Wish_List	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	Well I'm one of these that believes in our civil liberties. So I think we're bumping up against some of those civil liberties now. And I'm not really big on that. I think that there needs to be a lot of personal responsibility rather than additional rules and regulations made for us. So I don't think that--I think that there needs to be a lot of personal responsibility rather

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								<p>than additional rules and regulations made for us. So I don't think that--I think that being able to mine the data that we already have access to that's public in nature to help people is probably one of the good things that I'm seeing. I'm just really leery of that because of the civil liberties. Things that could help our responders in a true way deal with the events and incidents that they have to deal with. Taking care of our responders better. I'm hoping that virtual, some of the virtual reality things that we have will be able to help us whether it's dispatchers, law enforcement, fire, EMS deal with the stressors, even our military. And I'm seeing that coming about from some of that in the military. Being able to help them with recovering from PTSD because I don't think that's taken seriously enough in the dispatch side of things.</p>
Wish_List	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	<p>[RE: better coverage for your radios and cellphones ] Be awesome. That would--that would be amazing if we had--and not just out building coverage, not on the street coverage, I'm talking in the building. In these--that type of thing. And I think the internet, FirstNet, they could help us with that with being able to tie these in-building repeaters, leaky antennas, whatever it is, into that. And I know FirstNet's not talking about radio. They're talking about more of the data side of it and they're not talking about 911, transporting 911 calls over FirstNet. And understand that because they're taking the first bite out of the data side of it. And great, great thing...</p>
Wish_List	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	<p>I guess being able to share that public safety data from one agency to another. I guess we talked about it earlier in the class is CAD interoperability. Being able to share that data. I guess being able to share that public safety data from one agency to another. I guess we talked about it earlier in the class is CAD interoperability. Being able to share that data. [County] right next door to us, they have a domestic violence case going on. The suspect may live here. It's going to take a 10-minute conversation between the dispatcher over there and the dispatcher here to catch up on all of the information on that suspect when all they could do is send us a file card over in our CAD system and,</p>

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								boom, we have everything that they had as far as all of the comments. We can't do that now. Linking those CAD systems up, in an appropriate manner, do I need to see everything that [County] is doing right now? No, it's none of my business. But whenever something makes a difference here in us being able to respond and have that, then them sending that to us rather than them having to type all of this stuff in an email, send it in an email, that now we've got to type it into a CAD system, it's a lot of wasted effort. But having that data automatically transfer at the sender's request, not at the receiver's. I think that would probably be the number one thing I would look for.
Wish_List	COMMS	R	Comms Personnel	46-55	21-30	Male	COMMS-R-016	[Sighs], I just hope that technology down the road does not create unreal expectations for them because them being able to give that information and be available for that responder which is their number one priority is their safety and getting help to the people out there as a secondary or is the very close second priority that whatever we do that we don't lose sight of those two main goals that we have of emergency communications.
Wish_List	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	24-hour IT specialists here. I've seen amazing like fiber-optic things where people can remote in and do stuff like that. I'm not very computer-savvy as far as IT networking, but I think that you can do a lot more with that. I think that that's pertinent. I think say if we were to have like a two-way phone, like say if the picture phones, I guess you could say, with the webcam, you could call, and you could explain to him this is what I'm seeing. And you could hold it up, and you could show him. And he's like okay, let me remote in. That's pretty amazing.
Wish_List	COMMS	U	Comms Personnel	26-35	6-10	Female	COMMS-U-017	We have a mapping service, our camera systems. I would like a whole wall of nothing but, I have at least 25 cameras on the major hotspots on campus. This isn't just like one of those things where I get one. Like I would have to pick like that. I'd have to pick patrol mapping, finding them on the map. Those are two things that I wish we really had. I've heard there's, I think it's Georgia or Georgia Tech, my detectives went and visited, and they said they had their own virtual like setup. It was

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								amazing. I really wish I could've seen that. But they're away from the public. It's a huge room. They have all their files where they need them. It's everything. That's what I picture, like serious 21st, 22nd century-kind of things.
Wish_List	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	I feel like, you know, some things could be a little better. Like, if we had more monitors to monitor the campus, because I mean, we have these two. Sometimes the cameras don't work, and usually it's the ones that we need at the time, but that's about--I mean, that's about all that I would really think would be--really need to change.
Wish_List	COMMS	U	Comms Personnel	26-35	5 or less	Female	COMMS-U-018	I would say in here, for me personally, would be to get more cameras. Not more cameras, but more monitors to be able to pull up different things, especially if like, if we're in pursuit of somebody, we try to pull the cameras up to see where they're going, things like that. And it would be nice if we had more monitors in here to pull up more cameras to see where these subjects are going.
Wish_List	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[RE: GPS caller location accuracy] [S5] ...I can see where Z would really be beneficial... Yeah, I would like to see Z incorporated...
Wish_List	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[RE: accuracy of caller location] [S4] Oh yeah. And I think the mapping is a little -- like if we could somehow manage to afford, like live mapping or whatever. Like Google Maps or whatever.
Wish_List	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5] I'm old. I want to listen to that because -- but God, let me tell you why because I'm -- in probably 18 months I won't really care a whole lot about, I will [Everyone laughs]. But I really would like to see that FirstNet can deliver what we see in the movies.
Wish_List	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[RE: NG 911] [S2] Some of the things talking about videos and pictures with that -- and we know that that is coming but I don't think that should be something that is law delivered anywhere. You know, I don't care whether it's New York City or Boise, Idaho, and I think any of that technology should be something that the person sitting behind that console has the option to say -- yes, I want to see this or Ms Supervisor, I need you to view this. You know, I am just talking about the whole



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								mental viewing that -- I don't think that that should something that when we answer 911, that there is something that pops up in front of somebody's face...
Wish_List	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	...The locations, I would very much love to see the locations and not have to use a third-party app on phones, that that is something that is more streamlined that we are able to get that that better location, you know, being able to get the X would be awesome. You know, I know that that's some of the stuff.
Wish_List	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[RE: NG 911 photos and videos] [S5] You know something, she just said that -- the point she just said and I have seen diagrams where the data would not necessarily bypass 911, but we may not see everything but I do think it has to be live because you've got firemen that are going -- people are going to be screaming from a fire. So the responding fire trucks can actually see it in their car. Well, that needs to be live so they know exactly what they are facing. Like a police officer responding to a bank robbery. He is getting live pictures from there because it has got to be live but I have seen diagrams where the data comes in to -- doesn't necessarily come into the 911. There is a connection here where it goes out to FirstNet. So, I don't know -- I am not referring how that is, but that part has to be live. [Crosstalk]
Wish_List	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[RE: NG 911 photos and videos] [S4] Also I could say that would be nice if it like, they could see it but like we have that option to turn it on or turn it off. And like, maybe if they want to do that, we can turn on, like the phone companies would give up or like Apple or Galaxy or whoever it is, Note 8 or whatever, whoever makes that -- like, we have access to -- like if a caller, 90% of our calls are wireless. So, if they are calling in -- then maybe we would have access to their camera. Like, by them calling 911 would grant us access to let's say their camera... And that way like that would help us if we are having trouble locating -- I don't know where I am at. Okay, well -- let me see where you are at.
Wish_List	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[RE: caller's cell phone] [S2] Or at least allow the person, you know, for us to request just like if we are doing a WebEx or something like that. Can I

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								have access to your camera?
Wish_List	COMMS	R	Not specified	Not specified	Not specified	Not specified	COMMS-R-019	[S5] Facial recognition -- I've been watching it for years and I like the way it's been going. I think it will be real beneficial. Maybe not for us per se but --
Wish_List	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	We're always looking at technology solutions, and not looking at technology to replace people, looking at technology that will make it easier and more efficient and less stressful... At least that's my personal look on it and it's got to be cost effective so for me to go to a board and sell...
Wish_List	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	Because I found something that is Motorola capable, that's just as capable, I can tap into that system and I've always been one that goes do we care who we use? I am like, I want it to work. I don't care what name is on it. I want good customer support. We run 24/7, internet is important to me, phone system working is important to me, radio system working; those are my top three priorities. Fourth is that my employees and their needs to make sure they can do a good low stressful job because without those first three they have no job...
Wish_List	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	[RE: radios] I will still have three because the VHF, UHF and 800. The goal is for all of us to get to 800... There's just some barriers of political things in the way of getting there.
Wish_List	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	[RE: NG 911 - text and video] My concern -- my concern is that we need to set up policies on how we handle those calls. I don't want it to be a flood, I don't want them to be pranks or false. How do we validate a text? Same as a bomb threat. We have to change our thinking and we have to change our policies and procedures and we need to set a standard on how we're going to deal with it. My recommendation is any text we try to do a call-back... Some true verification.
Wish_List	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	You know if there's something going on and it's a video of a house fire and they turn around and we can see that there's flames shooting out the windows, advantage... But an ambulance call? Maybe, maybe not. If they're bleeding and we can see it's an artery or a vein, maybe it's an

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								advantage. I don't -- I mean video feeds of the scenes to help get the right resources a lot quicker I'm all for; videos for make a 911 call, not too keen on that. That makes sense?
Wish_List	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	I would like to see technology to continue to move forward to true total interoperability between every agency. I've heard that my whole career. For 30 years, we've been talking about interoperability and politics always gets in the way of interoperability. More than money; egos, politics. I'm in charge. There is no "in charge" and there is less of that here than I see in other places but, you know, over the years the police and the fire get about -- [State] code states that if a fire department on the scene of a fire then the highest ranking fire official is in charge of that scene. The police hate that... Especially if it's turned into a criminal thing. So you've got to work together. Yeah as far as the fire operations we are in charge, but we do have to be considerate of your criminal aspect and not destroy [crosstalk]
Wish_List	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	You know we get into level three in our contract, we do not send a truck on a non-emergency call. We have to keep three trucks available for emergencies, that's the way the contract is written. So [City]PD gets a drunk, they want us to come pick up and take to the ER, the only reason they don't want to take it is because they're going to get stuck at the ER; we're having two and three and four hour holds at the ER right now with the ambulances because of the flu and other things. So they want to take one of our 13 ambulances, which ends up being seven of our 13 ambulances are now tied up for two or three hours at the hospital because they don't want to go stand against the wall for two hours. So we have those talks go on. Look there's give them a ticket, call them to court, there's got to be a better way to do this than tying your resources and our resources. Psych is huge, it's a national problem.
Wish_List	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	No, I think that technology is coming whether we're ready for it or not, so I think we better figure it out how we're going to play it. I do know that there's mandates which I think the next gen 911's are supposed to already be in place by the mandate and it's not.

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Wish_List	COMMS	R	Comms Personnel	46-55	31-40	Male	COMMS-R-020	New technology for me, you asked that question, I going to figure out how to get Uber to go get things that don't need an ambulance, and find funding for it... Las Vegas is actually looking at it... I've been picking their brains out, come on give me some info, tell me if it is working, because we get so many calls. To go get your psych meds? You don't need an ambulance... I don't have money for a taxi. I can take you and you can bill me and I am never going to pay it.
Wish_List	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	Oh, the thermal imagery in your mask, I thought it was awesome, right? We got to try one out for a while and it wasn't big enough, but it still did its purpose and I thought that was cool because it kept my hands free to search. So I used it as a tool in my tool chest, but it wasn't like I was glued to it. I carry one right now in my pack and I have to kind of loosen it up a little bit and kind of move it out.
Wish_List	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	[RE: in-mask TIC] ...I thought that having both your hands-free was super beneficial because you know two hands are better than one [laughter]. So that was big. I know it wasn't big enough, but you would be able to see things and be like, "What is that?" And you'd be able to move over to it. You wouldn't be able to, "Oh, that's a body right there, but oh, it's something." So I thought that was awesome. I wish that they would kind of-- that would be bigger. Like I said, I think time is precious so the faster you can search-- we used to use the mentality of how long can you hold your breath for, because that's what we're dealing with. So taking that into account, you need to be fast
Wish_List	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	...so for me, I love physical activity. So I love being physical, forcing doors, stuff like that. So I would never want a tool to take that away... Now if [the in-mask TIC] was faster, absolutely. But I do believe there is something huge to say when someone has mastered their trade-craft, yeah, craft - I'm sorry - and being able to be efficient at it and a master at what they're trying to do...
Wish_List	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	[RE: in-house SOP app] ...which I think is awesome because if you have a book of SOPs, I feel like going to a call, I could in turn do it. I have a search on my phone, I can just search it and I can look at it and go,

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								"Okay." If there's something weird, I'll go like, "Hmm," you know? So perfect app...
Wish_List	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	I mean, I think a lot of the ones we have are very good. I mean, one thing I would say is I'd probably program my phone to automatically update instead of trying to make me update. So I try to do it first thing in the morning where sometimes they do about two updates in the daytime.
Wish_List	EMS	R	Field Responder	26-35	5 or less	Male	EMS-R-002	So I mean, perfect app: I think it would be cool if they had a guest, like a - I can't think of a name - a gas meter in the phone where you could - like a sniffer so you could- instead of having to carry something separate, if you just had that as your backup backup, it would still be able to like carbon monoxide or something like that. I think that'd be awesome.
Wish_List	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	But we hope to have a fully operational drone program at some point in time that would assist in search and rescue, or maybe even an aerial platform that we could observe what's going on real-time at a scene or something. We do a lot of outdoor concert venues out towards the [Address]. So it's a vast area. And if we could keep track of our medics and the situation, the crowd movements and stuff like that, using that aerial platform, that would be something that we would be involved in, as well.
Wish_List	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	But it kind of really doesn't do us or the patient any good to say, "Yeah. I saw a wreck. Okay. No, I'm not there anymore." Because I mean, our comm medics have specific questions. "How many people involved? Are they hurt? Is there serious bleeding? I'm going to tell you what to do. Are there fluids? Are people pinned? Thrown?" "I don't know. I don't know. I don't know. I don't know.
Wish_List	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	. Having better wireless location technology would be huge. Having the ability to have a device at your home that when you call 911 it senses that your phone is in this vicinity and would say, "Okay, they're calling from your house--
Wish_List	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	...All of the TeleMedics stuff that's happening, with the cars, and OnStar, where they're able to get G-forces and see which airbags deployed and

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								how hard was the impact, we're seeing that now, as we can get that in with Next Gen 911... that's useful information in being able to get that to the medics. Maybe even change how we respond to something if we get it as a, we don't know what it is, there's a-- OnStar, it's a collision. Being able to differentiate between it's a collision or this was a t-bone collision and air bags deployed and the car turned over... So that kind of info, being able to get that to the responders and get it to the hospital. So that in addition to the picture of, here's what they look like, doc, they see that same kind of g-force- ...The telematics coming out of the cars... Good data that we can make decisions with and help people make better decisions with.
Wish_List	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	a way to confirm or better determine - and this is from the clinical side - things, for example, such as strokes that we would be able to - in a field setting - and in a rapid field setting - be able to determine who- whether someone is actually having a bleed. So that the faster-- and we know this, that these are time sensitive insults or assaults on the brain or on the body. So if you could find a way to confirm in a more rapid and more efficient way without having to wait until they get to the emergency room to have a CT, but something like that could be done in a field setting and not waiting. I know [City] is testing that they have a mobile CT. It's a CAT Scan that's on wheels.
Wish_List	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	Something for those kind of insults, whether it be a STEMI, so that some of that definitive care-- we're talking about reversal agents. Things that really make a difference in the quality of life, for not only an individual, but their family. If you could definitively identify those things in the field and then begin that treatment right there. And so you start that treatment at the patient's side.
Wish_List	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	But anything that would make the medics' lives and the patients' outcomes become more effective, where we can do stuff in the field, obviously. I mean, even shooting an x-ray or something like that. And then having the training and ability to even set and cast or something right there, so you're avoiding having to take people into the ER to

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Wish_List	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	But the interoperability, what would be great is to have a combination of like LTE, public safety LTE that's on top of the public LTE, and to be able to integrate radio communications into that. So it doesn't matter, when we're here, the range of our radio system I'm talking to the towers, in talking like we normally would.
Wish_List	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	I don't need pictures most of the time, but I can see where that's helpful. Yeah, I think interoperability, data sharing, just the healthcare network for us. Being able to track a patient from the time they call 911 until the time the first responder gets there with their patient tracking, until the time the ambulance gets there, we take them to the ER, they call a helicopter to fly them to another hospital, and to have all of that be one seamless patient record. Right now, there's no way to do that.... So from the first contact with EMS, you would get a tracking number, and then that number follows you all the way. If you go to tertiary hospital, and then they fly you into the big hospital, and the big hospital will send you to the rehab hospital. All of that would be tracked, and then as a provider, performance improvement side,... But once that patient moves beyond that and they go to a cardiac rehab, or they go to another hospital where I don't have a relationship, we have really almost no way to get that information.
Wish_List	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	Even at the individual level, just being able to have a patient care record, like a history, that is available to us at the patient's side so I can see. Like, we just took this person two days ago to the hospital for K2 or for heroin overdose, or they got a cardiac history and now they're unconscious and we're trying to figure out if I can see what meds they were on, when the last time they went to the hospital, who their doctor is.... And so, that interoperabilities, standardization, and being able to--everybody, at least some of the information, that critical information, is available regardless of what system you're in, regardless of where you're at, and we can get to it, keep it secure, but get to it to take care of people.
Wish_List	EMS	U	Not	Not	21-30	Male	EMS-	Self-driving ambulance is an interesting concept. And the reason why is

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			specified	specified			U-001	because right now you rely on one individual in the back. And if you're treating, even if you're just treating one patient, not multiple patients, but a single patient, but a multi-system injured or ill patient that requires more than maybe one brain and more than one set of hands in order to better manage the treatment side of that patient's modalities, then you're doing it by yourself. And if you need hands, then normally you would ask for-- okay, send a couple firefighters with me, and their not going to have the advanced level skill sets that we do in anything. But that is-- so they're a basic mind set. They're a basic set of hands. They're a tool in the tool box. But not necessarily a functional tool. Whereas if you have a self-driving ambulance--
Wish_List	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	But even tie that in with the traffic light system or something like that, so there's absolutely no interruptions. It maybe clears out the intersection before you get there. So it clears up traffic and you just go. And then you don't have to-- driving 50 or 60 miles an hour, maybe you've set it to 40 miles an hour the whole time but you're never stopping or [inaudible].
Wish_List	EMS	U	Not specified	Not specified	21-30	Male	EMS-U-001	We have not started to use that functionality, but being able to not just know where an ambulance is on the map, but being able to see where those medics are as they're [crosstalk] [inaudible] for safety, and even for response. If we've got responses going out where we have people on foot out walking around at a venue or walking down [Street], to be able to say, "Hey, there's a guy with a gun at the next corner." The PD has a gunpoint stop or, "Hey, there's a guy at cardiac arrest. We need-- I know you're walking,"
Wish_List	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	I mean, definitely a number of incidents. Yes, I wish I had more information.
Wish_List	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Whether or not the person has frequently called 911. What is the age of this patient sometimes? Now, I do recognize that our communications is tied by based on what the 911 caller says to them. So it's not a 911 center issue, it's more or less, "It'd be nice to have this information,"...
Wish_List	EMS	S	Field	36-45	11-20	Male	EMS-	Yeah. So it depends on-- but sometimes the dispatcher has to get the



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			Responder				S-014	call out without having all the information because there might be a very significant event. But yeah, no, having some of the information like, "Has this person called 911 a lot over the past several months, several years? Is this a hoarding condition? What are some of the conditions that they're seeing on calls?"
Wish_List	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Definitely one of my wish lists would be we operate with a portable radio and everybody does - firefighters, paramedics, EMTs. It would be nice to have some form of remote. Like what you see how we utilize a cord that can get damaged in fires, if someone just shuts it in a door, or whatever, it would be nice to have some form of Bluetooth capable radio system. It would be nice to have something if we're wearing our SCBA mask to be able to click a button and be able to talk on a radio versus having to fumble around with a portable radio. That's certainly something that I've always envisioned to be a really nice thing to have. Be able to listen to the radio while wearing an SCBA. A lot of times we're operating in a fire or whatever--
Wish_List	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	Tethered like this, and it depends on where you have it. You might have it in your coat pocket. You might have it on a radio strap. These things tend to be, depending on how everybody holds them, may get dropped on the ground, may break, and so that was always like a wish list item for me. It would be nice if we had something piped into our ears, be able to touch a button instead of having to fumble around with a radio. So that's kind of like a pie in the sky type ordeal [laughter].
Wish_List	EMS	S	Field Responder	36-45	11-20	Male	EMS-S-014	That's one of the things I think would help out a lot of firefighters but I understand that a lot of our stuff needs to be durable as well. Coming up with durability and smaller objects is harder to do... Small is good. But coming up with-- I understand having a durable product too is-- having a durable product is more important than having a small product. But if we are able to figure out both, that would be a great thing to have.
Wish_List	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...I think when the 911 call taker receives information from someone that's calling, they obviously are on the phone with them the whole time frame for us to get there. So they're getting key pieces of information

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								that I don't know about, or will have to repeat the same questions. So there's not really a good transfer of care, in a sense. So if you call 911 because you're having chest pain, and the 911 dispatcher's asking you all kinds of questions about where do you live, and what's your address? Where are you at in the house? What time did your chest pain start? Just being that dispatcher asking questions, those are all same questions that I'm going to have to ask when I get there. And I don't know them-- and I don't know them ahead of time. So they're already getting them, and they're staring at a computer. I would find it helpful if those questions that they asked, when they got put into the dispatch message, that they would also transfer...Push to me and also transfer over to my electronic reporting mechanism. Far as we already know their name. They know basic information. And I'm not asking them to do my job for me, but whatever they know, if it just fills in whatever blocks by default, that would be helpful.
Wish_List	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	So my wish list. So let's see. A couple different things. So one, I wish the radios didn't time out. I wish they worked in all locations in the sense of if I have to talk to a physician or a doctor on the radio and I can't do it in a basement, I have to leave the patient and walk outside. Or go to my unit that has a repeater or a better radio system to try to deliver a message out...
Wish_List	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...I wish that the GPSs were more accurate and more dependable in the sense of I knew that it wasn't going to take me to a wrong location. That it knew steps and updated along the way, so if you're familiar with the traffic app Waze-- People drive around all the time know more than I know in public service, and I'm trying to get in. So if I know that we're getting close to 3 o'clock and traffic on [Street] is going to be increased and I need to get to the trauma center, my computer should auto populate-- something to give me the best route and think for me. And it's funny that - excuse me - it doesn't do that, but yet Waze does for the consumer trying to leave work. It just updated information along the way. Just being able to get that message out...

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Wish_List	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...I mean, I think we have a really good for [State], as far as the medic aspect of it, for me to be able to talk to any hospital at any time and deliver an EKG system. Some of the technologies in a sense of troubleshooting or shortfalls on, I think it's on our end, per se, if I'm trying to transmit an EKG that it could be a cloud in the sky that interrupts that, and I can't deliver that EKG to the hospital. So I wish it always worked every time I needed to send it-- but I don't know what that issue is as to if it's operator error on my part or-- bad signal...
Wish_List	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...We do have a talk around channel, which is like a chitchat channel that I can-- I'm going to be lazy and say that it's really hard to get to and you really have to double-check. It's not a quick fix and then I can deliver a message that I don't want the whole county to hear. So you have to switch to--Oscar. Yeah. O, Oscar. So it's all the way towards the end of the alphabet. If I'm always on Alpha or Bravo to go all the way to Oscar, confirm that I'm on seven's talk group. It would just be easier if a push button or something that would just give me that talk around just to be able to deliver that message a lot quicker...
Wish_List	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Better indication that the police are on the scene. With the AVL, we do have cross networked where the police messages come through our messages as well. So if we're not in the unit and we're outside walking up the street and they're saying that the bad guy with the gun is running down the street, we don't know about it. We know about it if we're sitting in the unit and the computer works, so.
Wish_List	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	I would say, and I know there are some rules and legality as to what you can say on the radio so that consumers or civilians don't hear it, but urgent messages, even if it's-- and I'll use the example. If there is a issue at a college or a school, they have the means of delivering a text message to everybody. I wish we had means in the county as a whole to deliver that via radio and to our phones, but even isolated to just those that are involved-- Or even those that are involved in that incident.
Wish_List	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...Maybe more hospitals or more-- so I use the example of communicating, maybe if they're able to do radio phone patches like

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								they do with voice control or the language line, but being able to switch to whatever channel and that channel will give me someone that can translate via my radio because I depend on my own cellular device-- to deal with it. And I depend on that all the time because I can't depend on-- the radio has limitations. Doesn't do everything I need it to do.
Wish_List	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-015	...But if you could take a smartphone and put it on a radio, it would be ideal. So I could have five to six dependable apps that I use on my radio, I can utilize it as a phone if I needed to or wanted to, as well as to a radio communication and delivering messages...
Wish_List	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	I would say, location can never be specific enough. A lot of times, in this area, we have large buildings and so someone will say, "[Address]," but that building has three sides. And they may work in the building so they know their address, but they're actually going to exit the building on some other street side and if they forget to tell the dispatch center that, we will show up to the front entrance, which is where we were dispatched. But then we'll say, "Can you call back to the calling party? Where are they?" And then they say, "Oh, they're at the loading dock." Which means we now have to drive around. It would be much better to have that information. And they do a good job and sometimes callers are not great...
Wish_List	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	Yeah, so. It would be nice. We ran a call a couple weeks ago, where it would have been helpful to know if the patient was-- she was homeless but she was saying that she did not know where she could go. So it would've been nice to know which shelters had rooms. Which shelter she'd been to.
Wish_List	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	It would be great to transmit our patient data to the hospitals so that when we get there they're already registered and have an armband, and they were in the system. It would also be nice for us to see some of the data points from the hospitals.... So if there was a way for us to get hospital data linked to our electronic patient care, that would be awesome. Same deal if we could transmit from the field to the hospital so when we got there all they had to do was say, "Oh, Mrs. Jones. Okay.

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								Right. So you're here. You have left side abdominal pain. It's been going on for 10 hours. You took a stool softener, nothing helped. And your pain is a 5 out of 10." That would be awesome. Right now we have to literally repeat everything and then the hospital usually asks it again. So patients see it as kind of disjointed, "Oh, I told the ambulance guys that."
Wish_List	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	It'd be great to increase coverage in our dead zones, which the county is working on. And they push out updates whenever they're going to do work to put in new amplifiers or whatever. But it'd be nice to know that in the Metro, radios will always work or in elevators, radios will always work...
Wish_List	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	...I would like to see the call processing times decrease. They can do it now but give us a little bit of a heads up that, "Hey, we're taking a call about a house fire in your neighborhood." They do that for house fires. It'd be nice to have it for cardiac arrest or some of the more life--seconds matter kind of life calls. Because we don't have that right now. We would wait until the tones go off to find out someone had a cardiac arrest next door. So I'd like to see that.
Wish_List	EMS	S	Field Responder	26-35	6-10	Male	EMS-S-016	...oh, it would be nice to talk across the country to other people. But in reality, it's a regional thing. So we need to be able to communicate within our region. And there are national talk groups that we could use if, God forbid we had some kind of big incident here. But by and large, I mean we don't-- we need to communicate with the jurisdictions that neighbor--that surround us. I don't necessarily need to talk to my friends in Rhode Island I used to work with, on the radio from here. So it's basically making good with your neighbors and having good communications with them.
Wish_List	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	...I'm pretty on top of a lot of technology stuff anyway, but obviously better wireless coverage. I mean, our tablets do operate off of mobile networks when we're out of the firehouse. We connect to the department's Wi-Fi in the firehouse, but outside the firehouse, they are utilizing Verizon, or Sprint, or T-Mobile. And right now, I believe it's Verizon. But no matter what data provider you're using, especially if

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								you're in the city, there's always dead spots. And we haven't had it-- it hasn't been an issue where we're out of a coverage area for long enough that it really makes a huge difference. But again, yeah, just better data coverage maybe, especially as technology advances...
Wish_List	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	... Again, like I talked about before about the monitors, and the [inaudible] EKGs. There may be a time when we're-- over time, we may end up transmitting more and more data over these mobile networks. So, higher speed data, [stuff like that?], all the stuff that I know is already being worked on [laughter].
Wish_List	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	The one up front has a hard-wired keyboard attached to it. The one in the back does not. It's one of the things that, again, during the pilot program, we said, "Hey, look. We really need a hard-wired keyboard. It's not easy to type these reports on this [software?] keyboard." The department said, "No. We're not doing that." From what I've heard, and also, I don't have any first-hand knowledge, but from what I've heard, their basic response was, "Hey, look. These people walk around all day texting on their cell phones, they can use an onscreen keyboard." You know, but.
Wish_List	EMS	U	Field Responder	36-45	11-20	Male	EMS-U-017	Yeah. And that and some of us aren't that adept at using text messenger either [laughter]. So for me personally, I could probably do my report, at least the narrative portion of my report, probably in half the time with a hard-wired keyboard.
Wish_List	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...a lot of times, the details are more important than what they're calling it... So I like to see the details of what-- and the dispatcher usually updates it, but for whatever reason you didn't hear it, I like to just look at the notes, or the dispatch already has the notes before they start reading it, so I like to read the notes because that might determine whether or not I'm going on that call rather than waiting, even the only one or two more minutes that they take to do it, to give the information on the radio. If I can read it, it decides like, oh, I can sit back down or I should probably go on this call...

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Wish_List	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...if you could see everywhere. The calls where they can pull it up-- because in [City], there's cameras everywhere and they can pull up certain cameras and be like, "Based on this we can see that it's this way on the highway. We can see it's at this intersection. We can see it's at this corner. We can see that it's behind this building." There's a lot more things that they can see.
Wish_List	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...I think also if there was a way to, on the reverse side, bringing in a patient that we're trying to describe what's wrong with them, or how they look, or how concerning they are, or how non-concerning they are despite their complaint or maybe one of their vitals is abnormal but you're like, "No, this is just drama." And then, but if we could show that to the receiving hospital, like, "Look, they're fine," or, "Look, you better open up a front room and get a bunch of doctors in there." So I think seeing-- there's a privacy thing now where, do I want to be on camera on every single call that I'm on? Probably not. Do I want to be on camera on any of the calls I'm on? Probably not. But do I run every call like somebody is filming me? Yes, I do, because they're everywhere. So it could be useful to see stuff. And once we get there, then we're like, "Oh." We have an idea about what's going on there. And once the patient gets brought to the hospital, they're like, "Oh." We can see that this is, "oh my God," or, "Oh yeah. This is fine." So seeing earlier I think would be helpful...
Wish_List	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	You need stronger ambulances. You need ambulances that don't explode. Not explode, but break apart when you crash. I mean, it's like driving around in a camper. So that would be more helpful than affixing me to my seat better and making me do my-- not be able to do my job as well...
Wish_List	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...I think also there's a whole side of technology, but I'm sure they can do a study that said if you get to the scene and you realize a patient is sick, and you need to go emergent back to the hospital, then you spend less time at the scene. You package up the patient. You put the patient down in the ambulance. And you start driving, and you never turn on your sirens. You would get to the hospital just as fast as if you get to the

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								scene and go, "Oh, my God," and get in the back, spend 10 minutes or 12 minutes trying to do something with the patient before driving 60 miles an hour through lights. That, I bet, they would show that the time was the same, and the outcome was the same, and there's less crashes when you're not driving emergent...
Wish_List	EMS	R	Supervising Field Responder	46-55	11-20	Male	EMS-R-007	...I just think there's ways to-- some people think that the lights and sirens are there to save people's lives, and it really-- there's 1% of the calls, 2% of the calls, where it can make a difference. So that's where maybe people could chill a little bit and use research to prove something.
Wish_List	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: ambulances with GPS tracking] That's going to be kind of the next big step for us, I think...
Wish_List	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	...So we're looking into hot-spotting each ambulance...
Wish_List	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	[RE: general technology] Well, it would work the way it was advertised, for one [laughter]... I mean, does this really do what you say it will? Like I say, the promise of technology is always overshadowed by its faults or its unintended consequences or whatever.
Wish_List	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I want technology that works... There's so much awesome technology out there if you read the ads, but when you try and apply it, it's like, [inaudible].
Wish_List	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	I mean, reliability is absolutely key if you're going to rely on any technology. I mean, it's got to work the way you say it is.
Wish_List	EMS	R	Other	56-65	31-40	Male	EMS-	I was at a technology conference that's put on by our vendor of a lot of



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			Public Safety Personnel				R-008	our software, and it was-- everybody was complaining about this one software program like, "Why hasn't this been updated in years?" And they're like, "We bought this company from a company that bought another company that bought another company. And the guys that wrote this code, there are still people that are using the initial version. If we change something here, we have no idea. We might shut that service down that's still using that old technology." So backwards compatibility is a big deal, too...
Wish_List	EMS	R	Other Public Safety Personnel	56-65	31-40	Male	EMS-R-008	The problem is the technology versus the actual performance. I mean, that's my big pick... I understand advertising people have a job too. But you better get out there and use it before you try and sell it to some people. Because you can kill people if it doesn't work right.
Wish_List	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...if you could text message a picture to 9-1-1, and they could send it to us, that would help as far as we could look and say, "This car accident here and the people can't get out of their vehicle." A lot of times, the engine is dispatched by themselves. We could see that picture and say, "Hey, let's add on a truck," and achieve to that so we can extricate. Let's get that ball rolling sooner. Images would be pretty fantastic, but actual words and perception is just so different. My pain scale might be very different from yours, so.
Wish_List	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	Our department has those MDCs, but it's kind of underutilized for a computer. I mean, all we do is get this generalized information that we probably could have sent in the '80s. We just didn't have the ability to make it small. Nowadays, it should be like an iPad. Something simpler that's easier to touch, and you could almost pick it up and take it with you so you could continue relaying information. So many of us on calls, if we have a unique situation, sometimes we will take a picture with our own personal phone and send it to our chief's personal phone so he can look at it, because the department doesn't issue the rigs smart phones. Only a flip phone, and then a separate digital camera. So we can't make it all work. So having an updated tablet or an updated cell phone for the unit would be very helpful.

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Wish_List	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...The first ambulance service that I worked for when I got out of paramedic school was out in the middle of Wisconsin in the woods, and we had to call the hospital by radio. We would do the actual radio mic. They didn't even use cell phones yet. And then I got hired with the full-time department in 2005, and then we started-- then that was my first real opportunity to use a cell phone to call in, so. It's changed a lot. I mean, it went from that to then having computers get dispatch information and with the GPS technologies, able to automatically be on scene within 500 feet of something, which has its own problems of its own. To now, I feel like our department kind of underutilizes technology for that. Yeah. It could be so much sharper. I mean, I get text messages from my ex-wife more than I would like [laughter]. I can't get information from dispatch straight to me that says, "Hey, this is a dangerous--" without having to make it out loud and everybody hears it [laughter].
Wish_List	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	...so my wish list, by far, is an iPad for those rigs. An iPad mini would be perfect. Put it in an OtterBox case or whatever and it's going to be fine. I mean, the doctor's office that I got to go to, they have an iPad just to tell me how my visit was. That's how cheap they are. It's ridiculous that we don't have something like that that is more reliable, doesn't need a strong IT group to manage and function. As you probably know, Apples are really easy to use. We don't use it for a lot anyways and for what we use it for, I think we could do our inspections right on that thing. We could do our EMS call all on that. Because as it is, we've got the CF-19 or whatever it is. That's our MDC up front. And then we've got another \$2,000 computer in the back that we use for EMS calls to do logging, to do one thing. A \$2,000 computer to do one thing. Just when we could have a \$300 tablet and do the exact same. And we don't store anything on the hard drive. Everything gets sent. You don't even need a big one as far as memory goes. So that's my wish list, for sure. And we would only need one, hypothetically, mounted where the officer goes and the officer just hands it to the firefighter behind him or the engineer, actually. Our engineer is the one who does the documenting on our EMS calls because we're fortunate with staffing that it would be so easy, for sure.

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Wish_List	EMS	S	Field Responder	26-35	11-20	Male	EMS-S-005	looking more specifically at tablets and getting away from laptops, because people don't like carrying laptops. Plus, they're a big target. Somebody wants to take one or whatever. But you can keep an iPad mini or a Motorola. You can keep those things. Some of our pockets on our EMS coats are gigantic. I mean, you could put that in there, no problem. So it would be really interesting to see the benefit in the programming knowledge there. Is it really hard to-- is it really that hard to mix and patch the dispatch information with our medical information, with the hospital's information? Is it really that difficult, you know?
Wish_List	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	...I think those emergency transmission buttons on the radios need to be more effectively monitored or used and or protected so the incidental bumps don't happen...
Wish_List	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Some of the other things we have in the ambulance, though, are-- we have a WiFi router in there. So connectivity for the CAD as well as our... So we have a lot of software with connectivity between the patient care records we have on our laptops to our monitors, which are the 12-leads and defibrillators and all that. So I think a lot of times there could be ways to improve the connectivity between that because it's so integrated. And you can't finish reports if the connectivity is not there, and you can't upload your monitor to your computer. So WiFi is plan A, and then there's also USBs that we can use if the WiFi's not working. But it just seems like that's a hang up in our system often and increasing the time of the reporting. And getting back into service until the report's done. So once again, technology issues there. But aside from that, that's about it.
Wish_List	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	How about downloading our EKGs? A lot of times, they'll want that included in the report, and it just won't connect. So sometimes they'll use a little zip drive. If there were just a hard wire where we could connect it. Again, old school, just run wire from here to here, but it won't do that. So I mean the simpler the better.
Wish_List	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	...We have very little to no communication with our police agency. We are able to scan their channel, but I don't think they want us on their channel,

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								and they don't come onto our channel. And that's been identified as a huge problem in some of these large-scale incidents around the country of, for instance, the [City] shooting. There was no communication between the police and the fire on one scene. So I think that needs to get bridged. I think that's done through policy and procedure. I think the technology is there. I just don't think we utilize it efficiently.
Wish_List	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	I do think drones have a place in the fire service. I think video imaging and infrared, or thermal imaging with drones can be a hugely beneficial, safe, efficient operation...
Wish_List	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	...I know they're starting to play with the thermal imaging inside of masks and stuff like that. I think that could be good...
Wish_List	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	...I think hands-free wireless communication would be a fantastic thing. But those are just the outside-the-box spitball ideas.
Wish_List	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	The only thing I can really think of is our confined space that we use, so it's a hard line that's connected with our air hose, our air line. And it's hard to believe that that technology hasn't gotten any better. It's these old connections that they've used forever. You hear people say, "Spit on it and that will make the connection." But it's all this horrible stuff. But again, just like any other call, confined space, definitely the communications is the weak link there. So that wireless that you're talking about, yeah, that would be great. However, a lot of times we're underground or something like that. And so it makes it almost impossible. So that's why we have to have the hard line connection.
Wish_List	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	wireless EKG cables. That's obnoxious. I can't believe that's not wireless yet. That's all I got.
Wish_List	EMS	S	Field Responder	46-55	Not specified	Male	EMS-S-006	Maybe a smartphone. Like I said, our phone that's in the medic unit right now is an old flip phone. So that would be the only thing I could think of.
Wish_List	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...We've kind of explored some-- I don't know if they're really new technology, but there's some of the - I don't know what you call them - the internet-mediated sort of-- ReadyOp is one. There's a couple of others. These are essentially programs that allow you to tie phone

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								traffic, radio traffic, pager traffic, SMS traffic, all into these kind of central hubs. We actually have that capability. As a hospital, we don't use it super heavily, again, because the systems we have right now are robust enough that we don't have to, and it's an added layer of complexity that we don't really use...
Wish_List	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...So I would definitely like to be able to have more robust data communications in terms of getting the details of the call. We've had horrible problems when we tried to put MDTs in every ambulance that was not robust. It was not reliable...
Wish_List	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...so there's no particular reason that a car should have to tell us when they have arrived on scene. It would be great if they could just push a button in their car quietly that says, "We're on scene," and the computer automatically notes that...
Wish_List	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...The stuff where you're getting the caution notes. Right now, if you're not a commander, the maps, we have no really good way of getting the maps to non-officer crews. And so you'll hear a dispatcher trying to describe how to get to the back corner of some elaborate-- we have this gigantic apartment complexes with several thousand units within them, and they all have one address [laughter]... So if we could send them that kind of stuff, that would be very nice.
Wish_List	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	...And just a general reliability upgrade on the data side would be probably-- so that we can really trust that stuff and start to lean on it. Because right now, no matter what we implement on that side, it has to be the nice-to-know stuff, the, "Yeah, this is great, but we can't rely on it."
Wish_List	EMS	U	Field Responder	46-55	21-30	Male	EMS-U-003	Yeah. I mean, the big thing is every thing we use, I mean, we don't have time to mess with it, or tweak it, or play with it. It has to work the first time, every time, or people will just to stop using it. They will just refuse to use it and go back to the old way of talking on the radio.
Wish_List	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] I would like to see power stretchers at this agency.
Wish_List	EMS	U	Field	26-35	Not	Not	EMS-	[S3] Eventually, it's the wave of the future power stretchers or hydraulic

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			Responder		specified	specified	U-004	pressure. Their stretcher with the touch of a button. Hydraulics raise and lower the patient. It's been fairly definitively proven to reduce the number of at work back injuries. They also weigh three times as much as the other ones. You can argue that that weight is for-- the pros outweigh the cons...
Wish_List	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] I would like to get a CAD system back in an ambulance... But it would be a great way to clear up radio traffic.
Wish_List	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] The mapping that helps you get to get to calls, that would be cool.
Wish_List	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] If I'm trying to go on scene, this happens all the time where the patient can see me pull up and the fire department can see me pull up, or maybe there's a bystander trying to flag me in because it's their emergency, and so they're the ones freaking out. And I sit there in my ambulance, and I try and key up and the radio's okay. So then, I try and key up again and the bystander's freaking out and waving me in. And I'm just waving to them like, "Hi. Yeah, I'll be there in a minute."... And then I try and key up, and this time, it goes through, so now I can put myself on the scene. Or if I had a CAD system, I could hit a button that said on scene. So that way, if dispatch was busy talking with someone, and they wanted to know if I made it, they could look at their screen and see, "Oh, yeah, they've put themselves on scene." And that way my time is accurate.
Wish_List	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[RE: CAD] I can pull up my call notes in real time if the call taker is still on the phone with the reporting party during my entire response to the scene, sometimes new developments happen that are important that I would like to know. Well, dispatch and the call taker are two different people. So dispatch is not necessarily going to be reading all the call notes for the 15 calls that he has people responding to right now. So, if something interesting pops up, he doesn't know, so it doesn't get relayed to me.
Wish_List	EMS	U	Field	26-35	Not	Not	EMS-	[RE: CAD] [S2] As much information as I can gather helps me. But I also

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			Responder		specified	specified	U-004	don't expect dispatch to sit there, and read it, and relay this to me because that's just air time, and it's a waste of his time, and he can't do that when there's 20 emergencies going on at one time. So, if I can do that in real time by myself, because all I'm doing is sitting there as my partner drives me to the scene, it helps me make decisions... But call notes will tell you it's actually in the parking lot behind that address. That's just the numbers they could see when they gave the numerics to dispatch or to the call taker.
Wish_List	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[RE: info via CAD] ..."Do I need to request PD before I even make the scene? Oh, my patient is 500 pounds. Let's get fire go into that because I'm not going to be able to lift that person with my partner. Oh, there are weapons on scene? Cool. This develops into a psychiatric situation. Maybe I'm going to go in a little bit more guarded than I would have before." It can be as simple as this is the address you're going to. Cool...
Wish_List	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S2] So everything that I can find out before that call is beneficial to me. If I'm going to a chest pain, it would be great to know if it's somebody sitting on their couch that developed chest pain or if his chest hurts because he was shot in the chest. And all of those things can be new developments after I've been dispatched, and I'm no longer getting information. I could go on forever about the information that I want before I receive a call because a lot of that's going to help me determine what gear I take in, whether I'm going to bring my narcotics in with me if someone is still actively seizing, all kinds of stuff [laughter].
Wish_List	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S3] I do agree that having that extra information would be nice. I definitely agree with the more information I do have before I walk into that scene, the better equipped I am to be able to handle it and just prepare for that situation. That said, you really can't account for every circumstance. And part of what I enjoy with this job is figuring out the best way to make do with what you do have. And I think that's fun kind of being a detective and tie together little bits information of you have.
Wish_List	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[RE: pagers] [S3] More detail on a page would be nice... Our pagers. Just our pager. Our pagers are pretty basic by default. I mean, it is a page

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								after all. It just has an address, and some signs, and times, and codes, and that's about it. Sometimes I wish a little bit more information came across on a pager because sometimes the Toughbook, it doesn't stay connected to the Wi-Fi and that type of thing. And sometimes, it depends on the dispatch, on just what's happening in dispatch within the call sometimes. Sometimes the police call taker is getting different information than our call taker is, and so sometimes if you monitor a different channel, you can get new information that way.
Wish_List	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[S4] I would say probably a small PDA would be really cool to have in the back ambulance, and maybe just a remote-- I guess just be able to enter some basic demographic information in a really easy kind of format instead of having to grab the laptop sometime. I guess that would be my only ooh kind of moment.
Wish_List	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	[RE: using a PDA instead of a laptop] [S4] ...I guess to be able to get some demographics together and then maybe to be able to obtain a signature, it might be a little bit easier if it was something that was really handheld that sort of lived maybe in the back of the ambulance. But that would be my only, I guess, thing of want.
Wish_List	EMS	U	Field Responder	26-35	Not specified	Not specified	EMS-U-004	I did like having a closed camera system from the front of the ambulance to the back, so I could watch my partner while I was driving in front. And that way, if anything got squirrely where he couldn't communicate to me that he needed my help, I could just see it on the screen and pull over and go help him. It came in handy a couple times. It wasn't downloaded to any system. It wasn't a HIPAA because it didn't go beyond real time, and that was kind of nice.
Wish_List	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	[RE: radios] Well, I think for me I'd like to just keep it simple. I'd like to have a device that I can communicate without having to turn-- go to so many frequencies, or try and push a button on this front face of the radio in the dark. And I'm trying to change zones and that to me, I don't care for that at all.
Wish_List	EMS	U	Other	46-55	21-30	Female	EMS-	Subway channels are the worst. And you have to be on subway channel



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			Public Safety Personnel				U-009	or else you won't be able to hear anything. High-rise, terrible. I mean, yeah, if we had one device that could get us from subway to high-rise to whatever, that would be ideal. Because remember, when you're going into a subway and you have an incident, not only are you worried that you're not going to be able to communicate. That's my biggest concern. If I can mitigate what's happening down there, how am I supposed to get help? I got to run all the way back up there just to get a signal? I don't like that at all. I think that the one thing that we lack is probably-- that's probably the worst, it's the subway incidents.
Wish_List	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	Maybe something along the lines that patient tracking because that's a good tool. Doesn't get used a lot though. I think something that would be an automatic download to the Red Cross. If we had victims, multiple victims from an incident-- on our MRU, once we had their name and information, if we could tap a drop-down menu and say Red Cross or whatever, then that information would go right to their databank. And they would know where that person is. And the reason why we would notify them is if we didn't have-- if it was like a disaster situation, you know? Let's say a plane crashed. We have 100 people. If we have that information. I would like that we would be able to send it to them immediately, without-- because the hospitals, you start bringing patients, and then all of a sudden they're setting up their own makeshift triage area for these specific victims alone. And then if you say that, you put all the information. I'm going to the [local university], and you hit tap down, and notify Red Cross, it would be great that that patient information would pop up to the disaster coordinator [local university]. So they have it when we get there. They know we're coming with that person. And they know that the Red Cross has been notified.
Wish_List	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	... Ambulance attendants bringing you a 48-year-old female, involved in a plane crash. Crush injuries. ALS cure established. That's all you know. So family locator. Right? How does that happen? That happens from the Red Cross. So you take that information. that's the information I'm giving to you. I know what my patient's information is, if I have their ID or

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								whatever. I call the telemetry hospital. "48-year-old female. Crush injury. Plane crash. ALS cure. Going to UFC." That's all I have to tell them. That's all you're going to know at UFC. Right? So if I can put that information in there. And I'm sending you her age, everything else. And the fact that Red Cross has been notified. Now, they're already getting that to their databank. And they know that this crash-- because they're going to come out on it-- that we have a victim now going to UFC. Here's a name. Now they can jumpstart family locator. It would be cool to do that. And we do have patient tracking that essentially will do that. But patient tracking is just something else for the ambulance crew, fire crew to have to pull out that they never use. So they don't have a comfort level with it. Right? And we use MRU every day. For us, that's nothing. We're going to put that information in. Right?
Wish_List	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	one radio that would literally take care of everything easier. That would be great...
Wish_List	EMS	U	Other Public Safety Personnel	46-55	21-30	Female	EMS-U-009	I think it would be cool if the city-- although the lights would be red all the time for everybody else. But you know they have those sensors. There's so many ambulances in the [City] that would probably be a bad idea. But when I go out to these [planes?], they have sensors. When a rig is coming, people stop. That would be nice out here. I mean, but like I said, they're always in motion. There would be the proverbial traffic jam if-- probably if we did that.
Wish_List	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	Hey, how many times have we been to this location? Were there any issues at this location? Or was the best place to enter into this building through the rear? How many times have we been up to this floor? Did we find any issues, somebody who wasn't receptive to us on that floor? Yeah, those are the kind of things we'd like to know... I think that somebody should collect that information and get it over to us.
Wish_List	EMS	U	Supervising Field	46-55	21-30	Male	EMS-U-010	...for violent incidents that we respond to, I want to know who's also responding. Are the police responding? Why do I have to call the office

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			Responder					to find out if the police are coming in? That should be an automatic, "Oh, yeah, by the way, the police are going there."
Wish_List	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	I can tell you that for large-scale events, from the command side of things, I would like to see or have some type of a [inaudible] saying, "Okay, you know what? These ambulances are coming from this direction and these ambulances are coming from this direction. Where can I place them so that they don't running into each other or direct them [crosstalk]?"... Some kind of GPS locator. I know it exists, it's just that we don't have it [laughter].
Wish_List	EMS	U	Supervising Field Responder	46-55	21-30	Male	EMS-U-010	So some type of a drone with a camera. And before we go into this area, what do we have there? Is there something that can be relayed back to us and say, "Okay, you have three cars in this type of an accident. Here's a picture of where you can come in, it's easier for you to come in."
Wish_List	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	I mean, if the regular person running an errand, and then an Uber has to find an address quickly and can do it accurately, then you'd think that it'd be quite important for the ambulances to be able to do that. You can be detailed to an area you're not familiar with... So if the average person would do it, it seems crazy that the ambulance don't have it yet, but they don't... I would think that would be on everybody's wish list that drives a vehicle, yeah [laughter], to make it a little easier.
Wish_List	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	...I'd like to be able to fly my car into work [laughter] to be honest with you... It seems that should've happened a long time ago because you've got your limitations to, obviously, how much space you have for highway. I always felt maybe it would be nice if there was something I can come up with that was somewhere in between a regular automobile and a helicopter or a plane that was safe and kind of lift, take yourself to work and not have to follow behind every other person in congestion... It seems logical because there's room up there and there's no more room on the highways [laughter].
Wish_List	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	So I wish something technology-wise. I know people don't want to share trains, and buses, and stuff like that, to go. People like to have their own

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								individual-- the feeling of having a vehicle at work but it seems there was another option, realistically, alongside of an expressway, above it, any kind of other ultimate transport that you're not always in traffic. It feels like that's a long time coming [laughter].
Wish_List	EMS	U	Field Responder	36-45	21-30	Male	EMS-U-011	...I think as far as technology goes, we're at where we need to be right now. So yeah, not much else I can think of until they get more advanced with medicine itself...
Wish_List	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	...I'd say about seven or eight years ago, we did a campaign here. I think CFD did a campaign, pull it to the right... I wish we could do a campaign again like that.
Wish_List	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	I have my portable Toughbook laptop where I keep all my information for a medical run. We can't communicate through that. There's no communication through that. That'd be great in case something happens. I could send an email out to maybe the alarm office or to my field chief who takes care of the district, through my Toughbook. That's a good idea.
Wish_List	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	...I wish I could be trained a little bit more. I think I've got a good grasp on my radio. But I think I could buffer it up a little bit more if we have a class on all my channels or just practice a little bit more.
Wish_List	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	SME: Every information is helpful for me... Any piece of information for me. Even if it's a stubbed toe, they'll give us the basic information, but I'll look it up. And sometimes it will be in there. How did the person stub his toe? He fell down the stairs and stubbed his toe. All we got was stubbed toe. They didn't tell us he fell down 10 flights of stairs and stubbed his toe. Q: How do you want to get that information? On the MDT? On your radio? SME: MDT's good. That's efficient enough for me...
Wish_List	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	...What would I think that would help us out there? I think at this point, I think that little things like our waves - I don't know the terminology - could be stronger. If I could be in the subway and just know that I could

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								communicate with them if that wave is stronger... if there's something like some type of technology ways that they could come up with where it's a stronger signal that I know that at any point they're there for me. If I could explain it in its simplest terms. If there's that one channel where they could hear me crystal clear.
Wish_List	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	<p>SME: Our cardiac monitors. We have Bluetooth modems, where we're able to communicate to the doctor at the hospital if we want him to see real time of our patient's cardiac rhythm. Say, "Hey doctor, can you look at this second-degree heart block? I'm going to send this out to you right now." So in my cardiac modem, I'll put in buttons, and I'll go scroll to the hospital, and I'll hit send, and that picture of the EKG gets to the doctor. It's pretty cool. I think that's cool. And it's real time. He'll get it right then in a matter of seconds. I think that's great.</p> <p>Q: Would it be helpful to be able to send any other health information that way?</p> <p>SME: Blood pressure. Everything... Oh, that'd be great. Like the first line vital signs. Because we do the blood pressures automatically and it does come on the monitor. It definitely comes on the monitor. How come that pressure can't be, "Hey doctor, my--" I tell them through the telemetry but what happens if I can't call? ... If I'm bringing them a cardiac arrest, that we probably brought back, and I can't tell them that, I'll send it through my modem. Like, "I didn't know you guys were calling but I know now because I got the EKG here. Now I know you guys are coming to us." But on that EKG it'd be great to have the blood pressures on there.</p>
Wish_List	EMS	U	Field Responder	36-45	6-10	Male	EMS-U-012	On our run reports, I always put in if [City] PD's going to be there. I have to put that in manually. I always put that in my run reports in my computer. I manually type it in... That would be great, an autofill in for the PD, because sometimes PD's calling for us. Well, who's calling for us? PD114. Well, how come it's not auto filled in here? I got to put that in there.
Wish_List	EMS	U	Field	26-35	6-10	Male	EMS-	Well, especially during the summer, we're really busy and there's only

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			Responder				U-013	two channels for EMS for the entire city. We have a EMS main and a EMS [Neighborhood]... You get people stepping on each other. 20 different rigs trying to talk at the same time. Dispatch trying to dispatch someone. If you have a big event, you've just got people barking on the channels at all times... Oh, it's terrible [laughter]... for [City], they probably need-- downtown could probably use its own, not channel, but its own-- I guess, channel, yeah... Frequency, break it up a little more.
Wish_List	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	[RE: CAD] It'll give us the address. That's a big problem with downtown, is sometimes a building is the entire block, so we don't know which-- it'd be nice to know-- tell us what department store we're going, what-- something like that. What entrance are we using? Like the buildings around [building], there's a lower level, upper level. I mean, there's three levels before you get to street level, so it'd be nice to know sometimes. And then we have to talk back and forth and find out. And then they have to call them back to find out, "Hey, what-- you going to loading bay? Are you going--?" And so, that would be nice.
Wish_List	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	There's those, I don't even know what they're called, but I've seen them. They do compressions for you. Those things are really-- I think just a lot of stuff where a big department can't really put into budget or afford simple stuff like that.
Wish_List	EMS	U	Field Responder	26-35	6-10	Male	EMS-U-013	Electric cots. Those things, I think, in the long run, would save a lot of EMS their backs. And stuff like that. I don't know. The power cots, I think they're called. A lot of the private companies have them. Stuff like that. I don't know [laughter].
Wish_List	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	I wouldn't want anything different. I just want a good crew. I just want a good crew to do this with. I don't care if you put the power loads on our ambulances, I don't care if you give us all Toughbooks or if you give us all cell phones that rule the world; I would like a good crew and maybe a cell phone that has some coverage. I don't need-- this is a pretty rudimentary job. You don't need-- your hands can do everything that all this technology will do so I wouldn't ask for any more technology. I mean we made it work for this long doing this. I just ask for a good crew

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								because if you get a crappy crew it makes this job so hard but if you can come into work and have fun and shoot the breeze with these people then it makes it well worth it-- you know that's why you get into this job to have fun and help people.
Wish_List	EMS	R	Field Responder	18-25	5 or less	Male	EMS-R-018	So maybe a cell phone with some good coverage and maybe a radio. I mean but we make it work just fine the way it is so we really don't need any of that.
Wish_List	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	I definitely would prefer to have a system where we do our patient PCR's. Here especially there's times where we have a 40 minute transport and then you've got to drive from [City] back where which is at least 20 to 25 minutes. In reality you could have your whole report done before you even get back to the station because your partner drives and whoever took care of the patient they're in the passenger seat so it would be nice to be able to have that plus you can keep track of-- we have a lot of patients that call us pretty frequently. They have you know diabetic and congestive heart failure so we see them pretty frequently. It would be nice to when you go out to see Ms. [Name] down the street that you can access you've already run her 10 times that instead of you just putting all of her information in there that you can enter in her last name.
Wish_List	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	[RE: ePCRs] I use the system similar in another county that I work for and then you can pull all of that up-- all of her information is already there, so you can concentrate even more on your patient rather than gathering the birth date and the social security number because it's already there for you.
Wish_List	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	[RE: ePCRs] Yes. Because it's the same they keep records of every patient you come in contact with so once they're entered into the system they're going to be there for however long and even if you go to that same patient and-- let's say they're unresponsive. I may have never seen that patient before but someone else here may have went to them several times before and they've entered in all of their medical history, what they're allergic to. So if I can get a name first and last name and enter it into the system and then it pulls up everything and then I can go

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								in and read, "oh wow, they're allergic to this so I can't give it." Because I don't have a patient to talk to me or a family member to talk to me so it's lots of benefits.
Wish_List	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	A better radio would be the biggest thing. If that is the only thing if I could only have one thing it would be a radio that we don't have to worry about not working because there are times when it's just extremely dangerous to not have it.
Wish_List	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	[RE: radio use training] I mean I definitely think it's needed even ten codes there's some counties that are trying to do away with those and just speak plain English but again it's not something that you're really taught or go over. I'm sure they concentrate in school about you know patient care and how to take care of the patient but this is your lifeline whether it's a portable or if it's one in our truck so I think it's pretty important to know that and some people you don't even know what channel to switch to. I think it should be taught in school as well as when you come to a new service that they should do some classes with it as well.
Wish_List	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	As far as technology and communication I don't think so. It would be much easier if we had better technology that's for sure. I love my job and but that's one of the more frustrating parts of it is to be somewhere need help or need to communicate and not be able to and I love working in a small community like this very rural. You get to see a lot of those people you get to know them by first name and a lot of the folks are related and stuff like that but it's also difficult because they all listen and then so if Aunt [name] down the street has had a cardiac arrest they hear the address on the radio and then you've got ten people at the scene that you're trying to take care of your patient then you've got family members and they actually had one this morning and they had all of this family that was rushing them. They were only on the scene for 7 minutes which is extremely good and so that's frustrating.
Wish_List	EMS	R	Field Responder	36-45	5 or less	Female	EMS-R-019	...so I think if there was a way to take the general public out of being able to hear our traffic and us be able to communicate easily and



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								efficiently with each other without all of the areas that we don't have coverage it would be much better.
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	We buy a system, and we buy a radio that's going to hold a million channels in it. When am I going to use a million channels? And so I'm paying for capacity that I'm not probably going to use in a life of that piece of equipment. So that would be issue one, because then I could spread those dollars out and use them for either more of something, or divert it to another purpose. So from the MDC standpoint, what would I want is something that gives me intelligence about where I'm going, that's pushed to you..... So, as an example, it would be nice if you knew, if I'm going to an EMS call, what is the information that I would want? Well, if it's an apartment building, the building number, maybe a map... and obviously, you can tell if it's typically on the first or second floor. That would be ideal...
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	And obviously, you can tell if it's typically on the first or second floor. That would be ideal. The other piece of that is, if I'm going to an assault, or a shooting, how many other of those types of events have occurred there would be nice. The other piece of that would be, if I'm going to a fire-- that it delineates between the type of call and says, "Okay. Well, these are some of the things in priority that you might want to know. There is a known hazardous material there. There are known water-supply issues there. There are forcible-entry issues." Maybe collecting data from previous experiences in that that drive future data and make it a little bit more intelligent would probably be ideal. In regards to radio, we don't have a lot of complaints about radio. We push the button. It works. It communicates. We don't have a lot of issues there. GPS tracking and location would be ideal.
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	We don't have GPS for the individual. Now, obviously GPS becomes a whole new issue because if you're in a building, then you're not going to get that. But we certainly could, with a mesh network, have the ability based in the vehicles to triangulate based on where somebody is and their radio. So when you're looking for a firefighter, that would be ideal.

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								You have a lot of people out there that are competing with those issues now with one-offs or add-ons to SCBAs or these other devices. From a wildland perspective, it would be nice from an incident commander's perspective to be able to see where people are operating.
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	The idea of the emergency alerting on radios is absolute crap. It's a theory and a concept that was created in an air-conditioned room on a whiteboard, but when you're scared to death, you're going to do what you do 99.9% of the time, and that is you're going to hit the side button. You're not going to push the small little button that you've never pushed in your career in the moment that you're scared to death. So a big piece in a radio system would be that dispatch has the ability to move people over to another talk group. Because if I've got 40 or 50 people on an incident and I need to move people to another network or to another channel, if I transmit and say, "Everybody move to another channel," with a gloved hand, maybe in zero visibility, maybe I'm outside, I don't know, and then I've got to pull this thing out and I've got to move over-
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	Yeah, is this the right channel? That would be ideal because then the dispatcher, if I have a lost firefighter or some sort of emergency, could then take a group and just move them over, drag and drop them onto another talk group. Now I can run this, and that didn't require any effort from--
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	There's zero situational awareness with these people over here. So what would be ideal in a perfect Utopian world is that you have a datalink video from each vehicle that could feed into a data center so that you as the [Job title] could say, "I wonder what's going on over here."
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	And you can see it. Or that there's the ability that that camera would be tied to the MDC so that I could push a button, take a picture, and transmit that without sitting here and opening an email, figure out who's working today, who's going to get this email, or does it go into some black hole?
Wish_List	FF	R	Supervising	46-55	21-30	Male	FF-R-008	So they'll put a layer in our MDC for where these buildings are. Have that

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			Field Responder					in a more usable format would have been nice. The topography: potential flood areas, known flood areas, historical data on the types of hazard that might impact a particular area historically. Especially flood lines, right? It would nice to know that, "Hey, if I get four inches of rain in a 30-minute period, what is that going to look like?"
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	Probably, from a technology standpoint, not strictly for communications, the use of drones in those type of incidents would be very, very helpful. It aggravates me in that my son could go out and use a drone, but I can't because we're part of an agency, so now we fall under the commercial guidelines. But I can take a million dollar aerial apparatus and stick in the air, or I could go and do \$1,000 drone and get that situational awareness. And then the ability to transfer that information to other people would be a key piece.
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	When you have a flooding event and you have hundreds of people stuck on their roof, and then you limit yourself because the road network that you've relied on traditionally is no longer passable, so how do I get people to that location? And what information do I actually have that suggests that I can? Is it now an island? How long is it going to take? What is the reaction time? So yeah, I mean, any major event. Because it happens in such a condensed time frame with a limited amount of information.
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	No, not really. I mean, I think what the guys would like is the ability to somehow have an easier way to collect data for their incident reports.
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	I go back if we were creating a utopia, that that data is scrubbed and filtered so that it's not looked at as a past event, which certainly it's an archive, an artifact in time of that event. But then information is filtered through there in hopes of driving information needed for the next event at the same location. And we certainly have the ability to do that, it's a question of imagination, one. And then the limiting factor in communications often times is that you go and invest in this system and it has boundaries. And then to change that or to add something into

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								it is usually not compatible, so you end up with a situation of, "You do this with this system and you do that with this system," but they're not integrated.
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	So, first would be interoperability statewide. It would be nice if every radio you had-- and it may exist and I'm just not aware of it. But if I go to [City] and they have an 800 or 700 system, I can talk to them. If they have a UHF system, then I can't talk to them with my radio. Unless of course, I bought a dual band. So now I'm in a situation where I've got to pay an extra \$1,000 for a radio in the off chance that the world came to an end and I was going to go to [City]. So, that doesn't make-- who would spend that money for that? But if somebody could set that as a standard, that public safety radios, and it's not an option, then I think in a generation we drive towards that capability.
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-008	So I think that would make communication much, much easier. But it has to have some capacity to it as well. The other thing is the use of portable technology, iPads for patient care records, for inspections, for incident data, situational awareness, even receiving information. That's that integration piece. So it would be nice if I had this iPad that is not just a stand-alone. So I've got my MDC, but the two might be linked in regards to the data that's being pushed. That would be helpful.
Wish_List	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	I don't know if there's a better way for dispatch to get the information from the call. I think sometimes there's a little mix up there on whether it's pending or not. Somebody will get in a wreck and they'll say, "I'm in my car right now." So they get dispatched as a vehicle rescue. Say they can't get out of their car. So you'll send six units to them, and then you get there and it's nothing. So it could be stuff like that. I think that's just where it would get lost, in expectations of what you'd see on scene. Our guys, he's not here today, but he had a trash fire he went to, and then he got there and the whole house was on fire. So instead of sending just our squad, he had upgraded to several companies.
Wish_List	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	But then again, I don't know how technology could improve to help that because they don't find the guy you still have to go help the guy that's

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								injured even though they haven't found him yet. So I don't know if that would be another drone thing or if there's anyway technology-wise to block people off. But it seems like on calls like that the party still goes on. So I think if stuff like that would stop maybe they would cooperate more. You get 500 drunk guys, I mean, probably not going to just stop them.
Wish_List	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	If there's anything, I would wish that if a patient was in trouble that somehow they could send us-- or send somebody a video come up on our screen because you can tell by looking at a person if they're in serious trouble or if they're not. We have tons of calls where they'll get dispatch for priority one chest pain, having a heart attack. And you get there and they're sitting there smoking a cigarette outside on the front porch or something. So that would be nice if you could have some actual visualization. Or if you knew on scene, "Hey this is going to be a hoarder house," or something. If there was any way to get the layouts of people's houses I guess before you went in, kind of like-- I guess you have the Google Maps. You can see the outside.
Wish_List	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	but we don't have a system right now that is fast enough where if they gave us the address, that house would pop up somewhere. Instead of having to type it in Google Maps, find it, and zoom in. Look for anything, or it would show you the nearest hydrant there. Stuff like that would be good. A lot of times Google Maps, there would just be stuff in the way of the hydrants. So even though it shows up on your-- because they'll shows up on your CAD system. It will show up where they're at, but you won't know that it's covered in trees--
Wish_List	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	Like I said, it would be nice to have a video or something if that was possible, a video of the house or exterior or anything like that that would automatically generate when you got a call. I'm trying to think of the EMS related because the majority of our calls are EMS related.
Wish_List	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	We were doing CPR, but the problem was is where it's positioned you couldn't see anything. You could hear what we were doing, but you couldn't see actual visual of what was going on. You just see I think the

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								top of somebody's head, you know? So if there is any way to get more information like that, like you were talking about. If there is any way to get an actual camera in the ambulance, this is what a sick patient looks like, stuff like that would be really beneficial to everybody just in training because you get the training videos, and it shows a guy with a wet cloth over his head and he's sitting there in the chair, and that's supposed to be the sick patient. That's not what you're going to get.
Wish_List	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	So if there's any way to have [a video camera] located somewhere where we can record the actual patient, patient care that's being given, that would be good. And it gives us a way to monitor our rookie firefighters too. If they're doing something we think is wrong or they could do better, that's a good thing to look at just to improve them.
Wish_List	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	Yeah, if there was a way to, you were on this call, maybe en route, they give you all that- I guess they can't give you all of it en route because they don't know when you're going to leave so the scene or when you're going to get there, but once you clear the scene maybe if there's a way how to say, "Hey, you got that call. Here it is."
Wish_List	FF	R	Field Responder	26-35	6-10	Male	FF-R-009	Even just to know the patient's outcome would be nice too because when you do CPR on somebody, and they take them, you always look up in the computer, see did they make it out or not? Or you look in the obituaries, be like, "I'll probably see this guy here." You kind of know on scene what's going on. So stuff like that would be neat, and it would be something to learn from probably too.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So we have people who show up to and help film the scene, they're like our training officers, so that we can go back and revisit the fire. Because when I go to a fire scene I get a really good rep in, right? It's experience for me, we solve a problem. Well, the other seven BCs didn't necessarily get to go. So how do I share that to help them get better? It's true that if they get a rep it may not be the best rep, but it's as close to getting a rep as you can get. So we can watch the movie, stop it, have them give a size-up, talk about what happened, what could you do better? So that's a really cool technology. It'd be really neat if every firefighter, say, had a

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								helmet cam on. And then you'd have mini views from--
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Yes, location detection. So seeing where they are at, I know that our new air packs have the ability but the software isn't there yet. So to send out how much air they have, that's a really big deal because as people get close to low on air, it doesn't tell me where they are in the building, but it tells me how much work time they have left.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	-- so if you can just envision a city block, and something on fire-- to drive around this, try to get situationally aware and how many times would I have to do that to really remain vigilant, versus throwing that up (drone). Or even on a house fire, throwing that up and being able to see on a monitor, live, what's going on from above or from the back. Because right now I use people. I'll say, "You're next on scene as a commander. Go to [Name] and you just be my eyes back there and let me know if anything changes."
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Big enough scene that I'm going to have a Baker, a Charlie, and a Delta eyes on scene. I use people which-- that's probably the primo, but with technology, if we had the ability to-- every fire somebody shows up and shows me a picture, or on a green-bell call, shows me a picture as an incident commander, that would be great.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	So technology, if everybody had TIC-- not everybody has a tech, there's one TIC per unit - thermal imaging camera. They have the technology now that every firefighter's mask has a TIC inside. So it's super expensive--
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Firefighter Location would be great. To know where they are. Having a TIC in everybody's SCBA. If everybody has view of the fire and how hot--
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	Right. I think it's probably overkill on a lot of our fire scenes, but if you have one more bit of information you can refer to just to look at that backside without having to send somebody, that just gives you more real-time. Throw it up there and watch the hover. We've been lucky enough to see it on a couple of special operations calls, especially. We

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								did some training where we put a dummy on the side of the seventh floor. They were stuck. And then we would send people down and they sent the drone up to be in the area to watch what they were doing. And so it was a second set of eyes watching. And we want them to be trained and obviously make wise calls about what they're going to do, but a second set of eyes watching the interchange between the rescuer and the victim, that can only help.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-001	And I'll say this, the more integrated it is into our protective equipment that it's not so ancillary or exterior that it bogs us down, the more-- because I really am asking somebody to be a triathlete. And all these extra clothes and anything that's cumbersome, wires or anything, is going to be a hazard. And so the more streamlined we can make it, lie faster, longer battery life, all those things, protection--
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Oh, wow. That's a loaded question. So I would like the ability with all the gear - since we're talking about communication - better communication with the people immediately around me. Specific to structure fire use. We live in a world now where once I put all that gear on, I could scream at the top of my lungs, and you would be hard-pressed to understand what I'm saying. And so, we turn to things like voice amplifiers and that technology. We're currently trying to test some Bluetooth technology on. When I'm in a big room with a group of firefighters, as a captain, trying to say, "I want you to knock down that door. And I want you to spray that hose line. And I want you to break out that window." I have to walk and slap you on the shoulder and do this, because I have a big muffle right here.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	Yeah, and I would think that it would be easier than it apparently sounds to make that happen so that everybody could communicate. Just like you and I are having a conversation right now, why can't I have a conversation when everything's pitch black with everything muffled. So that's what I want to see...
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	...I would like to see better thermal camera technology. So I'd like to see more advanced, user-friendly thermal camera technology... When I carry



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								a camera, it's really nice and it's a \$10,000 camera. Why not in the world of technology, cost aside, why can't that be heads up? ...I know that there's some of that stuff out there. But why not be a useful heads-up display that's just as useful as this camera? ...It tells me heat differential. And so it tells me where the hot and cold spots are, so I can tell with all that gear on, the new one gives me a temperature. Tells me it's 800 degrees. Some of them are color coded, so all those things are good.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-002	...We talked a little bit about whether it's on the radio, or on my air pack, or my SCBA or something, but the ability to track me from the outside. For the chief, to be able to look at a computer screen, outside, and watch where I am in the building... A breadcrumb so that if something happens to me and I push this orange button and I say, "I'm in trouble." ... He can show everybody he's right here. Go get him. We just killed a firefighter in [City]. They looked for an hour for him. They couldn't find him. So those are the big things in technology I'd like to see.
Wish_List	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	We have pretty good pre-plans on our computers, they've gotten a lot better through the years. I think on the-- if there was a way we could get closest hydrant to pop up, that would be cool, and the service status of that hydrant. So is it out of service, in service, and what GPNs it provides... and if it's on a loop main.
Wish_List	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	Road closures. I don't know if that's relevant but we don't have a really good way of, if a road's closed, we'll just drive up on it, it's closed.
Wish_List	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	To me, maybe it's another box I can push on the MDC and kind of hit it. And it would be like a priority box or a message, it would just shows up as a message, new message, and then it pops up and there. That would be fine. If it's in the main text, it gets down to the bottom and that's new —
Wish_List	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	Prep-plans is a pre-planned button. So hydrants, you can't have a button for everything but I think that even if it just was an extra message, especially for the-- I think for the hydrant it could be a button and for the

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								road closure it could just be a message that just comes up... an alert message.
Wish_List	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	You can pull up where the hydrants are but sometimes it would just be easier if there was-- there's a lot going on. And it's gotten easier, on the map you can see the hydrants but it's kind of hard to see. It doesn't have an address in front of it or it's just kind of ... Not it's just, "Oh, it looks like an F block away." And we don't know-, it doesn't say if it's in service or out of service or anything like that.
Wish_List	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	[RE: radios] that's the thing, these get wet and they get kind of ruined... It's not good. I don't know, it's like I almost want to be able to submerge this... Well, no. I don't want to do it with this one [laughter]. But if I had the perfect radio, I'd be able to submerge it. Because we go on boats all the time. We have swift water and we have everything here, and... it has ruined in the past. Not every time, but this thing, even in a fire, gets soaked, gets drenched...
Wish_List	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	It's not good. I don't know, it's like I almost want to be able to submerge this. [radio]
Wish_List	FF	U	Field Responder	36-45	11-20	Male	FF-U-003	The cops have sonar for finding bodies in water. So, that could be helpful. People are talking about the drones' stuff. I don't know anything about that stuff. So, I can't speak on it. But it seems to help. But we have a active shooter program and we practice with the cops. And we had a drone. And we said, "Why don't we just fly the unmanned drone up to give us a view of what's going on and bring that information back?" And they were adamant we couldn't do that. So we really don't understand why... The police said it would hinder their operations... But we thought it was a great idea. So we don't know. I'm just saying I don't know anything about technology. I'm not a very savvy guy with technology either.
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	Maybe if there was some way of connecting the caller and the guys from the fire truck responding. If there was maybe some way out-- I don't know how, but if there was some way to kind of bring them a little closer to together to-- I don't know. I'm just thinking out loud here.

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Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	If they could hear the call, what's going on on the phone. If there was some way for that, that might help them kind of get a better picture of what they're going into, getting into, and it definitely would show what the dispatcher is dealing with [laughter]. It's like, "Why am I not getting this information?" So, yeah, maybe I could see that definitely being a benefit. Having a little more access to that caller.
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	if there was a way that more closely tied that person who has having the emergency with the people that are responding. I mean, that's the goal is to move the information from the caller to the engine. But sometimes things get lost in translation or, like I'd say, the call taker gets tunnel vision and only focuses on this when the guys in the truck are like, "What about this?"
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	So it would be nice to pair a lot of it down maybe instead of having all of these different pieces of equipment, to have it all integrated into one. Now I could see that being, okay when that one breaks then you lose everything, but I know that you could get a radio that you could do your status, your-- if I'm an available station or if I'm responding to a call, you could hit the button on the radio and stuff like that and more of a device it would-- our MDCs are mounted in the trucks or locked in the trucks, but we're looking at going towards tablets, so once you leave the fire truck you could take that with you. So more mobility, portability.
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	... And probably the biggest thing is a device that works 100% of the time [laughter], not 90% of the time. And with that maybe more live, real-time data. I know it could be done but if that tablet was-- there's an easy just click a button and see where everyone else is, all the other units are and their statuses, stuff like that.
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	...so our radios do have Bluetooth capability, so we're kind of exploring the option of being able to-- one of the hardest things as a fireman is talking while you got all your gear on and the air mask and everything. And it's hard to understand the guy who's screaming on the radio through his air mask. And sometimes there is a real mumble and you can't understand it. Clear communications...

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Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-004	...then, even more, data as far as you could put some kind of the command, the guy at the command truck would be able to get, like, "Okay. This is our location in the building. This is the temperature that they're experiencing right now. This is the guy's body temperature," maybe, "This is the guy's heart rate," all that stuff. I know some of that's available, but that's information for the command center to make better decisions like, "Hey, this guy is getting really hot. His environment is getting really hot, let's pull him out." ...
Wish_List	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	I used to be on the HAZMAT team and we had cameras that you can take in and it can send a video feedback to somebody outside. I don't know, some kind of a-- I don't know if it's like a GoPro or if it's like FaceTime, some kind of FaceTime application or something that as I'm walking down the hall, the chief sees us and is seeing what I'm seeing exactly and at the command post on a screen or something like that. That would be kind of beneficial because that might cut down on a ton radio traffic because command doesn't need to know if there's smoke in a stairwell because he can see it. So that might be something that's kind of cool.
Wish_List	FF	U	Field Responder	36-45	11-20	Male	FF-U-005	If all 12 of us are inside a building, if we've all got air packs on with a little chip or card or whatever it is, command can see little pings, little dots, and can track our progress moving through. If we had that technology available today at every fire and command could see that outside, that'd be very beneficial. I think we're going to that though.
Wish_List	FF	U	Field Responder	26-35	6-10	Male	FF-U-006	We have TICs, thermal imaging cameras. This actually kind of goes back to the radio thing. On the ladder, the TICs are actually a lot larger than they are on the engines, which, we're already carrying a lot of equipment. Usually, it's just clipped onto our air packs, but I think in that situation, smaller is better. I think the ones that we do have on the ladder, though the batteries do last a lot longer, I think they only last for maybe about 45 minutes to an hour if they're strictly on. So maybe a little bit more battery life on those would be nice. But at the same time, a smaller more compact thing. But if you're going into a fire, you're going to use that

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								camera pretty quick and usually, fires are out in a pretty fast manner if you're actually going inside and using a TIC. Where if it's some big fire from the outside, it's like, "Yeah, I can see the fire. I don't need the camera to see it." ...
Wish_List	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	The equipment that we use right now really not a whole lot to pick apart at it, but the one thing I think we lack is just to have it more seamlessly kind of aligned with when we go to a call. If we can hit a response button and have all the equipment on the fire engine, or whatever unit that you're on, automatically go to that assigned channel. Occasionally we use just direct channels for line-of-sight communications below grade down here. But everything pretty much works well equipment-wise. I guess, technology - I think it exists - that we could just seamlessly have it that you hit the button and your unit [responds?] and everybody's radio channels kind of link up.
Wish_List	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	But we had a fire recently where someone had a gun inside of the house on fire, and so we all had to back out. And then we weren't really sure what police was [doing?], but we can kind of hear their communications, but they don't use plain English, they use 10 codes that we really can't make sense out of. But just if there was a way for us to communicate with police more easily.
Wish_List	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	we have a system where we update buildings downtown, or buildings throughout the city that we have-- locations of different fire protection systems: fire pumps, fire control panels, fire department connections that we keep in the system. And if we had something just to kind of make it more easy to look at, easy to move around, that kind of thing, that you're kind of used to on your technology at home. Like pinch to zoom or find information very easily that you want to find. It's just kind of complex, and not user-friendly.
Wish_List	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	It'd be nice just to have that kind of information. And if you're inside of a building, maybe nobody has this at all, but just to maybe just by whatever division, whatever floor somebody's on, if you could somehow track those people with some kind of positioning system, that'd be cool.

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Wish_List	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	...When we respond to a unit, we hit our response button, and we're automatically synced up on our radios to the correct [FireTech?] channel. If we take an assignment on an alternate channel that we have to monitor, like the emergency channel for the rescue team, then we can just hit a button and we're [over?]. If somebody's on that channel that you need to go to. Or if we need to go an alternate channel, we can just assign a staging function or what have you...
Wish_List	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	...And so we can plot kind of where everybody is, link up with their air supply, and just kind know what companies are on scene, where they are. Because you see a lot of times, our job as commanders is having to write that stuff down on a dry-erase board and listen to all this stuff, too. So it was just kind of being tracked automatically to make our job a lot easier...That's the big thing. If there was a way just to-- yeah, I think that covers it but just to track units on scene, personnel on scene, and accountability on some kind of system we could look at from the command vehicle and just have all that recorded. Yeah?
Wish_List	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	Just in our initial response before any fire units are on scene? That would be nice to just have better maps of all the units, or all the buildings, properties that are downtown, or wherever in the city. That and a lot of times we'll have premise hazards in our MDCs and maybe even you even can look at previous calls you've made there if it's not actual fire, if it's like a constant fire alarm system malfunction or whatever kind of hazards that might be on ground. You can look at a previous calls type prior button and get that information. But I think the biggest thing just easier to look through maps and kind of more easily identify stuff that you've done.
Wish_List	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	Yeah, so that's probably the big one. There's going to be tons of radio traffic, and I'm sure someone is going to hit that button and say, "Emergency traffic. Building collapse." Whatever needs to happen. "Evacuate everybody." If there's a way to, communication-wise, if there's a way just to confirm that that message has been received by everybody-- that would be a cool button to have, just like if there's an

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								emergency event, and everybody has their just like, "Okay. We got it. This crew has it." But just the fact that-- and it's all kind of sectored, and so they have like, this division's supervisor is going to account for all his crews, but a lot of times when we're there at an incident, and there's something that the division supervisor-- we had a guy with a gun not long ago, and so, "Check in with me, Fire Engine One", and then we checked in, and then we were kind of waiting, so if we just had a way to communicate directly, so it was like, "All right, we got it. We're all coming out." And the guy at the command vehicle can see that it's all been taken care of, just on a screen or something, it would be cool, yeah.
Wish_List	FF	U	Field Responder	36-45	11-20	Male	FF-U-007	And you know that all of our nozzles are pretty much rated for a specific flow of water. But it would be cool. Something like an LED ring, something that would be like a green light, from the nozzle tip, when it's flowing, it's ready to come out. That would be cool.
Wish_List	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	And then you have other communicators who are very direct and to the point, which around here, in this environment, that's preferred. If you say, "Hey, let's go clean the property office for two hours. Here's the game plan. Let's do it." There's no question about what needs to get done. Everybody knows where they fit into the picture. So the very clear, concise communications around here is what works most effectively...
Wish_List	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...With police, I know that they have certain different-- I think they still use codes like--10 codes, yeah, in the police departments around here, which I don't know anything about those, really. I think 10-4 means okay, but [laughter] that's about all I know. So, I don't get into any of that. It would be easier if they used plain language, but I don't know what their plan is. I know that the FEMA Plan is to use plain language, so I trust that. It works for us pretty well to have the unified communications systems, but we also don't do that much with police...
Wish_List	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...The other problem is if somebody is driving an ambulance, and they sit on their mic, and so it's open. And so it's transmitting while they're driving or something, and they don't realize it, then everybody in the county hears that. And I don't know if there's a way that they can shut off

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								that radio so that everything else can go [crosstalk] right, right. Or if it should do that because maybe there's a situation where they're in danger, and so they need it like that. But that happened like a week ago where, for a minute straight, someone was just sitting on their radio. And it was transmitting.
Wish_List	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	There is an app that already exists that our county doesn't use where you can actually listen to the radio on the app... so if I'm sitting right here, and I see that they put out a vehicle overturned 10 miles from here, I can just swipe on it and pull it up. And I can listen to the communication on my phone... But I do like that, that PulsePoint app is what it's called, where you can hear these things going out and listen to the call... But I don't really need it. It would just be something like-- a little bit nice...
Wish_List	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...I'm trying to think if there's any way that they could have a map of where fire fighters are that we could have access to. I don't know. You don't want to have additional equipment to carry, but if they have a-- we have thermal imaging cameras where we can see-- if I show it right at you, I would be able to see your outline because you have different heat than the room. I wonder if they could make a second screen on that, that track people that were working in that incident, so while I'm doing a search, I know that there are three fire fighters in that room and there's a fire fighter above me. But I have no idea how they would actually do that, but that would be pretty cool. So we would know if someone's in that collapse.
Wish_List	FF	S	Field Responder	18-25	5 or less	Male	FF-S-039	...If we're concerned about the structural stability of that, it might require us to leave. But if it's this wall that comes down, or a non-structural component comes down, we're not too concerned. I think from the incident command standpoint, they would definitely want to know a blueprint of that building so they know what is structural and what isn't. So I don't know if they have access to that right now. I think they do for a lot of buildings, but they might not have that for all buildings...
Wish_List	FF	S	Field	Not	31-40	Male	FF-S-040	[RE: receiving radio audio] ...So the thing I haven't seen a good solution



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			Responder	specified				for is sort of the receive side of that equation... Something that puts the audio in my ear. Now, I have seen some that-- I think it's NSA that's got a [earpiece]...It's like a boom. It comes off the face piece. So I got the speaker thing up here. That's maybe a solution, but that's kind of got some drawbacks because of other issues on the other side of that interface in terms other stuff you got to have that involve wires [laughter]... I haven't seen one that sort of encapsulates the whole thing that doesn't involve wires yet.
Wish_List	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	-- there's products on the market where we can see our thermal imagers through a heads-up display in our face piece. So I've got the thermal imager attached to my face piece, so where I look, I've got a little heads-up display right in front of me. So I can either look out through my face piece and just see what's in the environment or I can glance down at that HUD and look through the thermal imager if the smoke is too thick for me to be able to see through otherwise. A HUD for the radio would not be a bad thing either. To put a display that mirrors the display on my radio so I can see what my coverage is, I can see what talk group I'm on. I can see all the stuff. One of the things that we do with our radios is - and not every jurisdiction does this, but we take the time to do this - is that we alias all of our subscriber radios within the radios
Wish_List	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	[RE: HUD with radio display] ...Similarly, if there's an emergency, the emergency enunciates on the radio for those radios that are aliased in that list. It's a little complex. I don't want to get way into the [laughter] depths of managing a radio system, but we only alias the radios for the radios assigned to firetrucks, basically. Only the portable radios assigned to firetrucks. All the other radios scramble around too much. The mobile radios that are bolted in, they all scramble around. But for the portable radios assigned to the firetrucks, we alias all those. So if I hit my emergency button on my radio so I can get priority access to a talk group, that emergency displays on the radio too. And that once again, they can see it's AT735 OIC AT2... Once again, if it's in the heads-up display, then I can see that.

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Wish_List	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	[RE: HUD with radio display] So while that isn't like a communications improvement in terms of improving coverage or something like that, it's improving communications because it's providing context for me that's not otherwise easily available to me and gives me a means of getting to that information that's available to me but not practical to use right now. So mirroring the functionality that we're starting to see enter the market with the thermal imagers, getting a heads-up type display, once again, probably a Bluetooth type of thing. I don't want wires. Don't give me wires. Wires are the enemy. But give me something that I can see that type of information in my face piece.
Wish_List	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	There's always the desire, and I understand the engineering constraints and materials constraints that cause us to have what we have. There's always a desire for it to be lighter, smaller, cheaper because they're very expensive devices..... Like I could potentially sort of foresee maybe at some point doing pie in the sky stuff back to sort of the building telematics thing where we're talking about pushing out the building information to the user in the firetruck so I can see what zone and stuff it is, where the smoke detector is activated, on what zone are the sprinkler systems activated. That kind of stuff. Maybe we get to the point where we not only push that out to me on my NDC in the firetruck, but I'm actually getting a heads-up display with that data as I'm walking through the building and maybe even providing context in terms of location within the building. So the building is smart enough to know, hey, I'm walking down this hallway and the zone that you're going to is up here around the corner to the left. And that heads-up display is telling me, hey, I'll go down the hallway, took a left here, you're in the zone. That's the sprinkler valve that's activated or the zone that's activated. There's the smoke detector that's activated. So I could foresee, as data is becoming more robust, data pipelines becoming available.
Wish_List	FF	S	Field Responder	Not specified	31-40	Male	FF-S-040	I've been on [Name] for a while telling him what-- I love the vibralert, but what they need to do is have it sound for 5 seconds and then be silent for 10 seconds.

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Wish_List	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	So one, life safety is our biggest concern. So if [County] is on the phone with the person that's calling the house fire, I hope [County], our communication, and dispatch, tells me, "I'm on the line with the person. They're the only person that lives there. They report everybody out of the house." Instead of me coming to the scene, there's fire in the building, and I say, "Oh, man. There's a car in the driveway. Oh, man. I don't know. All right. Well, people are going to have to make a risk assessment." And if I don't need to make that risk assessment, my life's better because I don't need to injure anybody. So are all the occupants outside of the building and accounted for? ...
Wish_List	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	...What's on fire and where is it? Are we talking about an outlet that's on fire, or are we talking about a kitchen that's on fire? Okay. Are we talking about, is it in the second floor bedroom? Are we talking about, is it in the basement? Okay. And if it's in the basement, do we have a walkout that I can quickly go into? Or is there no walkout, and I've got to go down that hot steps to fight this fire? So our biggest thing is life safety, incidence stabilization, and property conservation.
Wish_List	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	...life safety could be, "Hey, we have a car accident." Okay. Are all the occupants out of the vehicle? If they're not, does that mean they're trapped? If they're trapped, well, then I would need a rescue squad to cut them out. How bad are they hurt? Do they need a medic, or do they need just basic EMS? Do their injuries bring them to a trauma center? Do their injuries bring them to a specialty center, like a hand center, spine, if they can't feel their legs? So it's always first you. Your property's not important to me. I'm going to try my best to go ahead and save your pictures that you love. I'm going to try my best to save your animal that you grew up 13 years with. I'm going to try my best because I know those things are very valuable to you, but quite honestly, your life's more valuable to me. So once I have you accounted for, okay, can I go ahead and fight this fire from the inside? How do I fight it? Where is it? And then after that, okay, the fire's out, let's go ahead and save the items that are inside from more damage...

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Wish_List	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	My wish list is to get the call dispatched to me and then for them to follow me to the call and show me how to get to the call. And then instead of them telling me things on the screen while I'm driving, to tell me somehow on the air, but that leads to communication overload.
Wish_List	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	[RE: Minority Report movie] do you remember when-- and I don't know if this could be done, but do you know how certain things are-- movies, a glass screen and it shows pictures within the glass screen, and you can move things? ... I kind of would love to have that in front of me to do, where I'm able... to see through it because I want to see things change, but I would love to see maybe my command chart on the screen. I would love to see-- I would love to move things on the command chart... I would love to see my notifications that I get on the MDC on the side, so I can basically say, "Oh, okay, they're reporting that they have just a outlet fire. Okay, no big deal. But I don't know if that's possible.
Wish_List	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	Quite honestly, I would love to have headsets... So I guess I can't have full headset but maybe one headset that gets broadcasted based on when I talk so it'll be like voice command where I'm driving. And instead of having to pick up a radio, a mic, I would go, "Announce," and then I would say what I wanted to say-- something like that. I would love for that to happen.
Wish_List	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	It would be great to have location devices on firefighters' hats so that I can see, "I have two in the basement right now and there's supposed to be only two. Good. I have three on the second floor, and there's supposed to be five. Where are your other two people? Hey, there's a mayday in the basement." And, "Okay. It looks like I have this engine in the basement, and they must be calling the mayday." ...
Wish_List	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-041	... It'd be good to have just a regular house layout... Not so much a layout but basically, a two-dimensional view of the house, which is basic empty framing to show--
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	So technology-wise [laughter], yeah, the way that a lot of these CADs and the way they interact with tablets, their setup is they're not for

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								actually relaying the information or reading the information. It just runs it like a running log, like you're looking at a phone bill, basically, whereas they should be set up more where it's more filtered information. It shouldn't just have all the generic information displaying. And that's across the board. That's [county], that's here, that's everywhere that it just-- the way the CAD vendors do it, it just dumps whatever information is in the CAD remarks all into one rather than actually having it more of a filtered stuff. I don't care what the contact log information is. It should be in the background. I just want the actual remarks... The ProQA comments and the remarks. I don't care which dispatcher touched it. I don't care which operator number they are. I don't care that you've combined four different incidents and the four different addresses repeat it all over again.
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	That is a good question. Just better reliability. I actually don't like the technology as much or using it as much. I think we rely on it too much. We, in this city, don't use map books. We never have used map books.
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	...So my technology wish list is let's slow our horses a little bit, and let's back up and... Instead of introducing all this extra new stuff let's, one, make sure what we have actually works better. And then, two, let's not rely on it so much...
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-042	I mean, it's great that everybody-- a safety thing that everybody has radios now, but now that's a problem because of the feedback and the emergency buttons going off. And too many people think because they have a radio they have to talk on it [laughter]... So my wish list is actually to step back a little bit. Because now as an officer, I'm expected to maintain a cell phone if I'm on apparatus, a radio, then I also have this tablet. It's almost just too much... Which is why they throw all the extra stuff at us because it's redundancy. Well, let's focus on making what we have work instead of adding new stuff that half-ass works.
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	[RE: managing database of radio aliases] ...So if we did a better job of that, I think it would be huge because that means I could sit in a buggy, on a fireground, be next to the chief because our chiefs have an aid. So I

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								could be watching the radio, and because a lot of times you might, "Who was the last transmission?" Well, if you had caught the last ID that came across [you?], you'd know exactly who it was...
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	...the MDTs have the ability to take pictures. So let's say I go on a hazmat, and I want to take a picture of said white substance so I could pass it back out to the hazmat unit. I mean, in theory, the way the infograph program works, I should be able to take a picture and send it in a message. It would never send the-- it would never send the picture. I could send messages, but I could never send the picture... So I don't know if it's a capacity thing, or if it's blocked, or what the issue was. But I was like, this would be a great thing. I'm the first unit in on this hazmat call, and they want more information on it, and I just go Yeah, "Here you go." And, in theory, it's on our secure network and all that stuff, so...
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	[RE: sending pictures via MDT] ...it would be great-- let's say something happened. It would be great visual documentation after the fact.
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	...And then, what would be nice is to be able to have a mobile, portable mesh network where you might be able to bring out some cameras, tripod them around the incident and then say-- now that commander sitting in his buggy's got a 360 of the whole building just by you dropping these cameras out.
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	...maybe we could bring the drone up and do all that and give them an aerial view. Especially where the only people that are flying over the city is [City] Police or [City]PD. And even [City]PD is restricted on some of what they can fly over. So you're not getting much of that. And the only time we really ever see [City] Police's camera is during major events when they allow us access to the video. So it's not something that's immediately accessible on a day-to-day basis. Which, I mean, you have some of these big incidents. I think that would be awesome to be able to have an aerial view of your incident, you know?
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	I mean, I look at really any of the apps that these cell phone carriers are using right now, and it needs to be accessible on work devices. I think a

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								lot of the issues, again, it's IT people. It's people building networks that everyone doesn't want anybody to have access to. So I can't have this app on it. I can't have that app on it. Bandwidth is probably a huge issue... But having that ability to pull that data in like that would be awesome. Right now, we have, again, a system set up where [it's so?] I have to go to a website, it links me in, then I got to put a password in... And it's not realistic on an emergency, you know?
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	-- so on the radio cache, you're worried about doling out assets. So the idea to have some sort of asset management tied into my device - so like a barcode reader, RFID reader, anything like that - so that I could then take-- if I have a case of 100 portable radios and I just need to dole them out as fast as possible, the easiest way for me to do that is to scan your ID and then read the chip in the radio. Right? So if it's an RFID, or we put a QRF code on it, or something like that, have that all within an app or device so that I can easily assign assets and track them.
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	[RE: equipment tracking app] Rather than waiting in a line that's going to take them 20 minutes to get through, we could just be, "Okay. ID. Boop. Here's your radio. Boop. See you later. When you come back, we'll scan it again." And plus, I imagine it would be tied to a filterable spreadsheet that when they say-- I know with us, a lot of times when we do inauguration and stuff like that, we're handing out radios to people that never touch radios.
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-043	[RE: equipment tracking app] "--Oh, that's me." So one the things we always do is we write the alias down, and we put it next to their cell phone number... So when I hear communications hounding somebody about a mic, I flip through it, find the alias, and be like, "Hey. You have [an open mic?]." ... "Turn the radio off. Do something," right? Where, again, if you had a filterable spreadsheet, you could be like, "Oh, it's so and so. All right. Take care of it." Yeah.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	...I would like to have-- so we use a lot of maps, obviously. And our dispatch program has a map. And then there's a separate icon and Internet site that has our hydrant apps and GIS. And then I have to go to

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								a third website to get the federal railroad map of the railroad system. And then I have a separate app for metro. And I'm like, "Maybe I watch too many movies. I want it all on one [laughter]." I want one giant thing with lots of different layers that I can turn off and on to get the data I need. That's my expectation as an end user and they're not there.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	...So, once again, I'm wondering where our robotics and aviation division is. We don't have one. I wish we had one because I think we definitely have a need for it. There are lots of incidents where having a drone fly by and take a look would be really helpful.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	[RE: OneNote] I'd love to be able to just push a button and pop up a new worksheet, without me having to save it and click it. So it's a little clunky there.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	...I feel like we desperately need that and from little stuff-- there's no policy on how a file name should look. So how many employees do we have? 1800 employees? We have 18 different versions of what a file name looks like, whereas we had a chief [inaudible]-- Chief [Name] was his name. He has this, "I want every file look like this." And so it was nice having structure, and order, and he knew what to do, and he understood what a firefighter wanted and be able-- he could work with tech guys and get them to where he had a good product out.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	So where's the gas? Where's shutoff? Where's the water shutoff? Who is the emergency contact? All that stuff like I had for tunnels should be on our tablet for-- and you see how the construction going on. Now is the time to get in there and get all that, and identify what type of construction each type of building is.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	...So we're on a subway issue and sometimes radios don't work underground. And [chief], calling me on my personal phone, Facetimed. He's like, "Hey look, we're going down here. Come on, come with me." He's like, playing. He thought it was so funny. He was like, "Here, watch the incident." He pointed it towards with this thing sparking. So I'm upstairs in my buggy, Facetime. I can see what's going on in the tunnel...



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								So yeah, there's technology out there and a lot of us want to use it and adopt it. You'd think that-- yeah.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	...There was a fire when I first got here. I could not understand what that guy was saying. And I'm sitting here in a quiet room because he's got his gear on and everything was so muffled... And I know there's technology to put a microphone or something inside that mask so I can really hear you because hearing somebody is really important.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	I would love to send drones and robots to be able to get to places more quickly than somebody on foot can, whether it's fly down a trail and see where the injured person is or fly down the river and see if somebody's there or even enter a structure that is untenable. Sometimes we have to search-- sometimes even putting a dog in is a little-- I don't know if I want to put a dog in there. Send a robot. That's fine...
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	...And then even technology for even fighting fires, I think-- I've seen there's some development of hand grenades that put out fires to some level where they-- I don't know if it displaces the oxygen or it does but things like that.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	I want that [laughter] in my fire truck [laughter] with weather and all the other-- everything. As a technology geek, I want everything real time now on my tablet or on my firehouse there. Gosh, other technologies. Well, we use a lot. We use infrared technology on our HAZMAT team for product identification. So we are using a lot doing our job. But communicating-wise, I'd like to see-- well, not technologies, more policy and control of it because I don't think we're where we quite should be in terms of how that goes. Wow. Magic wand. Anything I want, huh? That's all I can think of for now.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	A lot of the incidents I deal with there's-- so it's the river. It's the highway and railroad. Nobody ever knows where they are. And actually, so on the incident where the guy was on the railroad tracks, I ended up calling back the calling party on my personal cell phone again [laughter], saying, "Where were you?"

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Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	So knowing where the-- so we spend half our time trying to figure out where the emergency is. So if we could use technology to better locate people, whether it's through cell phone pinging and-- I don't know if that's-- if I've watched too much TV. But we can translate cell phone GPS coordinates.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	I just want this stuff to work. [inaudible] the computer in the fire-- in the car. I can't access my Office 365 mail.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	...So I'd like to see more policy control from these people. Get coordinated effort
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	...Until you could manage the data, it's just data. It's not real useful information. I found it very frustrating up there to manage that. I was asking for a-- what did I ask for up there? It was a program out there for-- oh, gosh what was it? Risk management software, essentially. So the idea is that every vehicle can have a QR code. So I'm on an accident. I can scan the QR codes and so now I know that Engine 7 is involved in the accident. I have all Engine 7's data. I could scan your ID card. I'd know that it was you. I'd scan your ID and that technology's available right now, today. And yet, our accident investigation is a 12-page-- pages of paper, that I don't think it's ever been to any kind of-- we're just collecting paper. And unless we can analyze this data and find out trends and see-- maybe Tuesdays after 2:00 are bad for us. We don't know what the data is going to tell us until we analyze it. And we don't analyze it.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-044	[RE: risk management software] And so on the same program that I asked for - why can't I remember the name of it - You could take pictures from your phone. Here's the injured worker. Here's what happened. Doot, doot, doot. And you're done. As soon as you hit click, you're done. It's in the system, ready to go. You don't have to go back and fill out the paper and scan the paper and then email it to the next guy who has to open the email, print it, sign it, scan it, email it. Document management. Our

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								document management is horrible. And once again, there's no vision to say, "Hey, we need to improve this." So if we could have better document management, that would help a lot. And like I said, better use. That program out there is out there right now. God I could [inaudible] my brain. I just can't think of the name of it. But it's out there. I talked to the salesman and went to a whole webinar. I'm like, "Oh my gosh. This is going to be incredible for my job." But I don't have it.
Wish_List	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	And even especially with [Company], there's a lot of times [Company] will send a crew down to investigate an incident in the station and it would be nice to pick up the radio and be like, "Hey, what's going on down there before we send our people down there?"
Wish_List	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	[RE: responding with Metro] ...ultimately anybody that's in that position is the subject matter expert. We're almost their guest at their incidents. So they're going to know more about it than we are. So to have the ability to say, "Hey, what's going on?" and have them actually give us an accurate report and say, "Yes, this is a big deal," or "No, it's not," yeah, would be extremely helpful.
Wish_List	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	. I think what we lack at pre-plan information here for building construction, occupancy of building, just information of which stairwell to use for evacuation where the standpipe connections are, where the hydrant is, that could all be easily loaded onto a tablet and should auto-populate as you're dispatched on a response. We have very minimal data.
Wish_List	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	So I think the concept of, maybe not the drone itself, but the ability for the incident commander or for the company officer to see all sides of whatever's going on. It could even be a medical emergency, just the environment that his or her people are going into or the conditions in the back of the building when you're in the front of the building, the ability to have some way to broadcast that on like a closed circuit television or something like that, I think would be huge. I think a designated-- especially in bigger incidents, a designated communications company that was just responsible for ensuring effective communications,

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								ensuring the radios weren't honking out, so to speak, something like that would be extremely helpful. Sort of like a field communications unit.
Wish_List	FF	U	Other Public Safety Personnel	26-35	11-20	Male	FF-U-045	I guess the best example I could give is, however many years ago when we had the earthquake here, everybody's talking on the radio, nobody can call anybody on their cell phones. So you're going to get to a point where everything is just jam logged. And to setup an independent cell phone tower or an independent closed circuit television to see what's going on you know that Chief [Name] or Chief [Name] can log into. Something like that so they can sit here in the office and be like, "Okay, we need to think about this, this, and this and forecast what our needs are going to be in the future," I think would be huge.
Wish_List	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...I realize is that they're a volunteer, right? This is a volunteer thing we're asking from them. With their job, they have all these. And their second job, they might have all these. So a volunteer might have 15, 20 different apps and some of them are duplicate. We have people who work up at [town] full-time. They use WhenToWork. We use WhenToWork. But certainly, in the app, you can't just change users. You have to totally log in differently... Really, they need to interoperate, or if you could have some sort of single sign-on where it covers all of them, that would at least take some of the burden off.
Wish_List	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: NG 9-1-1] ...There's all this stuff that changes based on the information we have, that if we can get better information right off or even look at it-- someone said, "Oh, yeah. There's a smoke report that we're calling in." We can capture that however, video or photo. And we can look at it and say, "Well, one, we recognize where it is, and I'm going to take a brush truck to get there because the pavement queen's not going to even get close."
Wish_List	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: radio] 50% bad, 50% good. But for firemen, it needs to be built by Fisher-Price. It's got to be bacteria resistant. It's got to be waterproof. You've got to be able to throw it in the dishwasher. It's got to go through high temps, got to go through low temp. It can't have thin wires. It's got to have big buttons because I'm wearing gloves. It's got to be built for a

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								three-year old. This is not. Because this is how we use it. We use it in the water. We use it in the cold. We use it in the hot. We use it with calls.
Wish_List	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	[RE: radio] And it's got to be functional. I mean, it's great that we have mics, but mics don't work. It's got to integrate better with our masks. It's got to be clearer. There's nothing worse than talking through a mic when you're wearing an air mask [laughter].
Wish_List	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	it has to be affordable, and that's the challenge. Of course, they're loosely related. I mean, there are companies out there that sell all this stuff, but it's never achievable for us. We'll never be able to spend \$10,000 on a radio. We have a hard enough time spending-- right now, I mean, our radios are costing almost 4 grand for radio. And that's why we have older radios because we can't afford the new stuff. So, I mean, we're barely-- having a hard enough time buying cell phones. So it's one of the challenges, I would say...
Wish_List	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...It's careful what you wish for, right? I would love to have everything-- radio, everything into one thing. That's why we used to love our Nextels. When Nextel existed back in the day, the iDEN format, that was awesome because you had the cell phone. We could use them as radios. And then that technology kind of became unsupported and went away. But we really kind of miss that. But the challenge to us is then everything's in one thing. I lose the one piece of equipment, and now, I've got nothing. Or there's so much information coming into it that I can't sit there. It's just like when you're trying to type a text and things binging you, email here, calling here. It's like, "All I want to do is send a text. Knock it off." ...
Wish_List	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...I mean, right now, on an incident, I'm carrying usually two 800 radios, a VHF, and two cellphones when I'm running an incident. And that's ridiculous... So, I mean, I'm usually sitting in a vehicle. It's also too much information... When someone's talking, I can't process all that information. So to fix that problem, we're not carrying so many different-- just to be able to talk to different people through cell phones, consolidate it down, but then, somehow, have it manageable.

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Wish_List	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	But I think it comes down to the manufacturers of an SCBA to have an integrated radio with one channel in their mask, and they can talk out from their mask and not have to take in the radio that they took in the fire and have an extra thing hanging off to get caught up on, or that I have to keep dry or not get wet, or that I have to worry about where the mic is keying up against my chin because it's bouncing back and forth. I think it's the radio guys meeting up with the mask manufacturers and coming up with a one-channel radio that's on the mask, that's affordable, waterproof, built for a three-year-old.
Wish_List	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Well, the video stuff is always nice to be able to have, just that where-are-they kind of a tracking, keeping accountability. It's like all these things come with just privacy issues too, though. We're trying to figure out how to balance...
Wish_List	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	I would just love to see a manageable picture from RP [reporting party] to end user, a way to-- a picture's worth a thousand words. Let's get those pictures out there. And I know dispatchers might not want to see that or whatever...
Wish_List	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	Well, we know right now in the fire world, cancer is becoming a real deal... And so whatever we can do to keeping people safe or detection of stuff, things that are bad for us, because we don't know until after the fact. Like asbestos, it's not till a week after or a month after when we've done what we can, and we've found out, oh yeah, the place was full of asbestos. Well, great. Well, we hope we followed best practices. But there's something real when you know, well, the danger's here right now. We can deal with that... So I think just some of that awareness or something to help us be safer.
Wish_List	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...Or just even new technology. We hate when the fire service is so stuck in tradition. We try to be a little bit more aggressive. I mean, you could go to different conferences around, and they're like, "Oh no. You just got to do a solid stream," and they don't embrace technology. We use CAFS. We use straight stream. We use [solid force?]. We use everything as a tool for the toolbox. And then, through education, you learn when to use

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								that tool versus one thing fits all. But it'd be better if-- there's got to be a different way of fighting fires. I mean, yeah, there's home sprinklers and they do stuff, but I don't know...
Wish_List	FF	R	Not specified	36-45	Not specified	Male	FF-R-019	...If there's some of this stuff, why are we putting people in harm's way to put out a house that's probably getting knocked down anyway? I mean, you have all these houses down here. We've had a rash of fires lately, and we're actually getting comments from the insurance company. They actually wish we'd burn it down because it's cheaper for them to replace it than it is to mitigate it. We lost the third floor off of a house. You'd think we'd rebuild. Well, all of the stuff that they're having to do to mitigate what was left in the hall is more expensive than if it had just burned to the ground and replaced.
Wish_List	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	My only thing in 20 years and I'm hoping we're going to get there, is station alerting. So the way it works now is... they send out this sound high-low sound to alert people. Well, the problem with that is that it's the same sound at three in the morning as it is at three in the afternoon. So you are startled up. I mean heart palpitations, it sucks. And so what station alerting does-- there's probably four or five companies that are actually really good at it. Unfortunately, it's very expensive, as all of it is, but basically, it is a system that is embedded into the CAD at dispatch and then at each station then has equipment that receives the call. So instead of this high-low thing, it will provide kind of ramped tones, so it's soft, louder, louder, louder, louder. And with that is a ramped LED lighting that's red...
Wish_List	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: station alert system] ...So each bedroom, for instance, will, when there's a call, the sound will come over, the light will come out-- will also come up. The red light's important because it preserves your night vision so that you're not turning on the light and then going right back out into the dark. There's a lot of components. They add a lot of bells and whistles to entice people to buy it, but I just want us to get away from this high-low thing. In the '80s and '70s it was a bell, like a bell, a buzzer, so we've come a long way. But we're just stuck here because

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								with station alerting-- because it's an all or nothing thing. Everybody has to have it or nobody gets it. And so then you go out west to [County] and [City], where they don't have a lot of money so they can't really invest in it. [City] doesn't even have people in the station every night, so what use it for them? ...
Wish_List	FF	R	Supervising Field Responder	36-45	21-30	Male	FF-R-024	[RE: station alert system] ...So anyway that's kind of my number-one thing is getting station alerting. Our chief is to the point where we may just foot the bill for, say, the dispatch end of it and then figure out a system to-- because if we put in the dispatch part of it, everybody's going to be enjoying the fruits of it, if you will...
Wish_List	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...I think as our technology opportunities change, if we get to a point where our CADs are talking to each other, we could look at some-- we have some areas where dual responses, coordinated responses would work out really well for us. But it takes some time for us to have the comm center, notify a comm center, and then they process it. A call gets shipped out, and there seems to be some delay. Whether it's a training issue or a technology issue, not super sure yet because we haven't pushed that far into saying, "Yes, we're going to run dual responses together." But I think there's some opportunities in the future as money gets tighter, and that you just can't build fire houses wherever you want anymore. You have to figure out how can we work together to cover areas on the fringes of your protection area. So I think there's some opportunities in the future. It's just, okay, how do we work through that?
Wish_List	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: dispatch] ...We used to have free standing fire dispatchers years ago, and they were really good at free-think. I mean they'd be like, "Have you thought about this? What about this? Do you want this resource? Should I be calling this?" That's just not the way our comm center works right now. They're super busy. They crank out a ton of calls and try to process a lot of information for us. And with priority dispatch, I think it's really increased that. I mean, the demand on them is tremendous, I think. Just trying to keep a full workforce for them, I think, is a battle, let alone teaching them how to be advanced in free thinking for the fire



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								department. I just don't think they have that opportunity right now.
Wish_List	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...I'm excited about some of the technologies coming forward where we'll be able to track our people. I know Scott's starting to come out or some of the companies start to come up where I could literally watch a screen on my vehicle and track my people based on their movement. We don't have any of those technologies, but those are the ones I'm most excited about, is how can I keep track of my people. And then if they get in trouble, know where to send the resources versus now I've got to go in and blindly look for them. I look forward to that and the communication improvements with the Bluetooth, if they get it all figured out...
Wish_List	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...Hopefully, with our mask, because talking on the digital radios, we've-- when we switched radios, we went all digital. We still had a lot of analog channels. Our organization embraced and loved analog channels because the communication was so clear and we have struggled to make that transition to digital because you get those digitized or scrambled communication. We just weren't used to those and we're finally understanding it. But some of the in-mask communication stuff we're excited about. We hope that that plays out so you're not holding your radio up to your mask and then having it move through an amplifier and through your microphone...
Wish_List	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	...We're going to new microphones that have five port-- five, I guess, speakers because we're having issues with people. We don't like to wear our radio belts. So we all talk like this. While the microphones are on the front, and we all talk at the top of our radio. And now the new ones have a microphone on the top so they have five microphones. Back, front, top. Hopefully, that'll improve some of our communications too, as we switch to those. Because you're supposed to take them and turn them and talk at them. And we don't because we're all wearing these. We all talk into the top of our-- in analog it, would pick up fine. In digital it does not.
Wish_List	FF	S	Supervising Field	46-55	21-30	Male	FF-S-017	Me, personally. I would love, at some point, whether the technology exists or not, the bigger issue will be funding and working with IT. I

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			Responder					would love to have a tablet that I could get my calls on, that I could do my maps on, that I could do my pre-plans on, that I could have my inspection ship too. Because we still get stacks of dot-matrix-printed paper inspections. That I could do my EMS reports on. So I've got a mobile data computer mounted in the rig that I push en route and do all that. I've got a smaller one in the back, we take in for calls and enter information, and use it to transfer over via Bluetooth to the ambulance company. But I'd love to have one thing that I could just carry-- that I could put my rig and put it in a docking station, use it to go en route. Get my maps and do my inspections, do my reports, do my pre-plans, do all that stuff. And I would love to see that one day, and when you came into the station, everything just downloaded into the system and you were good.
Wish_List	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	I would love to see that. I would love to have that where everything was just on one thing. The officer could carry it around. He could use it. A caller comes in, you could go to the rig and just put it in the dock. But we're all fighting for the same dollars. And IT is doing the best they can to try to keep up with everybody's needs right now.
Wish_List	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	I'm excited about the future. I don't know how we change some radio stuff. But I'm excited about the opportunity, I think, tablet-wise to improve the way we do business. So I think there are some cool opportunities. And some of the heads up-- whether it's heads up display or communications that the improvements we'll see in our face pieces, our masks and could be pretty huge for us. Especially if we can integrate it into the helmet and everything else, if we can figure that all out, it'd be awesome.
Wish_List	FF	S	Supervising Field Responder	46-55	21-30	Male	FF-S-017	[RE: HUDs] I think [Name] starting to move that way. They've got that plug-on or that add-on thermal imager. So they've got that now. And they're going with some of the Bluetooth comms. And at some point, I'm hoping that you'll put out a mask where I can-- maybe I can track my people on a little map. Or I can flip through a little side screen where I, as the officer, I can get a thermal image. Or I can track my people. Or I can

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								get some kind of heads up information that the IC could send from something inside. If we can't communicate well that way, can I get stuff that would come up on a small heads-up display? I don't know. Maybe by the time that comes they won't let us go into fires anymore so.
Wish_List	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	...We've gone through different programs in every different aspect of it through the years, some good, some bad. But I think they're always trying to find the best one which it's hard because if there was one program that did everything, I think that would be the best. But they all don't talk to each other, so.
Wish_List	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	The only thing is over the last-- since Target Solution's been introduced, there's two separate places where you can do trainings and training reports which is a little cumbersome sometimes because just going back and forth, it would be nice if it was just, "Here's where you do it."
Wish_List	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	Or if you log in once and you log into one program and you can do your daily-- pass off your reports, you sign up for overtime, it'd be nice. But I don't know if that exists in the world. It'd be nice if some company just came out and said, "Here's everything you possibly need to run your fire department. And it all talks with each other.
Wish_List	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	[RE: SCBA comms] ... I don't know, seems like the technology needs to catch up with-- I mean, people that have those things in their ears all day long for their cell phones. But we can't get it to work for our radios.
Wish_List	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	...in the truck, we have headsets on, and we can talk to each other without yelling if it's loud. And we're responding emergent to a call and with the siren and truck noises, and so we can talk to each other just fine, and it doesn't transmit over the air. And I always thought it would be neat if we were inside of a building, we could talk to each other. And then you could click a button and you're transmitting. I always thought that would be neat versus yelling at each and "What?"
Wish_List	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	I know other departments are playing with the whole drone thing, especially wildfires, that gives a different perspective, and you can kind of see with that...

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Wish_List	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	...I know different manufacturers have the thermal imager. Either on your personal ones that you can see as you're going.
Wish_List	FF	S	Field Responder	26-35	11-20	Male	FF-S-018	...being able to talk to each other more clearly in a fire. And then being able to talk to command more clearly to where the same transmission doesn't have to go over two or three times because nobody can hear you.
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: Inspections] ...We've looked at a couple different ideas of going to a digital system. But without building it ourselves, nothing really exists that does what we need because the physical check are just a database of saying yes, it's there, or it's not there. It's pretty simple to build. And we've actually kind of, here, worked on a real simple process of doing that. But what really needs to be done is to have a log of, it's there, but then a log of how it's working. So is it working? Then, if you did a repair to actually notate or maintain record of the repair. There really isn't a system that's there. And then, the other thing would be is if it's not broken, but there's still something that's whether it's not quite right or not operating right. Kind of like, even in the airline industry, they have something that they call a squawk sheet. So where you would actually put just there's-- maybe it's squeaking, or it looks like a bearing's going out, or a bushing or something. To be able to notate it, but then have that annotation carry through from today to next week to next month. And then that way, at least you knew that there was an area of concern that you could keep an eye on...
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...So it'd be nice to have a program that you can say, "Hey, [app?], let me see all of his certs. And one they're his certs, too. What are his credentials? And how long has he been on? Any injuries? Any exposures? How did he do on his physicals?" So then you can say, "All right. From this guy in [City] compared to this guy in [City], how do they match up?" Same firefighter, but a little bit different elevation.
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...there's not just one program that communicates with everything. It'd be tough. I mean, I think it can be done, but there's a lot of aspects.

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Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...at a firehouse you can move, and you can go to different places. And so when everything lived in Gmail, it lived in the cloud, which was really nice because you could go to the firehouse, and you've got access anywhere...
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	I think that radio's, in my opinion, probably one of our biggest weaknesses and my biggest fear. Absolutely. Because you'll find three guys in a room, and every guy, he'll say the same speech. Every one of them you can hear or not hear, just based on where they put the radio and how they put the radio.
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	... We also tried to do a Bluetooth system in the cab of the truck. So as the engineer, my position, we tried to buy one so the engineer could jump out and still have his headset on. And he could listen to the radio and then be able to operate the truck, not be exposed to the noise of the truck and all of that. And same thing. So you'd have to pair it, and then the battery died. We ended up with a David Clark that's MIL-SPEC that works really, really well for the military. Because they get in in the morning, the HUMvee, or whatever it is, put in a new battery, pair it up, and they can go about their day. But it wasn't built for the fire service. So it's not built for the truck that gets backed in, gets turned off. Then, you get a call, start the truck up, it still needs to be paired or connected.
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: Bluetooth mic system] Yeah. And so we've only ordered one truck like that. It is something that I think is a neat concept, but if they could tailor it more towards the fire service or just be more upfront that--
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: Exposure Tracker] ...It would be nice if everything talked together and you could actually open up the program and say, "Oh, look. You've ran 10 fires this year, and you've ran 50 car accidents." And even if you had to download the data yourself every year...
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...it's finally getting to a point where we can have all of the needed information in one place. As first responders, to have access to the water maps, sewer maps, gas shutoffs, all those kind of critical infrastructure, would be ideal. We're not quite there yet. But one day we'll

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								get there. Having access to the information that's on the web and out there in books in digital format so you can carry all of it on your phone and not in your pocket. It's getting there. But we've found a tremendous amount of work-arounds to make that happen. At some point, we'll get past all the work-arounds...
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	It's in one resource that you can go to, [access?] it, depending on the page you want. You'd have your weather on there. You'd have your chemicals. Not only that chemical at that site, but maybe next door has a thousand pounds of ammonia, right? Just because we're fighting this fire; we're safe here, but what happens if it gets next door?
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...It would be very nice if there was one encompassing piece of software that tracked. That worked with the CAD. That tracked our calls. That tracked our exposures. That worked with our scheduling software so that it would know if you're on or off the apparatus and then track your exposure. For inventory in the fire department, it would be really nice to have a piece of software that would track it from purchase to death. And then you could also use it to track if it is working, not working. And then the maintenance and all of that kind of stuff. And then you could also do a cost analysis, so you knew when you were putting in so many hours or-- so many hours of maintenance, or so many pieces and parts, that it's probably to the point of getting rid of it...
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...And all of these technologies we have, but we don't have in one place. We don't have one that talks. Because we have Dude Solutions; that's when we buy stuff. We have Wasp; that's when we track stuff. And so we have all of these things, and it would be really nice if they worked together...
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...The communication side, I think we're getting to the point that we can talk to anybody, but we just can't talk to anybody in the environments that we talk. We can talk to anybody sitting in the truck on a nice calm day in the middle of the road. But when you're in a structure fire, it would be really nice to have a great radio system where we can talk just like we're talking...

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Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...The other thing I think that would be really nice is to have talking from me to him...So if you could have a Bluetooth, or a VOX system, or something where I could just talk to Chris, and then we could push the button and you would talk on the radio. That way we could communicate in a lot better environment. And even if you did get separated by a few feet, you could still know that you're there. And you don't have to have that hand on the back of his leg, or hand on the back of his boot type of contact.
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	[RE: radio communication] Well, there's too many people talking that are 20 feet apart. And they're talking because they're 20 feet apart because of the noise on the fire ground. Because in a hazmat suit, you're wrapped in a giant Ziploc bag [laughter]. So you're trying to talk to each other, and you're 5, 10 feet apart. Which, the technology also exists to communicate 5, 10 feet apart, but it's not integrated together...
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...we have one thermal imaging camera. We send one in with every group of firemen that go in. So they have that technology there. But the people in the front that are on the nozzles that are doing the job-- to be able to talk to them and to tell them, "Hey, I see this," or, "I see that," because you're focused on your one job. I think that would bring more value than everybody having \$50,000 worth of stuff attached to them... When maybe not everybody needs that. Everybody needs to be in contact and to be able to communicate everything that's happening. Because I think now, everybody wants to have a TIC because they can't see it. But if you were just being told in a regular voice where, "I didn't have to push a button. I didn't have to do this. I didn't have to do that," you wouldn't feel the need to have to have everybody have a TIC to be able to see...
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	There's a huge cost issue. And so I think that a lot of things can be done on a lesser scale. You can give one guy the \$10,000 TIC, but then give him \$50 worth of communication that he can now more freely speak and be able to communicate to get out what he needs to do that doesn't take over precious radio time. Because we're getting dispatch. We're

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								getting command. We're getting all of these things that-- it's turning into a lot right now. And I think we're just trying to figure it out.
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...ZOLL put out a monitor that has the ability to send an EKG strip, but you have to make sure that the facility has the way to receive it and see it. And then they're still doing calls on the phone. So every time they take somebody to the hospital, they're calling the hospital and saying, "Hey, this is what we have. This is what we're bringing you." And so that used to happen over the radio. Now it's a lot clearer signal because we're using phones. But it will be neat if you could attach all of that, and then somehow send it. And they can just say, "Okay, received. And go to room five when you get here."...
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...That's probably the biggest common thing, if the CAD goes down. Then they're running off of their old run cards, which are 3x5 flip cards in a big book. And everything goes really, really bad. And so I don't know how, other than just redundant systems, how you could fix that. But we've become very dependent on it...
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...I think, eventually, you're going to have where that drone is going to be in front of the chief, and he has a better of a view. And then he can say, "Yeah. We don't need all these apparatuses, based on what I see."
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...Personally, if I could do anything, I would like to see us move to a more dedicated TAC channel type of environment. I think if you could have a perfect world, it would be neat if I could dispatch, and push a button, and make all the radios on that truck go to that TAC channel.
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	That would be really cool. If I could say, "Okay. Rescue 54 in these four portables are assigned to that truck," and I know that I'm toning them out to [Street] If I could make that truck and all those radios go to TAC four, and I don't have to worry about them changing their radio channels-- which is why our admin doesn't like it...
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...if I could push the button and say, "Change these five radios to TAC four," and then they're on TAC four, you wouldn't have to worry about it. Or if you could do that for a big group. Because when we do have a fire,



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								we do utilize a TAC channel because there is a lot of traffic that we don't want to interfere with daily traffic...
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	...We try to do a silent dispatch here. And, again, it was more admin and technology than just-- admin didn't agree with it and the technology wasn't quite there. That was about five years ago. We haven't brought the idea back up. I think, personally, it's a great idea if you could prove it to happen-- prove it to work 99% effective.
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	So you can get in the truck, push the responding button, get the call on the MDT, know all the information. Because to have that back and forth that's already on the screen that's right in front of you, but to just hear it from a person-- I don't understand why, if the technology could work.
Wish_List	FF	S	Not specified	Not specified	Not specified	Male	FF-S-022	But that's one of the things, I think, that would be neat if it worked. It would be neat if all of that technology could work together.
Wish_List	FF	S	Manager	46-55	21-30	Male	FF-S-023	So now I still have two separate systems out in the cloud that I have to figure out how I pull that information to a place where I can analyze it. They keep saying, "Well, we've got great analytics," which is true, but it's not going to give me a holistic picture in the long run.
Wish_List	FF	S	Manager	46-55	21-30	Male	FF-S-023	Correct. Correct. And not only that, but I think when we really start looking at data as we go, we can start looking at things like, well, how many miles does engine one put on versus on-calls, and what is that costing us maintenance-wise? How can we project out what that maintenance cost is going to be over the years? So I have to bring on my finance data, my fleet data, and my fuel data, and it all has to somehow coalesce into something that we can look at.
Wish_List	FF	S	Manager	46-55	21-30	Male	FF-S-023	And the same thing with even facilities. How often does that garage door go up and down and is that counting as far as our financial commitments for the next thing? So we have to really project out into the future where we're going. And again, that first year's good, then that cone gets really wide, but if I can budget out that one year-- there's nothing worse an apparatus getting a call, getting to that garage door, hitting it, it's dead. So if I know that I'm that only going to get 50 garage

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								door up-and-downs, I'm of course making it up--but if I know that I can put a thing where it says, "Boom, we're getting close on this one, we need to get somebody out to look at it," preventative maintenance, zero failure. That would be the goal...
Wish_List	FF	S	Manager	46-55	21-30	Male	FF-S-023	...So there's all of this data: so I have a finance system, I have a fleet system, I have a facility system. For our community, risk reduction, they have their own system. It does permits and inspections. So all of their commercial information is in a separate system. Then we've got - well, let's see what else we have - our human resource and our training systems, payroll systems. So all of these systems and none of them actually talk. So we have to figure out a way to... create our own data lake to kind of get to it and actually work through it. So that is a huge undertaking, and it's a big problem.
Wish_List	FF	S	Manager	46-55	21-30	Male	FF-S-023	...They try to work out all of the technical pieces, like how many banks do we have, how many frequencies, or how many talk groups do we have on any bank, and all that stuff. Then we have operations chiefs that meet and talk about what they want to accomplish: they want to be able to have several different EMS groups, they want to have several different fire groups, regionally PD wants their groups, too. They don't always mesh as far as boundaries go...
Wish_List	FF	S	Manager	46-55	21-30	Male	FF-S-023	...All of our repeaters work this one system. If I move away from this system and these repeaters here, I can go to a different bank. I can go to a different system, but I have to physically change my radio to go to that different system to pick up those repeaters. So our firefighters don't often remember that or know which system they're in, so as they're going on a mutual aid, especially our hazmat team goes out a lot and they'll go way east. As they get out there, all of a sudden they can't talk. Well, that's because there's not enough power to get to our system. If they would change their system, they could still talk and it would be fine. So a lot of training with that and a lot of our firefighters are firefighters and problem solvers and they do this stuff. They don't necessarily want to know, "That I've got to do all this changing on my radio and

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								programming and stuff," so would be kind of cool if it would automatically switch, but... As soon as you get to a system that has a higher amplification it would just swap over.
Wish_List	FF	S	Manager	46-55	21-30	Male	FF-S-023	...there was one when we actually got on scene and there was a gun in play and we didn't know that... It turned out it was a non-issue but as we're walking in the door-- to get that information it just changes your entire environment. So, anyway.
Wish_List	FF	S	Manager	46-55	21-30	Male	FF-S-023	...It would be great to know what the building looks like, or what the streets look like, at the time of the incident. If we had access to cameras on the apparatus, or even our dispatch center, they could say, "Hey, look. What I'm seeing from this location is no smoke or I see a fully-involved structure,"...
Wish_List	FF	S	Manager	46-55	21-30	Male	FF-S-023	...So if you could get into the truck and have information there readily available, like a picture of the building, and a residential buildings. Now, a lot of our commercial buildings we'll get pictures, but they're historical pictures or pre-[crosstalk] pictures. If I could get accurate on-scene information in front of me before I leave, can change my entire way of thinking. And if I can shift that thinking process earlier to, "Oh. Well, this is a fire, so I'm going to think of X, Y, and Z," versus, "I don't see anything, but I need to look at X, Y, and Z. But I'm going to focus on A." So I think that would help those responders a lot.
Wish_List	FF	S	Manager	46-55	21-30	Male	FF-S-023	Police, same thing. If they could see where they were headed, if they could see, maybe, somebody running southbound, they could start their search from the south and come north. That kind of thing. So a visual, I know we have cameras on a lot of places. If we could get access to them, that would be awesome. And get that information out pretty quick.
Wish_List	FF	S	Manager	46-55	21-30	Male	FF-S-023	Okay. So here's another set of data that would be awesome. I've taken Uber and Lyft recently, and there's an application out there that will tell them where accidents are, and which roads to avoid. If that's out there, shouldn't we get that? Shouldn't we get that information back to the fire trucks and say, "Hey, look, this road's closed, we know this," instead of us

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								having to it get into the system and type it in, because if we don't know, we don't know. But there's so many cars out there reporting so much information to so many people, road conditions are, I think, known now. It's just we can't get that to the responders. If we can get that road information up there I think that would make their responses more-- I don't think it would make it much faster, but it would probably make it safer.
Wish_List	FF	S	Manager	46-55	21-30	Male	FF-S-023	...if I could get traffic information as I'm coming up to the intersection, nobody stopping, we got a lot of people going quickly, warnings beep you got somebody coming maybe help slow them down. Or I've got two apparatus coming together, slow it down, that kind of stuff. So that kind of real-time information, I think that's the key, real-time information that's usable.
Wish_List	FF	S	Manager	46-55	21-30	Male	FF-S-023	...There is technology that's coming, that's going to make us safer. Robots, drones, that kind of stuff actually doing some of the hazardous work. So there's that kind of technology that's coming. And it makes sense, you've got building on fire, it's just like a bomb. We sent robots to go defuse bombs, why not send a robot into a burning building? If it's not something we have to actively go search for somebody. That way if it collapses, what do we lose?... A million dollar robot, who cares? It doesn't have a family, so there you go. So robots, use of the UAVs to give us situational awareness. I think that could come fairly quickly. There's a way you can pull up, you can say, "Give me a one-block radius or a one-house radius, and the thing can just--" at least the insync commander could have a picture.
Wish_List	FF	S	Manager	46-55	21-30	Male	FF-S-023	...From the data side, my wish would be, that what people do gets documented real time, and I think that's not an impossibility. Whether they say it on the radio, whether they push a button, whether they, as it comes out of the pouch, the medication comes out of the pouch, or as we squeeze the syringe, it gets documented. So I would take a lot of small technology, like a lot of communication, and little sensors and stuff. A lot of the things that they say on the radio, and I've already said

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								this, say on the radio if we could capture that and make that the data point, I think we'd be much more accurate in what we're doing. We need a lot more data points in our analysis.
Wish_List	FF	S	Manager	46-55	21-30	Male	FF-S-023	...So if we send all this stuff, which we're trying to meet standards, what does that mean? How does that affect that incident? So there's the after-action incident or even the before-action incident, what does it look like when they get there? If I could capture that, and what does it look like when they're done? If I could capture that. What did we accomplish? And if I change my responses do I change that outcome? If I add people or subtract people, or put robots in, or whatever, am I making a difference? Right now, we don't know and there is no way to know. We don't have insurance information. There's no coordinated information that says a building of this size and this region is worth this much so here's what you saved. So there's no talking. That information's out there but there's no talking. There's no metadata that we can look at. So data, if we could get it immediate, right away, chart it right when they're actually physically doing the work that would be awesome and get more metadata so we can figure outcomes out.
Wish_List	FF	S	Manager	46-55	21-30	Male	FF-S-023	...And then there's the personal technology, some more physical stuff. I think the radios need to be hardier so that if they are exposed to chemicals, or if they are exposed to fire, if they are exposed to these things they keep working. Radios have become the lifeline of this industry--that is how they get help, need help, whatever, that's where they live.
Wish_List	FF	S	Manager	46-55	21-30	Male	FF-S-023	...So radio information in headsets, in the masks, mic and when they are on air, if there's some kind of an integration of the mask radio. It's hard enough to talk through the mask anyway even though there's these speaker holes and stuff. And we practice, and we try to figure out where the best place is to talk. If it was integrated into their systems somehow. Integrated things like thermal imaging. Integrate things like radar or some kind of a situational awareness picture thing so that the people inside could actually know what they are looking at when they are in a

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								hazardous environment...
Wish_List	FF	S	Manager	46-55	21-30	Male	FF-S-023	So one more piece of technology is, how do we prevent all this? How do we get people to start sprinklers and all that stuff, but that's different. That's probably not radio technology stuff but that technology-- there are so many ways we can prevent all these incidents from happening anyway. How do we get industry to change how they build stuff so that that they're not building pretty much just liquid flammable stuff? Which is what they've built in the last several years...
Wish_List	FF	S	Manager	46-55	21-30	Male	FF-S-023	...Technological-wise, I think if the interfaces were more direct and less traditional. So we do a lot of interfaces on a keyboard. My problem-solving firefighters unpack when they type and their typing is subject to how they, I don't know, how they can type, how they can write. If they could somehow interact better with that putting stuff in. Just grab a statement and put into their system or however that works?
Wish_List	FF	S	Manager	46-55	21-30	Male	FF-S-023	...actually, going back to that documenting medications, if there were some kind of a device on the, "Okay, I'm giving this, I'm doing this," and it's just counting down and then I could take that information and throw it into the report...
Wish_List	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...if there was a way to say, "Hey, you're responding to [Street]." And something were to come up that actually shows you [Street], it definitely would be advantageous to say, "Okay. Wow. This is this type of building of this type of construction, it's this time of day which means I have this kind of a hazard. If it's this time of day, it's a totally different hazard." But being able to visually see that would be good...
Wish_List	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	Well, definitely being able to see-- I mean, you know who else is coming, which is kind of good. So, other resources that are also going to be there...
Wish_List	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...I think kind of knowing maybe what fire systems are inside of a particular structure. By code, buildings are all supposed to have certain fire protection systems and usually, you could look at it and say, "Okay. This building is built around this time." So if there were a way to tie in

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								some of that information that the fire prevention division gets to a real time, "Hey, you're going to this building and here is--" ...
Wish_List	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...In addition, too, somewhat similar, would be we have hundreds upon hundreds of buildings that have hazardous materials inside of them. And the fire prevention division is required to collect that data from those private businesses and companies as they report through what's called a hazardous material inventory report. To take that data and be able to plug into, kind of like I was discussing before, into that building. So when I'm responding to [Street], I know that in the notes it'll say-- like I was talking about, in the notes it may say, "Hey, this is a-- there's a person here with a gun and they've gone to jail five times for assaulting police officers," it would be nice from a building perspective to have something in there that said, "Here's all the hazards associated with this building," kind of like the gun scenario but maybe a little bit different where you can actually look and say, "Wow, this building has all these--"
Wish_List	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	So, usually one of the bigger challenges-- I mean, and this is-- it's not an iPad-y app thing, it's our radios. And so what we found is that they're-- I don't want to say they're cumbersome. They're difficult to use in the sense that I think they could be-- radios could be made more simple to use. Really difficult to use with big, blocky gloves...
Wish_List	FF	U	Field Responder	46-55	11-20	Male	FF-U-020	...And so this little mic, maybe. Just that piece right there has been an issue that we've had recently that we've been looking at. So trying to figure out something that would be more-- I wish there were a way to somewhat similar to our AUGA masks with diving under the water where I can be under the water blowing bubbles and I can hear my tender perfectly and he or she can hear me perfectly, yet in a structure fire, [inaudible], and the incident communicator's like, "Engine whoever that was, could you say your last transmission?" They're having a hard time because they've got their face piece on. The hoses are loud. The saws are loud. And the microphone is out here. My lapel mic is way out here or down here or somewhere out here. It would be nice to have it integrated somewhere near my ears. And I don't know if that ends up

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								being something wireless. It seems like they could have something that would be more wireless that you could or when I was in the military, we used to use little, like a little throat thing. So you just put it on right here and then my transmissions are completely clear and an earbud piece that goes in your ear and now I can hear really well instead of this exposed to the environment and not close to my speaking thing and my hearing thing. So I don't know. For me that's, especially at the task level, when the firefighters are trying to actually communicate critical functions during critical times to an incident commander or to somebody else that's a supervisor of a task. "Hey, I'm trying to get this done," or whatever. We seem to be missing that piece.
Wish_List	FF	U	Manager	46-55	11-20	Male	FF-U-021	[RE: TICs] ...there is a lot of technology that's up and coming where they're built in rather than a camera you're physically having to hold where they have it built into the mask now... that's kind of out of my realm, it's out of my division but it's something that we're paying attention to. I know we've met with [Name] and a few other manufacturers, they're very costly, but the benefits of them would be huge because right now only there's one assigned per unit... And generally it's on a truck, engines don't have them. And we have them in chiefs' cars but it's one of those things where it's better to have and not need in my opinion than to not have and need it. And they are costly but the benefits of having it integrated into your mask rather than having a hand that's taken away from you that can be utilized for other things... So to me that's a technology that's up and coming that I would love to see us be part of...
Wish_List	FF	U	Manager	46-55	11-20	Male	FF-U-021	...There's also a lot of stuff on-- my passion's auto-extrication and there's a lot of stuff out there that are in the form of applications but there's nothing that we're utilizing right now. So to give you an example, the way technology is changing with car stuff either being hybrid or fully electric, there's a lot of dos and don'ts and it's good to know where those components are shutting off the vehicles, the high voltage versus medium voltage versus low voltage. There's schematics that are



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								available in these apps where you can pull up any type of car and automatically know where the high voltage is running, where you can cut it, where you shouldn't, where fuel lines are, things of that nature. So does the car have one battery? Does it have two? ... A lot of things that are important, and airbags. So that's technology that's there. But again, it's on an app and that's costly, but that's something I would like to see us go to eventually where you should be able to pull up on a scene and either on your computer in the rig or an iPad automatically puts in the first ten of the VIN number, it'll pop up that car. And you'll know right there that you have in your hand where it's safe to cut, where it's safe to stabilize, how many batteries there are, if it's electric, if it's partial hybrid, if it's even hydrogen. There are a lot of different vehicles that are out there. That'd be beneficial for us.
Wish_List	FF	U	Manager	46-55	11-20	Male	FF-U-021	Again, I mean, I think the built-in, the thermal imagers in the face pieces. I mean, to me I'd love to have one for every person. I think that would be huge...
Wish_List	FF	U	Manager	46-55	11-20	Male	FF-U-021	...As far as, I think, some type of a portable, something similar to an iPad but more of a-- that's obviously a little more durable because we're really good at breaking things. But that way we can utilize, automatically you get on scene, you can pull an address and automatically have a Google map of this is the roof, we have skylights here. This is what the Charlie side or the back of the building looks like. These are where the utility shutoffs are. I mean, I know it's out there, so you should-- I mean I'd love to have technology going to a call where you can pull it up on your computer and look at a map, look at aerial views and have a general idea of the makeup...
Wish_List	FF	U	Manager	46-55	11-20	Male	FF-U-021	...Same thing with high rises. I mean, I know they have it out there, here's the skeleton and here's where the elevator shafts are. Here's where the shutoffs are. Here's where your fire department connections are because a lot of times they're not where you think they are. An address could be-- should be on the front side of the street and sometimes it's not. I mean, the same thing, you have one-way streets downtown. You're

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								trying to find the fire department connections, sometimes you're driving in circles. So things of that nature.
Wish_List	FF	U	Manager	46-55	11-20	Male	FF-U-021	Same thing like we spoke to with automobiles. I mean, just have that technology where you can pull up automatically, and either put in the type of car or like I said, real quick if you can get to it, a VIN or something to where it pulls up the schematics of the car. So that would be a nice safety feature...
Wish_List	FF	U	Manager	46-55	11-20	Male	FF-U-021	...I know, as well, there are tracking devices. So every headpiece can have a different- and they have these, so as an incident commander I can look at my pad and know, "Okay, I've got three people on the first floor. I've got four people on floor two. I've got seven on floor three. This firefighter hasn't moved in over a minute. I can communicate with him verbally, "What's going on up there? Is there something I need to know about?" ...
Wish_List	FF	U	Manager	46-55	11-20	Male	FF-U-021	...And also, there could be something where heat signatures or something where I can tell just by something they're wearing what the temperatures are. Is that something we need to be concerned about? Do we need to perform some type of ventilation?
Wish_List	FF	U	Manager	46-55	11-20	Male	FF-U-021	...Construction types, so knowing certain types of construction, obviously there's a lot of lightweight stuff now that's very dangerous, buildings go up quick and they come down quick. So it would be helpful to have stuff like that. A little bit more fingertip knowledge right there.
Wish_List	FF	U	Manager	46-55	11-20	Male	FF-U-021	Warehouses, same thing. I mean it's a highrise on its side. You get in there pretty far, things go bad. Where are the water supplies? Where are roll-up doors? Same thing with hazmat with chemicals. I know we have the capability, but it takes a long time. You put the chemical in or you put the number in, it will show up on the computer what element it is or what's good, what's bad. Does it interact? Does it react with things? ... you have to take the time and you're logging it in. Yeah, but it would be nice just to have something right- and again, fingertip technology, we could just type in a quick number, off the side of the real car

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								instantaneously. But there's connections. WiFi, there's things of that nature.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...I think where we may run into some issues are the durability of technology because we're not very delicate with things, so everything that we use that is going to be-- whether it's a tool or a communication device, has to be durable, for sure...
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...And something that they're also looking at is, which they should have done years ago, are more of a GPS-type direction of travel, which is huge. City's big. And if you are moving around from one area to another, say, I was a relieving officer, so I would go this firehouse and to that firehouse and then that district. So there was a lot of areas where I wasn't real familiar with, so even going from point A to point B, I couldn't tell you. So it would be nice to have that immediate, boom, hit a button. It shows you the travel route, just like the GPS that we use to go anywhere else, should pop up immediately and give you the quickest route and the more-- so those kinds of things are coming, hopefully.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: GPS capabilities] Q: So is that, perhaps, a technology that could be useful in those situations? SME: I think it will-- I think it will be when they go to the iPad... Yeah, to the tablet. I think that's where we may see that.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...A lot of things that hit the fire ground or the fire service in general, especially with this new technology, we're worried about losing it. We're worried about it breaking. And then, at the same time, now you have to train firemen that are 25, 30 years on the job who-- they didn't grow up with technology, so now they've got to learn something. So those aren't easy tasks, especially if the technology they are using is a little more high tech than they're used to. A lot of different steps. A lot of different pushing this and pushing that. A lot of different frames that they have to go through to get where they want to go. The less is better. So in the more simple form and format is better because anything that requires less steps are going to be better for us. But I think the tablets may have its benefits as long as they're durable. That's big. That's big...

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Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...if I have a radio that's expensive and something happens, I lose the radio or it gets stolen, the officer gets time. So it comes out of his pocket or he gets time with suspension. So that's a big concern, is that, say I'm an officer in engine, we get these new tablets that are easy to break. I'm not going to be happy about it because then now, that's something else I got to worry about. And when you're slinging tools around and your big concern is getting off this rig, putting your stuff on, and getting in there, you're less worried about delicate things. We're not delicate. We're just not delicate people. So when you put something on there that is a level of technology that is where we are today but is not durable, that's a concern for us as firemen.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Yeah. I think I would say, in terms of-- now it's getting better with them letting us know that these are dangerous buildings. So that's kind of changed where if it comes in through dispatch that there's a fire in this building and an address, now our main office has addresses that are built into the computer saying that these are dangerous buildings, or abandoned buildings, and those kind of things - Those are good to know - or what may some of the contents in the building be. That's good to know. I think for me, as far as my experiences go, is it's good to know that. But at the same time, what's imperative for us to know are, is it unoccupied or an occupied? Are there occupants in the building?...
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	When we're responding to calls. I think two things. For me, I think it would be awesome to have real-time video of locations and whether it would be something with a satellite kind of thing or whatnot. And that's been talked about before where every street has cameras. And you're going to this address, and you hit this button or maybe the main can tell you, but you hit this address and it pops up, a camera pops up and gives you a good, real-time, visual shot of that street. And you could look for, "Is there smoke blowing across the street, or is there--?" So that would be awesome...
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	[RE: responding to calls] ...And then the other thing would be just a mapped out route because if you don't know these streets well, it takes

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								a minute to think, "Oh, I've got to take a right or left or--" So I think an immediate travel, immediate route of travel, would be good and then real-time visual of the location or area en route.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...But I think with getting back to the tablet and some more of the more recent and up-to-date technologies, I think there's room for it as long as it's durable and it's user-friendly. That's huge. Because when we need the technology, we need it to be simple. We don't need it to be complex because we don't have the time to work through complexities in anything technology because our decisions are instant, and some things that we need to do need to be made. The decisions need to be made now and not in 10 minutes. We're not sitting in an office and trying to sort through different programs and analysis. We need to make a decision now. And so technology is great, but if it's complex, it kind of is counterproductive, so.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	...I would like to see something take place with a biofeedback technology where, when you're interior, something that can actually monitor your physical condition. And they were looking at that. We had a phone call from Homeland Security. They have a group that are looking at ways to do biofeedback, which I think's important. I think it's very important. One is to have something that lets you know what your location is, in position of the building, and your biofeedback. What's your body core temperature? What's your respiratory rate? All those kinds of things that I think would be interesting to know during the actual time of operation, so.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	Q: do you envision firefighters being inside and also being able to self-monitor those pieces? SME: I think it would be both. I think both would be great. I think if you had it set to where your core body temperature is reaching 104 degrees or 105 degrees, there should be something that alarms. And if your target heart rate is in the red zone or whatever may be determined at that time, I think those kinds of things would be good to know. There may be a way to, with respiratory gas analysis, to know are you dehydrated? Is your body being bombarded with cyanide, with

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								other environmental toxins that are interfering with your cell metabolism, and oxygen use, and all that kind of stuff? I think a lot of that would be great to have.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-025	I would say, it's coming, would be the handheld but being able to have a thermal imaging camera that's built in. Those kind of things would be nice to have... Maybe we're in a hallway and we're stopped for the moment, and I had a TIC camera. I think it would be nice to be able to hit a button and look at the screen on my TIC camera and be able to get an outside view of the building. Someone out there is actually filming the building and sending that to you. You're interior. You're pulling ceiling. You're hitting fire on the cockloft. It'd be nice to know-- I'm looking. They're hitting it. it'd be nice to know. I'd hit the button and see what the outside of the building looks like because we don't know that...that sort of feedback technology, I think, would be great to have.
Wish_List	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	As far as technology, I mean-- well, a huge one would be-- and I know it's probably out there, but not in the city. When we get a run, having the map on the computer, I mean, that's huge, because I cover a third of the city, and I cover from [street] to [street]. I cover the whole lakefront. And I mean, you go into [neighborhood] and you get the angle streets, and off [street], and it can get confusing. I've been around for a long time, and I've lived up north, and I've driven trucks around, so I know the north side. And I got guys who are south side, so they know the south side, so we're pretty good. But sometimes you hear a street, and you don't know where it is. Or like you get a street along an angle street and you're, "What side of the angle street it is?" Because it doesn't hit anything at all. So if we could get mapping GPS built in.
Wish_List	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	I mean, there's so much new technology with cars. If you could pull up something-- and I know there's software out there that does like where the batteries are in different cars, fuel cells, the different safety stuff on different cars. I know there's some hazmat software out there. You can look up chemicals and all that. But if it could be more user-friendly or on a tablet-- we don't have tablets, but if we had a tablet, that might help.

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Wish_List	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	[RE: GPS mapping] I mean, if I could-- the problem is I'd have to pull out my glasses, and pull out my phone, and pull up Google, and type in the address. And while we're running, I'm also watching for traffic and stuff, so I'm kind of-- I mean, if I could just press a button on my computer and it went-- I know there's a - I forgot what it's called - Waze or something like that. If I could press a button, and my computer went to Waze and show me the quickest way to get somewhere, that would help because-- I mean, street shutdowns, sometimes we don't get notified of that. And then gridlock. I mean, I leave my firehouse, we go out on a run at 5:00 on a Friday afternoon and we can't pull out the door. I'm in the [neighborhood]. So it's impossible anyway. There's only a couple streets you can take. It goes [street] and [street]. You don't go anywhere. So once you make a bad decision on which way you're going to go, it affects everything you're doing. So I mean, I don't know if that's possible, but.
Wish_List	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	[RE: navigation with road closures and traffic alerts] Well, there's technology out there already to do that but to incorporate it into-- But if you could put Waze or something like that on my computer screen-- I mean, right now, it's just-- it gives the address, the cross streets. If you're on a cul de sac, it doesn't give the cross streets. Or if they give a corner address. If they give you the corner of [street] and [street], it will not tell you what hundred it is. But if the address is [address] it'll say, the 600 block of [street] or the-- it'll go to the next cross street. But it gives you a corner. We don't have a reference. So that's a--
Wish_List	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	I mean, I think the mapping thing would probably help getting to-and-from runs, and I don't know if a tablet, as far as getting information, but most of the time that doesn't bother me because most of my stuff is talking to people... And if radio gets overwhelmed I do a face-to-face. Or I send somebody else.
Wish_List	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	I mean, the mapping thing would be the greatest help. I mean, to a regular company in a regular little district, that wouldn't help them because they know their district backward and forward. But to a chief or

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								to a company that-- or an area like a suburban area that does mutual aid, I think a map-- and a lot of them probably have it. It's just a city is-- the computers in a city, I don't think are as up-to-date as some of the newer ones because it would cost so much to change the-- but that would be tremendous.
Wish_List	FF	U	Field Responder	56-65	31-40	Male	FF-U-026	[RE: TICs] I mean, every year there's new-- there's masks that are coming out now. They have heads-up display as far as what your-- what your air is left. And there's heads-up displays for cameras where you can look in your mask without holding the camera up. The camera's built. I mean, there's technology out there but it's all so expensive.
Wish_List	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	...I don't know why it never was completed, but there was like a high rise survey. So some buildings we'd get how many stories, standpipes, what stairwells, have smoke towers, stuff like that. It could definitely be used more efficiently.
Wish_List	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	...I mean, there's no reason why, in this day and age, when our mobile data terminal on the rig can't have, at the very least on the way there, a map or a picture of the building we're going to. I mean, Google Earth. I go on my own computer and do that. And there's no reason why it shouldn't have the number of stories, standpipes. All that stuff should be on there. Any particular hazards that may exist.
Wish_List	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Oh, I think there's always could be more information passed along. Like I said, the buildings that we're going to, or-- and I think it's be a lot better. Not as much as-- I just came from a spot where I was assigned, so I knew the area. But when you're relieving, you're going to different areas every day, definitely, definitely, more information would be better. You may not know the buildings, or the areas, or the streets. So more information would be better. Like I said, I don't think we use that mobile data terminal to nearly its best effectiveness.
Wish_List	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Or even you're a reliever, it'd be nice to have the shortest route pop up. If you've lived your whole life on the south side, and now you're promoted. You're lieutenant, and they assign you. First day you're up on the north



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								side. You've never seen this place. The streets are totally different. There's angled streets. You look over and the guy, the engineer, is a reliever too. You're like, "I guess we'll get there."
Wish_List	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Traffic info might be nice. Or another thing is, now that-- they say like 99% of downtown, from [Street] to [Street] down to [Street] is all under video. It'd be nice to have, like if you're going to incidents where-- maybe not a fire scene or it could be a fire scene. Nice to have a click video pop up or something, or a camera feed. If you're going to somewhere that might be a hostile situation, it might be nice to see that at a time. Or even a fire situation, so you can start thinking about what your tactics are going to be.
Wish_List	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	I don't know. Some of it's nice. We get it on the print-outs and the mobile data terminal. Like I said, they have to be on something that you can digest quickly. It may be too much information to put on any one thing, or it may not be able to process it as quickly as you'd like. But some of it would be nice to have on the screen. You could scroll down. We do have it on some of those where-- how many floors, because I go to high rises all the time. I don't know how many floors are on there. I mean, so I've got hundreds of buildings in my [inaudible] district of high rises. I don't know each one how many-- what the floor is. Be nice to have that either on the printout or on the screen so you could access it.
Wish_List	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	[RE: current technology] I guess I believe it's adequate for our needs, but it could be so much more.
Wish_List	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	Like I said, I'd like to have a little more information heading into the scene, maybe a live feed picture. I'd like to have radios that I know work all the time. Get through whatever we need to get through, be it a high rise or subway incident or anywhere. It'd be nice to be able to keep track of where everybody is at. I mean, I know that's way far away in the future. But being an officer, your men obviously don't work directly underneath you. Many times they're scattered throughout the building. It'd be nice to be able to keep track of them in a better way. I don't know how that would be, though, obviously.

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Wish_List	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	...I mean, I'm thinking already on the way there of-- one of the things that would be nice, even if they didn't even show the live feed, just a picture of the building just to jog my memory so I can adjust my tactic, orders. There's a huge difference between a one-story ranch or a 100 by 200 courtyard building. That changes our tactics immediately. In some places, you don't remember that building. So it'd be nice to even have an idea of what I'm coming into.
Wish_List	FF	U	Field Responder	46-55	11-20	Male	FF-U-027	...I'm sure for the chiefs and stuff above me, they like to have more equipment. I know if I was the commander, you feel like-- I know they're piloting a drone program here where the drone can kind of leave and show the command van. If you're at the command post, you only see one side. You're relying on your other members. Maybe they don't see what you see, or maybe they don't see it at all, whereas something like that, where you could actually focus on areas that you want to look at would be good. But as I said, that's way above my pay scale [laughter].
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	I think that from my personal-- I haven't had any issues. I think our equipment is pretty much up to date. When we compare ourselves, you have to have a comparison to other people. Other big departments are pretty much on the same wavelength as us and we're vice versa with them. So I think our technology has finally caught up. I can't really think of any issues that could pose a problem, but we could be operating portable radios, for instance, in dead zones, high rise, metal, concrete buildings where you might not be able to get that transmission out. That's what's important because their transmission may be very important. It's important that everyone hears it.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: getting information via MDTs] Excellent means of communication and then I think that one is still in its infancy, still developing. Because you can also relay a very critical building components from preplans. For example, fire department connections, where are they at and where is the gas shut off. Where's the water shut off? How was this building made? Is it a light-weight construction? Is it a truss roof? It's giving you the information that would help use any sort of commander or the first

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								officer arriving, help base your decisions, what your actions you're going to take. They send a lot of this information, has come about. Without that, it was all either guess work or you had to go and investigate how buildings was made, where the sprinkler connection was, which side of the building we shot the gas off. Hit it just the-- what a great concept and I think, yeah, it's starting to evolve. We can put so much information on these computers for us today.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...I have to go and get data from here, or from this computer, I have to listen to this radio, this channel has 20 different frequencies, 10 different-- there is a point that says keep things simple and you do have to-- because of the task at hand. Again, what I talked about was the task saturation. You're overwhelmed with the incident itself. That's why today's technology, it should be very user-friendly and it should not require a huge degree of brain energy or expending mind-thought, when you have to actually use some of that, at an incident, and calling your plans, and your shots, and what you're going to do for successful outcomes. Everything we do is successful. It requires a lot of mind-thought. I would rather dedicate it here than as opposed to technology or using things at hand. It might have it because there is an issue of complexity.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	Whoever said face to face, that's the best method of communication. Receiver and sender and sender and receiver. You got me and I got you, and we understand our messages from face to face. Relying on technology so, "Oh I hope he got that message." Or, "I hope I got this message to achieve that might be three blocks down the road on a large scale inset." The assurance of knowing that you got your messages across and especially critical messages. There should be no doubt or wondering if this is going to fail us, this system. Did he get the message or-- again, nothing beat face-to-face communication. I say, "Well, I'll write him a letter."
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	I can either want to do and too much-- remember picturing yourself in a conversation with five people talking to you, or you had to-- or being

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								overwhelmed or being overloaded with stuff? If there's a way to just funnel one aspect, if you're receiving from one, maybe two, you might be able to handle. I think that's all you're able to handle as your brain is going to process. It's the biggest technology. Your computer is your brain that you're using. Funnel or filter or triage messages. What's important, what's crucial, what is information that we can actually hold off on for right now, what is crucial for the incident, what can we hold off and funnel it, keeping it simple. I keep going today. Keeping things on a simple basis...
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...Gaining complexity is the real killer of simplicity from my perspective. And how to improve that? A lot of face-to-face communication, maybe having one guy operate the radio. Giving messages instead of everyone having radios, and all this talk and garble. I have to be responsible for listening to all this, because it may apply to me. So funnel. So you take your five people in a room. You tell them all be quiet, one speaks. So that would be just a suggestion for that, just not being in a position where you're going to be overloaded with, where this technology has become rather burdensome in your decision making or thought processes right now.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...One day they're going to be able to do it if you think of technology doing surgeries and they're doing it with robots and stuff in a high-resolution scans of bodies and stuff. It just, in the medical aspect, in that field and what technologies are going to spill over to the fire service. Perhaps, we may have locators on our bodies through technology to find out where is Lieutenant such and such or five-- here to see where they are in actual real time on the fire ground, what floor, and in what room?
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	[RE: locators on responders] Well, that would be-- yes, it would be for accountability purposes. What companies you have, who's in there and where? ...
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-028	...And also, it's evolving with our breathing component system too, with built-in heat temperatures, to know what environment you're in. What is the heat of the ceiling? Thermal imaging for victims. Air pressure in your

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								tank. CO levels. It's all in your heads up display. Wow. Is that something?
Wish_List	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: digital radio issues] Just transmissions not being heard is really the number one thing. And that's where it all goes to hell, so... it can jeopardize not only the civilians, tax payers that are paying us to respond, but the first responders. So without us, now we have a big issue. But like I said, it's so much better than it was. And so many more people have radios now. I'm sure it's going to get tweaked in the digital world. It's always a large-scale building or a building, in my opinion, that has floors and floors of concrete. It's just digital transmission can only do so much. I have a layman's understanding of how it works, so I get what the issue is. But it seems like the people that are involved in the actual manufacturing of radios have to work a little closer with the building people, maybe [laughter], and just from the onset of a building being put together, maybe have repeaters throughout the [laughter]-- you know what I mean? Be proactive a little bit and just because of the state of the world. That wasn't a thought 25 years ago, but today we have to think that way. Yeah.
Wish_List	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	...in the near future I'll have a lot more information available to me en route, which is nice. We do have an enormous amount of information in a high-rise building given to us on a run sheet when we're en route from the firehouse... But the problem is, how about when we respond from another call? Now we don't have access to that. Now it will come up on our display, the same information. But it's much more difficult to get through and sometimes doesn't scroll right. And you're manipulating traffic and weaving it, you know what I mean? So you're moving and the lighting conditions may make-- you've got sunlight. There's a lot of obstacles to read it en route like that. Unless our displays change and it makes it a lot more easy to read or look at, or is legible from everybody instead of just the company officer. Because he has a lot going on in his head, he or she, and to have to en route, try to concentrate on everything that's [laughter]-- it's a lot of information...
Wish_List	FF	U	Other	46-55	21-30	Male	FF-U-029	... if I had a display that was very legible and easy to read on board, and

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			Public Safety Personnel					obviously the way the apparatuses are - and they can be different from different firehouse to different firehouse - because budgets don't allow us to buy the same thing throughout the city. The more people that could see it, the better. Any information I always had, I would always try to just verbally tell everybody because I didn't feel like I should be the only one that knows this. I would leave the firehouse with that printout but if I saw something, I would say, "Hey, the 20th floor, they're saying is loaded with gasoline drums." I would tell everybody [laughter] about it. I don't want to be the only one that knows that. I feel like the more people that know stuff like that, the better. I get technology is there. It's always, "How is it going to be paid for?" So is the near future that we'll all have access to all this information now? That would be great, but I know that's probably not realistic because of budgets.
Wish_List	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	if technology would allow us in buildings that were-- especially non-residential. Residential, it's kind of hard to tell because you don't know who's coming or going at any particular time. But if we had the information on number of people that are normally in that building during what are considered normal hours, hazardous materials, of course, building dimensions, number of basements. We go into buildings sometimes that look like they may have one basement and we find four, and a fire's in the fourth sub-basement. And those are horrible for us....
Wish_List	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	...We want dimensions. We want all height of the building helps out because we know from our codes here in the city that if it's greater than 80 feet it has to have a standpipe system in it. Things like that. Sprinkler or not. Yeah, that information is pretty critical from a technical standpoint. At the lower ranks maybe not so much, but for the people that have to do the decision-making in the early goings of an event, definitely. It would be nice to know that...
Wish_List	FF	U	Other Public Safety	46-55	21-30	Male	FF-U-029	[RE: building information via CAD] So if it was something that was really legible and bigger, but how big can you go? You can't have a 36-inch screen on a dashboard, so it's a catch-22, sort of... Unless it was audible

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			Personnel					and was looped, where you would-- but then how do you do that without it interfering with me making radio transmissions in route, as well?
Wish_List	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	...Since I've been here, we've been trying to initiate the drone project. And there's been bumps and push back and all that and it always involves money. But recently it seems like there's a little bit of a go ahead now, of course now that I'm leaving [laughter]. So we did just purchase one to train with. And some of the other major departments are already doing it. They went a little quick because they found some pitfalls with it and stuff, but we're trying to learn from their mistakes. But I think, in the near future, that's going to be hot and heavy in our department here. It looks like it now, that they finally have been sold on the idea. I don't know what took so long...
Wish_List	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: drones] Well, I mean, it really is limitless. It depends on what your department may have the ability to purchase and if you have the ability to train guys to use it right. And you may know a lot more about them than me. But say this drone may only be able to carry this pen, the payload only allows for that. So this pen, if I have hazardous material, meters that weigh this pen or less, and I can fly them into an environment and not put anybody in harm's way. Monitor the environment, fly it back, and get readings without ever putting anybody in hazmat suits, or anything. That's a good thing...
Wish_List	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: drones] ... We have a large lakefront here. It could be used on the lakefront to-- we get a lot of calls for boats in distress. People that are missing, that were swimming. We have an air/sea rescue, we have rescue divers, we have helicopters, we have all that. But it's the time that's always the issue. So I always thought if we had drones along the lakefront, they could fly out to the last seen point for the people that were in distress swimming or boats in distress. And our water's pretty clear, it might be able to actually see victims before anybody ever even--
Wish_List	FF	U	Other Public Safety	46-55	21-30	Male	FF-U-029	[RE: drones] ... at the scene of fires, which is probably going to be our step-off point, for using the one we have, anyway. So you fly over and get a nice aerial view of the building and it really aids tremendously to

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			Personnel					whoever the incident commanders are for tactical decisions as far as fire-spread, roof conditions. Even hydrant locations, believe it or not, because in certain times of year our-- there's a variety of things weather-wise that affect fire conditions, like barometric pressure, and humidity levels, and things like that. Sometimes we can see everything outside of a fire building. If this were an industrial building let's say, burning, sometimes we have no problem knowing everything that's around it. But sometimes that smoke lays so heavy that for blocks surrounding that building we almost can't see each other walking down the street, so it becomes another obstacle to try to attack that incident tactically. So drones can be used then.
Wish_List	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: drones] We had an 80-car pile up here on the [highway] here last summer. And it was cold and somewhat windy, and it started to rain, and it took them over an hour to really get a handle on the number of victims they even had. And it was because of the way that they were piled up. And it was on an elevated part of the expressway, so you really couldn't get a lot of foot traffic up there to just run up and down. And that was a perfect opportunity for a drone to be used in that situation. It could have just flew up and down, up and down, and it could have got a really good handle on what they needed as far as resources go. And resources for an incident like that are critical for life-saving. Do we need five ambulances or 50? And if they don't know, now the people that need them the most are going to have to wait the longest. So that's not good...
Wish_List	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: drones] ... I thought that would have been a great thing, if we could actually fly a small drone into a fire building just to get a handle on number of victims, where they're located, fire conditions, things like that. And they were talking about it being able to learn at an exponential pace. For instance, the first time it would fly into a fire building, everything it encountered-- if it flew up to a clock, it would log a visual image of that clock, and later on, they would be able to input data saying, that was a clock. And so it would never stop and look at another clock again because that would be wasting time. It was things like that. So there's all



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								that. I know that's all the future and it's coming. And it's exciting to know about but unfortunately, I probably [laughter] will never see it.
Wish_List	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	that kind of information, real-time info that could be transmitted and given to firefighters, or policemen for that matter, prior to entry to any kind of a structure would be tremendous. It really would.
Wish_List	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	I mean, in a perfect world, to me, in the future, I would pull up to a building that was on fire, and the building would tell me what I had going on. So I may be able to, at some place in the building that I knew it existed, I may be able to get all my information before entering the building. For instance, how many people are in this building right now? The building would know. And the building could tell me, "There's four occupants that are currently in the bedrooms on the third floor. I mean, that would be-- I mean, talk about affecting our job tremendously. That would be unbelievable. First of all, we would not search in an area-- I shouldn't say it that way. We would always search in areas that we weren't being told there were victims, but those would be secondary to what we were being told. Whereas right now, we pull up and we have no idea, so there's a lot of wasted time. Wasted not being the correct word, but it's truly is wasted if we search-- if it's a three-story building and everybody's unconscious on the third floor, and we spend the first ten minutes on one and two looking for them, those minutes were critical to their survival rate. So if we could go right to three, that would change things. So if we had smart buildings in the future, that would be awesome.
Wish_List	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: smart buildings] I mean, the information that we need right now is, even if it's not fire-related, say it was a hazardous material incident where people in a corporate setting were suddenly all getting sick. Just to pull up and know how many people are working in the building right now. Are there any medically trained people in there, and has anything been done prior to our arrival? What else? Where are they located? Is there a rallying area where all the victims were brought to? These are all

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								things that we encounter. Time is always the issue with us. It's always about time, victim time, because their clock starts whenever the incident started. In this case, if it was a carbon monoxide leak in a corporate setting, and people were suddenly getting sick. So that clock started as soon as the first people started feeling sick. But if they didn't make the call until 15 minutes later, and now instead of the first 5 people that were sick, are now 80 people that are sick. To know when it started gives us an idea of how bad of an event it's going to be and what we should bring resource-wise to it...
Wish_List	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	... smart buildings would be awesome. So you come home from work and you're the first one into your place of residence. When you cross the threshold, the building now knows that you're there. So then if your kids, or husband, or whoever lives in the house with you comes home, each time a person crosses the threshold - if you have multiple ways in the building, it would have to engage it from multiple ways - it registers. And when they leave, it subtracts it.
Wish_List	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: smart buildings] ...So it's so easy to count people coming in and out of a building. It's just a matter of, will we implement it? Will it become regular protocol? Will it malfunction after it's installed? Can we rely on it? So there would definitely be a grey period where we wouldn't rely on it, but we would look at it and say, "Okay, the building's saying there's five people here." We don't know yet because this is a new thing. But maybe, 10 years from now we can compile hard numbers where 98% of the time those numbers were dead-on, so now we can kind of rely on it.
Wish_List	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	I mean, thermal is the big one, recent, as of the last 10 years or so. And it started off-- now that I look back at the first one that I had in my hand, compared to what's out there now, it's unbelievable. The clarity is unbelievable. I mean, just being able to see in a fire is a-- I mean, if we can incorporate thermal-- well, they're already doing it. And again, it goes to budgets and accessibility to more money because there's heads-up displays in masks where-- let's face it, even big departments like this one are going to have a big problem coming up with the money for

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								everybody to have that kind of technology. So that's the big one, it really is, because we're mainly about saving people. And people give off a temperature and so thermal is big, it's really big...
Wish_List	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	[RE: thermal imaging] ...It's also big from the tactical standpoint because if you-- from the drawing standpoint, if I can fly over a building and get a good handle on the fire extension in that building from above, that's big. That's huge, yeah. And they're doing it, it's happening, but it's going to get better. I feel like the thermal, the technology of the image is going to get even better from that standpoint. I mean, look what the police do sometimes, what they can see. I'm sure our astronauts are figuring it all out right now [laughter].
Wish_List	FF	U	Other Public Safety Personnel	46-55	21-30	Male	FF-U-029	So I came up with this idea of... an ordinance that every address had to be made out of reflective numbers, first of all, and it all had to be in the same position. In other words, on every residential building, they all had to be, whatever, 18 inches to the right of the door. And so that was my idea just from a firefighting standpoint that I would always know exactly where it was, and that I would always know, at least if it was dark, I could shine a light on it and it would light up. But we never followed through on that. But so to your point, if somewhere in the future addresses were very, very illuminated somehow and were all easily--
Wish_List	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	The computer on the fire truck is a three-year-old computer and now the new computers are faster so they have to be replaced. And it's always that catch-up with what technologies are coming out. And all we want to do is go on the call and make sure when we type the information in or log on or turn it on, that it works.
Wish_List	FF	S	Field Responder	46-55	21-30	Male	FF-S-031	I guess it would be stable funding of the fire service. And I don't mean just more money, what I mean is stable funding so we're not reliant on levy's and votes. And we have adequate staffing, so we're not-- let me just close this door. So that we're not trying to get by with the very minimums.
Wish_List	FF	S	Field	36-45	6-10	Male	FF-S-032	And then the other big thing is basically just the information about the

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			Responder					buildings that we are-- our environment. So on an EMS call, it's the access. "How do I most quickly get into this person's house to help bring our care to them?" And on a fire-related thing, it could be, "What's the layout of this building, and what are the hazards?"... And then having that displayed to us in a way that's meaningful and that we could use on a future call is a very significant area of gap of the information that's out there. And then I guess the other thing concurrent on that information is that there's really very little done on trying to predict or learn where our hazards are, because we don't capture that data in a meaningful way.
Wish_List	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	It could be captured in a better way, and analytics run on it, and figure out, "Well, where are your most high-risk buildings or what is the most likely area to have a response, and how could that be used to preposition or to help train on the types of buildings that we know are going to be dangerous. Or to make sure that our apparatus are close to the areas that are going to have--" so all that information that's out there right now is not being captured or utilized in any fashion, or just at a very, very superficial level right now.
Wish_List	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	[RE: patient medical history] ...bad information is worse than no information. So most of it gets pushed away and we have to focus on what information we can develop or gain from what we're seeing right on site. And that works most of the time. But if there was a better system for us to be able to reliably depend upon that information, we would certainly utilize it.
Wish_List	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	I think that the big need right now is just that access to all the information that's out there, and for that to be-- for some method to be put into place where that's able to be created without the need for money from a third-party vendor [laughter], right, for us to access that level of design and technology from some other means. So the ability to have access to the information about where I'm responding and who I'm responding to. So access to that patient information, the access to the information about the building that I'm going to be into and how that could affect our safety or our tactics, or how that information could be

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								utilized to help us predictively plan where our calls may be to help us.... so I think ultimately, for me, it's that access to better data and utilizing that to make better decisions and keep everybody safer and all that kind of stuff.
Wish_List	FF	S	Field Responder	36-45	6-10	Male	FF-S-032	I think that there are people out there, obviously, with the skills and the desire to put those skills to use in a meaningful fashion or in a somewhat selfless fashion that helps the good of society or whatever, if you want to utilize that, but there's really not that motivation right now to do that when on a smaller scale.
Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	[Whether?] I wished we had? Oh, yeah [laughter]. In a perfect world, I-- so I think I would like one tablet-type device that has all of our information on it. Kind of like the computers do. Our tablets currently don't have that. I would like that. Also, it's got to be quick and responsive, too. So the mapping system right now has definite room for improvement. So typically, if you look up a map on your phone, you can with two fingers easily zoom in, twist around your perspective, rotate. And our current tablets and mapping system don't do that. They're much slower and clunkier. And when we're responding to an incident, when we're more probably going to be there in five minutes or less, plus I have whole a bunch of other things to figure out, I don't have time to be trying to figure out how to make my map work the way I want it to. It's got to be quick, and it's got to be responsive...
Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	...I would like to see us get away from handwriting, paper copies. Two reasons. One, I think it would lead to people being much more thorough and in-depth with their reports if they can type them as opposed to writing them. Since most people now operate computer, [literate?], and they can type faster than they can write. AutoCorrect's for spelling errors. It's going to look neater. It's going to look more professional. I think it's going to have more detail involved in them. So those are things that I would like to see.
Wish_List	FF	S	Other Public	36-45	11-20	Male	FF-S-033	...Also, our pre-fire program. The way that the maps pull up right now, I think it's clunky. I would like it to be more seamless. And I know that

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			Safety Personnel					they're working on that. They're trying to make it better.
Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	But in a perfect world, I could have my tablet and have my whole information come in. And I could hit a button, and go to a map view. And then, manipulate my map. And then hit another button and my pre-fire would pop-up. I wouldn't have to search for a pre-fire because right now, I have to search a little bit. And all that takes time. And this is all information that-- as a first to arrive an officer, you need to process it quickly so you can quickly formulate a plan and a strategy. And if you're spending your time waiting on technology then it's not necessarily going to be helpful. It's going to [inaudible] to be a hindrance. So those are things I'd like to see happen.
Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	And then, if it's a commercial building, I want to see the pre-fire. I want to see, specifically, the building layout and if there's anything I need to know about that. So I would like detail of the building. And then, obviously, what TAC channel we're responding on? What other units are responding with us? And then, any other details that the dispatcher has gotten from the caller.
Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Oh, yeah. I would love our personal radios to be improved upon.
Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	...So that's one thing I'd like to see. The fire service, anyways, to have radios that are specifically engineered and designed to withstand water and heat. And I'm sure somebody's working on that, hopefully. But as far as I know, it's not there yet.
Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	...fires are loud and chaotic anyway. And so if you're caught in a catastrophic event and you needed to radio out, you might not be able to because your radio just got fried. That's the one first thing. I would love to see is fire-rated radios or a system of better improving that. Now if I had-- and that's realistic and doable, I think...

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Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	...Now, my wish list, I don't know how realistic and doable it is. But if I could have the pie in the sky, we will have our face pieces that we plug our air into. And man, if we can have a heads-up display [laughter]. There's thermal imaging cameras out there that-- they tell us heat differences. If we could be able to thermal imaging display into our face piece-- if we can build-- and that's probably a little bit extravagant. That's like a Hollywood effect, probably, right? But I'd love to see that.
Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	TIC information would be great. If we could see our air level, if we could have a time to our air bottles so we can see our air bottle... There's a little gauge but we have to look at this gauge... And if it's dark, you might not see it. We have a variety of different warning systems of [when there's no?] or air is running low. But if we could-- that could be in the head-up display.
Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	But having something where you can hear and speak clearly is key because right now, we're talking through a mask so our voice is muffled by [just running?] through a mask. And--
Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	--and sometimes that makes it worse. If we could get integrated microphones in our face piece that connect to our radios with built-in speakers in or near our mask by our ears, I mean, that would be huge. And it's got to get there. It's going to get there someday. I just don't know when it's going to be but I am sure it's going to get there someday. So that's my wish list.
Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	I mean, a drone's not going to put a fire out. A drone is not going to solve a car accident. But what a drone can do is give you information. And I have heard in some instances where a drone can be dispatched to the incident address before anybody gets there and provide a 360 aerial view before anybody gets there. And that's great information. So if we're responding to a house fire and it takes us five minutes to get there, but the drone can be there in 2 minutes and have a live feed 360 view of what we're going to, that would be invaluable. Any information is good information...

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Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	[RE: drones] That's one more thing to have to look at and one more thing to have to process while you're responding. And maybe not everybody has that... Maybe it's just the chief who is responding. When they're responding, they can look at the drone view because the first responding officer has to also be figuring out, "How to get there? What is our best hydrant going to be? Where's the best access [for it?] to be?" And that would be good information for them, too. That'd be something interesting to see. But man, that would be very, very helpful information.
Wish_List	FF	S	Other Public Safety Personnel	36-45	11-20	Male	FF-S-033	Not specifically. I was hoping that we could talk about the communication, and the radios, and my desire to see fire-rated radios. And I was glad that I have talked about my pie-in-the-sky [face feed?] [laughter], so. But--
Wish_List	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] ...you need relatively simple what I call "Fisher-Price technology." Big shapes, big buttons, colors, things like that so that I don't have to scroll down menus and things like that. I need it very simple because I don't have the time or the mental capability or the bandwidth to be looking at a lot of different things. When you're under stress, you want something that will do simple things quickly. And a radio is very good for that, but when you're in trouble, that's where you need that the most.
Wish_List	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] You have so many tasks that you're trying to achieve or everything you're trying to do it is very easy, like you said. Simple shape, one button, boom. I can contact whoever I need to. Given that all things are going well as far as not being in a basement or anything like that. It is super beneficial to be able to just hit one button, find that one thing. It's in the same spot on your gear every single time.
Wish_List	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] Yeah, I think technology needs to be scalable based upon the dynamics of the incident or the situation. It needs to be able to scale back to a simple, one-touch operation. And if you had the need to get more technical under less dynamic situations, you have that scalability. But that's definitely a big part of I think what communication technology is going to require in the future.



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Wish_List	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S3] A cord gets in the way of a radio. It's come behind you, it gets stuck in a door. Those things are always limiting. Cords, in our business, are a terrible thing, in my opinion. If everything could be wireless, perfect. But, yeah.
Wish_List	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[RE: cell phone apps] [S4] That's one of the technology things that we are continually struggling with, is compatibility. I personally try not to get uni-taskers. It's very easy to have 12 different devices that all do one thing. For the most part, if we can get three devices that are somewhat compatible with it or there's a lot of ability to sort of do multiple things, then we're always going to try to do that. But there's still a lot of diversity out there in terms of technological platforms [inaudible] devices.
Wish_List	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S2] One thing I think would be awesome would be a heads of display in your actual mask when you're in a fire, where we have a TIC that can see heat, so something like that that you could see without having to use your hands. You might be able to see easier when you're talking about where there, just being able to see heat signatures
Wish_List	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] You've got a hose and you've got an ax and you've got one hand on your partner, trying to make sure we're going the right way, and it's just a matter of managing that right now, but the TIC in the mask would be helpful.... the Apple Watches there. I mean, that's a personal thing, obviously, but watching the individuals that have that, I mean, that's-- the call comes through on the phone and it pops up on your watch and you're like, "Okay, there it is. There's the map. All right, let's go." It's pretty savvy, so.
Wish_List	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	I would like more wireless stuff. And I'm not talking about radio things. So when you have a mask on and you're inside your building, we recently got the wire earpiece, kind of like a Secret Service agent, if you want to call that. But you've got to remember to put that on before you put a mask and helmet on, because once all that stuff's on, you can't get it back in without taking it off. So now you're not just listening to a lapel mic - which you can miss a lot of things in the heat of battle, if you want to call it that - that thing's squawking away. You don't realize that you're

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								being called. But if it's in your ear, it's almost-- you almost can't miss it because it's embedded into your ear canal, right?
Wish_List	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[RE: radio microphone] [S3] But if that thing was wireless [laughter] or you had a speaker system instead of-- there's not room for it inside of a mask, where you would always what's going on and then not necessarily have to reach down the lapel mic, policy would do it. But easeability toward that radio did not have a lanyard on it to catch on everything and still be able to talk at just the push of a button or some sort of thing that would transmit and receive without having to change your position so much and worry about dragging a cord around with you, and the radio just stays in your pocket the whole time. To me, that would be perfect [laughter], but I'm simple, so.
Wish_List	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] With the earpiece thing, too, I think that we've-- it's a huge step for us to be able to have those. The only step further is that if it's ever possible, some departments have some that are molded to each individual's ear. Because I've noticed, sometimes, with that, I would prefer that ear piece far more when trying to listen to that without a mic, because there's so much going on, it's hard. You have to lean over anyways. Having an ear piece in is great, but I've found several times they were popped out. And when I'm in the middle of something and I can't reach up and grab it right away, so I have to remember, "Okay, I'll pop that back in." And I think that problem is somewhat avoided with the ones that are molded to individuals, the specific individual's ear, but that's way down the road. I can't really think of anything else.
Wish_List	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] I think some sort of hand-held device or wrist watch kind of device or something like that, but it's basically the central communication point for all of that. If you had the pre-fire information sort of embedded in the buildings or that transmitted to the central dispatch center and then transmitted to your personal device. And so everybody was carrying around their personal device like that had access to all those things and it was compatible with all those different applications.
Wish_List	FF	S	Not	Not	Not	Not	FF-S-035	[S6] I think that I would like to see a-- well, in time interoperability. So

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			specified	specified	specified	specified		right now, we have different... for example, we have Apple phones, we have the Microsoft tablets, we have whatever it may be. And some of those don't mesh well, as far as trying to transfer information, or whatever. It's a lot easier if it's the same manufacturer. I think that would be big. And I personally would love to see if we can get to a point where-- almost everyone has a smart phone now, and like I said, the Active911 is fantastic.
Wish_List	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S2] A technology I think would be kind of interesting would be just personnel tracking. So right now, when you're on a big incident, and we're tracking with a plastic tag that has your name on it that goes on a plastic board that you're writing out. It would be interesting, I mean, you could have incident commander with-- or have tablets there that could-- if you could have a tracking device of every person that's there and actually be able to see on a map.
Wish_List	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S4] Ultimately, it would make sense if there was something that was on the sleeve of their equipment that basically is GIS connected that we could send messages to them, or they could send messages back to us or they could access information and it was all compatible with all of the tools.
Wish_List	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] ...I believe that there's a lot of companies working on those type of systems where you can track individuals on an incident, but on top of that, a lot of them are also integrating heart rate monitors with those, as well. Which I think would be extremely beneficial, being that heart disease and heart attacks are one of the biggest killers of fire fighters. If we're able to consistently monitor individuals on the fire scene, we may be able to prevent a little bit of that.
Wish_List	FF	S	Not specified	Not specified	Not specified	Not specified	FF-S-035	[S6] To add what he said about keeping it simple, try to keep it from breaking. As firefighters it's very easy for us to-- we're pretty good at breaking things.
Wish_List	FF	S	Supervising Field	Not specified	Not specified	Male	FF-S-036	[S3] Talking to being dispatched to a man down, which is a common one. As much as they can know why man down they want the history of

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			Responder					that because a man down because he fell is different than a man down because he was stabbed. So anything that could just tell them what they're going in to.
Wish_List	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	But sometimes we have dispatchers that say too much when we used to do it. Now it's all MDC, but there was an injury accident. It was a Ford probe that turned in front of a green SOB. The people are talking. Now they're on the sidewalk. Just tell us it's an injury auto at the center section and people are up.
Wish_List	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] If you're going to a fire, crews want to know all occupants are out. Even though we'll hear that, we never take that for granted. But it is one of those-- if I am talking to the owner and she says her kids and her pets are all out of the building. That is a nice thing to know.... But I'd say they want to know as much about what they're going-- needed information.... But the difference of a head-on accident, heavy damage blocking, and two cars are pulled into a parking lot following an accident tells them a lot.
Wish_List	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] Location and situation.
Wish_List	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] --dropped the numbers. And we have CAN, we call it CAN, getting our crew members again, conditions, actions, needs. That's what I need to know. What are your conditions, what are you doing, what do you need, and then what's your error? What you got left, it's just four things. What I need to know, keep them very brief. "I don't need a yellow hose around to that. I need a hose to the second floor. Can you send, take it off Engine 17 to pull it up the south stairwell to come in. I need a hose on the second floor." That's just there to streamline their communications. I think we have-- we've done a good job doing that when it comes to communicating with other, outside, as you said, I think we still, we're trying to get there, I think.
Wish_List	FF	S	Supervising	Not	Not	Male	FF-S-036	[S2] I know you're going to have some need questions here, but I would

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			Field Responder	specified	specified			say that's one of our biggest needs is-- so even the State Patrol are on a different system than we are, and certainly, DOT's on a different one. And yeah, if we bring our communication van, and get a portable from each one of them, we can take the ACU-1000 and tie them all together. But we need to build technology where it doesn't take an hour to do that. And Wildland uses VHF and BendixKing radios. And there's D&R has all their frequencies and the Forest Service for Wildland. And somehow, we need to find a way to bring all these together so when we do need to, we can talk to each other. And I know that's a goal of most of this, but--
Wish_List	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] Yeah, I mean, I like the personal accountability. So yeah, knowing when they're clicking whatever they're using. I know where they're coming at, where they're talking to me from. And then I really like that drone
Wish_List	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S2] They're not made for the fire services as much better than it used to be. But we're still not there is when you're wearing an air-pack, being able to clearly understand somebody in the building... And there's devices out there, but it takes a lot to set up, it takes a longer to get your mask on. And they only work half-fast, anyway. So it would be nice just to have some simple, dependable, technology. So when they put their mask on, we can hear them.
Wish_List	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[S3] ...They do have some communication one that do work better throat mics and things like that put on that help, but they're really expensive. And to outfit every body with that is not financially feasible at this time. So I think it needs to be something that it's just kind of known, right? We bought the external microphone to help. Well, that won't work. As a matter of fact, it probably causes more trouble than it does. Some of it comes down to training. The learning of how to use-- when you're in the mask, you tend to want to yell because you hear [officers?], so you want to speak louder which is the worst thing you can do in a fire situation. So I just think some built-in, once you're in there, whether it's plugged in, I don't know. It's just automatically-- so you can just talk normal.
Wish_List	FF	S	Supervising	Not	Not	Male	FF-S-036	[S2] I think also thermal imager with a heads up display in your helmet...

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			Field Responder	specified	specified			It's out there but so costs prohibitive that you can't do it.
Wish_List	FF	S	Supervising Field Responder	Not specified	Not specified	Male	FF-S-036	[s2] Another one would be nice for fire investigators. And I used to be a fire marshall and did a lot of fire investigations. So we use CO as basically, a test gas. So with the CO levels got okay, we assumed the other gases were fine, and we can go without an air-pack anymore. And now we know that even when the fire's cold, it's off gassing some bad stuff. So it would be nice to have some type of meter that would tell you that. So we know when we can go in there and just wear a particle mask and not be breathing air. And when it basically-- so we know when it's safe.
Wish_List	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	I think something that brings all of the tools that we use together, so you can get all of those pieces. Right now, I have to go here to get this, and here to get this, and here to get this, and here to get this. If I had something that brought all those things together, so that I am working on XYZ project, and I need something from here, here, here, and here, it all can come together. . I don't know. You do some sort of search and it brings everything about that property, or whatever it may be, in one place because I feel like there are so many places to go to get information. It would be nice to have just one central place.
Wish_List	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	I would like to see some sort of alternate communication plan should cell phones go down. Like how are we going to communicate with other folks? And I know that radios are a great way to do that, but what if those go down? Is there some kind of backup to-- I would like to see some kind of backup just in case.
Wish_List	FF	S	Supervising Field Responder	36-45	21-30	Female	FF-S-037	I'm sure there are a million apps out there. I mean, I think that's part of the problem too. There are so many options for things. Everything is super cool, and let's have that in its latest and greatest. And then you go to use it, and you're like, "Oh, maybe that wasn't so cool." So, I mean, a lot of it's trial and error, but I feel like if some of these companies could get together and have one big app that kind of addressed all of the needs that fire service has-- because there's apps for hazmat, there's apps for

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								special rescue, there's apps for-- I mean, so putting something all together [inaudible] like the fire service app and having it be broader, then I think that would be kind of cool instead of all of these individual things.
Wish_List	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	There's some autofill from dispatch but not from the IPCR to RMS... We've talked about this for years, trying to find a program that will do both, that's one-stop shopping for the crews that they don't have to do these two reporting systems but from my knowledge we haven't-- the technology is either not there or we haven't come across it yet [laughter].
Wish_List	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	...In a perfect world, there's an incident commander who's got 20 people on an incident scene. And he's got some on the rear of the structure, he's got some inside the structure, he's got some over here in rehab changing out bottles. I think in a perfect world like you'd mentioned, a locator, I mean, if you had some kind of a screen in your vehicle that, "There's my Engine 22 crew over here. That's where everybody's at." ... So that would allow the incident commander to actually track his personnel on the scene. And I'm sure the technology is out there for that with everything else that's going on.
Wish_List	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	But anyway, I think that would be a piece of technology that would be very helpful (referring to GPS). And I know the air monitoring technology is out there. That is a program that you can buy today through MSAs, the group we use. I don't know how refined it is. I know when I looked at it a number of years ago it was still just in the beginning phases and it wasn't really something we thought would work. But if you can use air monitoring along with GPS location of your personnel, that would be something else for the field commander to have... monitor people on that versus a whiteboard with a marker. So that's one piece of the field technology that I think would be very helpful.
Wish_List	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	...and that could be something that could be assigned to us, to monitor people on that versus a whiteboard with a marker. So that's one piece of the field technology that I think would be very helpful. Like we talked about before, I think a reporting system that was more user-friendly, one

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								stop where we didn't have multiple things we had to do would create the efficiency piece a little bit more.... I'll get a call from somebody that needs information on a particular call. I have to go into this system and find out this information, then I have to go pull up the medical and find out that information. Then I have to go into the CAD that this batch creates and go into that. So it's actually three pieces that I have to venture into. It'd be nice if it all talked to each other and there's one. I go to this call and it's got all the information laid out.
Wish_List	FF	S	Supervising Field Responder	46-55	31-40	Male	FF-S-038	I guess I would just add that the field folks are always looking at ways to be more effective and be more efficient. And anything we can do, any tools we can give to help them with that would be beneficial in the end to the citizen, because it's allowing us to do our job quicker, more efficient in the turnaround for the next one that comes in.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...If somebody else sees that patient later and you've already mentioned that or put that into the medical records, if they put in the right name, a little flag pops up that says, "Hey, is this [Name]?" If you click yes. It's like, "Oh. Last time we saw [Name] was this date and time. Here's all the medications she was taking. Here's what we saw her for. Here's her concern. Here's all of that type of stuff." So being able to get that information. We're not there yet just because it's a new enough system. But that would be huge in being able to share that with hospitals and stuff.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	[RE: earpieces] ...The problem that we found is, as far as just one, there isn't one solution that fits all. So we're walking around like this, with just nothing else. I may be able to use my earpiece in here and it may stay in fine. But if I go into the firefighting mode where I have to put in a hood over myself and I have to put on the SCBA mask with straps, that same mechanism may just not be able to stay in the ear or something like that. Even between those two, I may go onto a hazardous materials response, where we get into the big moon suits, the self-encapsulated whatnot. They've got a helmet and whatnot and your arms are in gloves, you can't really reach... We'll keep the radio in a holster on the inside, but



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								as far as the audio stuff, we've tried conductive mics, either on the throat or on the head. We've tried hands-free stuff, but we just have not found any one solution that meets all of those needs... the VOX, the voice-activated-type stuff, but also the hands free I guess to a limited degree.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...So, we often joke in the fire service that in the late '60s and early '70s we were able to talk to people on the moon just fine, but here 45 years later we still can't have good, reliable communications from the outside of a fire to the inside of the fire. So there's a huge need...
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...Like the military, public safety will often operate in kind of a squad mentality, that you may have a bigger incident with incident command and commanders and stuff that you need to talk to, but you have these little squads everywhere that also need communications amongst themselves. And so we're starting to see some people that are kind of piecemealing it together, but you have the kind of deal where it's almost like two radios within one, where you can hear the command level stuff going on, as far as updates and what's going on, but you would have the ability to, while hearing that, still have a squad-level communications...
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...And then to just make it worse, ideally, the squad-level stuff would be hands-free voice activated so that I've got a chainsaw or tools in my hand, but I can say in my protected environment, "Hey Firefighter [Name], can you help me over here with this?" Not having to key anything. Not having to push anything. And then Firefighter [Name] hears and acknowledges and he comes to help me, in that regard. If I need to talk to command or something like that, then, yeah, push a button or something or key up and, "Hey, this is ladder one. We need blah, blah, blah." or something like that.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...fire service and law enforcement operate an incredibly high-noise environments. So fire service is chainsaws, and fans, and apparatus at high idle. Police, same. The sirens and stuff. [It's?] the same for them. Gunshots and whatnot. Ideal would be some kind of hearing solution that also affords you hearing protection. So if I had the magic hearing

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								aid [laughter], my hearing aid would provide protection when I'm in a high-noise environment. It would provide enhancement when I'm in a low-noise environment, or maybe a confusing or noisy environment. And then it would also allow me to hear communications that are either specific towards me, squad level, or communications that may be command level that will impact me, as far as, "Oh. They're coming in the back door," or something like that.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...we have been working with you guys, on taking the Internet of Things concept, and pushing it more towards the public safety environment. So with FirstNet and stuff, we're building the pipes. I keep coming back to that example. So in public safety, we have a lot of stuff that we'd like to run through those pipes. So a station like this with a hazmat team, when our hazmat team goes downrange, they'll have medical telemetry, they'll have telemetry from their breathing apparatus, they'll have geographical telemetry as far as here's where I am, here's how fast I'm walking, here's where I'm going. They'll have incident mitigation telemetry. So they're taking sensors with them that are monitoring for the amount of oxygen, hydrogen sulfide, CO, CO2, explosive levels, and all of that. For hazardous materials, they'll sometimes take a camera with them, a GoPro, or something like that.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...So one of the things that would be a future concept that would be really cool - and this is going to involve work on standards and everything like that - would be if all of that could go back through the one pipe instead of all needing its own pipes and different proprietary systems and something like that. Integrated communications for all of that.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	...we have a lot of improvement that can be done on the administrative level. Going back to that kind of Internet of Things type concept, our apparatus [Anymore?], million-dollar apparatus, loaded with sensor suites and stuff. Our apparatus should be able to talk real time all the time with our facility managers, our fleet managers, our mechanics. I mean, that happens in the airline industry. You take a typical Boeing

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								airplane, a Boeing airplane will be talking to-- pick your airline, Alaskan, American, or something like that. A plane will be talking to Alaskan's fleet services all the time, as far as, "Hey, things are running fine," or, "Hey, we got a little engine problem." And you, or the pilot-- you as a passenger or the pilot may never know that it's going on, but when the plane lands, the mechanics are there with the lawn guys, and they're checking stuff out that was a minor glitch that didn't ground or crash the plane, but it was something that was talking to them. Why fire engines, ladder trucks, and stuff can't be doing that same thing?
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	Personnel issues throughout the department. It's kind of a pain in the butt, as far as something happens to one of my crew members. I get notified as a company officer by voice, or they talk to me. I have to notify the chief. There's this whole up and down, and stuff, and then there's the paperwork shuffle that catches up with it. There could be so much more automation on there, that firefighter says. "This happened," or, "I'm not feeling well," or whatever, that there may be an initial set of verification. But then there's a lot of automation, where it goes all the way up, payroll automatically-- there's stuff that automatically happens in payroll, as far as now you're getting paid out of sick time versus regular time, and a lot of automation on the staffing that could be done.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	We could do a lot better on training. Training is probably one of the single biggest costs that public safety has, just because the citizens pay us to be able to respond. And so they'll put companies out of service for mandatory training and whatnot, to all drive to central points to get a message, or whatever, or to drive to a central point to do some kind of manipulative stuff. If there's a lot more of that that could be done, either in an online environment, or some kind of interactive environment through technology, that would save lots of time and money on that regard...
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-030	From a technology aspect, one of the challenges that I've seen is that a lot of efforts, DARPA, and some of the other federal efforts and stuff, are really focused on kind of the short-term stuff, as far as how can I get

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								some OTS, off-the-shelf-type stuff, maybe slightly modified and into public safety. There don't seem to be a whole lot of people, if anybody, that are doing the long-term stuff, certainly for public safety. Maybe more for Internet of Things, for the bigger general population... There doesn't seem to be any public-safety longer-term stuff that, yeah, this is going to take probably five, seven years to get it, but there's a big-need-type stuff. So that might be a big gap, or a shortfall that I've seen.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	And in theory, at some point - and maybe even with the tablets - but we should be able like pre-fires. You go and you do a pre-fire building, and you have a layout of where all the fire protection systems, where the water shut off is versus the sprinkler shut off, and the alarm panel. And In theory, you should be able to pull that up on a computer and be able to see it. Right? And we're not really at the point that we're- I think that we're capable, but we're not doing that yet. It hasn't been used, but that could be a benefit.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	I mean, it would sure be nice if we were able to get to a point where you had wireless earbuds, kind of communication that was voice-activated or something like that.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	But it's not to say that maybe within the CAD system, because it recognizes the address and/or the premise, that it might have a screen that provides that information out of our inspection database that tells me exactly where the sprinkler shut-off is in the northwest corner of the basement. That there's sectional valves on every floor. The fire alarm panel is inside the lobby or not. That type of thing. So there's always that potential to, in theory, provide more information upon dispatch.... And again, to have it available. You don't want all that clogging communication radio traffic, but at least to have that available on MDC to look at and maybe have a better idea..... So it's a building that I've never been to or I'm not familiar with, so that information would be even more beneficial.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	So along those lines, as far as knowing something about the patient, we get that to a certain degree. It's very brief, it's not lengthy. I don't get their

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								history, all their medical history and all that. That's kind of around the corner. I think that's-- whether it is available today or not, we have access up there at the alarm center that people could kind of sign up for a certain program, that they can put in their medical history and all that kind of stuff.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Some people don't want their information out there, that kind of thing. But sure, before [there?], especially if the person is unconscious or they've got a decreased level of consciousness that they're not really [inaudible] and not providing information, to be able to pull something up and go, "Oh, look, they've got a seizure history. [inaudible] probably," or something like that, would always be beneficial.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	And so I don't know if this is really necessarily communication-oriented as much as I could wrap it around to you, is this almost sci-fi where it's having like the fighter pilots dude, stuff like that, having a level of visibility in the screen in front of your face. Which also, whether it be a mask, whether it be a visor, that it could be a protection as well. But to have something that has a level of that 3D animation that shows you a structure where you are within the structure, even to the point that maybe you could see what other units or individuals.... Well, in theory, we should be able to do that all in a sci-fi world, like each one of us has a GPS.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	If I fall through a floor, next thing they know is that I'm on floor 22. The ability to maybe be able to track people with individual GPSs in our backpacks, in our radios, something like that. So at any given point that the command post, like you see in the movies with everyone standing around the big 3D, 3-dimensional, and you could see where all your units are, all your people. I mean, you want to talk about making the fire scene safer, as well as more efficient.... And to have an ability to see that, will probably alleviate communication to a large degree.
Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	Other than I think the bigger picture you're able to see in that 3-dimensional way, or know where people are, the less communicating you're going to have to do with knowing where they are.

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Wish_List	FF	U	Field Responder	46-55	21-30	Male	FF-U-034	So I'm green because I've got over 75% of my bottle. All of a sudden, I go yellow. Without me even knowing it, already somebody out at the IC is tracking it and they know that Engine [Name], the officer is getting low on air. We're going to have to think-- now, already they could be planning for a transition, for a replacement crew. You know? I mean, that much more ahead of the game to make things more efficient, instead of me having to recognize it where I may miss it and/or then have to communicate it out audibly because I've got to raise them.
Wish_List	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	part of the newer technology we're rolling out is an Accountability software component. So we can do accountability of our firefighters and first responders on scene and to be able to see where they are, what section they're assigned to, who's assigned to what engine, and have level one and two accountability. So we got iPads for that, and we're testing that type of technology. And I see that's where that newer technology is going to help us real time to be able to see where our people are. We haven't implemented in any of the GPS-type technology on the subscriber units, on the portable radios. We have it on all the engines, so we can see where the engines are. What we don't have is on the person. And a lot of that technology is up and coming...
Wish_List	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	...We're looking at Bluetooth communications to the air masks to the radio so they don't have to put the radio up to their mask to talk. They can just do a push talk from a big button or their speaker mic. And it's audible through their mask. Health and wellness vests inside their turnout jackets. We're looking at taking advantage of that technology through our radio system. We just opened up 100 of our portable radios to do some testing with that Bluetooth interface.
Wish_List	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	I think having the GPS information, not only X, Y, but Z, so you get elevations in buildings. So you have a better understanding where a subject or a person is and how that overlays onto say, a Google Map and building plans. So we have a better understanding in terms of where we're at in a facility, or a big warehouse, or whatever type of structure we're in...

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Wish_List	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	...new technology in the SCBAs of having some type of information on the screen in the visor of the SCBA. Kind of a heads-up display of all your health-monitoring applications. Your air, it's all up here in kind of on the mask itself. It's not impeding your vision, but you can just look to see that it's there. So that technology's coming, but that's more localized to the person. But you have to get that information back from him back out to the command post or to somebody that's being able to monitor everybody. And that's the command post. That's the backhaul. Is that over wi-fi? Is that over Bluetooth? Is that over cellular data connection? Using The Big Pipe, FirstNet? I mean, there are so many interactions to that technology, how we backhaul it. Are we using local wi-fi? Are we using a mesh technology to build upon everybody else's little node to bring it back? So from that perspective, I think the jury's still out. And I'm not sure we have a really good understanding how to do that yet. Or people to be able to set that up to make it work on the fly.
Wish_List	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Building pre plans would be one huge part of the information when they're in the building having access on some type of a device to be able to see where they're at and the layout of the floor structure once they get in there. Because they've got gloves on they're in a IDLH environment where they have to have their air mask on, and they have gloves on, and they have to have some means to be able to see where they're at after they get in there. The data for emergency radio calls. Who they are. Where they're at. How bad are they hurt. Just being able to share that information right now. It's all verbal, but once you tie that in with the health and management of their systems that identify their-- or maintain their health monitoring, that is another-- it just all ties together in how you get that big picture back to the command post.
Wish_List	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	Coming from my current perspective of managing and helping maintain communications for everybody. Identifying how we could do communications through LMR, cellular, and satellite communications. To be able to balance between the different technologies so it automatically roamed between your best connection which would entail

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								you never being out of communications unless you were some place underground that you had no access to the sky. You had no access to any cell sites or radio site. And even there having that understanding that if we had a wireless network wi-fi access point most everywhere, we could utilize that technology to get back to the mothership somehow, someway, it's having that connection. But having the satellite system in play that allows us to roam between the networks, commercial versus the government, and having a means to talk back to the mothership.
Wish_List	FF	S	Field Responder	46-55	31-40	Male	FF-S-015	At this point, I think we're using a lot of the technology. We just need to refine it. I think it's going to be a challenge once we start moving forward with really trying to define the use of The Big Pipe for FirstNet. Access to it. Who gets what.
Wish_List	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	I think getting that background information, unless it's like a safety issue, is more efficient coming over the MBT than having somebody tie up the radio.
Wish_List	FF	U	Field Responder	36-45	11-20	Male	FF-U-010	The only thing that I ever really thought of that I think might make an improvement is on the push-to-talk button. Having to push two on each side before you can transmit because a lot of times you know, like I said, everyone has a radio. If you're up on a roof or you're in confined space, and you're beating away at something with an ax, your push-to-talk button gets hit [crosstalk] on accident frequently, and when that happens, it ties up the radio for about three or four seconds... It's a single button. So I don't think it would be that big of a deal that'd require you to squeeze both sides.
Wish_List	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	So our radios, if they could be more of a smartphone. They wouldn't be as cumbersome. So anything like that and you could actually get text on the call itself. So you could be-- so instead of being on a radio, you could just be on the phone or speakerphone.
Wish_List	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	Yeah, so if you're dealing with a medical and you've read it on a text on the NDT, but then you're at the scene, and you're all, "What was that apartment number again?" And it's on the-- so I have to walk back and if



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								it was just... right there, it would be much easier.
Wish_List	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	The ones we have does have the capability of an instant read, as far as directions, that would be helpful. And I know that this technology is out there. That it's location-specific. I think the ones we have now is all the routes are from the fire station, as far as directions, but if you could do it like Uber or Lyft does, it's all site-specific
Wish_List	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	So where the hydrants are, as you're responding, time of day, traffic, any specific hazards.
Wish_List	FF	U	Field Responder	46-55	11-20	Male	FF-U-011	My pet peeve is that there's no specific class on radio ethic, and so you want to be short concise and some people just love to hear their voice and if they're always talking. And in an emergency situation, it should be just what's needed to be said... Because you imagine, if it's a fifth alarm, there are so many people. And people are just stepping on each other when they're talking... And not everyone needs to be talking at the same time.
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	...They have things like thermal imaging cameras that can check heat. Well, they make them now where it can be embedded within your SCBA mask, so you don't have to carry a camera. It's like Terminator vision, right? So those kinds of things actually do exist. They're just incredibly cost prohibitive. So a lot of the technological solutions aren't that it's a pie in the sky like, "Oh, I wish they invented this," it's more, how do we get it to an economy of scale that a fire helmet costs \$200? How do we get a thermal imaging camera that anyone can use, and that is state of the industry, state of the art, full color, let's you know temperatures when hot, and find victims? How do you get that to be also like \$200? So that way a city can go, "Yep, every single member is going to have one on their mask." And that way every single resident is protected by that fire department, right? You walk in and they can scan a room and go, "[inaudible]. There's a warm body right over there." That technology does exist. It's just that it's cost prohibitive. Same with things like iPads on all the rigs. It's an expensive thing, and people like to steal them. And so there's a replacement cost and a maintenance cost for things like that.

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								But if you had those on all the rigs you could do a lot more. For example, when you do the hydrant checks, you could just have the iPad with you, and you don't have to do it on paper.
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	So I think smaller, lighter weight versions of all the equipment we already have, would be the wish of almost anybody. The number one line-of-duty injury for firefighters is usually vehicle accidents, and cancer, and some of those things. But a lot of times the injuries are back, knees, hips, so those are all repetitive stress things that happen. So that's the thing you'd like to see reduced, right? ...
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	...So you've created this situation in which they have all the technology and all the protections, but the protections don't do them any good because they're actually a detriment, right? Imagine you could probably get yourself to a place, where the suits that the bomb diffusers wear, would probably be the best things for us to wear too because if there's an explosion we'd be protected. Except, have you ever seen those guys try to walk around? Right? You get to a point where you go, "That's not working."
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	So I think that's the biggest thing. It's actually the weight. And the thickness and the protective factor became so much on preserving the body inside from flame and smoke, and forgetting that this body is designed to go rescue other bodies that have no protection. You've weighed me down so much now, that you have slowed down my ability to save you from a burning building. Now, I'm more protected, but you are less protected and the response will be slower to get you. If I've got the protection, maybe you can incur some injury to save you, as opposed to, there's no chance I'm going to get injured, but there's no chance I'm going to rescue them either. So if I could do anything, it would be light weight everything...
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	...maybe there's probably a cultural and a sociological component to what's our acceptable level of injury because there was a-- and this is controversial, but there was a cultural movement in the fire service when the firefighters are dying, like, "Oh, we've got to make it to where that

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								never happens again." It's like, well, what if we had that response for our military? We have to make it to no military member can die. You go, "Well, that can't really work," right? Because the best way to do that is just never take them to battle. Well, fires happen either way. So you're going to just not put us inside? And then no one will ever die, but no one will ever get rescued either. And at a certain point, you are more important than us, and I firmly believe in that. And so I think, no, if we can make lighter gear that maybe there's a better chance I get burned, but a better chance I pull you out, well, we've won, right? There's treatment for burns, right? But there's not a treatment for death. My own opinion. That's editorializing....
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	...There are probably other things, like the estimation of distances that would be better. I know these kinds of things do exist with laser levels and stuff in construction industry. And they can do it when a guy hits a home run and it says, "That was 551 feet."
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	[RE: distance estimation] that engine only has 1,000 feet of hose on it. Two beds of 500. So it's really only got 500 feet of hose. So from a hydrant to wherever it's going, it's got to get it right in 500. And if it's not, it needs to know that, so that we've got to connect the two sides and to take it to 1000. They also have hoselines that are pre-connected to the apparatus and the hoselines that aren't. And they have to go as far as on the fourth floor or the third floor, but looks like it's in the front of the building. Do I think 200 feet will get there or will it be 250? ... Everything is eyeball... It would be interesting to have something-- it would be hard to have, but we're talking pie in the sky. Perhaps a [crosstalk] that says that, from here to there is 450 feet. And you go, "Perfect! Pull 500. We'll have a little extra." And you would know.
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	[RE: distance estimation] I know the technology exists. The only thing where it wouldn't exist is on the inside of structures that you didn't have the blueprints for. You wouldn't know, and maybe that's the pie in the sky, right? Well, they have scissor stairs and they're all the way in the back, so you have to go all the way to the back, up the stairs and back, to go.

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								So you will traverse 50 feet. You will lose 50 feet for 3 floors, and you'll traverse back 50 feet, so 250 gets you to the door. Therefore, bring 300. You know what I mean?
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	[RE: distance estimation] If that kind of technology-- distance estimation is something we do a lot. With our ladder, same thing. And we have ways of doing it. There's ways of looking at the power poles and what's on the power pole, and going let's-- "14 feet. 17. 20. That window looks like it's about 20 feet. Okay, get the 24-foot ladder." But if there was a way you could go, "[inaudible]. It's 21 feet to that window sill, we need the 24."
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	I would say thermal imaging and distance estimation would be two things that we can't ever have too much of. How far away is that? How tall is that? How hot is that? Where are the viable bodies? Because even the thermal imaging technologies and the heat reading technologies that are out there are limited, not severely limited, but they're limited. So that would be something that you could-- they can't see through glass because it reflects the way they read the heat, right? Even if there's a body out there, I'm just going to get a reflection of that, so you go, "Damn it! I wish I had one that was more logical than that."
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	And then I think the other thing is it's going to happen anyways, but it takes longer for it to get here. And that's probably the question of anything technology for the fire service, is it's already there at NASA, it's just not here, would be battery technology... Battery technology is always a limitation for any rescue service because-- how great is that radio? It's terrific. How long's that battery last? 45 minutes. Okay, so it's not [laughter] that terrific, right? I could get you from [City] once, and then the battery dies, right? And that's with our thermal imagers, with our radios, with our rescue tools. You name it. We are limited by the distance of a power cord or the distance of battery. Or sometimes, if you are not going to go electric, the amount of fuel that you have to power the machine that's going to give you-- that you're bringing to the scene to-- you know what I mean? So I think battery life is the new future towards,

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								how do we fix some of those problems you're-- if the batteries lasted longer on anything you have, everything would be better.
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	[RE: smaller, faster batteries] That's all what we're waiting on. Everything has to be powered. How are we powering it? And power is your limitation. And it could be a cord or battery or fuel, but that is your limitation. And how do you extend that and get more efficiency and more power? Got to get that too because it's got to be more effective. You don't want the same thing 10 years later, but it lasts twice as long then, but that thing hasn't improved. That tool isn't stronger, or that camera can't zoom further, or whatever it is.
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	Whatever NASA is doing could work for us because it's the same thing. It's emergency responders in a dangerous situation with a limited amount of resources and time. That you need to know everything about them. If one were to go down, how to help them quickly. Their issue is distance and help. And for us, our issue is temperature, heat in the building. But in the same respect, I got 30 minutes of air on my back, and if a floor falls through, you need to know-- you would love to know my pulse, my respiration, and all that. "Hey, he's breathing and his heart is beating. We're good, guys. Let's go get him." Or, "No pulse. No respiration. This is even worse." Right?
Wish_List	FF	U	Field Responder	26-35	11-20	Male	FF-U-012	[RE: distance estimation] And I know it exists, but if you could just get off and point at a window and have a red dot go [inaudible], 21 feet... Perfect. Now, some people will say, "Well, that's part of being good at this job is the ability to--" then as you get good, you'll eventually develop that.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	[RE: Tablet Command software] So when we have an incident, you can manage it. And then it gives you your companies here and then we have check boxes. So if I were a new building. So these come up automatically so it's quick, right? I mean, if I need to add things in I can. You just add a column. So then you just move people to where they need to be. So you have all your laundry list of people that moved and then I can just double click, just like everything back and forward really easy.

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								So it works out really well. So I really do like it. But what I was going to say also is that things that could do better with them is either have it color coded. So when we have a single alarm or a double alarm or as it gets a greater alarm, each company, each code would be different. Because the problem is when we move people in and out, if I have a greater alarm, I don't know where they came on. Or even a line that just kind of moved them back into the box of where they came from.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	[RE: Tablet Command software] ...So it would be nice if we could color code it or divide it somehow so that it would just be a little easier. Also, it's like we have a notes column up here so you can write things, you can write things in, right? And then they stay in this little part, but you have to open it every time to see it. It'd be nice almost if- because we more than often don't use this whole thing so it'd be nice if maybe the bottom part is where you need to write your notes so we could actually see them as you're moving people.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	[RE: Tablet Command software] ...That's the other thing they don't have would be needed if we had like a sync somehow. So because the battalion operators usually get there first, the battalion chiefs. And if they started doing this when I get on scene, I take over. So I usually either just take their iPad or I watch theirs and catch up. So depending on what's going on... but they have the smaller iPad, so I'm kind of spoiled now that I have the big one and I'm getting old and going blind so it's easier to see [laughter]. So it would be neat if there was just like a sync or a press and boom it just comes to mine and I already have that stuff on there...
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	Yeah, well it's weird because we're such a hands-on kind of job. So it's hard to think about what the technology would be. I mean, Dreamworld having drones to be able to fly around a fire ground would be kind of cool, but could also wreak absolute havoc, so. And knowing the players that we have, it wouldn't necessarily warrant something like that. But it would be fast.
Wish_List	FF	U	Supervising	46-55	21-30	Female	FF-U-013	[RE: drones] So it's kind of nice to be able to actually see that. But if

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			Field Responder					you've got good officers, they're reporting it back to you anyway. So I mean, the biggest key is to have-- would be to have communications that never died.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Female	FF-U-013	That would be the absolute clear communications. Somehow get it so that people when they have their Scott masks on, you can actually understand them, and they're not totally muffled, or maybe if they just sounded like Darth Vader that would be fine, so that you can actually hear them. Yeah. So I think that's the biggest thing is some sort of magical communication that always works.
Wish_List	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	...And maybe this a little bit outside the skew, but one of the things I always thought would be really beneficial is-- so you're an engine company. There's four people working together, but they share the radio channels with everybody that's going to a call. I wish that there was a way for them to just be able to talk to each other so nobody else can hear them, so they can have regular conversations. And it would be nice if it was Bluetooth technology where they're the only ones that can hear it when they have their masks on, to be able to talk to each other. And I'm sure there's something out there that is close to that, but we don't have it.
Wish_List	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	So I think that my number one thing would be that, either through the use of our radios or some device, that we can get accurate physical accountability on the fireground. So it's not just the X, Y coordinate. I want the X, Y, Z coordinate... And that information would be transferred onto a device that the incident commander could say, "Oh, there's firefighter [Name]. She's on the 10th floor of this building." And we don't have that technology now. And I'm sure there's probably somebody that's working on it, or it's probably military grade. But from an accountability perspective, somebody gets turned around in a building and they're lost, I'd like to be able to say, "They're right there," and we don't have that...
Wish_List	FF	U	Supervising Field	56-65	31-40	Male	FF-U-014	...number two is what I said earlier. I think that the development of Bluetooth wireless technology for clear, better communication built into

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			Responder					your air pack would be fabulous. And it needs to be bombproof, bulletproof, and so there can't be any loss of communication in smoke, heat, and all the other things that go along with it. ...
Wish_List	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	...I'll just say number three, that without the Bluetooth technology and the limitations of that, the current microphone cord that we use is way underrated. And I think it's almost criminal that they are giving any firefighter in this country a microphone cord that, at 160 degrees, begins to degrade...
Wish_List	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	I mean, I think, just from my perspective, that all of those are firefighter safety issues. And anything that goes along with improving firefighter safety: better ability to communicate, being able to transmit a radio message that gives me more accurate location of where they're at, and not limiting the number of people that could be communicating at any given time.
Wish_List	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	And I guess, maybe the other thing, if you're looking for technology, although it exists, is probably better thermal imaging camera technology that would allow us to visualize things more from a distance that was more user-friendly. But that's rapidly evolving.
Wish_List	FF	U	Supervising Field Responder	56-65	31-40	Male	FF-U-014	..on my number one thing in the wish list was the accountability component. So if we have the ability to X, Y, Z somebody within the building, that means we have good communication and connection with them. And if I can also look at that person and see what the temperatures were for the building, and the heart rate was for that firefighter, and any other sensors that we thought were important, all of that is situational awareness. Most of it, it might be that's normal, but there might be something that's out of the ordinary that's going to make a difference for somebody, some day.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	If we had all the business blueprints of all the high-rises and in here we could send that to the MDT, reality is the bandwidth can't handle it right now. And the engine company, we're there in two to three minutes. You don't have to chance to look at it anyways, we don't have iPads that we



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								can't take with us that could give us the blueprints and take advantage of technology, which is capable of doing that. We're not capable of using that technology yet.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	We need to build a -- start taking video and share that on-scene with the Incident Commander. We need to share that video with the fire department operations center back at headquarters and with the city's EOC, if need be. And in a perfect world, I'm sure the government would like it, having spent time in the federal government, the National Operations Center. If it was another 9/11 and another building comes down, we should be able to shoot video and send it directly to the National Operations Center, coming from us, not a news station. We just don't have that capability, we don't have the systems, we don't have the money to have the capability to do that.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	we need to be able to do GPS tracking. Maybe GPS is the wrong-- we need to be able to do geographical tracking of our personnel. GPS can be problematic with height. There are other ways to do that. And I think even cell phone technology, but we can't get everyone to carry a cell phone. We're not going to issue cell phones to every single firefighter. They don't need it, so. But that's the next evolution, to be at an incident such as a high-rise building across the street here, have firefighters in on it, and we have the blueprints and the markers of each individual firefighters show up in a 3D model on an iPad, showing us exactly where everybody is.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	So I want to be able to send drone video to my EOC, to my fire department operations center, to my Incident Commander, to the National Operations Center and it's significant investment to make that happen. So the applications here of drones in a earthquake are huge because imagine if I can send a drone and it does a windshield survey for me through the air. Software that can detect if buildings have collapsed or it'll do a base survey, give you a baseline. It knows the position of every building. And then when the other earthquake happens, you send the drone out again. It'll pick up what buildings have collapsed

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								because it'll notice what's different in the software. That technology is just about there for that. And that could save me a lot of time, but I don't have anybody to operate the drones in emergency.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	So I wanna see a full-time drone unit. I think it would be very beneficial to the fire department. Probably three people with a van at a station that could respond 24/7. We can save lives. It's not just to view fires. That's nice.... But where we could really make a difference is out at [City] where we have a lot of cliff rescues and surf rescues and we can send the drone over, locate the actual victim. Because we spend a lot of time searching for the victim because it's very difficult to get an exact location on a cliff where you can't see the bottom.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	...So there's another technology that is capable now and it's called Wave Relay technology... So you can put a camera on every rig and you create a mesh network, and I can see the arrival video of it, every fire, of every rig here. We don't have the money or the will to change... And there's a benefit for Wave Relay, they can penetrate the ground, so they can do the camera aspect and I can instantly see the arrival video in the operations center, where at home on my iPad.
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	where they problem is, you don't always have your mask on. So what do you do when you don't have your mask on? Now you want to go back to a lapel mic. How do we make that happen that you can talk in either one?
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	This is going to be problematic, but telemetry of each individual firefighter. Biometrics. Right? It's like aliens, right? We should be able to see everyone's heartbeat and that kind of stuff, so how do you make everyone wear that?
Wish_List	FF	U	Supervising Field Responder	46-55	21-30	Male	FF-U-016	Special events. So earthquakes and special events, they're kind of the same thing. I want the ability to do live satellite mapping....
Wish_List	FF	U	Supervising Field	46-55	21-30	Male	FF-U-016	Live satellite mapping. I need to be able to tap into a satellite 15 minutes after an earthquake and go, "That block is devastated. This one's fine.

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			Responder					This school got 300 kids in it, but it didn't collapse. It's okay. We don't have to go there." And so forth. So that live satellite mapping is huge. So when it comes to special events, same thing. How do I monitor my special event live with that kind of aerial view?
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[RE: solving comms issues] Money which is you never have enough of. And... money gets you the equipment that you can put the technology on that can take some of the human factor out. If that person is sitting over there typing in dispatch notes and it's showing up on the terminal in front of me, I don't have to wait for them to tell me what they have. And I--and I know departments that have that. They've got dispatch terminals, you know they've got a terminal sitting right here. And let's say that I go out and you know if I'm doing law enforcement stuff and I want to run a license plate or a driver's license, type it into that machine, boom there it is. That technology is available, it's just a matter of do you have the money and the infrastructure to do it and the bandwidth to do it?
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[RE: solving comms issues] Training-wise, again, I'm going to talk to [Name] when I leave here about getting their people to prompt them to go to respond coord. And it's going to have to be that they tell everybody on particular calls and if they have more than one call they're going to have to move them to something else which we all have. We have a response--every one of us have response channels on these radios. And you can segregate your two calls and only they would hear the two of them...
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[RE: big events] It's supposed to change. You should be able to have 3 to 4 different levels of communications. What you really need, you need the people making the big decisions of getting more assets and all that that has nothing to do, you know, all right, let's start at the bottom. You have your grunts in the field doing your work okay? They need to talk to each other. And then they need to be able to talk to their supervision. The supervision needs to be saying, all right, this is what my grunts need. Hey, I'm not the person to get it, I'm the person that tells you I need it.

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								And then it goes up that food chain to the people that get it and then tell you how--feed it back down.
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	[RE: big events] And so you've got those levels of things. And they should be communicating amongst themselves and only certain ones, as you move up, should be talking to the next level. That's training. That's frequency. Allocation. That is, you know to make sure you have enough of them. That's the ability to talk to other agencies when you bring them in. Like we do Auto Aid with the two of [City] but we're on the same radio system. We do aid with the city of [City] and [County] and [City] and [City]. I can't just talk to them. It's--you know [City] is not in my radio but [City] comes here and [City] goes there and we go there to do things. I can't talk to them. I have to get on a response channel instead of being able to say--tell my dispatch I'm going to be on [City]'s frequency. And just dialing over to be able to get to their primary 2 or 3 things.
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	I want a terminal that when you stick it in a holder in a truck or in whatever, or plug it up in a vehicle that it uses the same radio to communicate but it brings me my data. It's like my--all right, it's like your phone and your Apple watch. Okay? Your Apple watch gets its data from the phone. Okay So when I put my headset on, it has a Bluetooth to my radio and I should be able to--you know when I--whether that's a headset I'm talking on, a face piece for my SCBA, all of those things could be seamless that I can use them and they're effective because if I'm trying to take that microphone and talk into it while I'm wearing a SCBA you hear whah-whah-whah-whah and you're guessing at 4 of the words that I just whah-whah-whah-whah, you know? ...
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	...And so the other thing that was... we go out and collect all this different data. We have all this stuff in file cabinets and electronic files and it sits right over there across the road or it sits in this building. And it should be on a server or multiple backups that are tied together and when we go somewhere they should be able to take my pre-fire plan for any building and send it to every deputy so they know what they're going

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								into. All that data is out there. I own a 3D camera. Okay? I can go do a 3D map of every building in the [County] if they wanted to do it. And then I could turn around and have--you know that could be linked to where they could send it to them and they could say, okay, we're going to this building and be able to walk through it, any of the public spaces...
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	...If somebody wanted to let you pre-plan their house, we could have their pre-plan. We shouldn't have to say, well, where does little [Name] sleep to know where to look for little [Name]. You know? That stuff should come right there at our phone, be able to go straight to our phones, go straight to our terminals on the truck...
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	...You know it's a whole lot better if you have a guy coming in whether it's a deputy going to somebody's house on a domestic call or if you can have a picture of the front of the house, a picture of the driveway, it's easier to find. If you can have a layout of the house or a general idea of how the house is laid out or a building or a school or a church or whatever you know where the pitfalls are.
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	And you can do training on those things where, you know all that stuff's available. I mean half the houses in this [County] have been up for sale at some point in time. So the floor plan of those houses are available. And, you know, it's all public out there. You just got to go out and get it and put it in there and tie it in to be able to use it. That's a problem. We don't take that data and mine it and then regurgitate it when we need it. And 'cause we don't have the systems to do it.
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	And if you just tell them, all right, I want you to go to all the--there's between Zillow and a few of those other sites, they got all kind of information about this stuff. And the [Job title] has dimensional drawings of every building in the [County]. We have aerial photographs of everything. But I can't pull that stuff up driving down the road unless somebody feeds it to me.
Wish_List	FF	R	Supervising Field	46-55	21-30	Male	FF-R-051	And if the system says, hey, I'm sending you to my house, okay? If the system has the data it ought to be bam. It's touch of a button there's a

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			Responder					map, there's the this there's--and so, hey, there's the map. Okay I know where I'm going, I don't need the map. What's the floor plan of it look like? I can, you know, the guys on the truck that are fixing to fight the fire or whatever and say, hey, oh, wait this guy has a sprinkler system in his house or this guy has--this is where his electrical disconnect is and this is where--all that stuff is available and can be added to--
Wish_List	FF	R	Supervising Field Responder	46-55	21-30	Male	FF-R-051	...I tell people every time when you go in somebody's house to a first aid call, the question you ask before you leave is did you check your smoke detectors lately. Don't have to go back there 2 weeks later and say, hey, you know we're checking people's smoke detectors. Ask them. Put them up before you leave. I don't care if it's 2:00 o'clock In the morning, they're already up.
Wish_List	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	...Be something as far as like communications. Make it simpler on a fireman level where you could--you know if you need to--instead of turning a knob, push a button. Just because that's easier and I don't have to see what number I'm pushing the knob on or what zone I'm on. You know if I had something that I could just a button and it was automatically on the channel that I wanted to go to or whatever that would definitely probably be beneficial to me personally.
Wish_List	FF	R	Field Responder	36-45	21-30	Male	FF-R-052	I guess if the prices of the gadgets weren't so expensive and/or if we as government entities did not always have to go with low bid type stuff maybe more people could have, you know, the better technology... and that technology may make the difference between whether somebody comes home one day or somebody shows up at their house to tell their spouse and their children that they're not coming back so.
Wish_List	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] That's different situation. We shouldn't ever go in there without back up from law enforcement and that happens a lot. If we can't get through 911 call takers to get the accurate information that we need to be able to respond appropriately. We get a call for a car crash, sometimes we have got a tractor trailer carrying hazardous materials; we walked into the scene that can potentially be life threatening for us. You know we need that information, so you are asking what kind of information we

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								need, we need everything supposedly we could put together before we get there because when we are driving to a scene our hamster wheels are spinning rapidly.
Wish_List	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] Complicated calls; if it is a known gunshot wound of some sort, we want to know are the police are en route for one, you know? Is the assailant still on the scene or was it self-inflicted? You know we need that information. because lot of times we can help law enforcement if we go and we can kind of get close to where the address is and we can take mental notes of cars going by people will see walking.
Wish_List	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[S4] I feel like the system that our governments talked about in the past that integrates all of our communications with one I guess global type of knowledge sharing you know. [restaurant name] Restaurant that is down here on [City], it is in the city of [City]. Well the fire station from the city has to come from way down national highway near [City], we are just a hop and a skip, it would be nice to know if there was a heart attack taking place there and we could go and respond there and they talked about over the years... the government actually talked about one time or another that this new CAD system would send the closest respondent in an incident whether it is here or the city, because who cares where it is coming from as long as somebody is there to help quickly.
Wish_List	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-053	[RE: AVL] [S4] We now we are doing that, with rural metro. I was at the interstate and a call came out in the county that was just maybe across the river, we might be a little bit closer than another responding truck even though it is their area, they would send that because we are close. Now our system is doing that for our truck at this time... What I would think would help as if, if I am sitting at the interstate and and a call goes out to [restaurant name] I would like to know.
Wish_List	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[RE: most important information for typical call] [S3] What it is and where the address is.
Wish_List	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[RE: most important information for typical call] [S2] How many is hurt.

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Wish_List	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[RE: most important information for typical call] [S2] Possible hazards.
Wish_List	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S2] The only thing that can be helpful is how many resources you will need. Like say he is driving and I come with someone else; he is there and I am already there and we could you know brought a tanker or whatever else if we had a house fire or something.
Wish_List	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S3] Be able to communicate better on radios.
Wish_List	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S2] More towers around here.
Wish_List	FF	R	Field Responder	Not specified	Not specified	Male	FF-R-054	[S2] I would like an app that's like I mean you know I mean this is just like Google, like Google Earth you know [indiscernible] you can actually see what the house looks like so you can prepare to pull like say here is the Alpha side which is the address that I [indiscernible] say they come over the radio it is at the garage, garage we know it is on the left of the house, you know.
Wish_List	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	One thing I wish and I wish that we could do is you know those things they sell at [Organization]? They are in the mail box section, they are green, and they have fluorescent letters or... I wish our county would commission people to buy them for each mailbox throughout the county. Because all the time, we are in a fire engine, we are coming down the road and of course we have got phones, it has got GPS and we have Active 911 which is super, and we will pass a mailbox and it's like you've just passed it, it is two blocks back, you've got to turn around and come back. Meanwhile another guy is pulling in there... Because he knows what is going on and he gets in there first and if you got a truck you got to turn the truck around and come back. So, I wish -- I've been trying to figure out a way for the county to do a grant or something so everybody in the county can go to the courthouse and pick one of these signs up and put your number on it and just put in on the mailbox.
Wish_List	FF	R	Field	46-55	5 or less	Male	FF-R-055	[RE: means of getting more information during major incidents] Probably



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			Responder					cell phone.
Wish_List	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	To get new radios. Go digital. I would like to have iPads on every truck for GPS mount, so when we go on a call, we could hit it on the GPS and pfft --here it is. Shortest route, there is a hydrant here, you know, and we've already got a lot of the buildings we have [City] right now, we've got set plans. Because if there is a fire in that building we got the plan on the iPad, we just throw it up and there is a hydrant here, there is a fire outlet here that we plug into and like [inaudible] and electric. We visit that every year to make sure there is no changes and find where all the plugs are so we can hook up to it if there is a fire, we would put it out really quick and we are not to worry about.
Wish_List	FF	R	Field Responder	46-55	5 or less	Male	FF-R-055	[RE: hydrant details and status via Active 911 app] Oh that would be -- that would be awesome. Because [laughs] when you have had hydrants before we open them up, they are dry.
Wish_List	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	A new CAD system for dispatch. I know they're working on it but of course funding is a big problem for everything we'd like to see in a CAD system. In a probably the biggest thing that would help I think there's eight fire departments in [County] and if we could all get together as one and have everybody with common terminology, common communication equipment, common systems and consistency in vehicles and training I think that would make a huge difference here in having a little more elaborate repeater network.
Wish_List	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	... so it would be nice if we had a better group here. We have pretty good coverage now using other people's stuff like the Heli ski repeater and the hand repeater and the forest service sites but it would be nice if it was all one repeater network public safety.
Wish_List	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Yeah I agree I think it's one of those things having two separate organizations we really rather than kind of both having the same problems it would be nice if we could just be working together like it's just one problem that we're solving so we could solve a lot more problems if that kind of makes sense. When it comes to technology I

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								definitely have a few ideas that I think that will be kind of in effect here soon. I think drones are going to be one of those things that are going to affect emergency services in general and we've got a drone for search and rescue with infrared.
Wish_List	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	... The other thing is using drones for mobile repeaters I think will be something in the future. So a lot of these canyons where we get restricted being down in them we can launch a drone that would then relay that radio signal out for us and so I do think that that will be a possibility here in the not too distance future.
Wish_List	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	But yeah just having that ability to launch a drone in the back country so that's one of those things that I definitely see that progressing and that's using more of them around here but also for seeing size ups so having that ability to launch a drone and have it arrive on scene before us so that the officers can have it on their iPad and be able to do kind of that 360 a little bit before we get there because we get so much snow it makes it difficult to do that 360 and actually determine everything about the building so it's not uncommon for us to have 5 to 10 feet of snow around a house that we're trying to trudge around to see what's going on or what kind of structure we have and so have that ability to do the virtual 360 would be huge...
Wish_List	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	Aside from communication you know on [equipment name] this year for back country rescues you know those haven't been around very long but I'll tell you what what a difference that makes. Instead of having to pedal your mountain bike up some ridiculous hill to a patient than just zip up there on an [equipment name].
Wish_List	FF	R	Supervising Field Responder	Not specified	Not specified	Male	FF-R-046	I think it would be good if there was a way to be able to share progression in technology... so if there was some sort of a way that there was kind of a way to get this information out about the changes and communication and technology would be beneficial for different departments.
Wish_List	FF	R	Supervising	36-45	11-20	Male	FF-R-047	... If we had more money we would have other things. Thermal imaging

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			Field Responder					camera would be awesome to have for structure fires but I mean that's a lot of money for one of them you know.
Wish_List	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	Yeah if I had a deal in my truck to where I mean this is going to sound funny for being such a small town but at 3 o'clock in the morning and you have a heart attack come across the radio you know and it tells you [Street]. You're thinking of the heart attack and what you need to do and not necessarily where the streets are at so if there was something that atomically had like you know kind of like a GPS display in the trucks that were tied with our call system somehow and it pinpointed that and gave you the directions to get there you know that'd be pretty neat I think.
Wish_List	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	My wish list would be newer trucks. I mean newer gear. We probably got some of the oldest equipment. I mean we need new jaws of life, we need more time, more training, more time to take training, a slower paced life but I guess that's kind of my biggest deal maybe a little bit bigger, I'd like to have a few more pieces of equipment as far as vehicles and I mean I'd take all the new technology they got out there for fire or EMS or anything like that I mean you know we've got well even training stuff. You know they make the smoke deals with the smokeless room and of course it wouldn't hurt anything but it would be like you're in real structure house on fire you know just things like that that would be neat to have or nice to have for training purposes.
Wish_List	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	I would yeah have more volunteers that don't have to have a day job. I'd love to have a full time probably and I am paid like I said but I guess when I became chief the old chief decided that the town pays \$45 a month to the chief well he decided that wasn't enough so he the department agreed that they would pay \$45 also so I make \$90 a month which still isn't I mean you ain't here to make the money because it ain't going to get you very far but I mean I really think it would be awesome to have anybody that just didn't have to work. Or a retired guy that you know still had a lot of life, a lot of heart left in him that like I said could just take care of all the government stuff maybe was good at writing grants doing stuff like that you know run the meetings just keep all the

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								training up you know that we need to do annually or every two years and all that you know and possibly you know like I said kind of IC the fire situations.
Wish_List	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	That's something else though as far as technology would be nice to have but it's very expensive is being able to communicate from the driver to the guy on the back of my truck. Now they make the headphones and the mics but I think last time I priced them it was like close to \$3,000 per maybe set for truck but there's times that fire is roaring so hard and fast and loud and cedar trees are blowing up depending on where you're at you know but especially if you're out west on those big task force.
Wish_List	FF	R	Supervising Field Responder	36-45	11-20	Male	FF-R-047	...if we had some type of a helmet mic system to where we could still be safe with our gear but have that earbud or something and be able to just be nicely talk to our driver and say get me out of there or get closer or we're out of water or something you know because the new truck that we got built is an extended cab and I got that for the reason was going out there you know a place to put all your gear because that bunk gear takes up a lot of room.
Wish_List	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	I have maps and stuff on my phone. It's not through the department but if I ever needed to I could pull it up. The Who's Responding app does have a mapping part on it to where they can, with the E911 systems that we have in place, now that dispatch can pinpoint that call for us and then if we need to we can map it out. I personally have not got to use that on the app yet, but I think that is a very helpful thing because a lot of times, even though we are on a a 911, you know addresses out here, you know, and all of our roads are marked. Our calls don't necessarily come in that way because [Name] down here on-- he's on [Street] place down here by such and such. Well he'll call in to the dispatch over there and say, "Well I'm 2 miles east, three miles south, a half back east and follow that last road in." We have gotten calls that way, and then so then you get a mix match. Now dispatch can look [at] that and, you know, trace the call and pinpoint that. I have not got to use that yet, but that is

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								something that's going to be, you know, very helpful. Now if we get everybody to call in and say, "I'm on county road such and such," and you know, "right south of intersection such and such," that would be great, you know, we could get there quicker, you know, or save the confusion.
Wish_List	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Yeah get some more you know headsets to communicate between driver and the crew on the back of the truck.
Wish_List	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	More training apps. Just you know apps that I could say guys go to this app and you know let's just review some stuff here you know just basic stuff like that because maybe they can do it on their personal time at home. I think that would be kind of interesting to really see that way especially from a volunteer perspective they don't have to come here and then you know but it keeps it fresh on their minds you know at home you know and I think that would be that would be a good app I would believe. I don't know if there's one out there or not...
Wish_List	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	...On the communication side of it just becoming more precise and being able to handle you know hear them like having ear pieces and stuff like that. I think that's a wish list.
Wish_List	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	Yeah I mean obviously you know our trucks are getting outdated. I mean but you know we're working on a tanker right now to replace the one we've got and it's going to cost over a hundred thousand dollars just for the tank part and the bed and that's not including the cab and chassis on the truck which was donated thankfully and like our jaws you know ours are hand me down, hand me downs and I mean you're looking at ten to twenty thousand dollars for a set of those you know stuff like that...
Wish_List	FF	R	Other Public Safety	26-35	6-10	Male	FF-R-048	...you know there's always things like gear. Gear is more important. I was at a training deal extrication class and one of the instructors was the [city name] Fire Department and he's like yeah he goes it's funny

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			Personnel					listening to you guys talk you know you're going gosh I wish we could get a truck you know, I wish we could get you know jaws, get this he goes we got guys complaining because their gloves are a [town name] Fire Department over there that I'm on we got a couple of guys don't even have gear and well until they just got some wild land gear but at a structure fire they can't go to a structure fire. They can show up on a car wreck...
Wish_List	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	...you know we've got guys here that are you know it's getting to the point where we've got to get some more gear but you're talking just the coat and pants alone are about \$3500 that's not including boots, that's not including helmet, that's not including gloves you know, that's not including you know radios, you need hand tools, flashlights you know I mean there's a lot of hand tools that would be nice to equip every guy to have you know just for breaking glass you know but we have to have everything up to code. We can't just go down the hardware store per se and get a hammer you know to do this and that. Would it probably work? Yeah but inspection wise we got to have everything you know the fire tools that work better you know for our stuff.
Wish_List	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	[RE: equipment failure] You got a helpless feeling that you can't help you can't do anything. I mean yeah we can support and kind of you know our EMR's can you know get the guy stabilized. Yes the guy survived I mean we may have flighted him out and he did survive but I mean that's seconds, seconds matter you know and what makes it harder in this area I didn't know him personally but when you're on a scene and it's involving your friends who people that you know and treat like family it makes it harder and everybody knows everybody you know kind of a deal in these small towns so we want our stuff to work.
Wish_List	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	First and for most I'd ask I want all my firemen to have brand new gear. I want them safe. I want well we've got a couple of the trucks that we need updated. Those would be the first things and then from there it would be the tools. It would be jaws, it would be just new hand tools you know whether it's Halligan's whether it's you know just I mean anything

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								you know just seat belt cutters just stuff that you know we could equip all of our guys that way we're not searching in trucks going which truck is out again you know everybody's like okay I've got mine right here we're good...
Wish_List	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	...you know just that way our new SCBA's, our air masks. I mean ours are getting we're able to still do them but I don't know the price wise on those but I know they're expensive to replace and I know ours are getting old you know I mean because I can't afford to have a guy in a building in a structure and that thing messes up because then we've got to focus all of our attention on our firefighter and that's what it's going to be.
Wish_List	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	[RE: cause of communication issues] On the scene just guys being able to you know hear their radios you know if they're in and out because you get on scene things are loud. You're going to have to yell at guys you know face to face. I mean you and I are what five feet apart we'd be hollering at each other most of the time trying to communicate you know depending on the scene. Just being able to hear each other and you know so we can understand each other that would be a main thing I think on a lot of it. So just you know just improvement radio wise I think would be huge. You know we could have every guy have ear pieces on their gear or something included in there where we can be talking and doing stuff and hands free stuff would be great.
Wish_List	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	[RE: radios] Better clarity, hands free you know because if we have big gloves on you know trying to it's hard to do so stuff like that would be good. Just durability of things being heat proof, waterproof you know most phones can handle a lot but you know I mean we're in situations where you know we've got a lot of heat, a lot of moisture stuff like that would be good...
Wish_List	FF	R	Other Public Safety Personnel	26-35	6-10	Male	FF-R-048	...Mapping in trucks I mean if we could get to a point where we could have GPS in trucks to where we cannot have you know one guy searching on his phone we can just punched something on the truck give us directions right there in his truck you know just to get there

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								quicker you know to save on confusion.
Wish_List	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	[RE: personal cell phones] ...I do know that as a volunteer I do believe with most carriers you can get some sort of a discount on your phone, being a professional public safety, but I do believe you can as well for that. But I'm an advocate for safety all things safety and I wouldn't expect the county or my entity out here to issue me a cell phone, but a good shareable radio system would be great and it would be--
Wish_List	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	I would say a radio system here that worked fully the way it should be. We have limited dispatchers but still have channels specifically for sheriff's, specifically for EMS, specifically for fire. You know and that's not just saying have dispatch channels for all but have one dispatch channel but as soon as you're dispatched have a good enough radio system to be able to assign a fire channel to a structure fire that's going on and if there's another wreck at the end of the county and you send out fire units to that two incidents on one channel it's impossible, it's impossible. Better communication out here. If any technology we could have I would say that one (00:30:06) 100%.
Wish_List	FF	R	Field Responder	36-45	21-30	Male	FF-R-049	Wow. As far as fire service goes? Oh gosh. Outside the box...oh man have a robot show up and put out the fire. I would be out of a job but--
Wish_List	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[RE: current state of technology] It could be upgraded a lot. It could be upgraded a lot.
Wish_List	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] Computers, MDT's, tablets could be upgraded a lot. A lot.
Wish_List	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] More so the need and use of this changing. I look at it when the world's changing with the phones, with how small computers are now. We need an upgrade too because we're not an entity that just sits there on the spot. Our whole job is about so we need something that can actually move on us.
Wish_List	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] I want to say the biggest thing would probably be GPS to where they could plug in an address and show them where to get there faster. That's the only thing I can think of right now.



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Wish_List	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] I'd have to say just from and I'm being biased now because of what I do my assignment now is along the lines of WMD and Hazmat response is the standardizing of equipment at the state and local level. Why do I say that? In my research for my thesis I found that between especially in the health public health between public health and the federal level when it comes to WMD biological the training and equipment is standardized across the board. When you get down to the state and local level everybody's stuff is different which makes it difficult to accomplish the mission.
Wish_List	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 2] Always the equipment isn't actually reliable. That's the other thing I'm finding. Once it goes to a criminal investigation you know a brand new student out of law school can probably get their client off if that equipment that was used is not correct.
Wish_List	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] I guess it just irritates me with the GPS on firefighters that I can to an app right now and I can find where my app A is exact location but if somebody is in the building we're guessing and running around trying to find out where they at so I get GPS on something when some locator on firefighter equipment to where as soon as they go into a building I can look at it and it'll show me a full scale. That'll probably be the best invention ever made right there.
Wish_List	FF	U	Field Responder	Not specified	Not specified	Male	FF-U-050	[speaker 3] I want technology but it would need to be an easy use. Nothing complicated nothing where it takes more than four or five steps to get something to them and that we have a problem. As long as it's a do this do that we have no problem. For me fixing everybody's equipment the more steps it is the more problems they have.
Wish_List	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	Probably, just for it to work 100%. I mean, there's no such thing as 100% of the time, but just to try to maximize the percentage of times that it would work versus not work, and every aspect of it.
Wish_List	LE	R	Supervising Field Responder	26-35	11-20	Male	LE-R-001	...In the police world, if you want somebody to use something, it has to be simple. The more complicated it is, it's very seldom getting used.

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Wish_List	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	So it would be nice to be able to just look really quick and see if there's any kind of alerts, or history, or things like that before I get there, and before they're able to give it to me if they're busy.
Wish_List	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	[RE: nearby departments] I feel like we're so close that we should be able to talk on the computer or something, you know? But they use a different program than we use, we use a different program than the sheriffs office use. So if it wasn't for cell phones and the crappy radio service, sometimes it would be that we couldn't get hold of somebody that's two blocks away from us... It would be nice if we all had the same kind of computer system or something so that there was always at least one way to communicate with that person. If a natural disaster happens or something and we lose radios and cell phones, how do we talk to each other? So that's kind of concerning.
Wish_List	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	...we were just talking back there the other day about pursuits. Whenever you have to get out of the car and chase somebody. I personally have been in a couple where they run into the woods and you don't know where they are, and up until recently when we had a K-9, it's a lost cause unless you go in there and he's hiding really close... So one of the guys back in the control room the other day said to have a drone come off of the car [laughter], and follow the guy with lights and things like that, so... I mean, it would be great. But something to be able to track if someone left or something like that, that would be cool...
Wish_List	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	if you have a big crime scene or something, having a drone go in and photograph or video the entire crime scene before anybody goes in, so that nothing is disheveled or anything like that. That would be cool just to be able to use it for photographic purposes.
Wish_List	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	The only other thing I can think of is having my camera communicate with my radar, my speed radar, to reflect on the video what speed I was being shown on my radar. Because I've gone to traffic court many times and the defendant has said, "Well, I can't see what speed you saw." And it's true because I would have to put on my body camera and point it towards my radar, and that's just one other thing that I have to focus on

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								while I'm trying to pull somebody over, you know? ... So it would be nice to show-- I don't know how it could tell my video monitor, "Hey I'm showing that he's speeding at 45 miles an hour," but for court purposes and things like that, other than my word, I don't have any other way to prove--
Wish_List	LE	R	Field Responder	18-25	5 or less	Female	LE-R-002	All the time because we don't have work phones. So we use them to look people up on Facebook and do research like that and stuff if we need to. But it would be nice if we had work phones, but I don't mind doing any of those things on my personal phone either.
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	That would be bad, for instance, if I was eating lunch at a restaurant and if I happen maybe to go out of my sector at a restaurant, or if across the street was a different sector and if something was going on there that I couldn't take care of, if I wasn't aware that was happening because I wasn't on that right channel if I didn't have my computer screen up, then there's kind of a delay there in response time, whereas if it was a-- if the calls were more based on your location or whatever... your proximity-- There's maybe a five-mile proximity radius or a mile proximity-- so you can kind of see what's going on in your immediate area. That might be a little more beneficial.
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	I need to know as much as I can about what's happening in a timely manner. There's a little bit of a disconnect-- I'm sorry, not disconnect. There's a little bit of a delay, because currently, when someone calls 911, the information goes from a call taker to dispatcher to us. So there is a few seconds even to a couple of minutes delay in getting the information. So I like to-- especially if it's a hot call, I like to kind of get as much as I can, as soon as I can before I get there. I like to know who's responding, how far away they are, their approximate arrival time for when I get there, traffic [accident?].
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Now we can take it out with us, but it's a Toughbook, so it's kind of bulky. So most people don't take it out unless they're on lunch break. Something that would be awesome would be if we had cell phones or small tablets where we could continuously get updates from the call

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								instead of having to go all the way back up to the call and look at it or sort of having to carry that big thing with us. That would be great.
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Man, that'd be so awesome if there was a way that I could-- some way of kind of-- if it was a big emergency-type situation of-- kind of like an all-call, all law enforcement in the area. Because even here in [City], we have constables, marshals, sheriffs, state troopers, police, and we don't communicate.
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	[RE: interagency communication] ...on a patrol level, at least here in [City], it's-- yeah, we don't work together. We don't take calls together, nothing like that. I mean, occasionally, if I see a deputy making a traffic stop, I'll pull in behind him, and walk up, and ask, but there's no communication on the radio, nothing like that. It's just more of in-person communication. So if there was a way-- if we had phones or something like that, if there was a way-- if there was a terrorist activity or something that impacted a lot of people for every law enforcement type official in the area to kind of have a way of kind of getting on the same page and kind of coordinating a little bit. We're not merely staring at chickens till the heads go off [laughter].
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	the idea of the pager is that if an incident happens - I mean, that's still an open line of communication - we're supposed to carry those. They still use AA batteries, so they go out from time to time. But a lot of officers don't carry them. But yeah, if there was a way for-- if we were getting police cell phones for them to be on a whole separate net or something greater. So that way, if something were to happen, and all the phone lines or all the cell towers get clogged up, we're still able to communicate.
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Well, with that Google Maps and-- [hang on?], with things that would give you real-time updates on traffic are a huge benefit, especially if there's a crash and you're trying to get to it, and 35's all blocked up.
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	So we have in-car cameras. Right? And the technology is there for us to be able to stream what is going on in our car to our supervisors or

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								anyone else, but we-- I think, mainly due to bandwidth, we do not have that feature turned on. But that would be something that would be kind of nice. If you were going to a call, to be able to look to see what your partner is currently seeing would be very helpful. So you can have an idea of maybe where I should come in from or if he's in trouble, what's going on or I look at the suspect before you even get there in case he bolts and just starts run.
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	But we don't access to the driver's license database. That's DPS, so we can't do that. We've had some companies come through with missing persons type software where you can take a picture of somebody. It does facial recognition. Some type of facial recognition software would be great, because a lot of times, people lie to you about their full name, or their real date of birth, or whatever
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	So I would like to be able to do everything that I can do in my car away from my car via a cell phone, or a tablet, or something portable I can put in my pocket, or put in a backpack, or magnetic somewhere, or something like that. I'd like to be able to tap into our camera systems, be it our downtown-- our cameras around town or, more specifically, our body cams or cars. So that way, you can kind of see what you're getting into, or kind of see what your partner's getting into, or whatever. And just, with those tablets, have wide open access to do what we need to do without being restricted.
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	From a recruiting aspect or as an officer that travels a lot, I think the main thing is-- my biggest concern with where we're at technology-wise is just being able to communicate with outside agencies. Like I said, traveling a lot to different schools and military bases, especially in today's day and age where you're seeing attacks happen more frequently. Yeah. I would hate to be at an event and have something happen and, I think I would probably feel useless if I wouldn't be able to communicate my position or communicate what I've seen to any of the law enforcement around unless I get on the phone to their dispatch, which that ties up a hand now. So yeah, if there's a way to-- some type of

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								technology that, whether it be a cell phone, or a radio, or something like that I can bring that, if there was an emergency, it'd be able to pull everybody together in a given radius to help kind of coordinate and handle the event.
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-003	Instead of having a Toughbook, they had a tablet. And it was in an OtterBox, I think. But they had a dock. So they could pull the tablet out, and then dock it, and have the keyboard and all that. But it was still a pretty good-sized tablet. So it still wouldn't be something that I think you would want to bring on a call just because you have to carry it. If it would be smaller, you could just put it in a pocket [laughter] or hook it on something, or strap it your leg, or-- I don't know, anywhere other than in your hand. That'd be good.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	One way to communicate that something as simple as overtime is available, or something as serious as the city is burning, we need as many officers as possible. One of the main ways they're going to communicate that is through a pager, which is great, but not everyone checks their pager. Not a whole lot of people have it on the all the time. So having a cell phone with a large type of - I don't know exactly how you would say it - some sort of network that everyone's on. A wireless messaging system that everyone is communicating through would be very beneficial.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	So I could see that being-- I mean, other than that, sure, it could be less bulky and less heavy. That'd be amazing. It's just one of those things we've gotten used to, and people don't really complain about it because it is what it is. So, in a perfect world, yeah, the radios are weightless and have no bulk
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	Yeah, weightless, adds no bulkiness to the belt that's not already there, or decreases that bulkiness, crystal clear. That would be great. Comfortable, not just with the weight and bulkiness, but, like I said, I wore an earpiece. Wasn't always the most comfortable. Crystal clear on both ends, going out and coming in. Probably not the typical patrol as more-- I probably get this from my new job, but maybe being the ability

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								to transcribe it, for like an audit.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-004	I think the cell phone would take care of it. Like I said, it's you can do paperwork on it, you can take pictures, you can take video. I think that would take care of a big chunk of stuff.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	I'd like to know involvement of the residence that I'm going to and then any specifics, for instance, if it's an apartment complex how do I get there? We have hundreds of apartment complexes just in my sector. So I can't memorize all of them. But if we got a certain apartment number we can, via kind of back routes, figure out where the building is inside the complex. And at that point get a little closer and start looking around for apartment number. But that takes time. And it keeps a policeman driving and everything else.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	So there are CAD layers that are showing the exact or very similar exact design that what the building looks like on the map. But what would be better would be having Google Maps or a satellite image that we could actually look at. That would help us in a variety of ways. We have a foot pursuit. Now, we know that there's a coal field behind here they could be hiding out, there's a tree line behind we think they could be hiding out. And all we have is a pastel color background with a square outline of a potential building that could or may not be accurate.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	CAD is supposed to integrate with Google Maps. It's not currently. If that were to happen that'd be fantastic. It can be a great tool.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	We have a guy who died in the woods, and we went to find him in the middle of the night. There are probably 12 to 15 different paths to get to this particular transient camp, and we had cops everywhere. And if one of my cops had fallen, had broken a leg, had set on a booby trap, or had just gotten lost, how am I going to find them? And there are solutions out there. Google's got a great one that allows you to kind of track each other via an app. And that's good if you've got a cell phone tower, but I would definitely want something like that personally, so I can make sure that everybody is okay if things were to happen.

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Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	I worked robbery as a detective there and I was violent crimes response, so I was more mobile than I was in an office. And to have the ability to do that stuff in the field would be great, because if I was on a search warrant and I wanted more information on the search warrant, obviously I would then go back to a computer.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	An earpiece that's capable of filtering both the noise that you're listening to and being able to hear the radio. Currently, we have a single one that just stuffs in your ear, and everybody is deaf in the ear they use it in now because they have to turn it up so dang loud. People that work downtown, they all wear earpieces and they can still never hear anything. So there's no way of something working for both. I know that there's jawbone technology that's just supposed to be really amazing and we've never seen that.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	We have a huge deaf community here because we've got some of the only state schools for the deaf. And we have no means of-- we have very few sign language interpreters, maybe one citywide that's certified to be an ASL. One's on my shift, which is helpful for us, but if we had a device that we could teletype back and forth, that'd be great but we don't. Sometimes officers use their phones or they use a notepad, and that's not-- it's not fair to them, and it's not an effective or quick means of communicating.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	A Google car driving us somewhere 80, 90 miles an hour. Yeah, that'd be great. I think that's fantastic. With the ability to take over when we need to because sometimes we need to violate traffic laws or drive over a median or a curb. That would be great. A more effective way for everybody to communicate, jaw bone technology so we can chat with each other without having a static background or that kind of stuff would be really nice. Having our tech work everywhere. It doesn't work everywhere. It doesn't work in the jail, it doesn't work in some apartment complexes, it doesn't work in the woods sometimes, as far as radios and even our cell phone. That would be nice. Couldn't tell you anything else. Taser's don't work for crap. That's a little outside of what y'all are going



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								for, but maybe 50% of the time, so more effective less-lethal means would be very nice, too.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-005	So all of my, star-six-seven, I'll call the person back. Well, star-six-seven can now be defeated which means that if they spend any effort, they can go back and figure what my telephone number is. And if someone that doesn't like you finds out what your telephone number is, that's a problem for a cop. So a spoof, a way of spoofing the telephone numbers so they don't know who's calling you, that would be great or just having the city number that was designed for us to--
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	I mean, pie-in-the-sky, I would like it to be delivered to me in some form of, I would say, a tiered-alert, meaning certain things should be classified as higher priority. They're assaultive, they've attacked police officers before, they've made threats before. I would want that delivered in some sort of readily recognizable emergency-type alert. Something that maybe is-- and I mean we have to be careful, of course, but maybe a medical condition, like they have Alzheimer's and they're known to walk off frequently and often they end up at the coffee shop. I want to be able to access that information, but that's secondary to anything that's going to get me hurt or someone else. So again, a tiering effect, and then something that's delivered to me instead of me having to request it and wait for that response.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	Certainly, we do get calls on individuals that are known individuals for whatever reason. Maybe it's a warrant service or - I'm just throwing something out there - a parent will call in on their son. So we have the name, we have the date of birth. It would be nice if, instead of me having to again pull over my car so I'm trying to be safe, search all over the databases, if somehow there was a tool to do that for me and return it to me.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	So if I go beyond just hardware-- I mean, obviously I want to the hardware to be fast. I want it to be reliable. I want it to work if I'm in town or I live out of town. If I'm with my family, I don't want to have to carry my pager and my phone. I want to have one device that can somehow split

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								that. If I need to be able to do work on it, I can do work. If it's also my personal device, then it can do my personal stuff, keep those roles separate. But again, it's one piece that goes with me. From a software perspective, I am tired of having a new sandbox for every single thing that I do. Our RMS doesn't really speak very well to our CAD. So again, maybe-- it's easier to explain this way, I think. If I am going to take a call and I need to write a report, I'm going to run the person on the way to the call. But that never makes its way into RMS. So I'm going to type them into my CAD, even though it's on the same computer. I'm going to then-- I'm proficient. So I alt-tab between the screens. But some officers click the bar at the bottom. So they click over, they type the first name. If they can remember the whole thing, then they click back, look at the middle name, click back. And it's a long process. And we duplicate work. Then, if I have to do an arrest, I got to fill it out on arrest paperwork. I got to fill it out on any affidavits I do and it's a manual process. So I would like to see an integration between all those desperate systems that make it so I'm not repeating the same work over and over and over again, giving me more time to go out and do what I'm supposed to do, which is take calls.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	But the joke is, officers today, our job is paperwork. We spend more time on the administrative side of the coin than actually answering the calls for service, which is what we want to do. We want to get out there and help you, but every time I do that, I have a mountain of paperwork I have to fill out. And again, I know technology can bridge that gap for me
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	So I guess the only thing is, I believe that there is some great potential in a-- whether it's nationwide. I would hope that it's a nationwide. I don't know what it's supposed to be. But I also know that things can [laughter] somehow fall short of what their goal is. But I really would hope that - as an officer that travels around the state, whether I'm teaching or visiting to look at other technology - I would like that at least something that can be statewide, that's seamless. And again, pie in the sky, I would like it to somehow work with my existing technology. I won't have to carry two phones. So if it can somehow handle that transition of, this is either my

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								personal phone that does both or my city-issued phone that I can - whether it's a double SIM or something - I can still do-- because I mean, these phones are huge now, which is great. But I don't want two of them. So something like that would be-- it's the only thing that I just hope that we get there. I know we will someday.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-006	[RE: body cameras] ...From a technology perspective, it was awesome. No matter how the camera was oriented, it always looked like you were standing straight up and down. It could see in a dark room. It could be almost completely black and you could see everything in there. That's awesome. But from an officer's perspective, that's scary. Because if I walk into a dark room and someone knocks me over on my head, I don't want you seeing everything in the room better than I see. I don't want the room to appear straight up and down when I'm upside down, because I'm going to make decisions based on what I'm experiencing. And if your video that you're watching in a nice cool air conditioned office later doesn't match what I experienced, you are now going to be conflicted. Am I lying? Is it this camera that is really good? So we pumped the brakes and said, "Well, hold on." Again, that's great from a technological perspective, but what are you trying to get out of a video that's attached to an officer? You want their perspective. You want what they see. So let's not make the camera better than the officer's eye. Don't illuminate that room when the officer is still in pitch black. So it's things like that that, without that perspective, we could have made some-- in my opinion we would have made some bigger mistakes.
Wish_List	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	...even with the new implementation of body cameras. To have everyone to have a cell phone, because you have to go find a dock I guess now. I mean, I don't know the whole spiel about it. I've heard bits and pieces. But you have to find a dock, upload the video, and then where if you had it on your cell phone, you can classify the video right on your phone and be done with it. But they don't issue a cell phone.
Wish_List	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	[RE: department-issued cell phones] Some in specialized units are. They'll be issued them. And usually, some supervisors will have them

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								too. Or they'll get a cell phone stipend but patrol officers don't. They don't have that option. So that would definitely be beneficial to have just a work phone... Just even something that you could just check out at our equipment room and just have a work phone with all the applications that you need to do your job. I mean, that would be helpful. I mean we have the Toughbook to be able to have that as well would be instrumental, I think, to be able to do some of this stuff.
Wish_List	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	Just the functionality and the car itself too. Like the big Toughbook right here, you've got the big console, everything in here. Why can't we just have a flat screen or something on the dash that you can touch or something like that? Because I was in a really bad crash on duty. And I got hit on my driver's side door. And you get stuck in there. And it's like a coffin because you've got one side and you can't get out. And it's just so big and bulky and then you have all your gear and everything else. So that would be nice to have something, maybe, more built in to make our car functional.
Wish_List	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	One thing I wish were changed, we have pagers. To this day, I have a pager [laughter].
Wish_List	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	This is so old (pager) I don't know what to-- how to set it up." They page overtime notifications on there. They'll page road closures on there. Yeah, we have a pager [laughter]. So to get rid of that would be amazing...
Wish_List	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	So I have a hard time trying to fit everything on my belt as required in policy. Especially if you're some of the smaller officers, male or female just depending on your waist size, it's like you don't have enough real estate to fit all this stuff that's required. So a lot of people have dropped tasers or that kind of stuff. Now they're adding the body camera's right here. And you have a radio right here. You have the mic. This is just here. And then you're like-- and then you've got your notepad. You've got your pens and then everything around your waist and your gloves. So I would hope that sometime the technology could help us remove some of all this hardware that we're carrying around all the time. That would be a

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								big deal. I mean health wise for officers too. I don't know very little cops that have back problems or hip problems after years of doing this stuff.
Wish_List	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	So a big thing when I was in that unit is we did crash reports, which are big forms. And so then you have that, which is separate. But then you also have your call screen, which is CAD. So when you show up to a crash you run somebody's license plate. You run their driver's license. We would of loved if that information from the CAD screen would have populated onto our crash report. But the interface for the two is just out of the question. So we have to get the information from there. We either copy and paste it if we can. Or we just have to go to the other side and type it in. So if we had the fields that auto-populated or things like that, that would be easier because we have to fill out a lot of paperwork as it is. And a lot of it is duplicate.
Wish_List	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	In a perfect world, I would like technology that's small, that I can talk to and would get rid of all the stuff I have to carry [laughter]. Some things are never-- I mean my gun, taser, that kind of stuff. That all makes sense. But some of the other stuff, if we could just kind of work it into one thing that was small and light possibly, that'd be ideal.
Wish_List	LE	U	Public Affairs	26-35	6-10	Female	LE-U-007	I would think the big thing would probably be just work cell phones that were just multifaceted and functional. Even if we didn't have all of the same companies and everything wasn't able to auto-populate. Just if we had something kind of available at our fingertips if we needed to without lugging that Toughbook everywhere. If you have somebody in the hospital or something you've got to go sit with them. You've got to lug that thing around or lug it out into the jail. And then you're carrying all this other stuff. And then you got this. And your hands are full again. I mean, if you get in an incident, you're just going to drop everything. But still, that second that you take to drop something. So if we just had something smaller.
Wish_List	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	But obviously, in today's day and age, with the technological capabilities, I think having the ability to go on your phone would probably speed things up to a certain extent if you could search that database, the

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								EJustice database, the Linx database, if you could search that sitting right there while you're talking to somebody, sure, instead of having to back to the car, or go back to the station, or make a phone call. I'm sure that would speed things up.
Wish_List	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	You just have to A, know where to go look for it, and have the capability of doing so. I guess it would be more along the lines of knowing how to go get that information. And if that process was streamlined and made easier, then I think the information is there.
Wish_List	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	I think an ability to identify folks, whether it would be using the new retina scanners or the fingerprint scanners. We have fingerprint scanners. They're just not as... competent as what I would like to see. Again, if there's prints in the federal system, I think if we had a better version of that, where we could very easily identify folks, I think that would be good...
Wish_List	LE	S	Field Responder	26-35	11-20	Male	LE-S-033	...I think the ability to talk messages into computers, talk messages into whether it's report writing, to dictate, I'd want a self-dictation there...We have the technology on our phones, we have the technology everywhere else.
Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	I guess, if I had the ability, if you could have a real-time satellite picture, that would be nice. So if you can get an overhead, how you can get an overhead of a satellite picture of an area. If you could get a real-time to see if it was a burglary and you heard that the liquor store was being broken into and you could pull up a picture of the liquor store, a video showing real-time and see the person running-- You could say, "Well, okay. Well, I'll use my dog and go to this area." ...
Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	I mean, like I said before, if we could get the radios to work through different buildings or terrain or stuff like that. That would be nice. And I'm sure that they tried to do it this way, but sometimes it doesn't work out. But dumb down some of the technology. So instead of doing all these commands to do one function, just make it one button, make it simple. If you want to talk to someone, hit talk, and then go from there or

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								make it more of a push button, easier.
Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	[RE: using technology] So it's almost like if you ever heard the phone the jitterbug, the old people's phone? ... It's just numbers and talk, and that's it. So almost the same thing. If it could just be a little more dumbed down, at least on my end. I mean I think the younger kids that are on the department, they're doing fine with it because that's their generation, but--
Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	[RE: using technology] So it'd be nice if you can just smack a button or something.
Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-034	Well, I'll say that we have camera systems for our dog. When I'm with the SWAT team, we have a camera system... It sits on the dog. It's like a periscope almost, it looks like. And we have a wristband that you can wear that has a little, tiny monitor so you can see where you're searching. The only problem with it is, one, the antennas usually go bad. So how far they can go from us, we lose reception. So it would be nicer if we could see that a little bit better. And it's only black and white, it'd be nice to see either color or infrared would be nice... It doesn't have a night vision capabilities but it'd be nice. Or even just thermal. Thermal would be nice because then you could just see the heat and say, "Well, there he is. He's hiding behind the chair, "even if the dog doesn't see him or smell him, so.
Wish_List	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	...I know there's a plan to make this private network and I think that's very important because I think it's going to help-- well, one, it will be a private network that law enforcement could utilize. If law enforcement is just on that network, it will be a great thing because now you don't have the commercial networks competing. And anytime there's something as big as inauguration, the commercial networks generally go down anyway...
Wish_List	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	...primarily, I would like to see one dedicated just for audio/video. I would like to see a technology that's dedicated just for audio/video and then there can be another broadband that handles data like just

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								processing, PC processing, and things like that. But if it had one that was dedicated just for video so that you don't share that same bandwidth that you would be utilizing for your day to day operations. Because even today, when we have network-- sometimes you might have all the cameras running, and if I'm pulling it-- if camera's running through a URL's no problem. But cameras running through where I have to-- like ours, we have to log in to a system that's a client server base, that's running on the same system that all my other servers are running on as well that's handling day to day operations. So sometimes if I run them all at the same time, bring them up, I could start having problems... You have resource issues. Bandwidth issues.
Wish_List	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	...I think it's important that if we could get all of that under-- and primarily, like I said, since it is the hog of information right now, I think that if the audio/video had its own-- literally had its own broadband network where it traveled on, and it didn't touch any other part of your network, I think it's a good thing. I think it would really help solidify the quality of video that we get, we can get even more high def quality video coming. Because sometimes we got to dial it down because of the network that it's running on. You still see what you see but it could be a whole lot more high def. The cameras have the capability. We just got to dial it down because the system can't take it.
Wish_List	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	...So being able to share information between agencies, a lot of that has to do with individuals allowing it to happen. The powers to be allowing that to happen.
Wish_List	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	...But I think from one major point that I can see that I think that would help everybody is I don't even say [City]PD should be-- [City]PD can have their own video system, but I think if the city had one system that the [City] government was responsible for and it was one agency within a city and that private network ran those cameras and now everybody shares it... And it will be a centralized location that controls all video that comes in the city and they support law enforcement. And all law enforcement has the ability to access that video. But certain ones,



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								certain law enforcement agencies might have the priority.
Wish_List	LE	U	IT Specialist	46-55	11-20	Male	LE-U-035	...if you have one major one like the centralized location, money could be funded to that one central organization all by itself. And now you don't have to worry about fighting over each agency, "We need more money for the video aspect of it here," and they go, "How do you best distribute it?" Everybody share from the same pot, but all the cameras are available. There may be some of those agencies would not even have access to them, because they don't have a need to have access to them. But for those who do, you would have access to what you need at all times. And they would be supported. I don't know. Homeland Security would support that grant. I don't know who it would be, but it would be on their private network...
Wish_List	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	...recently, whenever you came in service at the beginning of the shift, you would say who you are, what your ID is over the radio... If you have any specialized training - let's say you have a patrol rifle; you're certified in field sobriety testing - you would say that stuff at the beginning. And she'd say, "Okay, I got you in there." But if you have a computer, now, we don't have to do that at the beginning of our shift anymore. Through the tablet, I put in my call sign, I put in if I have a partner, I put in specialized training, and I hit submit. And then it logs me on automatically. And so they came out with an order probably six, seven months ago, maybe a year even that said you no longer have to come in service over the radio if you can on the computer... Instead of the dispatcher adding it in, you're adding it in... You have to add it in every time... other than your name and ID, it doesn't really associate anything with you, like training, which would be nice if it did, because then you don't have to add it every time.
Wish_List	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	The dash cam would help, yeah, but the problem is once you're out of view of the dash cam, it doesn't really help you at all.
Wish_List	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	I think the body cameras are the big thing.

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Wish_List	LE	U	Field Responder	26-35	5 or less	Male	LE-U-036	And I think, yeah, being able to do more stuff on the cell phones because, right now, the people on foot are very limited in what they can do, other than use the radio. So I would say increasing the technology so that people can run people's names for warrants or run people's driver's license on their departmental phones and using that platform and with the tablet to kind of integrate it all.
Wish_List	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	So a lot of times, you'll get a caller, and they'll say that they have just been robbed, and then they'll hang up. Or they'll tell where they're at, and that's it. So you don't know if they were robbed at or at knifepoint or-- all that information is good to know before you get on scene, but the dispatcher just doesn't know it yet.
Wish_List	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Some of the things, I think, that would benefit our profession and some of it even already exists - it just needs to be improved a little bit - are shoulder mic system for our portable radios. It would be awesome to have that cordless opposed to a long cord that tends to either get caught in something or it can theoretically be used as a weapon against you, strangled with
Wish_List	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	So sometimes, I only get the last half of the dispatcher's transmission. So if that delay could be shortened certainly or it would switch over more efficiently from scanning, that would be ideal too.
Wish_List	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	Faster computers in our cars, more reliable for running stuff, tags, people, that kind of stuff. Anything that cuts down on the amount of time you have to be out with somebody or dealing with somebody that may be a threat. The cameras I'm sure are going to get smaller and smaller. Like our body-worn cameras, they're like a square like that, but it's like a four-inch square or something right now. Anything that you could make lighter that we have to carry is always going to be good because we carry a lot of stuff.
Wish_List	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	...Depending on what type of deployment we're using. So it runs anywhere, I think, between-- with your vest, because your vest is heavy, 20 or 30 pounds... Average. So anything we can do to make it lighter,

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								we're happy [laughter].
Wish_List	LE	S	Field Responder	36-45	21-30	Male	LE-S-037	No. I guess the biggest thing, I think, that would help first responders is an easier, more efficient way to communicate with each other when we have to. Like us and the fire department. I mean it's not something we need to do every night, but when we need it, it's important. So the more time we can cut down on that, the better.
Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	...So instead of me going directly to the source, I now have to go through somebody else who has to communicate what I'm saying to somebody else. And then that person gets a response from the ECC, and then they communicate it to me what I'm trying to deal with whatever situation I'm dealing with. Same thing within the basement. If I'm in a struggle in the basement, and I don't have-- this person outside could be inside helping me, but they can't because they had to be able to communicate with everybody else coming in, what's going on. And usually in that case too, I wouldn't be by myself, it'd be two, three people with us, and then one person outside. But if there was a way to make it all work without having to do that, that would be better.
Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-038	[RE: change] I think it's good. I think as technology moves forward, we should move forward. Instead of staying behind the times because there are so many different things that have come out that would make our job easier, like GPS on the phone, the computer telling us where to go, how to get there. So I think as technology progresses, we should progress with it.
Wish_List	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	...I would guess things would continue down that line. I mean, kind of the seamless integration between phones, computers, social media, will really kind of-- it'll just kind of all turn into one thing, I would imagine, at some point in time. Kind of like it has with cable, and cell phones, and things like that. So, I mean, I would see a progression like that more in immediate communications, easier communications. Obviously, now our cell phone's gone from something small to big to back small again and more of a computer. But just making sure the process is more efficiently, longer lasting batteries as time goes on, the availability to

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								keep them charge...
Wish_List	LE	U	Supervising Field Responder	36-45	11-20	Male	LE-U-039	...I would see at some point, the integration of our traditional walkie-talkie radio would go away and it would become-- it would be a push-to-talk app or some sort of-- it will all be-- obviously, the issue is it has to be very robust. And radios are very robust and cell phones aren't as robust. But I would imagine, at some point in the future, it'll all become one device. And I know now there are some walkie-talkies that really kind of have that phone capabilities things out there. It's really able to happen. But having a robust device that kind of can do everything, I think, will really be where at for in the future of law enforcement. You won't need a radio and a cell phone. You'll have one device that'll handle your reports, your body camera will be associated to view whatever on there. It will be your radio. It will be your kind of serve-all for everything. That's what I think in the future.
Wish_List	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	As much information as possible and it's concise, a manner as possible. And that goes for patrol. That goes for special events. I don't need to know where every port-a-potty is on the Mall. I need to know the resource where I can find them. On the street, I need to know where I'm going, why I'm going there, and what could be a danger to me. And it is, in some ways, the same. I need to know-- on a large-scale event, I need to know where I'm going, what my mission is, what my hazards could be, and what is expected of me when I get there.
Wish_List	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	Respond for a suicide attempt, well, how are they trying to commit suicide? We need to know that because if it's a gun, it's different than if it's pills, things like that. So there's been a couple of times where you wish you had-- and there's always hindsight, that you wished somebody asked the questions that you needed to know, or they didn't give it to you fast enough. Because there can be a delay and that has gotten so much better over the years. And sometimes you just have to wing it just because you don't and you never will have the information you need until months afterwards, so.
Wish_List	LE	U	Field	46-55	21-30	Female	LE-U-040	...when I go out on patrol, I don't have a computer in the car. I have to

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			Responder					borrow a car from motor pool. They don't have computers. So we've tried to instill in the dispatchers that, don't just dispatch it over, it has to go over the air too. We need to know who's or where. Because if I hear somebody yell for help and they can't tell me where they are, somebody's going to recognize their voice and will remember where they are. So it's a matter of you have to backup the technology with good old-fashioned sense, so.
Wish_List	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	I think it would be the ability for each member to have access to a-- to be able to have a computer like they would a radio. And for each member to have that and to be issued that, so that if you get in a car one day and you don't have a computer, then you can say, "I got mine. I can handle everything I need to handle. In some way shape or form, I know that not every-- and I loved a Toughbook. But they're really phasing out the Toughbooks and going to the iPads and stuff like that. But you need something that your technology will be safe and stable, and you can get it knocked around or it can be in a crash and it will survive. But the ability for everybody to have the access to the information they need very quickly. And the MDTs are great for that because you can read our notes as somebody's typing in our dispatch, rather than having to wait for you to file it, so. And they trust us with a radio and a gun, so they might as well trust us with [laughter] it. ...
Wish_List	LE	U	Field Responder	46-55	21-30	Female	LE-U-040	...In some ways, my personal thought is that we need to stop making everything social media-based and relying on social media to drive policies and procedures. And that is a technology-based issue, but I don't know if there's a better way to not necessarily control the release of information, but have a better way to get ahead of the negative. And I think that might be a quicker turnaround on public information that could be with a faster method of culling information. Because if there's a shooting in the seventh district, it takes a while for it to settle down, enough to be able to get the correct information. By that time, you had 18 reports that are wrong, from [Name], who saw one side on the street and judge it. And it's a matter of being able to release the necessary

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								information quickly enough so that we get the correct- whether you like it or not, it's the true and accurate facts of the representation, rather than social media, because that's the biggest damage to us.
Wish_List	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...and then the ability for that particular product to integrate with other systems, we're finding, even though we were told, "Oh yeah, it's easy." It's not. And they're using it as a way to increase revenue by saying, "Okay. Well, if you wanted to integrate this way, it's going to cost." So, yeah. It's been a really, really disappointing process. And that's one of the things just for in technology in general with, I think, most law enforcement agencies is there are many disparate systems that need to communicate, and that's one of the real challenges is getting our CAD system who's made by one vendor to talk to our RMS, records management system, who's made by another vendor and get all that information to feed to our analytics system, which is a completely another vendor, so those kinds of things are really a challenge. I'm sure you've heard that from other agencies, but that's a challenge for us.
Wish_List	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...you always have the issue of officers looking at the computer when they should be looking out the window. So a way to have a more heads-up display would be great...
Wish_List	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	[RE: HUD] And we explored that technology a while back. It's actually been a lot of years ago, and there was some issues with how you project it onto the windshield and where that camera placement is to project it. And if you're in a collision, you don't want any kind of equipment by your head, and then the other issue is the reflective- if it's a light that's then reflecting off the windshield at night, it can be an issue too so. To illuminate the officer [inaudible].
Wish_List	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...facial recognition is a huge thing. There are some significant privacy concerns revolving around facial recognition, so my advice to our chiefs now has been let's hold off and wait and just kind of see how this technology shakes up. First of all, it doesn't work really well, and secondly, there are just some huge privacy concerns over the law enforcement use of facial recognition. So I think that will come at some

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								point...
Wish_List	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...I can tell you from my perspective just our biggest constraint is always budget, budgetary concerns. We mentioned we had 10 fingerprint readers. We'd like to have 400 fingerprint readers. So those kinds of things are-- usually, it's just constraint by budget.
Wish_List	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	And there's also some technology emerging for triggers to turn the body cameras on because that's a big issue every day in the news, so with stuff like a gun shot, or taking your gun out of a holster, or turning on the sirens, something like that, there are some news out there causing those sorts of things causing camera to turn on, so probably further on down the line that will be probably a good deal.
Wish_List	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...I think an integrated car, in-car and body camera system...
Wish_List	LE	S	IT Specialist	Not specified	Not specified	Male	LE-S-015	...I know this is going to sound stupid, but some type of EMP that we could use against fleeing cars to memorize car chases... Something that we could use that is there some way to localize that magnetic pulse to temporarily kill that car without frying the whole system to give us enough chance to cut a chase down, to cut these people taking off from us all the time. Something like that would be nice.
Wish_List	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...And back when I started, I could listen to the radio and on a Friday night, where we have 25 guys working, I could tell you exactly where everybody was in the city. As we've become more and more dependent on computers, I can't do that anymore. Which I'm doubting that anybody here can do that anymore, which kind of makes it hard for me to understand why we don't use more the technology, instead of using the radios. Because the radio, like I said, the bandwidth is such that we can get busy, and I have to make traffic stops where I cannot call out on the radio because I can handle the stop and be done before they're done yammering on about something.
Wish_List	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...one of the deputies was in our city, actually ended up firing shots at a suspect. We got the call from another party in the house, and we were

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								already responding had units on scene, before we got relayed that it was a Jeffco deputy involved, and then we've got the scene shut down. We're taking care of it when the Sheriff's Department and all their resources start rolling into the scene, and we're immediately screaming at them, "Stay in your car! Stay here! We've got this." We don't want any blue-on-blue stuff because you don't know where we're at. We don't know where you're going. Because in order to switch everybody to a channel, it takes time. You would think that they could hit a button and do it, but it doesn't work and so--
Wish_List	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: RMS] I cut and paste because it'll put-- it's [inaudible] technology, it'll puts it in a PDF-- fills out this data accident report. But because systems don't talk as well as our records department would like together. It's click, click [laughter]. But for me, it's faster than our other traffic guys. We're using our phones, and we're taking pictures of license, registration, insurance information, and then we come back, and they're either pulling it up on their phone or using a generated PDF on the phone of that data, and put in the next-- split the screen and then manually typing it in. So that's another thing we use our phones for. Take a lot of pictures for that type of stuff
Wish_List	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	I would like to, as much as possible, combine the LT and the land mobile. And we do have an app that I can actually converse through our radio system using my phone. There's like six of us that have it...
Wish_List	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...I also like to be uncorded. I would prefer some Bluetooth microphone and that type of stuff as compared to cords and everything that get stretched all over the place...
Wish_List	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...While I like my eticker, it's fantastic for what it does, and technically I can use it as a phone. It's got a place I can put a SIM card in it. It's a little too big for my phone. It's just a little bigger than this. It's this Panasonic N1, so it's not much bigger than this. And technically I can run that application on my phone, but the camera doesn't work as well as the scanner. So in the handheld, for ticketing, it's got a built in scanner that scans drivers licenses, scans VIN numbers, and imports all that data in



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								there. The camera doesn't work as well. It'll still do it, but it takes longer than to do that. So combining that type of thing-- if I could carry one device that I could use with my phone, was smaller, and then I can do that stuff from, that would be great. If I could have all that on one thing and essentially kind of as a radio as well, that would be great.
Wish_List	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	Everybody is getting to body-worn cameras and stuff. We don't. We don't have cameras on our cars. We don't have body-worn cameras as a department. We are allowed to wear them on our own under certain guide lines, and I do that, but it'd be nice to have one device where, if I wanted to, I could hit the button and hit record, and record all that stuff...
Wish_List	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...Like you said, we carry a lot of crap. And I think technology is fantastic, but finding one thing that does everything, I don't see that ever happening. You have some things that do something very well. And when you try to combine that stuff together, then you have one thing that does everything kind of half-assed. So I don't ever like that. We'd had a deputy chief here for a while that he didn't like the one-trick pony. He didn't like our etickers because that's all it did. But our taser, that's all it does. And so I think if you try to combine everything, you're not going to get the best use of anything. So the more things I can put together, that actually are the same thing, I think you're better off. But trying to combine a lot of stuff that doesn't naturally go there, isn't going to work.
Wish_List	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	[RE: electronic v. paper forms] things like tow sheets. We're still doing them on paper, even though technically I can build an app into our eticketing where we could do that. We have a lot of forms from the state. Like drivers, if they get a DUI, then those revocations, they won't allow us to do an electronic version. We try to come up with an electronic version and, "Oh no. You can't do that." I don't know why not. I can print out three copies. But they don't like that. Other things, like DUI field notes and stuff like that that I've already generated as a PDF, we're still not using electronically. We have access in our RMS system to do affidavits which then keeps it as part of the permanent record in there. But, again, at the command level, we haven't forced the officers to use

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								that, so some still use Word and type it up. And then we're scanning and attaching, all to six different systems, and I think that's the big challenge. There's a lot of things that-- there's really almost nothing that we have to do on paper anymore, I don't think, but we do. Even our eticketing, it imports directly into the court. They have it the next morning. They still print out paper copies. Our records department, it could import directly into our RMS system, but because they had to click three times to merge the records, they print them out, and they hand type them in. There's job security there [laughter]...
Wish_List	LE	S	Field Responder	36-45	21-30	Male	LE-S-016	...primarily we're secretaries. We take reports. The emergency responses are limited here, but everything has to be documented, so you do that. So our officers were in here all the time, so now we're going back, and we're now going back to another dictation system. And that's an app, it'll be on our phone that I can record, and it'll send it to them, and they'll type it up for us. So hopefully our reports will get better and faster, as far as that type of stuff goes...
Wish_List	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: apps] I mean, I'd love that. Our records management system are-- so we can look up inmates. So we can look up names and stuff. I would absolutely love that... they could look up Walter White. They could look him up and they'd pull up his picture. That kind of thing... that'd be nice.
Wish_List	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: using cell phone] I don't want to be able to type my reports on here because--it'd be a pain and then-- I'm a different level than the patrol guys... as far as the detail in the type of reports. When you're typing a homicide report, and it's your initial report, you're typing 30-plus pages, where on patrol, I don't think I had anything more than 3. Because between 5:30 and 6:30, you can get more done than you did in the previous nine hours.
Wish_List	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...we do e-tickets for warnings and tickets - you're going to have to be focused on this damn thing. It's about the size of the original Game Boy. Except with a keyboard. And I'm like, "Put it on an iPhone. Put it on a Samsung. I don't care what Android or iOS, Apple platform it's on. Don't put it on Microsoft because that's why it's on, and that's why it's

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								garbage." But make it user-friendly. We all know how to work touch screens. We can all zip through that. And if I could zip through that, take my [inaudible], and put it on my phone, so it's an app. I hit my button, type in my ticket, walk up there, take their picture, it send...
Wish_List	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: e-ticket app] ...I still have to go back to my car to get the ticket, which unless-- and they have a thing we can wear, the printer, hook it onto our belt but it's a pain in the ass because you've already got gun, taser, bullets, handcuffs. Your black belt's on... You got utility belt. The last thing you want is a printer. They make it thin so you can slip it into a container on your belt and keep it there. I've seen, and I'm like, "Oh, enough. Just calm down." ...
Wish_List	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: e-ticket app] ...But it would be so much easier on the phone as opposed to an outdated and acquitted technology that's your user interface when everything else with the system is awesome...
Wish_List	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Well, in technology-based is nothing talks to each other. And if you want it to talk to it-- if you want program A to talk to program B, A and B is going to have their hand out for a monetary supplement to give you the patch that they've already created or to create a patch. So that's frustrating. You think everything should work together, and then you watch a movie. Iron Man. Tony Stark can do everything off his damn phone...
Wish_List	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	a lot of it you think would be just, "Oh, you have a picture of this person? Just put it in there." I'm not saying we need a picture of they drive a red F-150. We don't need the exact red F-150. But when it comes up to the plate, it comes back to a red F-150. Show a generic photo of the-- just simple things like that...
Wish_List	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	A universal translator, like Star Trek [laughter]. Put the damn thing in your ear, and it would just translate... So that would be-- if I could make anything happen, it would be that, universal translator so you could talk to everybody. It's something small, nothing big and gaudy. I don't want to get silly.

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Wish_List	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	I guess nationalized reporting database, or so maybe not reporting but name database... we kind of have that with the NCIC. But it's not user-friendly. And I want to be able to type in the first three letters of the last name, whatever, the wildcard asterisk, parenthesis, or whatever. The last name, the first three of the first name and then a date of birth and just see what comes up. You can specify by state because you may not care about California, but the guys we're dealing with that are dealing dope, one of them I can think of, he's from Florida. So if I could just tap into his stuff in Florida and then have it pushed over to our end, that'd be fantastic.
Wish_List	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	I'd love to be able to pull up somebody's name, information, criminal history, warnings, and whatever on the phone. Pretty much anything you've seen in Minority Report or any of those, I'd love all that stuff.
Wish_List	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	cars that I fit in [laughter]... I want a good air conditioner
Wish_List	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	...I love for vest to get lighter, and stronger, and more powerful, and all that kind of stuff...
Wish_List	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	... I like boots to get more lighter, that kind of stuff...
Wish_List	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	[RE: vest technology] Stuff like that would be awesome. They could monitor heat or heart rate or any of those kind of things. We all have wearable technology. And I've got it. It watches my steps, and sleep habits or lack thereof, and all those. And I think those are fantastic. And it's the more miniaturization that we can do...
Wish_List	LE	R	Field Responder	36-45	11-20	Male	LE-R-017	Dodge is coming out with kind of like the Tesla. They've got the iPad built into the dash. So all your computer, short of your keyboard, like controls and everything is going to be built right into your dash... And I want to get one of those cars because I want to play with it. I mean, I was the kid that was into Star Trek and Star Wars for like the cool stories but also what kind of technology they had, the touch screens and everything.

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Wish_List	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	I really like our body-worn cameras in concept... something smaller, lighter-weight, less conspicuous would be nice. That said, I absolutely, absolutely love having video in the cars and body-worn cameras.
Wish_List	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: body camera data] So it's held locally on the camera until it's put in the dock to charge and download at the office, the system that we have. I know [City] PD just down the road has a different manufacturer, and they can pull up the-- they have an app on their phone. They can pull it up, tag it, do whatever they need to do, and it's done. So they can sit in the car and do that, or be wherever and do that. We have to physically go back to the office, put it in the cradle, and wait for it to download and cycle and all that stuff.
Wish_List	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...I'm trying to think. I think my biggest gripes are that e-ticketing machine and just the fact that it's not well thought-out for the application. I don't think there's any reason why it couldn't be done on the phone that I already carry or the computer that's already in the car. So integrating technology with stuff that we already have, that we already carry. Because when I'm on patrol, I carry 30 extra pounds of stuff, which doesn't count the two bags which are probably 30-pounds each of stuff that I keep in the car. So adding more stuff to all my stuff is more weight and redundant. So I think finding ways to use what we already carry...
Wish_List	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	...So adding technology or applications without adding something physical that I have to carry would be really nice [laughter].
Wish_List	LE	R	Field Responder	26-35	11-20	Male	LE-R-018	[RE: Blackberry-style buttons on e-ticket machines] Well, that's why it pisses me off [laughter]. It's 2017, we should be able to have buttons big enough for me to push.
Wish_List	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...I can certainly see an area in body cameras coming on, policies aside, where we talk about proximity sensors. If you get so far out of your car, or just as soon as you leave your car, the main system knows you've exited and it's going to turn on your body camera. Or if your lights are on, it can tie into that, and it knows that's probably a traffic stop or high-risk

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								thing. I shouldn't have to stop and think, "Oh, yeah. Turn on my camera." As soon as I leave my car, the body camera should come on if that's our department policy to use body cameras on all calls.
Wish_List	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	But it's redundant to have the body camera on while I'm driving for 20 minutes when my in-car camera is on. That's an unnecessary waste of data and resources. So I guess I would expect those things to come along and get integrated a little bit more...
Wish_List	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	...Big audio quality on body cameras is still kind of tough. We all joke about you've got a body camera on your chest, but as soon as you go into shooting stance, all you see is the butt of your gun. But it's too cumbersome to put the cameras on your glasses that a few places have tried. And if you need to wear prescription glasses, and you don't like contacts, how do you overcome that? So I think working in some of the technologies that have come out recently to make them more usable for both sides, both for the person who has to wear all this stuff...
Wish_List	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	So as all these new technologies come out, they're talking about Bluetooth speakers and microphones, well, something else you've got to remember to charge. If it's not charged, is it hot swappable? I think, as we look at new devices coming on potentially with the Broadband for Public Safety, that was a question. If we go to mission critical voice over LTE on a phone, do we get a hot swappable battery? Because I forgot to charge it that night or I've been on a shift longer than I thought, how is that going to be figured out?
Wish_List	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	Make sure you change the font size on a small e-ticket or display.
Wish_List	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: FirstNet] ...I would expect, as part of this network, I would be giving up some privacy. Being a national network, I would expect whatever devices I have, I could show up in any state within the country and somehow there's an identifier, and I guess that's the part that has to be worked out, that I can say, "This is me and you can put on my device all the local resources that I need or talk groups or whatever else to get

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								involved in this situation, enough to show up and get programmed." I don't know how, on a national level, you accomplish that, whether FirstNet organizes that, but somebody at a federal level or a national level, since FirstNet, like I said, they're not federal, has to sort of track and manage all this stuff. And whatever identifier it is in my device that's going to be unique nationwide, apparently to include Guam, Puerto Rico, all the other islands of the the US territories that include to this, I can show up and say this is me, and I'm able to get all those resources and the local people can see where I am, and I would expect that situational tracking, GPS tracking, to prevent the blue-on-blue stuff that we saw in [State], to take all the lessons we've learned at all the local levels that-- I've talked a bunch about locally we've been able to implement these things, and now we need to integrate it at a national level...
Wish_List	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: FirstNet] ...So I guess that's my expectation as these devices are coming forward and these procedures are going through, that it truly becomes not just I can go to New York and my phone's going to work, but if I go to New York in an official capacity and I'm there to be integrated into an event, I don't need a radio cache to give me the communication stuff. Whatever I'm using here should be able to work there with maybe minor disruption or a little tweaking, but that would be my expectation as a national thing is getting rolled out and a data network, beyond all the apps and voice over LT and the other things, but just as a community coming together, that if I gave you my identifier and you plugged it in, you know I'm a [Job title], what my qualifications are, any certifications, as we're all about you need to be certified to do what. If I was a SWAT operator or commander or a high-angle rescue person, all those credentials and everything should be there so if I need this resource, I just look at who's checked in on scene, and I've never met you but here's what your profile says, and so I need you know. That's, I guess, my expectation...
Wish_List	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: FirstNet] ...So how do you incorporate that in devices, whatever that device ID and identifier's going to be, and still maintaining the security of

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								any data that's being shared, and whether it's two, three, however many factors of authentication to make sure someone didn't take my device and they're now sneaking in pretending to be me. We've got to keep those things in mind. Just things to think about as these things are being created and standards and tested and how's thing going to work...
Wish_List	LE	R	Field Responder	46-55	21-30	Male	LE-R-019	[RE: FirstNet] So how is it going to come in and enhance and not get in the way of doing that so I go to another scene and this doesn't work any better than the last radio system that didn't work either?
Wish_List	LE	U	Manager	46-55	31-40	Male	LE-U-020	...We don't utilize this, but it's something that we're looking into in the future where on the steering wheel, he can maybe flip a switch and lights come on or sirens come on. So, they're trying to deal with the space issue and the technology inside of patrol cars as well. So, real estate's a big deal...
Wish_List	LE	U	Manager	46-55	31-40	Male	LE-U-020	...that's another thing we're working to. That we would like them to be their individual cars, but it's all budgetary thing.
Wish_List	LE	U	Manager	46-55	31-40	Male	LE-U-020	...I think if there were more reasonable satellite-type of communications because we get into terrain issues with the mountains and no matter how much we use to try to fill in our gaps, we're not going to put a 750,000-dollar tower to fill in one canyon. But it's important for us to talk in that canyon. So the ability to look at, and especially the mountain areas, the ability to implement satellite communications for cellular, or for broadband, for land mobile radio...
Wish_List	LE	U	Manager	46-55	31-40	Male	LE-U-020	[RE: nationwide interoperability] ...the ability for us to do that better, if there was the ability to have the ability for satellite-type of things... We don't put towers in [State]. So there's a reason. And they don't put their towers in [State]. So when they get into our areas, it would be nice if there was the ability to do that.
Wish_List	LE	U	Manager	46-55	31-40	Male	LE-U-020	... And I think moving more towards a - and I know this will never happen, but - a common platform for emergency communications. Well, who's it going to be? Is it Motorola? Is it going to be Harris? Is it going to be-- there are too many companies selling their own thing for it to be a one-



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								type ability. And I know that's not going to happen, but pie in the sky, it'd be great if everybody could use one. But [State] is very local-oriented, so we can't get that done in the state, much less the nation [laughter].
Wish_List	LE	U	Manager	46-55	31-40	Male	LE-U-020	What they did is they've put up a silo because now the officers, boots on the ground, where they had the ability to talk to each other. They back each other up. They knew when each other was in-- that because they went on a different system, even though it's the same system, but it's theirs. And now the two cars can't hear each other. And it's been very difficult on the boots on the ground to say, "We lost this, and we can be right here and this other officer can be getting his butt kicked. And we don't know about it." It's going to take multiple phone calls to-- and then dispatches, and time. And it wasn't a good decision, but it was a political decision that they created our own silo. And that's tough, but that's what I'm hoping that FirstNet won't become as well.
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: Lumen information sharing app] ...it gives me nicknames, heights, weights, tattoos, these are all tattoos and scars, personal data. And then if you keep scrolling down, it will give you associates, it will give you vehicles, addresses, any of that stuff, so it's extremely helpful. And it's great that I can get it right on my phone because before, what we were having to do is I would have to contact dispatch on my radio and I'd say-- tell the type, DMV, and request from them for a DMV photo. And then they would email DMV and say give me a DMV photo and then you have to wait for a person at DMV to go to a computer, type in that person's photo, download that photo, email it back to our dispatch, then our dispatch emails it to us. Then we have to log in to our computer in our car and then get the photo and then you-- meanwhile, you're sitting on the side of the road with this guy ...
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Well, technology was great because we had a tracking device that the bank teller had given the suspect. So we're trying to track through that but here's your problem, is you have the Feds that are doing their Safe Street program for the bank robberies, they have the tracking device. We also have a tracking device here or a tracking system here, [County] has

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								one, I don't know if [City] does or not, but all of them are looking at their systems. They're then all calling up to our dispatch, so our dispatchers who are already handling two channels are now handling three different people calling into them to give them information instead of that source coming straight to the officers on patrol. So if they could just air up with us and then give us the information straight, that would be great...
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: tracking device / suspect] ...so it's on a delay already from the tracking because the GPS is not immediate. So that would be one of the biggest things that we could get...
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: tracking device / suspect] ...So our channels are encrypted so no one can listen to our channels. But they take it to Metro and now they're telling all the information, so now everybody else is-- if you're scanning the Metro channels you're hearing that we're tracking someone. So if the suspect is listening to that, they now know to get rid of the pack, which they did. Okay? So if we can-- I don't know how it can happen because you have to share encryption across everybody. So I don't know if it's a monopoly then if everybody has to have the same system or same-- plus, then, if the encryption code gets out, then now you have to deal with all of those issues. But if there's a way...
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: tracking device / suspect] ...So if we could get on and just air out our information that we're doing this but have it be encrypted for everyone, then it would be good. And then those people that have the trackers can just air up for us and give us direct information because at this point, throughout today, I'm following, trying to catch up to this car, and I'm already two steps behind because the tracker's so slow. And now I'm another step behind because of the information getting relayed.
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: tracking device / suspect] And then I have to wait to get on the air, and by the time we find out that the tracker has stopped, we now block off the roadway, but by then, the person is already long gone. We don't realize that because we think it's immediate information, which it's not. So speeding up technology. I mean, as fast as we can...

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Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...When it comes to the radio systems themselves, we got these new ones which I think are better. They still, of course, have issues. We have issues. We need more towers all over the place because you go into a low spot then you lose it. If we go south and we go east, we've got a straight shot, no hills, no bumps, or anything, you could go miles and miles and miles and still listen to the radio. You go two blocks in our city north, and you hit on the other side of the hill, and you lose transmissions. So the more towers we can get, the better. The more signal that we can get out, the better...
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	[RE: radio volume control] ...Then with the earpieces again, so you turn it up and then your earpiece goes dead, you clean it out, and now you're deaf. You're deaf because you can't hear. So if you could do away with something like this, I don't know. I've seen people with Bluetooths and that sort of thing. I don't know how the technology works. I know how it works with my cell phone to my car, that sort of stuff, and how it ages out, and then you have to replace the system because it gets upgraded. But something that would be small enough to where you could still-- you could hear out of it...
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...The nice thing about this system that I use, I use a small earbud because I want to be able to hear not only this, but whoever's over here. There are specialized ones that you can get that are form-fit to your ear. They make it to where you can hear really well on the radio, but I can't hear anything on this side of my head. So I want to make sure that I can still hear so it can't completely shut off. It can't be like earmuffs are...
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...since I'm in the lab, I'm constantly collecting surveillance, too. So I have to go out and with thumb drives, and collect surveillance that way, and back it up over here. So any easier way of doing that would be awesome...
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...But with the advances of technology, you put the tablet in the dash, now you're staring down like this instead of looking up like this at your computer. So some of our cars still have the old-fashioned, big [MDC flipbooks?]. And we actually prefer that for the most part, I think.

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Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...some of us live out of radio range from the station and we're on call. So we get called out in the middle of the night, and immediately, they say "Hey, we need you to go to this spot." So we go grab our radio and turn it on because we want to hear what's going on the call on our way in. Well, you can't hear it at all. So if we had something that-- if we can't get the radios to go that far, if you can get your radio to transmit to a cell phone or a tablet-- I don't know how that technology works, but if you could do something like that, that would be extremely beneficial. Even if it just went to that car, to the take-home car, then that way, you're driving in, you have all the information, and you don't show up on scene blind and say, "I have no idea what I need to do."
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...so one great thing that we've done here is our fire department has the same channels that we do now. So when they go to an incident to help us out, they pull up on scene or they get dispatched to it, they flip to our channel, they answer up on our radio, and we know that they're hearing us and all we have to say is, "You're good to come in," and they can come in... So that's been beneficial, but if we could expand it to include other agencies, which, I know, again, it brings in a can of worms.
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	I would say, easier communication to where if you could turn your radio into a cell phone or your cell phone into a radio so that you could do a two-way communication between people. I know that it's possible, but I know it's cumbersome, in order to get to that and to do a patch or whatever it's called...
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...It would be great if it was easier to do interoperability, it needs to be from agency to agency. We need to be able to communicate back and forth in a timely manner. And hopefully, we could do it all encrypted...
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...The radios, if they could be smaller. I mean, this is-- yeah, it sits on my back all day. And I'm constantly hitting the buttons, and if you hit the red one, then it's your emergency button and everybody gets to hear you pee [laughter]...

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Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...If we can implement everything into this one device so I don't have to have multiple devices, that would be great. And then, I don't know, dock this in your car and then it connects to your computer so that that way, I'm automatically connected there.
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Yeah. If you get a chance to go in our cars and jump in there, jump in both versions. Don't just jump in the one that has the tablet. Jump in the other one that has the big monster machine, which we actually prefer, and I don't know why you would think that we would, but we do because of the fact that you can manipulate it and move it around. If it could be smaller, that'd be fantastic, but at the same time, the screen needs to be that size. You can't get a screen smaller but the keyboard and everything else-- and even the keyboard, I would say no. A standard size keyboard because we have big hands.
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	Yeah. So, yes, advancing in technology is great but to a limit. I don't know. I think all of the solutions, if you could incorporate it into one device, it would be awesome. The digital recorders, the cameras, all of it, even if it was your body camera that turned into a regular camera too. If it's all in one device, that would be fantastic...
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...The better transmissions somehow. I don't know how other than more towers. Inside buildings is a big problem too. We have hotels and stuff here that you go inside, and as soon as you go in, before you go in, you get on the radio and you tell them, "I'm going inside the building," because nobody's going to hear you once you go inside. You're just done, and I can't imagine-- we only have two big buildings here. I can't imagine what it's like in [City], when you walk into the steel towers and it's just like-- you can't get through.
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...right now we use the FARO for our accident scenes, right? If we have one that's three blocks long, we can get all those scans from the ground. But right now, we're limited vertically. We have to get into the back of a firetruck, climb up on the ladder, and sit there while it's rocking and shaking, and try to get a still photo. And if we can-- the one drone that we're looking has the capability and the software with a 4K and a FLIR

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								that you can go up there, it can create its own point cloud, and then that point cloud is actually connectable to the FARO SCENE program. So we'll be able to get the overhead views of everything. So it's endless possibilities for that. I don't know. If everybody could have a drone, that'd be great...
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	I've seen the smart watches, like how you can get your texts and all that. I think something like that would be beneficial, in order to get updates from your MDC to your watch. Because everybody has a watch. Everybody carries one in order to know the times on their calls. I mean, we carry cell phones now, too. But if I could just go to my wrist and get updates that way, without it being too cumbersome or too difficult...
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...I know we have a lot of old salty dogs around here that they don't even know how to turn on a computer. And they're like, "If it takes more than three steps, I'm not going to do it." So it's simplified. With everything across the board, if you don't make it simple, they're not going to do it. They're just going to move on to the-- or stay where they are, in the past.
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	there have been some people that we've been able to teach so many different things with technology. Just because you sit them down and you say, "Look, it's really not that hard. We can simplify this for you to benefit you and personalize it." I think personalization is huge because it's-- we still need to maintain a structured system where you do things a certain way. But if you can personalize it to that person's needs of, "Hey, I need to know my MDC stuff," or "Hey, I need to be able to look at photos on my-- for my cases," that sort of stuff, if you can do that, it's great.
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...So being able to hear inside the cars too, a lot of the systems they end up putting in a speaker that they attach to your MDC, so that your normal stereo can go through the regular speakers, which I think you can do without that. Yes, could we still use music, but we really need the sound system to be used for the radio. So instead of having one speaker, if it can come out in more locations, it's easier to hear in the car. I don't have to have it blasting to where I sound like a G-ride going through town [laughter]. It's just sound, so being able to hear it...

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Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...So some people use two radio systems. I use my car radio when I'm in the car. I use my portable when I'm outside. Well, when you shut it off, now you have a delay when you're waiting for your portable to boot up. Or you get back in the car, you shut that off, you turn on your mobile, and you have to wait for that to boot up. Because it's not instantaneous, it takes probably about five, six, seven seconds... So I personally leave both of them on and that way if, like I said before, where you're standing next to someone and a radio will pick up on this person and not on me, if I'm in my car, either my mobile will catch it, or this one, so I'm not missing it. One of the two will catch it. So I don't know what the catch is with that, why it's doing that, but that's always been the way it is. So this is the only solution workaround for it, is earpiece. So I think a lot of it comes back to earpieces.
Wish_List	LE	S	Other Public Safety Personnel	26-35	6-10	Male	LE-S-021	...we have a bus that's down there that we use as our crime scene vehicle. We have to run a generator off of it, and an alternator in order to-- or an inverter in order to get more power and to keep things running, and electronics, and all that. In the wintertime, our MDCs, if you don't leave your car running, your MDC freezes up, and then you have to wait for it to thaw out in order to get your information [back?]. So if there's a better way to keep the computers warm so that they operate during all temperatures. They get too hot in the summertime if they've been running too long, so you have to keep your AC running. I think that's it.
Wish_List	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	[RE: cheat sheets] ...So when you write a ticket for-- whatever speed over the speed limit, it's a different fine, or CC, or-- so things like that that which I don't want to ever memorize because it's just ridiculous... I don't ever want to take the time to learn that stuff. So it's nice to just be able to reference something and have it at your-- available to you, but not something that you have to dedicate a lot of time to memorize... so our cheat sheets, if they're on our phones, it's because somebody took the time to scan theirs and then email it around. That's how I got mine, as well. Another officer took the binding off and actually sent it through the scanner.

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Wish_List	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	...So if somebody's been arrested here, then I can pull up their information and stuff, but if it's in [City] or [City], it's not necessarily going to come up. But they're trying to combine us with [City], [inaudible], [City], [City]. And so just having that general database of individuals and their associates, their vehicles, their locations, their phone numbers, that's invaluable to investigating and figuring out how you can pursue people and charge people with stuff.
Wish_List	LE	S	Field Responder	26-35	5 or less	Male	LE-S-022	...It's all perspective, I think, to a certain degree. If they could do the job in the '50s without all this stuff, why can't we-- I mean, running people and finding warrants in databases and stuff like that, that's definitely something that we need as law enforcement, but whistles and gizmos and stuff like that are not necessarily things that I find particularly necessary.
Wish_List	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	I wouldn't mind having a GPS on every single cop. Know exactly where they are. And maybe one day we can have that through their phones when they have the phones on them. But it would be nice because there are still times a police officer will yell into the radio for assistance.
Wish_List	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	So as we get closer, I think some of our immediate goals are, really, how can we leverage some of the technologies to decrease the airtime, cut out the stuff that's, "Hey," from going 10-75i or going into a-- I should be able to-- I shouldn't have to wait to transmit that over the air. It should be something that I could just press a button and then the dispatcher knows, "Hey, yeah. That person's doing a vertical." But these are sort of things that really take time because if every transmission doesn't make it through, then what happens? It has to be perfect all the time. It's public safety, right? We would like every 911 call to make it through every time, and that's what we strive for, right?
Wish_List	LE	U	Not specified	46-55	Not specified	Male	LE-U-041	I wouldn't mind having like The Jetsons where we could [crosstalk] because that would save a lot of time in traffic.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	[RE: CAD] Well, we really didn't have one because we barely had cars that worked, and we barely had PDTs that worked. I would say, 70% of the



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								time, we didn't have a PDT... Because we were trying to fight to get phones, to get [inaudible] on the phones because we heard that there's a free service. There's some organization that offers them for free, but your department has to authorize it. You can run plates and names through your phone, which I can't now. They gave me one of those now... Which is awesome, phenomenal. Because many times, we worked in a covert capacity. Many times, I was undercover in a regular Toyota Camry driving around being a police, and I need to run this guy's plate because I see some car pull up to a suspect we're watching and exchange something. And I need to run that plate, and can't do it.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	[RE: smart watches] ...You have to kind of look at your display. Ultimately, the display will dictate how you can use that technology - that's what I believe. Because that what you interact with, is that display. So based on the size of the display and what you can do with the display, you have limitations in what you can use it for. This display would be great if I needed to know, "This guy's got a warrant." Say, I run something. And say, I have a person who's wanted in front of me, and I run their name. The display should be like, "Are you clear to copy?" I literally have to turn my radio down and put the ear to my radio or step away from the person, who's probably wanted and is probably creating more distance to get away from me. And it would be like, "Yeah, he's wanted. Blah, blah, from out of this county, and he's got this warrant." And then, I walk by and like, "Sir, can you put your hand here?" Just dumb, you know? ...It'd be nice where is, "Ding. All right, got it." You now? ...That would be a good functionality for the watch, but they were trying to replace the entire PDT on the watch. That's not going to happen.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	In a foot chase, when you're chasing somebody. It would be really nice if a dispatcher could just GPS and see where you're going... Instead of you worrying about calling it all out all the time. You've got to run, you've got all this stuff, and you're like, "I'm going left. I'm going right. I'm turning right. Southbound here and northbound here," and sometimes you don't even know what streets you're on. You're running. Could you imagine if

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								you didn't have to do that, and you could have your hands free and just focus on chasing after this guy? And the dispatcher would be like, "All right, northbound, southbound." Because whatever direction the police officer's running, then that's the definite direction that the offender's going. So the police officer's almost like a trail, a marker, a trail marker, a GPS trail marker behind the offender. And if you could see that in an aerial view, you can dispatch and coordinate cars to come from the north, come from the east and west...
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	[RE: visual information from dispatch] And that visual has to be pushed. The push is important, how it gets to the officer. Flying, ping, and you just see a big picture, "This is the car we're looking for." That's awesome. If it's an email that they got to open up or this and that, it's not going to work. The format's wrong. It's a dynamic situation. They can't get to it. It needs to be boom, "Wanted vehicle for this," boom, and just the picture of it. Simple, bold writing. That's the key. Now, if you give them too much information, if it comes up in a format where, "Year 1997, Ford Taurus, VIN number." I don't need all that. Let me see the car. Let me know what-well, now I know what I'm looking for... Give it to me so I can digest it. If you eat too much, you can't digest it [laughter]. If you can't swallow it, it does you no good. That's kind of what happens with that information, the way it gets sent out.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	I would love to have access to the cameras on my phone. I would love to be able to see those podcams on my phone. Which I know I can, but I guess only exempt members have access to it at the moment. But when I'm doing surveillance, man, that would be awesome to be close enough, but- far enough away where they can't see me, but close enough where I can see them, and I can see they're on the camera. I think it would just- I mean, even from a safety perspective, right now we're just communicating back with SDSC room. I'm on the phone literally the whole time, "Hey what do you see? All right, is he coming out? What does he have in his hand?" And they got to tell me, and then I got to kind of run, and then I got to be on the phone. And it would be nice to see on

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								the camera and know how to act or coordinate...
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	...I would like to be able to see where the rest of your guys are at too. It would be nice to see that... If I'm here, where are my other guys at? And maybe we could kind of position them better and coordinate better.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	[RE: radios] I don't really have a communication problem as far as communicating with people on the street. I haven't felt like, "Man, I wish there was some other way." You know what? I wish it was lighter, and I wish it was smaller.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	I would like that GPS. I would like the situational awareness type of thing. I would like to have some type of dynamic information dissemination technology if it exists. If that makes sense...
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	I would like to really work on-- I would like to work on that PCAD. I would like to make that PCAD functional. I'd like to make it informative and easier to use. I'd like to be able to access all the data I need. I'm able to access it in the station on that PCAD...
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	...I would like to have a live - I've already called it SDSC Live before. I'd like to have a SDSC Live because what I'm seeing in the SDSC rooms, I really want my guys to be able to see that ASAP. I want to be able to get-- I think the visuals in a dynamic situation-- in an unfolding situation, the visuals, there's no replacement for that. A picture's worth a thousand words, literally. You can put it out there. You can see a Taurus, but if they see that Taurus, and they see it in their face, that's going to be awesome. If there's a possible offender we're looking for, a named offender that may be fleeing, and we know who it is, I would like to push that out. The officers can do that. They can go to data warehouse, and that's never going to happen. You're driving around. You can't do that. And you're moving, and the car's bumping, and the links are so tiny, you can barely get your finger on it. So I would like to be able to have SDSC where you can command some type of a data flow to the PDTs and be like, "Oh, this is the guy we're looking for." Just that easy... It'd be so much easier.

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Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-023	I think I probably-- I would like it if maybe you guys could integrate everything into one unit, yeah. We have radios. We have cameras. We have the mic. I would like everything to be integrated into one unit, even maybe the GPS positioning or whatever. Everything would fit in one unit. That'd be nice, yeah... That way, there'd be less stuff we have on, yeah... Less stuff to lose... or be responsible for losing or whatever...
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	The phones have the ability to pretty much do what you can do on the PCAD... the difficult part is you're staring at the phone like this trying to type information and there's multitude of lines, and you have to put your PC password each time you do the search... you'd think that once you log in to the system, that would allow you to run anything as opposed to constantly having to enter it...
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	SME S3: ...With the way things are, you'd log in to one thing and as long as you log in to this program and says you're there, you should be able to do whatever you want. SME S2: Like Google.
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: communication with other jurisdictional agencies] ...And I think that we could do better with it, especially with something like [Espurn?]. With state police running in the city and we don't have their emergency network to know when they need help, I think is a little-- I mean, I don't know how we would integrate it...
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...when you're going by the fact of State Troopers calling for assist, that's all that will come through. It won't say, does he need an-- it should be more clear. Sometimes, they'll put out an officer needs assistance, and they'll make it like almost like an emergency, where the guy just needed a transport. There should be a better way of-- we just need this or that, so.
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	SME S3: Personally, I think eventually the radio, the body camera, it'll all be integrated into one where you've got your microphone hanging and have a camera built into it. So eventually, you would think once you get dispatched a call, if you're signed up for radio, you should just simply be able to have the camera turn on. SME S2: Yeah. When you turn your

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								lights on to go to a call, the lights and sirens, your in-car camera automatically kicks on. So that's not even something you need to take care of, it just happens as you go to a call on its own... it would just be a matter of the technology would almost have to be updated at the same time so everything could shake hands... SME S3: It would be less equipment for the officers to sign out, to worry about...
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Even with something as simple as when I sync my microphone, I sync my camera, and then they're all on together. Or eventually eliminating the mic pack that comes with the in-car camera because then the mic pack's in the body camera. There's definitely room for something to be eliminated.
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...It'd be nice to integrate everything into the computer, like with ShotSpotter or with HunchLab where you have the screen, at least you can see where you're supposed to be or where it's going off, as opposed to if you hear it go off, you unclip it and you have to open the phone, put in your password and then go to the app to see where it's at. It would be nice if that information, even with the dispatcher got it, they just shot it with the screenshot like, "Here. You're going to go here." It's there. There's not-- I know that technology's getting there, where they're going to push video and what else to the cars.
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...Everybody tries to get on the radio at the same time. Sometimes the dispatcher just-- they have a hard time controlling the entire situation. The officers have a hard time not cutting each other out... So some way of better controlling the airways when there is a critical incident.
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	That we have something where even if the dispatcher calls the air she can listen to everybody talking and then just put the information out clearly and concisely, that would be ideal. I don't know that it's a technology thing, but it would be nice...
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...I came from a department and we had different technology on the computer... if he got a call and I wanted to go on his call, I could put it in the computer-- we used 10 codes there. I would just put like 76 to blah-

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								blah-blah's call. So I never had to go over the air to dispatch or [inaudible]. At least it was on the computer, which I think some people may be a little old school or worried about, "What if I get in a crash. I never said I was on the way to the 10-1, then I'm gonna be in trouble."
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...when you're alone, it'd be nice if the-- if you got a job and you could hit a button and it-- have the computer read whatever to you, like talk to text almost where it would just say, "Hey." That, I think, would be ideal for some officers especially-- even when you get older, it's harder to take the glasses off sometimes.
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	And the computer where it's at, it's not really comfortable. I mean, I would hate to have to write a report in the car. My back would be killing me because you have to turn, and lean, and type, and it's not-- it'd be nice-- it's supposed to be a portable data terminal but it's not. It's fixed in the car.
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I just think I would want the computers to be designed better in terms of the programs on them. After seeing different ways-- from state to how suburban department's PCADs function, ours is very poor. And I tend to think of technology now is, can I hand this to somebody who is from an older generation and they can just figure it out? And I would say our PCAD don't work like that. Even just for the ease ability of use. And I've kind of found a few shortcuts, but this is just me playing around, nobody told me. At my old department, it was all one-handed use. I could say, "Okay, I want to run a plate, I want to run a person," and it was just-- it was an underlying letter, and it went to that page. And then we had an overall command line that we could run everything, everything but templates from.
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: PCAD] Whereas in the city, you're like, "Okay, I'm going from running this person to running them." And sometimes if you have a truck plate, you got to put in the truck code, whereas in however the previous system I used was designed, it knew it was a truck, it knew it was a firefighter plate and so on. So it was a lot easier to be on the move and say okay... you can't go forward and back in your messages. Whereas

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								there you can go back, back, back, back, back. Okay. Now I got to go back to his ID. Forward, forward, forward, forward. Whereas here, we're kind of in how we describe that screen, sets up a second screen. And it's all your pages. And you're like, "Okay. Which one is it?" And you could click through 10 of them and still not find the one you're looking for. So it makes it hard. So I think just a better designed user-friendly system would serve us.
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: PCAD] And then have a voice activated, "Hey, run this plate," where you don't have to even look at it. Whatever-- like Alexa, or Google, or like-- I mean, you would think that just having the-- telling the plate and it being run would probably save-- I mean, I know of supervisors and people that have gotten into car accidents because they're [looking down]
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	My thing for technology, I'd like a podcam-drone... Drones with high definition cameras. I mean, that to me, it would seem like that would-- you have a call for service, they can have a charging station or whatever in the district. And if you have a pursuit, you have [anything?], you have eyes on the vehicle or you're able to get to that area a lot faster than a police car.
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	[RE: drones] ...If you can see the video from what's going on and that you actually have-- you know what's going on that second. But from somebody making a phone call to the five minutes it takes you to get there, the entire situation might have changed or it might have gotten worse. The person wasn't able to call 911 or they weren't able to get the information out. I mean, that would be ideal. But with the rooms and then, we have more people watching the cameras and stuff...
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	With the fire department, it would be fantastic, too. We have a house fire. Well, the drone goes over it. Yeah. It's fully engulfed. You notice on multiple trucks right away, better control things.
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I'd kind of like more sharing between all the databases. I know we have LEADS 2000. If you're certified in that, you can pull up pictures of people.

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								But I think that all of those databases should just be rolled. The states should be able to communicate. You should be able to-- the county and the city, the court systems-- you should be able to, "Hey, you know, you're locking up this guy. You should automatically know he's got a pending court date for this," his arrest history for the last few months, if he's a gang member. Everything kind of needs to be tied in together because everything you have to pretty much run separately through different databases and through different ways. I think it would be a lot easier for officers if all that information was just all kind of integrated into one nice package. Federal warrants and stuff-- I would think we're at the time where instead of just a description of the person, you should have his arrest photo come through with that.
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	Even, like you said, LEADS 2000 which not every officer has access to for Chicago but you could get driver's license photos. So, if someone's playing the name game and says that their brother-- well, of course, you know your brother's birthday and his address, so you can easily say, "Yeah, I'm him," and we would never know the difference... So something like that. I mean, the Secretary of State has everyone's photo nearby, especially in an urban area, and it would be nice to be able to say, "Yeah, that's you." "No, that's not you."
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...I think it would be nice if the plate reader knew if you were in motion or not. So, for example, if I'm driving, I may get a hit on a suspended plate. Well, I can't do anything on that car if it's parked. I can pull it over if it's moving, but I can't do anything on it. So then I have to sit there and acknowledge that, yes, this was a positive read or a misread, and it's a little cumbersome to actively be on the plate reader all day.
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	The vigilance system, I mean, the city has it, but there's limited access to it, and they wanted to give it to certain districts, but they haven't done that yet, and that to me would be fantastic to have, like if a private company has a hit, it should automatically somehow get transferred to dispatch, like say, "Hey, there's a stolen car here," not 10 hours later when somebody at headquarters runs it and finds out where it's at and then



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								sends it to us, and then by the time we send a car there, it might not be there.
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	...Last week, we had a robbery pattern where three guys were targeting Hispanic women, and they were using the same stolen vehicle, and we had to choose to get that plate run to find out if there's been a hit on it in the area. And it probably took 45 minutes before we were able to convince them to do it. And after they did, the car was parked two blocks away from where it was seen like two nights before. So we'd sent a car and said, "Hey, why don't you guys just tour this area, do a great search?" And they found it in like two minutes, and they set up and watched it for hours, but nobody came back to it. So it'd be nice for something like that if we could just do a simple GPS, toss it on the car, and, hey, it's moving
Wish_List	LE	U	Field Responder	Not specified	Not specified	Not specified	LE-U-024	I mean we can't we can't do facial recognition, and with all these cameras, you should be able to do facial recognition. It would be nice if the cameras, like, say, we see a car that went through this camera, if the computer connects, you say, "All right, it's a white car, it's whatever shape," and look for it in all the cameras around it to see if it's passed...
Wish_List	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	[RE: apps] the only really one is this HunchLab. But you see, I think there's a big-- I don't know what the word to use is - but this is where I usually work. So if I click on here, it's just saying, "Aggravated battery firearm." But it's not just telling me anything. What was it about? Who got shot? Who was the victim on here? If there would be something that you could kind of get a little bit more in-depth. Because really, does this really tell you anything? No. This whole area right here, this is [neighborhood]. This is where all the majority of the shootings are happening in [district]. Yeah, you know who's supposed to be to be out there, but like me having a day off, and I come here and I know that's a hot spot, but is it going to tell me anything [crosstalk]? I know that's a bad area. [crosstalk] It's been a bad area for 10 years. Okay. But now, it's saying, "Let's do this mission." From what is the mission? What happened? Who was shot [crosstalk]? What is it gang related?

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Wish_List	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	I think that's the issue that I have with the HunchLab. If it could be a little bit more in-depth or a couple more boxes just to click on. Just to click on and see there was shooting [inaudible] blah, blah, blah. They don't want to give-- and just a quick briefing of what was it about. What is it drug related? That's something that when I log in on the computer, I want to find out that shooting, that's what I read. And there would be some from the detective's division saying, "Okay, victim, possible offender information, possible gang problem." And the detective's good with it because they will always label preliminary what they think the justification that shooting was. Was it gang related? Was it calculated? Was it road rage? And they'll say, "Male standing in the corner was approached by blah, blah, blah." And it's a pretty short paragraph like, "Okay. That's what that's about." But that's something that you really can't access on here. I'll have to go back, and here I am, head down in the middle of the worst area in the town district, and now I'm logging in here trying to find it. So I mean, that's the biggest thing. The information is there. It's the problem of accessing it and get the information. Cops are very impatient. We want everything here-and-now, okay? And if it's going to take me too long to try to find it, then why bother?
Wish_List	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	[RE: mobile fingerprint reader] That would be nice if I could roll somebody's finger and get their identification right then and there. Is that going to happen?
Wish_List	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	[RE: SSO] I think obviously that would be helpful. I tried to put one or two passwords the same for everything. I know that's something that IT guys don't like. They want real long passwords with numbers and letters and commas, but for functionality, the average officer doesn't want it. They want the simplicity of using one or two passwords only. And then e-learning on the computer, that's a different username and password. I mean, it just kind of gets-- I could see how officers get overwhelmed by having different usernames and user passwords to access all these different systems and that's why I think a lot of them don't take advantage of it.

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Wish_List	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	... I think that's the biggest struggle is, the older guys, the technology. And the more and more-- I think if it could be easily accessible, and not hard to log in, I think more and more officers would use it. I think more like touching on the PDT to get stuff. If you could put this HunchLab on the PDT and use that screen and use it as touching, I think that would be even better than having a cell phone. But that's something I don't know if it will ever happen. Like I said, the ease of accessing, pointing your fingers, instead of, "Okay. What is it? Hold on, okay? Let me turn that on and press the button. Let me swipe it, 3510, Okay. Let me go back to the HunchLab. Okay. And let me click on this box," whereas if you had it right there then we'd just do it.
Wish_List	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	I mean, like I said, ease of access. I think logging in the PDT and having everything at one login, and having everything like the HunchLab on here, okay, having the ShotSpotter on your PDT, I think that going to be more useful to the average officer than going on this phone...
Wish_List	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	...I think if we were able to get-- the PDT, if we could have that and access the HunchLab, have that access ShotSpotter where it's just touching. I think the more or less you've got to type stuff and everything in, the more or less coppers aren't going to use it... You know what? I would love to see it on one terminal... Ease of use, I think that's that.
Wish_List	LE	U	Field Responder	36-45	6-10	Male	LE-U-025	No PDT. A tablet... That's whether or not they give them. Like I said, they gave them to all FTOs. And I was honestly thinking about being an FTO but I didn't go through with it. But I think, yeah, the technology is getting better. I think, for the average officer, making it more simpler to use. You see these IT guys who have years of-- it's dying, that's what that means. Years of experience doing this. I think sometimes they might become naive to the fact that a lot of these guys don't know how to use these systems. Make it easy to use or you're just maybe touching.
Wish_List	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	Q: do they get the same phone every day? Same car every day? SME: No. We used to and that was nice. We no longer do that.
Wish_List	LE	U	Field	36-45	11-20	Female	LE-U-026	SME: FTOs have tablets... So if they don't have a PDT in the car, they

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			Responder					have their tablet and they can write reports on their tablet. Q: And do you think that would be useful for all officers to have? SME: They'd just fly around in the car. PDT is better. Q: Okay. Because it's fixed? SME: Yes... However, if there was-- it's the same thing but they can bring it with. They can go inside the station and we would be able to take those out. So yeah, it's not much different but the PDT is stable inside the car.
Wish_List	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	One login, one password for everything. That would nice. You log into your PDT and it logs you into ShotSpotter, it logs you into Data Warehouse, it logs into your HunchLab, it logs you into everything. That would be very nice.
Wish_List	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...Something that would tell you who owns this building or who owns this property, just put that in, like this is a vacant property, this is owned by the city. Then we would know this building is owned by so-and-so, so we could let them know. The officers would be able to say, "Hey, this is owned by so-and-so. He owns this building. He lives three blocks away." So, in case there's something going on, we could let them know or hold them liable or something to that effect...
Wish_List	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...It'd be nice if we would be able to buy our own radios so we wouldn't have to turn them in. There's much smaller ones. So if we didn't have to, or even if we were able to buy one from the department and just keep it as ours, that would be nice. Because sometimes we run out of radios. Like at special events, it's one radio for a group of people... So it would be nice if-- because I realize that we have the radios, they have numbers so that they can track who's talking on the radio. So if there was a way for us to possibly buy them and just keep them as our own, sometimes I think that would be more useful.
Wish_List	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: cell phones] I don't think they've made a whole lot of difference. I mean, they have HunchLab on them so that makes it easier for the officers. If we could get that on the PDT, they wouldn't need one more thing to take out.
Wish_List	LE	U	Field	36-45	11-20	Female	LE-U-026	It would work very well for, let's say-- some things work well for bike

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			Responder					officers. Like if you could get the phone to run a name on there, if you had access to leads on the phone, that would be great for people who are on the bicycle. Because they don't have a PDT, they have to run everything over the air...I used to be on the bikes. And that would have been very useful, to have the cell phone to be able to run plates.
Wish_List	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	[RE: single sign on] Yeah, that would be very nice. Just log in and that would be it and you have access to everything. I think that would have more people looking at it, and exploring it, and not being so scared of it.
Wish_List	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	We talk about these things all the time and I can't remember anything right now other than a single sign-on that I hear almost every day...
Wish_List	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...So on our GenTech map, there is a feature on there that is called social media. I have seen it before where there was an officer who had access to it. They were able to type in the geographical location of a shooting and you're able to see everything that was uploaded at about that time. A little bit before that would be very useful. A lot of people post that they're, "Hey, I just shot so-and-so," or, "I was just here," whatever. We would like to be able to see that...
Wish_List	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...There's a program called Vigilant. We'd just like to have access to that. Vigilant is like the plate reader but it is in a car. Have access to it in the station, that it would be nice being able to see all the plates and look at the plates. Because right now only CPIC has it and by the time they send us the information, the information is old. A car is mobile, so it's not going to be there for that long, so having access to that would be nice...
Wish_List	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	They would really like to always have a computer in their car...
Wish_List	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...That would be very nice to log into the PDT and have your in-car camera log on because you also have to log into that. You have to log into everything. So just log into one thing...
Wish_List	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...We still have a few paper reports left, could get that on the computer. That would be nice. We have these things called supplemental reports, that would be nice...

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Wish_List	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	...Just having updated technology in the station, computers that work. Some of them are not all desktops. Some of them are the very old version of the PDT that was in the car that is mounted to a table.
Wish_List	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	A communication officer, communication? Yes. It may not have to be as fancy as everybody else's. But if they had-- not everybody needs HunchLab. Not everybody needs all of that stuff. But if there was somewhere for them to go that, "Hey, I need this information." I have just a place to disseminate information. "Hey, this is going on in my beat. Can you look into it? Can you send it out?" Somebody in our district came to me, said, "Hey, this guy, he's a convicted felon. He has a security company and he's threatening some other businesses. But they don't want to make any reports." So I said, "We'll tell the state's attorney." And the state's attorney actually knew who they were. And they we were able to disseminate the information. So almost like information services, but inside of the district.
Wish_List	LE	U	Field Responder	36-45	11-20	Female	LE-U-026	That would be nice. We could upgrade our computers in the station. That's very frustrating when officers come in and they're like, "I have this arrest. I would like to do it but there's no working computers." There are no working computers. So then they would actually have to wait. So we could actually get officers on the street if we had stuff that worked... It's pretty consistent with people who come in with arrests on a regular basis. 7 has a newer station. They have computers. In my office, we would like to get one more computer. That would be nice. We have four people in the office, we have three computers... So sort of sometimes it's just we need more computers... And upgrading them.
Wish_List	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	So what's going on there? How many people are there? What kind of weapons are there? What happened? ...So we want everything we can get to get there, but the biggest concern is safety. So we want all the pieces that have to do with our safety, officer safety and victim safety. Location, where they're at in the house. Of course, how many weapons, I already said. It's one of the most important. Are they separated? ... that's really important to have that idea. But the more information we have,

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								like, "Oh, the victim has locked herself in the upstairs back bedroom. The suspect is heard to be down in the kitchen." Now we have at least an idea. We have two people in two different locations. It helps us with the plan, how we're going to approach that. So the more information, the better. But we don't always get that because the victim might not be able to provide that to us and that's the hard part is that they're scared. They maybe don't know that much. They don't know where the suspect is. If someone's frantic in that kind of situation, they can't always communicate very well, so.
Wish_List	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	...but having access or having the victim having access to some sort of security system, this is kind of big world stuff maybe doesn't-- but having access, to be able to hit a button that gives a layout of the house or provides that to-- I mean, that's just kind of cool. That's on the TV step. But I mean, hey, it probably exists somewhere. But having a layout, knowing where they are, giving us an idea when we go there, we have a better view. Bit somehow maybe they can give us access with the push of a button to their security cameras.... Yeah. I mean, having us be able to gain access to their surveillance when we get there or if we're sent. Because what if it's a hostage situation where-- or a barricaded subject. We're not going in right away. We're going to stage out front and come up with a plan. What if we have access to that? Can they give us-- it's some sort of emergency button on their remote or on their phone that says, "Okay. Access can be granted to--" and then I don't know. Probably, it's feasible. So it might already exist. I don't know, so.
Wish_List	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	I mean, having access. The more the better. The more eyes on we can have, the more information we have, the better. Because we want to go home safe. We want the victim to go home safe. We want the citizens around to be safe, and we want to get the suspect into custody...
Wish_List	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	...And people use drones already. But having your own drones, don't go inside the house, but it's good to get an overview.

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Wish_List	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	But having infrared or something on a drone, that's one way above the house. That's one way of getting a location too without having a surveillance, so we don't have that...
Wish_List	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	We're in an active situation or active high-priority situation or high-risk situation, and we're like, "We need a description." So if you already have a picture that came through, and it gets sent out to all our computers or whoever's on patrol, because that's what they'll do is they'll send the DOL photo, drivers license to the MDCs, and they'll throw. So we all have that picture. So we kind of have an idea. It might not be the picture of him that day, but it's going to be who that person is. So if somebody on the street that's called 911 gets a video or photo and can upload it immediately somehow and then they have a photo of him that day with the clothing he's wearing, that would absolutely be helpful.
Wish_List	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	so cell phones, like pictures and stuff, would be great. I love the idea. I wish everybody in this department had an iPhone on them that was theirs, that was checked out to them, and we could do-- because we do stuff like that already. I mean, to people I know have cell phones, I'll send pictures through my phone. So that definitely happens. It's just not everyone has a phone on them. Because the phones that are in the cars are not all iPhones. Some of them are flip phones.
Wish_List	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	So I think that it would be good for everyone to have one, every patrol officer, everyone. Because I think that you could use a smartphone a lot more, and you could be more efficient and use it in better ways with sending information, sending pictures, because I use this all the time to get my email, getting the picture stuff, whatever.
Wish_List	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	I'm usually in front of it but-- so there could be a lot more done using smartphones and transferring information. Because we want to get pictures. Video, now if I get a video sent, and I have to go through it and find out where it is, that's not practical heading to a call.
Wish_List	LE	S	Other	36-45	6-10	Male	LE-S-027	they have so many different people that use their surveillance systems,



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			Public Safety Personnel					and they rarely do it right half the time [laughter]. So you always have to go back one more time. So for them trying to get it to us in the active call, it's not going to happen. I don't see them ever being able to physically do that in time. But could they send a picture? Maybe... A snapshot will be-- it's easy. And it's now. Because like I said, DOL photos or driver's license photos are how many years ago. They still are that person, we can get basic identity or physicals on them, but then it's-- I mean, how many times are they going to look like that? ... I almost guarantee they're going to be different, and are they on drugs? Have they been using drugs? Are they a lot skinnier? So you can change a lot, so.
Wish_List	LE	S	Other Public Safety Personnel	36-45	6-10	Male	LE-S-027	Some people say too, "How do we do it?" Like we're heading to a high-risk violent call or something and we have our MDC with all this information popping up, we're trying to read it, and we're dealing with stop lights, and we're dealing with pedestrians, and we're trying to get there. I mean, we're running cold. How do we do all that? And people think we're crazy, and we're not safe. You learn to be safe. You learn to do it properly, and you multitask. We learn to multitask. I mean, we have to. But we don't want to add anymore crazy technology necessarily to that scenario. But what we already have, if you can take and just deliver the right pieces to us at that time, I think is the key. ... The right amount and the most important at that time is what needs to be delivered. When I get to the scene, having pictures on my phone maybe ready for me. So I get out. I already saw it on my computer, but then I have some more. I can have that. I'm the fourth officer. I have the time maybe to do that...
Wish_List	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	...I mean, when you look at where technology is going, I would like to see officers have the ability to access some of that data from a personal device as opposed to a laptop. I mean, I'm sure someday you're not even going to have a computer. It's going to be a cell phone that you just plug into the back of a stand that's got a screen, and you'll just work off of that. But until we get to that day, we miss the ability to connect with large-scale data outside of our cars, so.
Wish_List	LE	S	Supervising	36-45	21-30	Male	LE-S-028	Well, it might be a driver's license photo, so that we -- because I might

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			Field Responder					want to know-- I'm standing talking to this guy. I might want to know if the name he gives me is actually him. And I can access that in my car, but I can't access that standing on the street, so. And then you talk about safety concerns, having to leave that person or whatnot. So sometimes it would be much easier for me to just get that data on a personal device as opposed to the screen...
Wish_List	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	...When you look at what might be useful, certainly from a sergeant's standpoint, if we deploy on a scene, I can see where all my cars are. So our radio, our computer-aided dispatch system allows me to look, and it will show me where each of my car-- each of my patrol officers are and cars... Yeah. But if I park my car and I get out, I don't know-- I know where that car is but I don't know where that officer is. And so I mean, I'm not worried about that in everyday stuff, but say we go out on a significant incident, and I have to deploy people out on a perimeter, it would be nice to be able to see on a screen where I've deployed those individuals on a personal device. And so that's where it would be nice to see technology in a way that we can then-- I don't think every one of our officers wants to be identified by GPS, but in the certain situation, maybe you can flip on everybody's personal devices to start screening GPS so that I can now see where all my officers are on the scene. So for accountability purposes, and for, "Do I have everything covered that needs to be covered?"
Wish_List	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	...And so that's technology I would like to see, the ability to map-- using photogrammetry or whatnot, the ability to map scenes so that we don't have to get out with the tape measure and do those types of things, and whether that comes from a drone or from a more classic-type device. So for us, I mean, I know agencies around here are using drones with photogrammetry to map accident scenes. They just put the drone up. The drone just takes a bunch of pictures. Then you have a two-scale look at a scene that's an actual photograph or a moving scene as opposed to this basically drawn out map... a diagram. Yeah. So I certainly would like to see that kind of technology for us. Unfortunately,

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								those are very expensive and we don't have enough incidents I think to really bring up the need for that-- the need for that...
Wish_List	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	Eventually, I think we need to find some increase in both photo and movie or video technology. Right now, we commonly use our iPhones as our cameras and whatever videos that might need to be done. And there's limits to the quality of that. And that kind of tails over in a little bit with drones, and FARO devices, and that type of thing. But just simply going out to the scene and taking photos. If I really want good photos taken, I have to ensure that I remember to grab the nice camera here at the office that's just not available all the time.
Wish_List	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	...we don't have a real quality video system. I mean, we have an older video camera that can be used, but it's not real high quality because that technology changes so fast. If you invest in it, a year later it's worthless. And so having the ability to do that in a better realm. And then for us, we've looked at systems to record our interview rooms because a lot of times just like you've thrown the recorder down here, we'll have to do that in an interview. But you go to other agencies, and you go in the room, and as soon as you close the door, the whole thing, it starts video taping you and recording you... they have a multimedia setup. And for us, that would be really nice to have something more like that where once you close the door, I don't have to worry about, "Oh hey, the battery died in my--"
Wish_List	LE	S	Supervising Field Responder	36-45	21-30	Male	LE-S-028	So some of that type of technology, some of the pictures, video, drone measurement technology, increases in measurement, those are the type of things I would really like to see us be able to invest in. Right now, obviously cost can be prohibitive, so.
Wish_List	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	So I would love to come up with a way for communications to be able to prioritize on safety issues first. Because now they've got computers, they've got cell phones, they've got so much technology stuffed into the cars. And so I don't want that important officer safety to get lost in the snowstorm of information coming towards them... But just from my standpoint, making it a little bit easier would be great. And then some

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								way to be able to prioritize so that somehow that anything that has an officer safety aspect to it is flagged. So it would be easy to miss it otherwise.
Wish_List	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Some of the parking enforcement officers have those as well, but I have one in each precinct. I would love to get more. (talking about automated license plate reader)
Wish_List	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	Most sergeants have a cell phone, all lieutenants have a cell phone. But I've not been able to find the funding to get-- I would love to get cellphones.
Wish_List	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	But I would love to get smart phones because there's a lot of other technology that I would like to put in the cars but it's just-- it's a funding thing.
Wish_List	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	[RE: Microsoft program] ...I think it's called Blueforce, that actually puts a large flat screen computer in the back of all this-- what I would like to do is put-- I'll describe it and then-- what I would like to do is put one of these units in the back of every sergeant, lieutenant, or captain's car in patrol. It's got a large flat screen computer, probably about a 42-inch computer that you can actually pull up locations, you can pull up overheads of locations, you can touch screen. So like if I respond and someone's barricaded inside their house, I can pull up the location on Blueforce. I can touch screen and go, "Officer [Name] is there, Officer [Name] is over there." You can actually map out your tactical situation so you can have awareness. And then if officers have cell phones or smart phones, you can actually send that image, get everybody on there. Everybody on the call, you can track people by their GPS locator on the radio so you know where officers are at, at these critical incidents. If you have, whether it's a barricade or a bad car accident or something, it gives the commander the ability to know what's going on at the entire thing. Right now we actually end up using paper and pencil to do that.
Wish_List	LE	U	Supervising Field	46-55	31-40	Male	LE-U-029	Exactly. And just getting that institutionalized so people know that, "Listen, if it's not important, I'm not putting it out on the radio." So that

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			Responder					we save that airtime for an officer who might need it, or a sergeant that might need it, or if I might need it. So if it's just a humdrum not important, I'm going to send a text. And I'll look at my texts when I get a chance. If it's more important but not an emergency, I'll make a phone call. And if it's an emergency, I'll put it out on the air. But just institutionalizing that so that everybody does it.
Wish_List	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	The information I need is a very clear synopsis of what's going on; including any history or anything else. Like with an incident-- like here a few days ago, I think last Saturday we had a medium size protest and I was incident commander.... That's sort of kind of information that allows you to do kind of a threat assessment. And then you have ongoing information that you're constantly getting as the event goes on.
Wish_List	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	...Again, being able to map things. Because again, having that communication system that I talked about in the back of the cars, that kind of back command console would be-- that's a big deal for me.
Wish_List	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	I would love to come up with a way-- one of the things that really bothers me is we have officers staring. You're in a car and a call comes in and I'm having to look down there... MDT is right here, and I end up getting a lot of cars dented because people are looking at this to look at the call, and they kind of don't realize the traffic has stopped. A lot of updates come up on here. I would love to figure out a way-- I know they can do it in fighter planes. There's got to be a way to put that information up where I can look through it. Yeah. Or something.
Wish_List	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	[RE: new cars] You don't have to look down here for the speedometer, it's right underneath the windshield. But something that puts the information up there, so that I'm not looking down there. That always bugs me.
Wish_List	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	...Our MDTs are fixed. I'm actually pushing to go away from that and to go to more of a laptop... So it can be detachable...
Wish_List	LE	U	Supervising	46-55	31-40	Male	LE-U-029	They have to come back to the precinct, they have to write the report,

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			Field Responder					then they go back out. So we're looking at things like are there secured locations. Again, that's why I would love to then get a laptop. You take it out, you go into a small secured shop of some sort, and you can write your paperwork there. But that would be kind of the next generation of RMDCs...
Wish_List	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	...But from a safety standpoint, I really don't like people looking down. So the heads up would be fantastic. Like I said, in my daughter's car that we're buying her, I never have to take my eyes off the road to know, "Is my blinker working?" All of my dash stuff is right there. It's a Honda Civic. I looked at that and I was like, "That's great." Because you can see the road. You're not looking down to look at your speedometer, or the temperature gauge, or any of that stuff."... fighter jets I know they have a heads-up display that they can put everything up there. It would be phenomenal to be able to do that... And just figuring out how to-- and then the cost and whatnot. But like I said, we've never had a bad accident because of it, but I have a lot of rear end accidents that I think could be avoided.
Wish_List	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	The command consuls in the back for the sergeants and above that big flat screen computer. Those are the two that jump out at me.
Wish_List	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	[RE: local 700 sq. mi. park] ...Well, searching that for a lost person is pretty difficult, but you can put a drone up. Especially with a forward-looking infrared, you might be able to find them. I wouldn't be a big fan of them for routine patrolling and that kind of stuff. It is a little too big brotherish for me. But for a barricade, being able to put a drone up to get a view of the house to purchase barricade in, or looking for lost people in like [Park] or something, I think they'd be phenomenal.
Wish_List	LE	U	Supervising Field Responder	46-55	31-40	Male	LE-U-029	...We've actually gotten the authorization to hire up to 200 more officers... But we're having a difficult time doing that. So anything that I can do to make their time more efficient - using technology to make getting reports done faster, processing scenes faster, things like that is kind of what I look for for technology. I might not be able to add a bunch

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								of officers, but I can save time for the ones that we have.
Wish_List	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	...And so, in that moment it would be nice to know definitively whether we had a second suspect, and where is he? And I mean that's a very dynamic, rare, high-stress incident. But just a missing child situation where a young child has gone missing, well, who was the last person who saw them and where did they see them? And we get conflicting information about that. And so, yeah, there are times when you would just like a definitive answer to the question you're to resolve, but that information just isn't available, so you just have to keep taking whatever next step is available to try to clarify the situation or get a clear answer to your question.
Wish_List	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	What would be really cool is if you just had a little earbud type of thing that encapsulated the entire communication system... Instead of this flopping around on my belt, just something really almost miniature-type communication. But then if it falls out of your ear or gets knocked out of your ear, then you have the problem of finding the contact lens in a sandbox [laughter], right? So I don't know. I suppose if they're smaller, lighter, more reliable. But I mean, I find these pieces of equipment pretty reliable.
Wish_List	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	I suppose you could have a cellphone-sized radio, easier to carry in a pocket as opposed to having this, we call them, bricks but-- as opposed to having this brick hanging off your belt. But I suppose as technology advances, we might get around to the point where something the size of this smartphone is now my police radio, and it has all the capabilities of the larger more cumbersome units.
Wish_List	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	So I mean improvements in that where we didn't have to worry about the cameras dropping out of service, the remote microphone is not working. I mean, those kinds of improvements, I'd be very much in favor of.
Wish_List	LE	U	Field Responder	56-65	31-40	Male	LE-U-030	I know the body-worn cameras are fairly large and bulky. I mean, it would be nice to have something closer to business card size as opposed to that big box because it's just awkward. I try to carry. Actually, I try to

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								carry as little equipment as I possibly can, but there are other officers who carry, it seems like, an entire warehouse of equipment with them.
Wish_List	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	[RE: electronic booking form] ...It would be nice-- I think we could probably do that on a pad, if we had that capability...
Wish_List	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	[RE: bike patrol] ...I don't understand why we don't have GPS.
Wish_List	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	Another issue I see a lot is like-- well, even this. A lot of officers now are-- eat really well. They're not donut-eating, coffee-drinking, fat slob anymore... they eat in their cars a lot. You've see them, they'll take out jugs of water, but where do they put them in their car? ... this would fly out of it if there's an accident. This would become a projectile in the car. Or let's say it doesn't hit you and you're not in an accident, but now it's spilled everywhere, all over that nice technology. Or their sandwich went flying. I guess what I'm saying is - this seems kind of silly - but why don't the cars have a little fridge in the back or a little compartment for the officers to put their food...
Wish_List	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	if you look in the back of these patrol cars, I mean, we have modems, and this, and that, and flares. And why can't we just have just a small little something to put our lunch. (still talking about a little fridge)
Wish_List	LE	U	Field Responder	56-65	31-40	Female	LE-U-031	This shouldn't be any surprise to you because it's probably the same for regular people, but the ability to charge things. Not just a cell phone but my flashlight. I'm probably going to need to charge my camera, so... Well, the radio does okay. I can get through a whole shift.
Wish_List	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[RE: exploring new technology] And I kind of wonder if it won't be something that is kind of a CAD and RMS. That it's not separated anymore because of the way that we need to collect demographics and how we contact people, and yeah. Because I kind of see it all melding into one.
Wish_List	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	all the body-worn-- all the video that's happening. All of that needs to get integrated. Every bit of it needs to get integrated, and we're so far from that. I mean, we're struggling with that right now with how are we going



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								to take body-worn and know what the call was and what was the officer doing and just all of that? As simple as a number for the event getting somehow tied to that video. I mean, it seems so simple. It's not, right?
Wish_List	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[RE: RMS autofill] There's a little bit of that right now. It's not perfect. We're looking at potentially new RMS here, and so we're absolutely wanting to make sure that that remains. So yeah. I mean, you need all of that. Anything that can make the job quicker, more efficient, less repetition of entering the information, which just opens you up to more mistakes, right?
Wish_List	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] More intuitive things. If I am entering a-- if I'm creating a police report on a certain, specific nature of that report, that technology should be able to lead me through something that's logical rather than have me searching, and looking, and going around in different areas of the report kind of aimlessly or blinded... There's a lot of silo-disparate systems, as you mentioned earlier. Some of them talk to each other. Some of them don't. Some should. Some shouldn't. And I think we're in that one foot in this pond, one foot in the other pond situation where you want some things to be decoupled and sort of segregated for certain reasons. And then you do want lots of interoperability in other areas
Wish_List	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] ...Just personally I've always wished that there was, I don't know, some type of a group internally that got together regularly that was the police officers and the dispatchers and they worked through the issues of policy procedures, just all of that, and we've never had it.
Wish_List	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S2] Apple for law enforcement. That's what I always think about. All of our systems being just one seamless-- it doesn't matter what device I'm on, I can access the same stuff from any device. And, yeah, that's what-- it just came to mind when you said-- because I'm always teasing that I said, "Yeah, I need Apple for law enforcement."
Wish_List	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	[S3] Interoperability is huge. Yeah. So many benefits. Again, you do kind of get into that saturation discussion, but there's so many benefits to having data shared amongst all these different systems... I'm working on

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								this document here, I want to now ship it to my phone, and I want to go out in the field, and-- yeah, seamless. That's a great word for it.
Wish_List	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	The one thing that comes to mind is a Tom Cruise movie, Minority Report. You remember that? Not the whole premonition thing but as far as technology goes, touch screens, intuitive, [crosstalk] making things part of your environment. So I've been following VR since I was a kid but now augmented reality is on the scene, and I think that is something huge. If I don't have room for six physical monitors across a space, but I'm wearing glasses that I can draw a monitor here and a monitor here and a monitor here on this wall and move it over here, then we're talking. I think then I see some weird dystopian future where the dispatch center of people's homes are just painted some beige or white color. There's hardly any furnishings or anything decorative at least, and it's all through augmented reality. And you're obviously interacting with the physical world too, but I guess less typing and just things more natural to the human body and being able to visualize more things. Right now we're looking at lines of text and colors that barrage your eyes and things like that.
Wish_List	LE	U	IT Specialist	Not specified	Not specified	Not specified	LE-U-032	...I think augmented reality out in the field can be interesting too. Now, you'd have to get into the whole distraction and what's real and what's not thing, but for certain things, imagine an officer wearing glasses, whether it's Google glass or some other vendor, and being able to see the physical location of the 911 call on a highrise or something, some beacon or indicator. So there's cool stuff like that you could do.
Wish_List	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	I still would like to see an easier way where all I've got to do is have the dispatcher tell me, "Go to this B channel where you're going to [City]." Or even better, hit a button, and it patches it all the way through to the [City] side. I'd love to have that, see, because right now I'm doing, "I'm on pursuit on the bridge and I've got [City] [inaudible] next to me and "What's your phone number?" You know with [inaudible] [laughter].
Wish_List	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Are they armed, a description that might be helpful. Basically are they armed and what they're already doing right now, so I mean we've been

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								pretty good with-- dispatch is in training mode right now. They hired a bunch of new dispatchers who are sometimes are not as quick on the ball, but that's with anything. I have new crews who are doing the same thing, so it's just one of those things.
Wish_List	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	Make things more simplified. In order to do that, it'd cost money. And the agencies have to sit there and bend over backwards to be above everybody else. This department's always falling behind. And we fall behind because we have to deal with all the red tape.
Wish_List	LE	U	Field Responder	46-55	21-30	Male	LE-U-010	...I think license plate cameras at major intersections. I think that'd be extremely helpful, and it hooked up to dispatch, like [City]. They have it set up beautifully. They have a pole with an LPR camera hooked up to dispatch...
Wish_List	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	To be honest, again, it depends on the call, if it's a gun call. What's he look like? Where's he going? Where's he running? Does he have a car? Does he have anyone with him? They want everything and they want it right now.
Wish_List	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	A multiband radio-- not multiband, but a radio that - and they exist, and Harris makes it, but we didn't buy it - depending on where I am, it will choose the best way to communicate with home whether it's through radio, through Wi-Fi or through cellular. It will choose the strongest signal and that's how-- instantaneously.
Wish_List	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	[RE: dynamic radio network connection based on signal strength] In real time choose. So, if I go into a building that hasn't been updated, it's going to switch to cell, and it's going to communicate with the dispatchers via cell phone. And then I don't care if the building owners didn't want to spend \$6 million in their antique building, their historically preserved building. No one wants to spend this money, and they're going to fight it. So wouldn't it be better to use the technology that exists that your phones use between cell and Wi-Fi every day and move to a software defined radio instead of well, the way we're doing it? That would be, so for officer safety, boom, step one. Two, put a real computer

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								in the car with the same connectivity that you would expect if you were going to put one in your brand new car.
Wish_List	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	Yeah. And then data on-- if I'm going in to a house and you have an autistic son, and there's a call for service-- he's 6'4, 250 lbs, but as soon as he sees bright lights or something else, he's-- I don't know that. All I know is that guy is someone who's not responding to me. He's not listening to my commands, all of a sudden [things] ratchet up.
Wish_List	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	And the more back to the-- what do I want to know when I'm going up the stairs? I want to know everything up to who cooked the dinner so who's in trouble. How many times I've been there, has CPS been there, has APS been there? All these things. A good dispatcher will see some of these things if they run the address separate. But if I'm running up the stairs and someone dialed 911 and put the phone down, and it's check on their well being, and then they won't answer the door, and then I have to force the door, which creates anxiety for the autistic person or whatever, if I know right off the bat that I'm dealing with someone with a diminished sense of communication skills [laughter] or a different set of skills, I'm going to approach it differently.
Wish_List	LE	U	Field Responder	46-55	21-30	Male	LE-U-011	...It's just the luck of the draw. But why we can't develop some way to allow-- but my project to identify the autistic families and put in something in the CAD, so the dispatcher would see it took off in a whole different direction after an officer-involved shooting. And then it got left to the wayside. So now, we're all getting crisis-intervention training.
Wish_List	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	Just out of the box, huh? If you can have your information put into-- like vehicles now, they have their odometers, pedometers on the glass on the dashboard. That would be something nice for the officers, because now your eyesight is not looking down towards the computer. Everything is visual on the screen, transparent to you, in front of you while you're driving. It's like what you see in the Sci-Fi movies. But it's not too far away, that technology, because of they can do this. But your speedometer, how fast you're going, is just a matter of time before you can integrate that information on the screen. So the officers in itself will

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								be able to see everything on the screen. Touchscreen, everything that make it fast for time, have an earbud in there, so they can hear everything that's going on.
Wish_List	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	Auditory as well, yes. Voice commands, "Can you repeat the address that I'm going to?" And it'll show everything. Callback number, "Can you call for me to make sure that the victim is there or I'm at the right address?" Or, "I need an interpreter." Stuff like that. So everything is hands free. So I meant, that would be just incredible if they did that, if they had that for the officers in the car. Just think about it, right? I don't have to press my mic. I'm just going to voice activate and start talking, and the computer's going to dial the numbers for you. You can have it all on the screen on your windshield... Some may be in its synthesis stages, but it's already there. A lot of it's there. It's just time and money, and who's going to be the first to leap into that for law enforcement. For having the vehicles, how do I integrate that into a software program that will project that onto the glass?
Wish_List	LE	U	Field Responder	56-65	31-40	Male	LE-U-012	Preexisting vehicles, especially older vehicles too. I mean, that's something I would like. I meant, then you don't have-- half of your thinking process is gone because everything is voice. You don't have to worry about being too computer literate. You just have to know what commands to ask the computer to do... Call this phone number. What's this guy look like? What's the address again, computer? Can you repeat? And you can still talk to dispatch too. But everything will do. We have a facial of the individual, because you can access our database that we have and it brings up an image on the screen, so you can see everything in plain view.
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	[RE: email] Yes, but they don't use it properly. They over-abuse it. You're getting a list of suspects that you want to look for, and then you're getting [Name]'s retirement party in your emails. It's not broken up. It should be separated to where you have pertinent information you really should need, and then someone's retirement party in six months... Categorizing emails to where you're not getting 55 emails a day, and 3 of

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								them are what you really need, and the other 52 are just basically spam, spam emails.
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Responding to calls, especially certain types of calls, not enough. Too much information is good. I want to know what the guy looks like, because a lot of times we just get, "It's a male with a gun." And I'm standing on that intersection. I'm like, "Can you tell me what he's wearing? Does he have a backpack, a purple hat, green-- what does he look like?" And they'll just go, "It's a guy." No description of race, nothing, "It's a guy with a gun." And that's happened to me, where I'm at the corner, and there's a guy with a gun. And I could be standing next to him; I don't know. So more is better with that type of call.
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Basics. You want race, gender, age, description, clothing, anything specific. Like, is he wearing a Giants hat? Is he wearing a purple hat? Is he wearing blue shoes? Shoes is a big thing for us, because criminals don't change their shoes. So if someone steals something, they can take off a shirt, or a sweater, or sometimes they have shorts underneath their pants, but they never throw away their shoes. And then, if you can give me the shoes-- because shoes are very specific. I'm wearing very specific shoes. You're wearing very specific shoes. They could say, "Female with sandals." And I'm, "Oh, she's wearing sandals, and she's a female," so it kind of narrows down. So certain information is necessary.
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	[RE: new technology and communication tools] It's over-complicated. I call it 'dumbifying.' They should 'dumbify' a lot of-- just make it simple. Cops are smart, but we're smart in a different way, but adult learning is different. When you're older, you don't want to learn new things. You don't want to learn how to utilize this iPad for work. You don't want to learn how to utilize this new MVT system because it's-- now, when you would get in the car, you only needed like one password to get onto the computer. Now, you need like 5. And they have to be all different, and it has to have a hashtag. It has to have this, a number. It has to have-- so me, I put them all on my phone, because I forget. I'm only almost 40, but I'm already forgetting things. But you have to know nine passwords to

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								get on your technology. Make it simple, face recognition. You get in the car. A little camera scans your face. They know it's you. Or a fingerprint in the car. You just put your fingerprint, and then it uploads all the information.
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	They integrated that into our system, where if they give you an address, it gives you prior calls for service of what, good and bad. Because you get one address or there's a problematic address, I don't want to know about the noise complaint three days ago. I don't want to know about the neighbor and the other neighbor fighting. I want to know if this guy or this specific address has had gun calls, domestic violence, or any kind of police resister. Just those three categories alone would save the four pages of noise complaints, of garbage complaints, homeless complaints. We had that- because when the call pops on the screen, there's an additional screen. And it shows you the address and all the prior calls for service. But it's like three pages of homeless guys sleeping or someone's peeing in the alley on that address. So it's not pertinent information.
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Dumbify the email. Make it easy for us. Make it to where BOLOs, pertinent information, terrorism activity, then birthdays, and Christmas parties, and [Name] retiring in three weeks.
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Drones... [because] You're not going somewhere blind. You're not going into an alley blind. You're not going into-- we have a lot of areas that are-- I grew up in a very bad neighborhood by the Cow Palace. A lot of that area is just grass and dirt, no street signs, trees. The criminals know the area better than we do. I grew up in that neighborhood, so I know it. But you're going to go into alleys. You're going to go into areas that are-- it's almost like a lot of the projects in [City], they're built on hills, which is a sniper's advantage. So we have to trek up these hills, when the suspect already has an advantage over us just from the hike. There's areas that are dark. We don't know... Yes, information. Yes, recon. I would love to get drones, but that's not-- I'll be retired before that ever happens.
Wish_List	LE	U	Field	36-45	11-20	Male	LE-U-013	Even ground drones. I was thinking about the BB-8 character from Star

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			Responder					Wars. So there's a guy with a gun in the building, and I get that little ball with the camera and just send him in there... Reconnaissance. We don't need the tact robot with the arms. We just need that little ball with the camera... And just send them in there, and you can do recon for us, and you can look on your phone. And you go, "Okay, the guy's in the room. This is the break in the room. And so, the door opens this way. It's a long hallway," so just drones.
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	...I'm not pushing tech anymore. But just drones and just simple information. You have people in law enforcement. They want to build a legacy, and they're utilizing technology in the wrong way. They're making it harder for us because it looks good for them.
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-013	Simple, simple, simple. We want simple, easy to use, simple.
Wish_List	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...But if there was something in place to where there was a shared communication line that was not restricted, that was event specific to where we could actually share a radio. And even if we lost a radio, it wouldn't be an issue if it gets lost at the event or whatever because the lack of responsibility from whoever is in our private sector is much different than an officer who's responsible for their equipment. But if something like that was available, I think something that would be a lot easier because that would be a channel that would allow the private entity to speak with the city agencies and actually close some of the gaps. You know what I mean, in the communication? But then that opens up another box because you'd have to get additional training for those people, so it's not just gibber-gabber because a lot of times, it's on the security radios.
Wish_List	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	[RE: report writing] ...some really great ideas as far as some of the preloading the documents and emailing documents that are pretty standardized, which was-- I go to the freezer. I get the box of ideas. That's a great idea. That's exactly what people would like. It's super easy, and then it's a lot easier than bringing the forms with you. When you have them on your phone, it's already loaded that information on the



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								form. You're just emailing it to the right person. So he's definitely in the right vein for where we could go, or are going, or need to go, which will get that.
Wish_List	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	A lot of times, we may run into somebody who doesn't have any ID, but they may have a driver's license or they have been arrested. There's a record that exists someplace. Now having that cell phone and those applications available to utilize, the officer doesn't have to leave the street and go back to the station and try to figure out somebody on who they are. It's a lot more effective on the street.... Information, that's a huge resource because again, it doesn't mean we have to go back all the way to the district station to try to identify somebody or if you're booking somebody, where you could be citing them or releasing them from the scene and because-- unless you're going to book somebody, and really, there's no reason to bring them back to a station. And the only reason you would is if you happen to arrest them and you can't release them because you can't identify them.
Wish_List	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	[RE: mobile fingerprint technology] Hugely helpful. Yeah. And a lot of it is because you run into different people in different situations. So you got a homeless person who has no ID. All their property is gone. It's been bagged and tagged by DPW and somebody cleaned up the street, and there goes their ID and everything else, so now, they lost all their stuff. But for whatever reason, you're trying to identify them either they're under arrest for something. They're being cited for something. Having the print machine definitely helps. It may be difficult depending on the level of damage to a particular print. Yeah, but it would be nice to have the resource. The other ones if you get people who are purposely avoiding bringing identification with them, so it's better having it out there, and it's a lot easier when you can identify somebody right there on the street. It also is a huge tool to get through a lot of the smoke and mirrors, which is kind of a euphemism for lying. So when people are less truthful as far as their identity, if they know that that system is right there, it's like, "Oh well, why bother? They're going to figure out who I

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								am." So yeah, that's a huge tool.
Wish_List	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...So one system is allowing you to enter in more of a little narrative, the field interview, of what a particular contact is, whatever the uniqueness of the contact. Field interviews, if there's a gang element to it or there's a robbery series element to it or whatever could be that information is there, but that information is not in the eStop because the eStop is covering-- the reason for the stop, the reason for a search is if there is an arrest case numbers, the officers at their scene, the race, and age, and gender of the person contacted and whatever the reason for the stop is. But then the other information that would be available or useful for investigations is in the FI, so... Currently, they don't [talk to each other]. And then currently the FI information is intertwined with our crime data, our report writing system, but the information is not pushed in there. So if there's a query for the investigators when they're doing their work on particular case, if they're running out Johnny for whatever contacts he may have had, they'll see the FI contacts, and they'll see the police report notice, but they have to run out each contact to get the actual extracted information. So it's not like you run Johnny, all of them come up, and now you can see the panel and just kind of click those little contacts and see it. Or even if it just pushes it out in one report, it currently-- no...
Wish_List	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	I know in the private sector that it's just a matter of a scan card. You just throw your scan card into the reader, and automatically, there's your access. No passwords, no need. If the card's in, it's working. If the card's not in, it's not working. So if we go that direction, I think that would be good because that is really a big headache for people because either they forgot their passwords for a particular query, either the Tamron or something they're not using on a regular basis. We use LexisNexis. That's huge for querying out different locations or even just different people during the events, or investigations, or whatever we're going to be doing. But again, if you forget that password... So if we get a universal password, if we go that direction, that would be good.
Wish_List	LE	U	Field	46-55	11-20	Male	LE-U-014	I think a technology that would be helpful would be having a digital

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			Responder					board at your command post that would be automatically linked to CAD. So as CAD is being generated, your command post is actually seeing those lines and threads populate automatically on your screen. At the same time, that would be hyperlinked. So if there's a particular location somebody's talking about or their officers are at, that you're actually able to click that and open up either the same screen or different screen to a Google Map or whatever kind of satellite image of that particular area. Having that at the same time when you bring in that hyperlink that it would actually plot the officers from their GPS, from their phones, or from their devices, that will actually show you where they're at in that particular footprint, which would assist when you're setting up parameters, when you're setting up responses, when you're trying to coordinate scenes that you would already have that. I mean, it's kind of like that UPS commercial. Don't mess with my dots kind of thing. So having that populate automatically, I think that that would be huge especially when we have these larger incidents with the active shooters or whatever because it would streamline it. It would be faster. You would know where your holes are, where you would need personnel.
Wish_List	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	When you have that CAD being able to have that link with other systems, I think having that active board, having that ability. Because the touch screen is there. I know it's there to marry in the systems even that. So when you've got a suspect that is named in a particular incident, you can pull that up. When you've got a location that's named in a particular incident, you can hit that location. So you're at an event and you've got people hanging out in front of a particular bar or whatever. You can pull that up and when you hit the bar it comes up, and it's got your point of contacts for the owner, for the manager, or whoever. And all of that stuff is populated in. And that kind of cuts through the chase of trying to figure that out, calling the station and having them go through the paper index to do that. I think that's huge. I mean, outside the box, kind of pie in the sky kind of thing. I think that would be great.
Wish_List	LE	U	Field	46-55	11-20	Male	LE-U-014	...when you're trying to locate officers that are non-responsive at a scene

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			Responder					but you're able to see them on the board, you can have a coordinated response to go to that particular location and actually see if there's a reason they're not coming up or responding. You can actually do that. You can click on that board, send them a direct message to either their MDT or to their phone because you now have that ability on the board or on the board under your screen on the computer whoever it is that you can actually go to that and everything is just interlinked. And I don't think that that is unrealistic, but I think it's a monetary thing for sure and an infrastructure thing, but that's something that can be done.
Wish_List	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...So your phone is connected to CAD. So when you go back and you have your CAD on your phone, you can actually click on it and then select a particular form that you want to transmit to somebody that you can select that form. Open it up. It populates with the date and the time and the case number, and then you just fill in whatever's relevant that needs to be transmitted to the victim or the witnesses. A lot of times, your victims will be going somewhere and you're not able to transmit that information with them, but you can transmit that to the hospital. You can transmit to somebody else that actually-- information can make it around. I think creating that kind of platform or that ability would be huge, not only for that, but then that's also a resource for any of the inspectors. Because then, any of the inspectors courting that case number would also be able to what forms were transmitted, what was written on those forms, what the contact information was on those forms. So it's another record that's available.
Wish_List	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Well, you know that hey, Officer so-and-so gave them a follow-up form or gave them whatever. With the forms that we have, there's the citizen's arrest forms. They're both signed, and that form may go back or whatever. But if we have that associated to a particular person-- and now it's populated with their driver's license number or some identification number. And that person is actually signing the screen. They're looking at it, and that's transmitted and automatically married into the report. It goes paperless. The officers don't have to bring the

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								papers. It doesn't matter if it's raining or not. The people can read it. If there's an issue, they can switch the language on it and then go ahead and have them read it in whatever languages best for them. Or if there's any other disability, as far as hearing or sight or whatever, there's a workaround, something for that. So I think that would be good for resources for the community.
Wish_List	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	We do a lot of language translations. So I know that this exists in other places, but the ability to Skype with a particular victim or witness or whoever in a different language and is automatic, so you're speaking in your language, and it automatically is translating to their language so that they're able to see it or read it. Having that, I think that's a huge technology because in [City], we have-- I don't think there's a country that's probably not represented in [City]. I mean, there's everybody. So to have that ability to make it seamless...
Wish_List	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	[RE: language translation] ...but outside the box, I mean that they can-- that would streamline it because we get a lot of counter reports where victims will come to the counter at Southern Station or any other station to make a report. And there is a language barrier. And victims don't like having to-- or it's traumatic to the victims to have to keep repeating things and reliving the scenario. So if they're able to do it first-hand, not telling it one person and wait for that person to tell the other guy, that delay when a lot of people like to just kind of brain dump what happened. And I think having that Skype ability or something of that translations works because it also captures the video. It captures the expressions. It preserves that evidence at the same time. Because when an officer's writing a report-- and I spoke to the victim. The victim was crying. Okay, that's what it says on paper. But when you're looking at the video and you can see the victim is traumatized and they're crying and all that, I think that carries more for the victim when you're trying to present that case to the DA and kind of paint a picture.
Wish_List	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	The cars, I think we're moving towards hopefully getting newer vehicles. That would be nice. We'll see how that goes. I mean, there's something

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								in the budget that's in play for that, so we'll wait.
Wish_List	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	I know that they're transitioning right now to the eCites, which is the electronic tickets on the street. And so that's starting to roll out. I think our traffic company may be doing those already. But having that ability to be able to generate the ticket right there on electronic, the downside of that is it's another device for officers to hold, to bring up. But again, if it's an ability to marry your CAD stop into your computer, then you just do it on the computer. And it just prints up the ticket and you bring the ticket up, and that's it. That would be good. And they can sign the phone for the ticket. That would be better. But then the down side for that is you're presenting your phone to somebody to do whatever. Currently, I think it's a little box or whatever for the tickets. The printers in the car are tough just because of where they're situated and there no real estate.
Wish_List	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	[RE: e-tickets] The pit systems in the field, that would be huge, either internally or externally. If there's a flip on the side of the car but by the corner panel or something, where you just kind of flip up the flap, and they don't even have to get in the car - they just stand next to the side of the car - that would be good, all the mechanisms for the internal so either in the trunk or somewhere else, but it would be faster, streamlined...
Wish_List	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	[RE: technology built into vehicle external door panel] ...It could be utilized for when you're citing people for misdemeanors and you need a fingerprint, that that would scan it automatically onto the ticket instead of writing out. We currently have an ink pad that we use, and we'll use that, and those prints are interesting if you go try to look at them later. I mean, they're there, to say that they printed. But you're not going to get the best print. But if you have the digital scan of a print to use, not only is it a huge resource for the tickets, but if you end up with a [Name] victim later when you can't identify, and that's the only print in the system. That's huge because you've now identified somebody...
Wish_List	LE	U	Field	46-55	11-20	Male	LE-U-014	Having some way to automatically notify different districts as events are

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			Responder					moving into their district, so say [City] has a lot of activity. They've got their own calls for service. I mean, Uptown is 200,000, right? But when they have a robbery or a suspect or something that is now in pursuit at our direction, that once it starts to get to an automatic area, it should automatically notify the next district that this is coming. And currently, it's when dispatch gets a break because they're multitasking trying to communicate with the supervisors, notify the officer that's in pursuit, notify somebody else, and at the same time, they may have a call taker on the phone that's trying to give them information. So those dispatchers are kind of inundated with information. And then for them to get the switch over to tell the next district that this is coming, there could be a delay. So having something automated to where-- if the dispatcher in a particular district sees that it's going to a particular area, that instead of coming up on that channel, they just kind of punch the button and now they'll just bring up that channel and then make it a little bit seamless, more seamless...
Wish_List	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	...having the ability that if you're querying a particular individual that you're able to query them either regionally or statewide, and not just for arrests because you can do CNI and your NCIC or whatever for all that kind of stuff, but to be able to just to query the stop because that's huge in investigations when you're looking at stuff and you're trying to figure out where people are. So for the law enforcement agencies at either end to be able to share that information and know that these records exist someplace else, "Hey, John's been stopped up here in [City] 15 times." You can call them for those records and look, but you can at least see that there was a contact. I think that would be huge...
Wish_List	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	Yeah, and then the other one I was thinking is that when you talk about equipment and stuff in the field, having the mobile rollout, either the vehicle that's equipped with it, so the mini-commands that are assigned to district stations that those are assigned and able to roll out, so you have that ability to have a command post set up on scene pretty instantly. Right now, we have the ability to set up command posts, but

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								it's a little bit more labor intensive when you're setting it up. But to have dedicated vehicles at particular stations so that they're already populated with the maps of the area, the digital footprints are there. So have those screens either externally or you can actually do it. You can set up a tarp and drop it down or whatever. Basically, kind of like a U-Haul truck with a little tent for privacy, but you can have the briefing for the command staff in there. You can utilize all the information right from there. I think that's huge. Because I think that's something that's a lot faster, and it's a lot more coordinated, especially when you have different entities coming in to respond, either your tac units, your district units, your specialists, your investigation units, whoever. It's a lot easier to coordinate all of that.
Wish_List	LE	U	Field Responder	46-55	11-20	Male	LE-U-014	I think you're talking outside the box, and I think that mini-command would be great because we have a couple large command vans we use for events. Some may roll up that threshold, some may not. But if you have this, when we have barricaded suspects a lot, that's just something that'd be great. You put it out there for a barricaded suspect. You've got a spot for hostage negotiators. You've got the victims or friends of the suspect, or whatever. They can be brought there. You can actually utilize that to research the locations of the subjects, the whatever. What you have is all contained in a particular unit that's easily accessible and utilized. I think that's huge.
Wish_List	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	I think technology is on the right path. For a supervisor, for like I'm like again I'm in the tactical world, being a [Job title], and also being certain years in the canine, to be able to visually see what is around me at that immediate moment. Because it's--in my mind, I know what it looks like in my head, but is it really what I'm looking at out in the street, so it's me like with the technology of the drones, I know we have them but immediate live feed to the people on the team. Not just me, but the other team leaders, and to be able to alter it or highlight it, put an edit into it, show them where I want them or where they need to be or where something is located. I think to me in my aspect that would be



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								something that we would look, that would be awesome, outstanding technology.
Wish_List	LE	R	Field Responder	46-55	21-30	Male	LE-R-052	...our GPSs are in our car. As soon as they turn the car on, it begins. Actually it's always tracking them because it's programmed into the computer of the car. The internal car computer. So it tells us if they're wearing a seat belt, if they hit the brakes too hard, if they accelerate too hard it's sends out all these notifications. If technology could do anything, you could take quit sending me loads, because we get inundated with notifications because we have to know when anytime somebody's going out the [County], they need the car again, so, but the GPS is strictly for the car.
Wish_List	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Now don't get me wrong, a lot of it is farming, a farming community, we have three stations and nine fire trucks, and we collect about \$500,000 a year. That's our operating budget. No paid people, so don't get me wrong, I would love to have laptop computers in our units. I would love to have an automated dispatch for us, but the funding just isn't there. We don't collect that kind of money to be able to buy that type of equipment.
Wish_List	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	No, no, I do believe that there's a lot of things that we could do in law enforcement that would--that would be more beneficial to us. I believe some of the things is, you know, crime cameras. If we can--if we knew where there like, especially in the investigative where you're almost trying to predict crime. Where is crime going to occur? Where is this burglary going to happen? Now sometimes murders and domestic things you can't really prevent that. But you know narcotics is the root of all violent crimes across America, so if I know where the drug dealers are working, I know what they are doing, if I can set up cameras and catch this footage live, I think that we can cut off some of the crime in America. Now is traffic, is traffic cameras the answer? I don't believe so. I believe that that's just a money making tool for them, but if we could use the camera to capture data that would be able to be beneficial for crime prevention and crime deterrence, because you know that police officers, marked police officers just passing through an area is a

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								deterrent. So if we know if the area increases, if we can watch it live time, and just send a marked unit in that area, it would deter things from happening. So yes, I do believe that there is some places that we can go in technology that would really benefit not only the police department, but it would benefit the good people in the community. It would deter crime from happening.
Wish_List	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	...I believe that the data shows you trends and patterns. If you can collect that data and develop patterns, I mean look for years seven years out of my career I spent working narcotics. I worked in the early, late 90s, early 2000s, I was working narcotics, and I can remember when I know narcotic intelligence was just things that we collected and put on a little pin board, pictures and locations where we were looking and back then the big trend was they were tying shoes together and throw them over the telephone poles, the wires, you ever heard of that where they drape tennis shoes over? And that's where the drug dealers are selling drugs. That's how you would know where this is a location where they're selling drugs. They would tie their tennis shoes together and throw them over the power lines. So things like that I believe really needs to evolve to where we're collecting this data... So I think that yes, we need to be able to somehow capture that data, analyze that data and that data will make us much smarter in predicting crime and catching criminals.
Wish_List	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	And we don't have in the fire department here; we don't have too much technology. We don't have the computers in the units. We, I mean the Active911 coming to our phone was like a big step for us man. That was a great enhancement for us, especially the mapping portion of it because I mean in our district we have a lot of lanes, small lanes off a big highways and it's hard for you to remember all of them lanes. And the mapping software really helped us out tremendously. But I mean I would love to have computers in all of the fire units that we--I mean we still generate handwritten fire reports. When an officer goes to the scene, he generates a handwritten fire report, brings it back and turns it into the station and we put it into the computer system.

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Wish_List	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Well, in the police service, I mean as far as here we're more modernized, okay. One of the issues that we see is that the equipment that's being issued is not rugged enough. I mean remember that as police officers were out there in the sun, we're out there in the freezing cold, in the rain, they're getting in and out of their police units so they equipment needs to be more rugged. It needs to be more for the last couple of years we've had Panasonic notebooks and they--we had a lot of trouble with them just recently we went with Dell Toughbooks and they seem to be working really well out in the field. They are much more rugged, they're more durable. The processors work a whole lot faster.
Wish_List	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Well like I said, I think cameras where we could actually see crime, while it's happening, probably predict before it happens. Actually visually being able to sit at your desk and watch high crime areas as a detective. Especially as a patrolman that's patrolling that beat. I mean in your 12 or 8-hour shift you can only patrol on one street, but if I'm patrolling this street and I'm watching on my screen, and I can see four or five other hard crime areas and I see something happening, and I can go to that area before the call gets dispatched, I do believe that that could help us. It really could help us. And then on the other side of that as far as police work, I think being able to take that information that we're--that officers are putting into the computer system, and developing trends and developing patterns and stuff, and allow all of the officers to be able to see that information is important because you may have a burglary that occurred on this shift, but the shift that's coming in tomorrow morning unless somebody tells them, didn't even know that that burglary occurred. Or they could have had five or six car burglaries in this specific area. Well, you know as a detective that that--if that criminal went over there that morning, more than likely he's going to go back to that same general area and do the same things he did if he was successful. So once again, if the officer, if the regular patrol with uniform officer knew that yesterday's shift took five vehicle burglaries around this time, he knew that he could be patrolled in that area, he could either catch him in progress, or he could deter that crime. If there was some way that we

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								could get that information so the officers would be able to know, I think we'd be more successful as a law enforcement community across America.
Wish_List	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	Well, on the fire side, I would like to see... I would like to see us become more computerized. I would like to see us do more things in the units. I would like to see the fire trucks be more, more efficiently by themselves where you don't have to manually go there and pull valves and open valves.
Wish_List	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	... Look, one of the best training conferences in America is FDIC in [city name] every year. We try to send two people every two or three years. I would love to send two or three people every year, to be able to get that knowledge and training but once again, we only--we are limited on the amount of money that we can spend.
Wish_List	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-053	...Going to a fire or going to an auto extrication is only a small portion of your job. The hardest thing that you've got to do is go clean up all of that equipment and get it ready for the next call after that fire is over. Cleaning all of that hose, cleaning all of that gear, cleaning all of the equipment, the fans, and everything that access that to use at the fire, that's where the real intensive labor is. And if we could just had people to be able to go to the stations, that would do that for us, it would really help out. That would really help out.
Wish_List	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	Well, again, the reliability of the system. It's kind of like--remember the old cell phones, that when you were traveling, you'd lose your call until you picked up--well, now it's pretty much transparent to you when you switch from one cell tower to another. Probably a more rock solid network as far as the signal and that type of thing, and as far as grouping and parsing out everybody to the different groups, that's just a matter of control of the incident and the span of control that each person has.
Wish_List	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	I want a taser, and I want the beam me up Scotty thing... That way, you can get from one place to another pretty quick.

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Wish_List	LE	R	Field Responder	Over 65	11-20	Male	LE-R-054	I think one device that you can do a lot of things on, like the Smartphone, where you can use it for your communications, you can use it for your text messages, your photographs, those types of things, and also, it's understood, you may have the capability that if somebody's camera system is on the Wi-Fi net, they can give you access into it, and you can see live what's going on inside a bank building or a school or whatever. I think the rock solid of where the--I think the rural broadband initiative is bringing a lot more internet access in, and not having to deal with the radio here, radio there, and this and everything else, camera and so forth, so yeah, I think eventually, the technology will get there.
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	[RE: data analytics via social media, real-time cameras, etc.] ... you know my technology piece would probably be more from the analyst side and being able to monitor real time information on the internet and pull that stuff out and be able to analyze it, use it, and push it out.
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-055	And see, I think in a perfect world, yes, we would have a full-time analyst. And I don't know that here you would stay busy 8 hours a day with it so they're probably going to have some other responsibilities but, yes, I would like to have a piece that we could do when we're actually--we have one of our detectives looking into some software programs and they would do it but they would still have other primary job duties as a detective. So.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	Those are generally personal cell phones. We have some people here with departmental cell phones, I wish we had more of those, especially for when--it can be convenient, I'm one of them, but a lot of people just don't want to call a suspect or a witness or anybody that's not someone they work with personally on their personal cell phone.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	... I wish we could--I wish there would be--there are some things that don't necessarily have to do with what we're wearing but how we're wearing it. I would personally prefer to have, like, an outer vest that I could run suspenders from the belt and keep that weight way up on my shoulders from running around my hip.

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Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	I like some of the stuff we have, I just wish we could have more access to it, and even though I'm back to Patrol, I've got to go through two different people to get--to ask to be approved to get issued a laptop.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-056	No--oh, Blue Force Strikers, I would like those, those are neat... How Marines [inaudible], there's nothing in our vehicle or on our person that says where we are... Location-based service that has a supervisor I can look up on a screen, and see via--I have these officers here and these officers here, even if it's just--even if it's not active, even if it's just a--these two went out here, if it shows up to me on a map, whereas now, I can look it up from there, I can go ask who's on what, I can click on the calls and at least see where those locations were, so I can't, [inaudible], but it's almost better off just taking--I just need a map and someone to drop pins where people are if they're on something, so I have a general idea of where--how spread out we are, what our coverage looks like, that's what I would like. We call them Blue Force Strikers in the Marines, it was usually all in the computer, on the vehicle computer, so you'd open it up, it would show where everybody was at, and you could communicate through that... Before that, [inaudible] was good, too, so if we needed to know if we were on a secure area if you're online, or lined up appropriately, you could and see, okay, we're all covering everything, and it would be nice to--even if it was something that Comms is updating, like an officer says he's at this street and this street, and they click that street and that street, and assign an officer to it, I have a way of setting up a perimeter when we're looking for somebody, I don't have to--especially if we have to go beyond campus too far, our officer becomes less familiar with the area as far as I can look at it and say, well, there's a street here in the middle, I need to move this person here, whereas it's almost guesswork, where I've got to either drive around or hope that it's covering, there's a lot of gaps in what we're doing.
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	Any technology. Hmm. I mean I have ideas on technology for police work that I think would be great. I don't know necessarily if it would help me. So as far as, we do DWIs here. And I'll get on this. I mean it's not

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								<p>really dealing with my job. We don't work a lot of them, but I think it's, if you're asking what technology would be great, we're going to more computerized, everything used to be forms. You would read them the forms, all the rights related to the chemical test, a questionnaire about what they'd been doing throughout their day. And then you read them a section on what the test consists of, if they fail it, what would their punishment be if they fail it within this range, what is the punishment for this, underage drinking versus adult. It goes through all these things, and it's pages and pages of reading. And typically when these cases go to court, police officers aren't getting beaten because of the probable cause [inaudible] or the evidence isn't there. They're getting beat because somebody messed up procedurally through these tons of paper and forms. I would think some type of computerized system that you can hit play on, and you could eliminate the human error out of it and say no, I pressed play on the machine, the machine went through, when it got to the question, it read the question. I typed in the answer, and the entire thing is computerized where you're just literally hitting next, next, as they get to that part, would eliminate some issues on the police officers and those technicalities that a lot of DWIs or DUIs, wherever you're at, are getting thrown out on. Also it could be read in different languages, where they're complaining of some type of language barrier. It could be displayed on the screen on English where we know where they at, but it's reading to them in their native tongue. I think something like that would be great. I don't understand why that hasn't happened yet, something along those lines. But yeah, as far as advancement or something, that's the only thing over the years I've thought of would be a great tool. So I don't know if that really hits on what you're asking for or not.</p>
Wish_List	LE	U	Field Responder	36-45	11-20	Male	LE-U-057	<p>Oh, [inaudible] another thing, and I'll hit another one on this. It was, the way it happened back then, when I first became a police officer, we didn't write our reports. We used a Dictaphone, which you would call in, and you would speak your report, and somebody would type it on the other end [inaudible] and it saves a lot of time. It saves, some people I think</p>

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								struggle grammatically, and maybe it holds their reports back. But if ask somebody to talk, they can usually talk and talk and talk, where if there was some type of automated report-writing system, maybe there would be more information in reports. People wouldn't cut corners 'cause they could get done with the reports a lot faster by just speaking into a recorder. I think something like that, that was done 10 years ago or 20 years ago, and they got away from, there's got to be some, maybe they could remove the human aspect of it, somebody typing it, and there's a computer that processes the reports or something like that. I think things like that are worth looking into. I don't know if there's any research into anything like that either.
Wish_List	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	...But it is true but you are not going to regress, you know, so we got to embrace this. And my [Job title] [Inaudible] was -- no, they have got enough on their belt. You can't put no more on them. You can't do that to them. You cant -- They have already got in car cameras, you know, we are just going from the car to wherever else we are going, you know.
Wish_List	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	[RE: mobile fingerprint reader] Well no, no. But that's a great idea. We've got you know inkless printing, [inaudible], but that would be, that's really sexy stuff really, you know.
Wish_List	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	You know suspect -- you know you are always -- you are trying to get a picture of what you are going into I guess and dispatch gives that to you, right. So, you know, and they do a good job of suspect information and trying to let you know what you are going into as much as they can give, you know.
Wish_List	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	I think down the road, may be not in the so far future, it will be like real-time dispatching. I mean, it won't go from a call -- the call processor from 911 -- the way it is now being, that crime mapping that we do. I mean, why couldn't they see where that officer is at or where the closest officer is or why couldn't the community touches that officer directly?
Wish_List	LE	R	Supervising Field	46-55	21-30	Male	LE-R-058	[RE: public facing officer mapping] The flip side of that is the bad guys will know where the officers are at, you know, so -- but I don't know what



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			Responder					if that call went into a group and an officer had to grab that call instead of 911... Or the officer would know where the call is coming from so he would -- I mean, there is something there that will take the middle man out and increase our response time and effectiveness in dealing with the public -- I don't know but I think that is probably --
Wish_List	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	It could be then there again you know, you have that thought of the bad know where your police officer is, but what if the call comes in and the police officer knows where the call is coming from? So, maybe they don't know where the police are but the police know where are. And maybe that would be even better. But I think that is common. I really do. I think you could see that drive efficiencies in law enforcement, efficiencies on dealing with -- communicate with the public more effectively and cut response times, you know?
Wish_List	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-058	[RE: all-in-one device] Sure, I do. I mean, you know, when you can -- that it drives efficiencies and that saves money and that saves time and that precious time for it's really important you know.
Wish_List	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	Yeah. With any radio system, you are always going to have a certain level of coverage issue. Because we can't truly plan for every type of building that we go into, I can't - I have - I don't wanna say this. We have to have coverage at street level; that is where we do the majority of our work. I can't truly plan to be in the basement of a high school or a hospital that is, you know, fifteen to twenty feet below street level surface surrounded by concrete and dirt and still expect to have the same level of reception and transmission. Would I like to have that? Absolutely, and in a perfect world, we would all want that, but you know, we do the best that we can with the technology that we currently have, to accomplish that, yeah.
Wish_List	LE	R	Supervising Field Responder	46-55	21-30	Male	LE-R-059	...But that I think is probably the most frustrating thing, and if there is something that I could change, it would be that, just the fact that we all need to have a system that we can rely upon when necessary, and quite honestly, the citizen should demand that and they just don't, you know, because I don't know that the average everyday citizen understands how

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								fragile our communication system truly is - I don't think they understand that I can't talk to, I can't even talk to [County] which is less than, you know, fifteen miles away from us, you know; I don't have that ability, and I don't think people truly understand that.
Wish_List	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	...The issue that you typically run into in technology is - you know, we know it is available, but nobody wants to pay for it... So, for instance, this interview room, since we interview witnesses, suspects, arrestees, it would be nice to have a video camera here... Nobody is going to pay for it.
Wish_List	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	[RE: useful information en route] Probably I think as it relates to any potential safety concerns we might have when we get there. So is this person known to be combative? What is the nature of the call? So it is, somebody stole something from the store or is it something very emotional where, you know, emotions are high, people aren't thinking rationally and becomes an issue. So anything safety-wise, their anatomy and everything else is just secondary.
Wish_List	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	Oh, absolutely. You know, computer programs would be nice to enter the person's information one time and have it populate across the applications... No [unintelligible], so you are duplicating, which is time lost doing other things.
Wish_List	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	I wish [State] would put the color of the vehicle on the registration forms. A lot of other states do. [State] doesn't. Now granted obviously people can paint over it and whatever, but painting a vehicle is not a common thing... So, you know, we don't have that capability so although I might know make and model, there are hundreds of those around so color is important.
Wish_List	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	...You know, our inability to have dedicated channels to talk to different folks where the Fire has the capability to go to different channels, so for instance, there is the main Fire frequency that everybody gets dispatched on and then if there is - if it is a big enough incident, they might go to a secondary channel, but once they go to a secondary

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								channel, people that don't have that, whether they are, you know, coming in or not, you know a lot of time, agencies that respond in won't have that secondary frequency so they won't know what's going on. And there are certain things you have to do once you arrive on scene, so how do you get that? ... And interoperability would be a big piece.
Wish_List	LE	R	Field Responder	46-55	21-30	Male	LE-R-060	You know, because the big push is to stay off - we really only have the main frequencies in all - I shouldn't say all, like we have our own frequency, [City] police have their own and the sheriff's department those are pretty much the three. But every fire department has the main, so everybody tries to stay off the main because you don't want to tie it up, so they go to their second channel, and not everybody has those. Fire does, to a degree. At least the frequencies are variable, available for them if they want to put them in their radios, but nobody else has them... Access and you know, the ability to transmit and receive, you know.
Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Yup. We got body cameras. I think they are phenomenal. I would like to have some better ones. They don't have any night vision capability and that is a big damper. I have noticed definitely the way officers talked to citizens as my complaints have gone substantially down. So that is definitely a positive impact. On the same note, I don't know if anybody has ever said this, but I believe the cameras have kind of had a negative impact also. I don't believe that they are more - I don't want to say caring, but more open with somebody when they are on call when you used to be able to go to a call and like freely like, listen man, come on, which, you know, you really don't want to do this, let's do this or do this or maybe- hey, just separate for the night. But now, since everybody is videoed, it's yes ma'am, no ma'am, and they are afraid to make a discretionary call with the fear that you are gonna get in trouble and because you are being recorded.
Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Communication equipment could be more beneficial... Overall, what I would love to see communication-wise, it will never happen, is one central downriver dispatch... That is the absolute way to go but again, when you bring politics into it, nobody is going to give up their own

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								individual kingdom. If I could have one thing, it would be one centralized dispatch for all the police departments where we have dispatchers able to communicate with everybody on the same - so they will need one room - knew everything that was going on in entire communities and could relay and use departments appropriately. I mean, I am a huge proponent of I think they need to combine all the downriver departments; having 16 separate community police departments is redundant, it is a waste of money, it's a complete communications disaster and the only way that will ever change is the state would come in and just offer up a grant where it would make it worth these guys to give up their kingdoms... Consolidation is definitely the way to go, even moneywise.
Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Oh yeah, that would be nice. Like, fingerprinting devices, like mobile? ...We have looked at those - the little, little mobile stuff, you know. It's one of those wish-list things, especially when you have the situation that we are going into with [City]. We are going to be transporting prisoners to [City] PD so it is going to take our officers off the road approximately 10 more minutes than what normally would be. To have a potential fingerprinting system available for them to do on the back of a trunk, that [unintelligible] a lot quicker... It would be phenomenal, but again, that a cost factor and is not gonna happen.
Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Night vision, technology like that. God. I mean, I would like to get some less than lethal equipment. I would love to get like pepperball guns and stuff like that. They are phenomenal tools that save lives and officer safety. Again, we can't afford it. So it all comes down to money but yeah, anything less lethal, anything to help the guys see at night, I mean, I would love to get one of the flare systems just so that the people out there know that we have them and maybe they won't come here.
Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	Knowing that we can see at night but you know, yeah, stuff like that; that's what I want, you know, something to help the officers out and improve public safety and potentially save lives.
Wish_List	LE	S	Field	36-45	11-20	Male	LE-S-061	Nothing real crazy in particular. I would like to see the overall image of

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			Responder					police be run up so that I can - you know, these guys are so strongly affected, they are being baited on traffic stops and trying to get them to smart off or something like that and the morale is so low that it is affecting not only the officers but it is affecting the community because they dont want to work. So I think if anything, we get the impression of us back up.
Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-061	So but overall I mean, lots more help... Like a secretary or somebody that could help me with the paperwork but, you know, I can't complain.
Wish_List	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	[RE: improving communication with Fire] Yes and no. I mean, we have been doing it real simple, which is nice and then it would be nice to be able to send them a message somehow through the car or something like that. But it's not bad what we have now.
Wish_List	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	[RE: communication with state police, etc. during bigger incidents] Usually Dispatch has to do that, too. Like I dont have [State] State police's radio channel on mine so I can't just radio them. I know that getting that would be nice, but I dont know they are going to figure out a system that is not extremely complicated [unintelligible] radio now, but there are times you wish you could talk to them or Department of Corrections will come out to pick people up and you know, they got their radio systems where their guys can talk, we have ours and we can't talk to each other unless on you are on a cell phone or yelling, hey, you know, guys, we are on it. Then [unintelligible]
Wish_List	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	A couple of things. Number one, I would want better body cameras. The ones we have suck, plain and simple. And I thought of this in my mind many times, I dont know if it exists out there with some rich departments or not, probably not, but I envision a system where you are driving down the road and [unintelligible] patrol car and what you would have would automatically scan licence plates and then almost kind of like a video game where you see [unintelligible] square floating above their head or something of that nature if you are in the car, how much gas you got, whatever. Also I wish like there could be some kind of heads-up virtual display like over that car, like it would scan it, you would

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								be driving, showing like see-through letters, like driver suspended, no insurance, stolen plate, you know, vehicle not registered, warrants, you know and it would be different color coded; if I knew how to develop things, I would create one of those. And then I could retire, but that would be my dream software and just better body cameras. Radios that dont have the poorly placed and too easy to turn on and off button, just fine tuning some stuff. I dont really like our 911 thing, the way that it is laid out with the phone that just sits on the desk and falls on the floor, it falls in the garbage can sometimes which is out of the desk, you gotta try and wipe the pudding off of it or whatever and, you know.
Wish_List	LE	S	Field Responder	26-35	6-10	Male	LE-S-062	Maybe an app where you could - if you are out of your car on scene somewhere, you could scan somebody's drivers licence and have it pull up their information; you know, it would have to be an extremely controlled app where only law enforcement had access and you have to log in and all that kind of stuff but, something of that nature would be, because a lot of times, if you are - let's say I am out of the car and I am in somebody's back yard and there is something going on back there and I dont want to leave my partner back there alone or I am the only person there, but I want to know who somebody is because they are, you know, getting a warrant, I dont have to walk back to the car or anything like that. So right now we have to call it in over the radio, if you run by name [unintelligible] and we do it that way. Whereas if you had some app on your phone, you could just go scan or you know like those I-phones have those things where people pay with credit cards they just slide it - I would like one where you could just slide the driver's licence or state ID card and make it so that they can pick up from other states, there are issues in the system where you know, some of the states are just stubborn and won't do it but like if I run a plate from say [State] in my car on the MDT, it will come back, but there are certain states that it won't; you know, if I run something from -I can't say which state offhand but certain states they just won't give you any information, not available, you know. It's like, okay.

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Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	The only other issue with the radios would be - I think it would be more beneficial to have like a - you have only so many frequencies on this radio that are programmed into them. Like you got this city, you got [City], [City], [City], [City] I think, maybe a handful of other ones in the [unintelligible] area but if we ended up going into [City] for anything, we wouldn't be able to communicate with [City]Dispatch at all, which is dangerous. Like I have gone into [City] and had people coming out of the woodwork and can't get on the right frequency to call for assistance so you are pretty much at the mercy of the other - like [City] usually backs us up pretty and I got in a chase and I crashed in [City]. I was there for an hour, still in the car; [City] never showed up. It would have been nice to be able to switch over to [City] and call them and say hey, you know, send a car over here.
Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	[RE: communicating with other agencies] ... what I think would make the most sense is to have like one system that you can access everybody, or one system where everybody at least has like a monitored frequency for all agencies where I could get on there and call [City] if they would be monitoring that frequency.
Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	There is a device that reads plates automatically and looks for stolen cars. My understanding of it is that it is very expensive so very few places have it and the ones that do usually have it [unintelligible]
Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	[RE: department cell phones] You know, maybe for - like I think the detectives have them just for contacting people or if they are trying to get a hold of people that - you know, I wouldn't give my cell phone number out to anybody, so I mean if you are doing any work that required someone to be able to get a hold of you, like a detective's job, then yeah, it would be useful.
Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Probably just like mobile data, like a computer, CAD software that was fully functional that worked when you needed it to, that had you know, good map function that you could rely on where you can see where everyone else is at, just for your safety. Something maybe that you know, would give you audio alerts. I mean, that stuff exists; it's just a matter of

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								cost... [Unintelligible] dont wanna pay for or they dont have the money to pay for it.
Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Most of the agencies out there all have different systems and I think it would be nice to have something across the board that had all the functions that are user friendly. There are different computer systems out there; like the one that we have currently is pretty user friendly; it's real easy to use, it has kind of a lot of new features, one that they might go to if there is a merge with [City], that it is still going to go to a different system that is not as user friendly and doesn't have the features that the current one has and we will have to learn a brand new one over again that is not going to have the same features, not gonna be as good, in my opinion, because it is not going to - we are gonna lose the functionality that we had before that we took for granted, like the large database of names and stuff that we already have for the downriver area; not in that system anymore, we are not gonna have that anymore.
Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	So it would be nice to have like a fully functional system that everybody could communicate with anybody in the state, you know, if you had to easily, without, you know; I mean obviously, you can send like a LEAN message to anybody in the United States, but I dont have the access to do that in the car.
Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	Just the ability to have user friendly report writing functions and search functions and stuff like that, you know; when it is not user friendly, it becomes frustrating because it is time consuming and then if it doesn't work thats even more frustrating because then it eats up your time by trying to get around - it's easier if you could just write your reports in the car when it works, instead of having to come in here and do it. It is faster, it is easier. If the network is down, then that's impossible.
Wish_List	LE	S	Field Responder	36-45	11-20	Male	LE-S-064	And add functionality, I mean, if you have one that doesn't have a lot of features that you take for granted with the one you currently have, then that's kind of frustrating too because then you - for example, the one that we have got now has got a huge name database that - and if you have a first and last name and that's all you have for somebody, like oh



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								yeah, [Name] did it [unintelligible] there are a million [Name] but all I gotta do is type in the first and last name and it comes up with a list of all the contacts if they have ever had, like if they were even arrested or got a ticket or say been a name in our record, it pops up with all those options to choose from. Now you go to a new system all those names are not gonna be in there... So it hinders our ability to investigate stuff and it takes us a step back.
Wish_List	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	It would be nice to maybe not have so many options of ways to communicate like one standard one that works rather than so many. I mean I think if I had a wish list for the Sheriff's department it would be to have a better radio system as far as its reach so it didn't have areas in the county that didn't have any cell service or any radio service...
Wish_List	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	From my perspective... One of the challenges that we see, not just in this environment, we have approximately-- not quite 30 different organization units within the county, from the coroner to the road and bridge to the weeds department. Obviously the Sheriff and some of the more well-known ones, but you have so many different silos of information and communications that it is often difficult to consolidate that. A lot of these systems don't talk to each other, they weren't designed to and they have no way to interface and so a move towards a more integrated or consolidated technology, in my mind...
Wish_List	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	...I think the newer users have more of a desire to see you know some awesome asphalt calculating utility or how many tons of paper come out of our recycle center in a day. Those different things aren't as important to me as the underline technology and infrastructure that supports it. I want to be able to take whatever app [name] thinks is the coolest thing and his staff need and pop it in there and turn it on and his staff can access it and it's secure. Nobody's going to get into it that shouldn't be and it does whatever they need it to do and so I'm more of a big picture guy. There's lots of things I could use most of them already exist.
Wish_List	LE	R	Not	46-55	Not	Male	LE-R-042	... if [name] comes to me five years from now with his list it's going to be

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			specified		specified			totally different than what's available today, the capabilities and the ease of use, the interfaces that they have the ability. You know we see a lot of head's up displays in certain applications. We'll see high in military and stuff like that. I'm sure someday that officers will have the ability to broadcast information from their vehicle upon the dash so that they're head's up and they don't have to be looking down at their mobile touching media buttons. It's all visible and they're not worried about endangering citizens as they access all this information coming at them so it's all coming, it's all there. It'll be here before we know it.
Wish_List	LE	R	Not specified	46-55	Not specified	Male	LE-R-042	[RE: touchscreens] ... and so as these new technologies come into the work force. I think that some environments 24/7 operations 365 they're always being used they're just not robust enough for some of the environments that we have here in county to put a computer out in the recycle center out on the floor. It has a short life span and so the robustness of the technology I think is something that often fails us and we're challenged to keep it functioning properly even though it's super cool sometimes it just doesn't work in that environment so it would be nice to see some of these technologies the organic technologies and different things that are coming out of these research labs to be designed to be robust and usable instead of fragile and cool.
Wish_List	LE	R	Other Public Safety Personnel	36-45	6-10	Male	LE-R-043	...I guess ultimately like if looking at what there is now and what would be really awesome is that if we could all come together and just agree like the whole inoperability thing right like let's just all buy the same radio and the same radio frequencies and whatever and the same system. Just have one you know that's what I would like to see. It's not really new technology it's using the technology we have and not having to be all individualistic about our technology and being so like it's our technology and why don't you use I'm not going to use your technology which is really tough right? We as humans are individualistic.
Wish_List	LE	R	Other Public Safety	36-45	6-10	Male	LE-R-043	Just like their phone right? You pick it up, you dial a phone number, you talk but maybe that's what we need. There's a technology idea right? A radio in which you pick it up and you dial the number and that gets you

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			Personnel					the channel that you want. Man, I should sell that idea. Can I patent that?
Wish_List	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	So call history is really important to us as well. We don't have the ability to lookup call history as far as repeat events so sometimes and this goes for even the full times guys so we're four on three off and then three on four off and then vacations and everything else so there's times where schedules literally you won't work for two weeks which is great. A lot happens in 2 weeks so you may have a neighbor dispute it's an ongoing issue and you know you're getting sent to a call that you think is a brand new issue, you get there this thing blows up in your face and you're like I wish I would've known what was going on. I wish I would've known what [Name] had told them. I wish I would've known what Sergeant [Name] told them. I wish I would've known that they were given information to contact an attorney. It's a civil matter so that kind of information on past events will help us solve the issue quicker and especially where they're trying to manipulate law enforcement on civil issues to see who they can get. Maybe they can get the new guy who doesn't necessarily know and they'll get him to actually write it and give it to the prosecutor. That kind of stuff is helpful...
Wish_List	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	...The other thing that plays against us that I wish I knew more is and it's hard to do some of it but criminal history before we're dealing with people so knowing a little bit more I mentioned the vehicle walk up to the vehicle and know if the vehicle is stolen. Knowing just a little bit about the vehicle before I get there and then the same thing with the people. A lot of times you got to do a lot of digging to get to incidents even in our system, our local database you know you kind of know who the players are in the valley but there's always new guys coming and going and that information across state lines that we have locally in our database does not go anywhere except for local.
Wish_List	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	...The need that I see is trying to communicate with in our instance life flight so our helicopter services for critical incidents. That may seem simple. They're on VHF. We don't have VHF. The fire department also on

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								VHF, EMS also on VHF. When we have a pursuit or something go over the hill or across county lines 8 counties on 700 or 800 megahertz so we go to valley on call which works sometimes, doesn't work other times, ISP runs on a couple different channels so the idea of a full spectrum radio communication and like a network statewide set of repeaters so we have coverage everywhere would just be blow my mind so that you know literally we could dial up any channel, any agency, encrypted, non-encrypted whatever toggling on and off wouldn't matter because there's a public perception issue for always operating encrypted but having that stuff available and ready to use would be critical...
Wish_List	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	...The other thing that would be really handy that I would love to see is some way to run and ID from a radio so all of our ID's have barcodes on them now. Some way to check that person over a radio because right now I got to go back to my car in a rural agency I mean sometimes we have to park at the end of the driveway because it's locked and hoof it in... So we're walking sometimes a quarter of a mile and we're not near our vehicles you know and that's very common or we have injured people in the middle of the field riding a horse in back country or whatever and we need GPS coordinates. Well crap I just left my GPS in the car you know just having kind of a device or something that's all in one that can do a lot of different things and communicate and be able to communicate you know having inoperability that's really the key for me in my mind is being able to talk with whoever we need to talk with to get the resources that I need...
Wish_List	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	...Oh the other thing that we have just we've actually kind of kicked around the idea that would be really neat is a way to shut down a vehicle from your patrol vehicle. To end a pursuit without a pursuit... a way to shut down that vehicle something I don't know you know that's kind of a pie in the sky thing for me
Wish_List	LE	R	Field Responder	26-35	6-10	Male	LE-R-044	There's a huge disconnect between society and people's perception in law enforcement and what actually happens. A way to bridge that gap is something that I think the industry law enforcement industry needs to

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								work on and should be identifying and figuring out how to change that perception and body cameras have done amazing things for us on a lot of different levels and I think that technology is continuing to evolve because people can easily see what's been going on but it's not the full picture. It's a visual indicator but it's not the sense, it's not the smell, it's not the gut feeling, it's not those other things that you have it's a step in the right direction but we're not there yet with changing our perception of law enforcement. So I would like to see on some level somehow just a pipe dream a way that we can bridge that gap between standardized law enforcement practices and people's perception of what law enforcement does and there's bad apples out there just like there's bad attorneys and there's bad this and there's bad that. Let's identify those as bad but not identify the industry as bad and I think if people realized how little you're paid and the risks that you are in at times I don't think a lot of people would do it...
Wish_List	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[RE: MDTs in all the cars] [S2] Absolutely. In this day and age that's going to be a crucial thing that we're going to need.
Wish_List	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S3] Realistically? I would probably want a Bluetooth headset for the times that I don't have to be all wrapped up when I work nights. You know especially on our SWAT team you know a lot of us wear earmuffs when we're in there in case you know flash things are loud, gun shots are loud. You know it would be nice so we could have headsets where we could communicate with headsets instead of having to wear a regular patrol radio on the phone so that would be nice.
Wish_List	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] Like you were saying Bluetooth that would be nice that would definitely help out a lot and flare unit that would be nice.
Wish_List	LE	R	Field Responder	Not specified	5 or less	Male	LE-R-045	[S2] A helicopter, a plane maybe. A drone. I think they've actually been talking about trying to get a drone for our county but with technology nowadays if we can get a drone or two with the flare unit on it anybody that bails we're going to be able to find.
Wish_List	LE	R	Field	26-35	6-10	Female	LE-R-046	...I think we've got about everything we need out here. It's so like again

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			Responder					it's so remote that I don't know what we could have that would really help. It's not like it's not like cameras are really good help. It's not like you know I don't know when you think about technology maybe you think about drones that's not going to help us out here. What's that going to do for us? I just don't think there's a whole lot of other kind of technology that we need that's going to help us do our job better really. I think maybe you know if we could have radios that didn't drop out that would be great. Maybe, maybe a department cell phone but I don't even know none of us have had any issues using our personal cell phones that's really all I can think of.
Wish_List	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	I just might have a very good high speed wireless network. Something that the computer could tag onto like a Verizon or something like that and you'd be good to go. I'm getting some hot spots for our computers and stuff in the car but even here the county and stuff is just not what it needs to be. We have the community to actually send us hot spot information as far as wireless churches, businesses and stuff like that and I'll send that list out to the deputies and they'll go sit in front of the business and use their wireless that's hooked on to you know fiber optic or something that'll be a lot higher speed but I mean ideal that's what you want...
Wish_List	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	...You want your radios to work and you want your cell phones to work all over the county. I mean that's pretty much it. I think the infrastructure there is just a matter of the [INAUDIBLE]. Having the capability of doing it wherever not having to worry about you know. We did a missing person scenario down towards [County] in the national forest and nobody's radio worked... radio didn't work, phone didn't work. What do you do with that?
Wish_List	LE	R	Supervising Field Responder	36-45	21-30	Male	LE-R-048	I like drones. I think that's the next thing... I plan on getting one. I'm getting my son one for Christmas. I'm getting him a VGI Phantom 4 which is actually the same drone they use for different stuff. So I plan on him learning how to do it and then come using it as a resource to find stuff. Missing persons and stuff like that. There's a flare camera you can

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								put on the drones and they're about \$1200. I think that's money well spent. It comes down to search area timeframes. If you get somebody on scene in 30 minutes your search areas is much, much smaller especially with a flare camera or something like that with a missing person or an elderly person or a child as compared to waiting 2 hours for a helicopter to get here because in 2 hours your search area expands exponentially It's a little ridiculous but if you can quickly get some resources on site it makes a huge difference in the amount of time and also setting up perimeters and things like that so it makes a big difference.
Wish_List	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	...We have the same bad guys that plaque our campus year after year after year breakdown in the court system that allows them to come back in such a short timeframe job security I guess for our officers for myself but where we could begin to automate and increase the speed with which we identify these individuals. They're coming into buildings where we have existing video surveillance capabilities but because facial recognition relies so heavily on controlled lining, consistent lining, consistent angles for the camera to the face in order for it to be effective and there's largely that proprietary nature of the software and the hardware having to be from the same manufacturer very little open source capabilities there. If we could develop facial recognition to a point where it was reliable and able to utilize the existing infrastructure of cameras so that we could leverage our current capabilities with that new software to more readily identify these individuals and to capture them before and catch them as their coming out of campus as opposed to after they've already committed their crime and left...
Wish_List	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	... Robotic technology. Not to replace our officers but again to act as a force multiplier. This is a technology school. We are driven by technology here. We are developing these technologies here. We need to be able to incorporate them in the community. These kids, students, young adults they embrace that. Some of them are more apt to interact with a robot then they would an actual live police officer. If we can cater

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								to that community's desires and provide them with the device that they want or the means with which they want to communicate with us we owe it to our community to do that and so we are looking to develop robotic technology, autonomous robotic technology that can go out and perform patrols to notify us of dangerous environments. If there's dangerous gas detection, carbon monoxide in a parking deck by it going through and conducting its patrols with LPR on board to identify stolen cars that go through the parking deck, identify dangerous levels of carbon monoxide before someone suffers ill consequences from it, be able to be sent into a lab where there was a chemical spill in order to either aid in monitoring the levels of the dangerous gas or even the cleanup of the spill. So I would love to see us leverage robotic technology more...
Wish_List	LE	U	Other Public Safety Personnel	46-55	11-20	Male	LE-U-049	...Robotic technology I do see ground based robotic technology. Facial recognition I see those coming along. I'm looking forward to that. Is there a technology out there though that's just the gee whiz bang oh we got to have it? Automatic vehicles probably would be something where if we can allow an officer to not where they could focus on other things and not the driving and allow for reliable autonomous navigation from point A to point B to get our officers there as fast as possible, as safely as possible that would be cool. Teleportation would be great.
Wish_List	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[S3] I mean I would like for all of us to be able to track every car. I mean like a stolen car that you know there's no reason a \$30,000 car that you can't track. I mean---
Wish_List	LE	S	Field Responder	Not specified	Not specified	Male	LE-S-050	[RE: smart buildings] [S4] Well that and like active shooters that would be good too.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	... so we're still handwriting state accident reports or typing them in just filled filling not actually doing a software system. GEARS is the system where you actually you know enter information and do street draw to draw the accidents. We're very close to getting that but we don't so a lot of officers complain about that having to hand draw their diagrams and hand write their accident reports. Ticket writers I think people would like



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								ticket printers you know having electronic ticketing I think people would like to have but again we don't write a ton of tickets here so when guys complain about that it's like if you were writing 20 a night I'd feel bad for you but you write like 4 a month you know you can make it happen and then having access to NCIC in the vehicles which I think is important. We don't have it. It'd be nice. Going over the edge is time consuming. It's easier to walk back to the car and put in the information and get it back. I wish we had that...
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	I suppose who, what, when and where. I think the why and how we'll get later but kind of what's going on? Who do I need to meet and who are they describing? If it's a crime I need to know what this person looks like, where they're going.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	That's funny. It's something that someone pointed out to me. Self-driving cars are going to be amazing both for the public and for us. No more wrecks hopefully you know no more ideally if we have a world of self-driving cars we can get on that train and we don't have to do traffic enforcement anymore and we don't have to work wrecks anymore and we don't have to deal with that. Seven years is still going to have glitches in the system but self-driving cars might be something needed for the future think in a more realistic world.
Wish_List	LE	U	Field Responder	26-35	6-10	Male	LE-U-051	...Having fully capable MDT's where we can run NCIC, GCIC where every car's computer works and does what it's supposed to do that'd be ideal. Ticket printers just because some courts like the court that we send our tickets to here the [County] Traffic Court several years ago said they were going to stop taking paper tickets well that never happened. We were supposed to get on board with that because [County] isn't in the police department in moving towards the ticket printers. I think they may be fully electronic with their citations but this was like five years ago. Everybody is going to have to be well we're still not electronic it'd be nice to get to that point. I'm trying to think yeah.